



# AdaCountyParamedics

We're in it for Life!



## Annual Report

### 2014

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# Message from our Director

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Darby Weston

“This year has been a time of continued progress and innovative thinking. We look forward to the challenges and opportunities the next year will bring.”

Thank you for taking the time to read Ada County Paramedics 2014 Annual Report. This year has been extraordinary in many ways.

Our first year of the Joint Powers Agreement (JPA) has proven to be effective and highly collaborative. Working with seven surrounding Emergency Medical Services (EMS) agencies to operate as a single system is enhancing our overall effectiveness and developing more cohesive training. With our resource sharing and the creation of system-wide protocols, we've also enhanced our professional working relationships with our EMS system partners.

Apart from the successes we've seen in the JPA this year, Ada County Paramedics also purchased, and began renovations on one of our 13 stations. This 24-hour station, located in Boise's historic North End, was in desperate need of structural and cosmetic updates. In November, we began a demolition that will eliminate interior asbestos and provide an updated kitchen area for meal preparation. Other updates, such as wiring and electrical, will help increase safety and reduce costs. On the exterior, the building will receive an overhaul to reflect the beauty of the surrounding neighborhood. The project is being built to LEEDS standards which will provide a high-efficiency structure with a minimal environmental impact.

This year has been a time of continued progress and innovative thinking. We look forward to the challenges and opportunities the next year will bring. –Director Darby Weston

# Contributing to our Community

One of the values Ada County Paramedics upholds is humanity—we demonstrate this value to our community in an effort to enrich the lives of others and make a difference.

## Ada County Paramedics Association

The Ada County Paramedics Association is a core group of Ada County Paramedic employees who manage an account with monthly funds pooled from employees' own paychecks. The funds are used to make our community and others' lives better—through in-kind donations, financial help and public education and aid.

## ALS Ice Bucket Challenge

During 2014 the "Ice Bucket Challenge," went viral! Ada County Paramedics employees gathered with other EMS providers in downtown Boise and poured freezing water over our heads to bring awareness to ALS.

## Adopt a Highway

Ada County Paramedics employees adopted Highway 21 from Lake Forest Road to the Warm Springs dam. We keep an eye on this area to ensure it remains tidy.

## KTVB Cares

During the annual KTVB Cares event, Ada County Paramedics employees filled an entire shopping cart to the brim with healthy food and necessary staples that we then donated KTVB Cares, benefitting a local food bank.

## Annual SueB Memorial 5k Run

Ada County Paramedics employees partnered with the Women's and Children's Alliance again this year to help bring awareness to domestic violence and celebrate healthy relationships.



Above, Ada County Paramedics employees snap a photo after the ALS Ice Bucket Challenge in downtown Boise. Below, the Association's Adopt a Highway sign on Hwy 21



# Contributing to Our Community Cont.

## Toy Drive

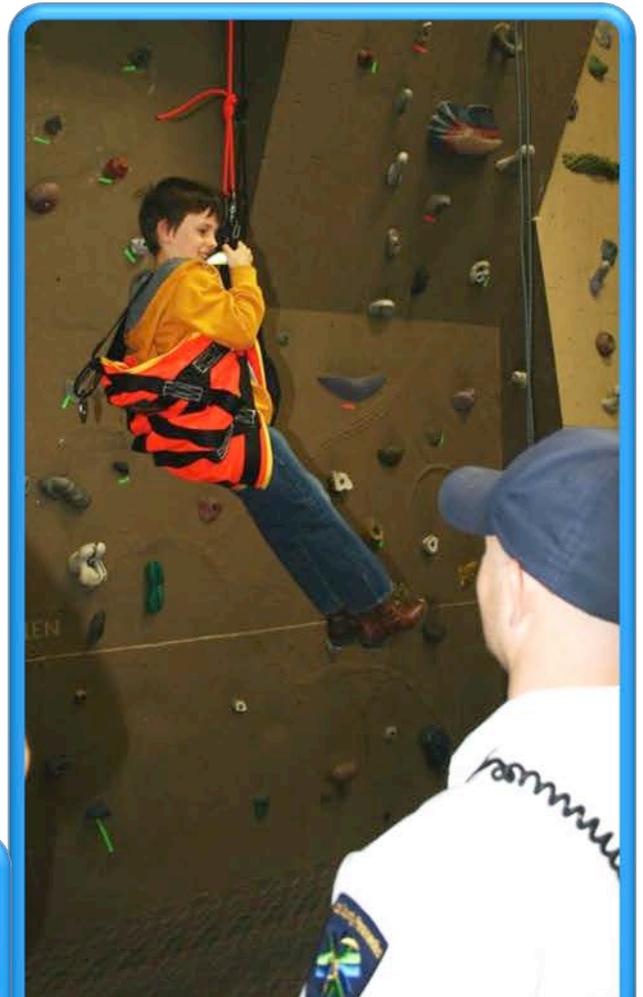
Each December Ada County Paramedics holds a toy drive. Once toys are collected, Ada County Paramedic employees meet at a local hospital on Christmas Eve and deliver gifts to children who are hospitalized during the holiday season.

## Courageous Kids Climbing

Courageous Kids Climbing advocates for children diagnosed with special needs by inviting them to climb rock walls with some of their local EMS heroes.

## Susan G. Komen Race for the Cure

In 2014, group of employees formed an Ada County Paramedics team for the annual Susan G. Komen Race for the Cure, benefitting breast cancer research.



Left, toy drive animals headed to the hospital donation; Above, Susan G. Komen team; Page top, Courageous Kids Climbing Event

# In the News

## INTEGRATED HEALTHCARE Idaho CP Program Continues to Grow ARTICLE AUG 22, 2014



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## Ada County Paramedics receive

By On Your Side Newsroom. CREATED Aug 4, 2014

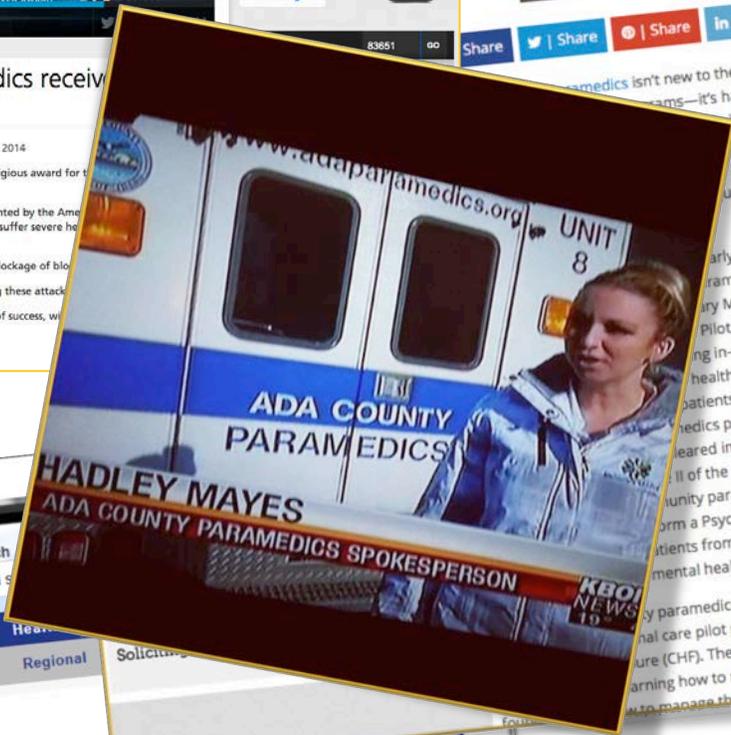
Ada County Paramedics have received a prestigious award for their work with heart attack patients.

The Mission: Lifeline EMS Silver Award, presented by the American Heart Association, recognizes caregivers who help patients who suffer severe heart attacks (STEMI (ST Elevation Myocardial Infarction)).

These heart attacks are caused by complete blockage of blood flow to the heart.

Without prompt treatment, patients suffering these attacks can die.

Ada County Paramedics achieves a high rate of success, with many patients surviving.



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News

## Community paramedics program helps ER visits drop in Ada County

**Two Days Only! Special event pricing**

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## Ada Paramedics honored by Heart Association

Ada County Paramedics was recently honored with the American Heart Association's Mission: Lifeline EMS Silver award. This award recognizes a high level of success in implementing improvement measures for patients who suffer from severe heart attacks, known as a STEMI (ST Elevation Myocardial Infarction). Ada County Paramedics treated 78 STEMI patients over the course of a year, 70 more than required for the award.

The company received this award for having demonstrated at least 75 percent compliance for each required achievement measure for the year, following protocols derived from the American Heart Association/American College of Cardiology, using the correct tools and training to rapidly identify STEMI and notifying the hospitals early to trigger response from awaiting hospital personnel.

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Next: August 15, 2014

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- Elise Bailey adds three associates
- Jenna Balch joins Washington Trust
- Boise photographer is finalist for national award
- Parsons Balch & Lattimer adds three attorneys

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Lawmakers may take up corporation's status
- Idaho Shakespeare Festival hits record attendance
- Salmon's Gem Air wants grant for year-round Boise flight
- Terry Bailey is building a new health clinic in Nampa
- A world with Janice

# Public Education

Ada County Paramedics continued to lead the community in its' commitment to public education in 2014.

## Sidewalk CPR

In 2014 Ada County Paramedics held frequent hands-only "sidewalk CPR" events that were free to the public. Hands-only CPR can be just as effective as traditional CPR which includes mouth-to-mouth breaths.

## School Visits

Ada County Paramedics was invited to **23** schools and/or childcare facilities in 2014. During these visits we taught children what paramedics do, how some of our medical devices work, let them tour our ambulances and explained that our job is to help if they're ever in an emergency.

## The Beat Goes On

In partnership with Saint Alphonsus hospital, we taught over 100 people how to potentially save someone's life with hands-only CPR. Participants were instructed on proper techniques while compressing manikin's to the beat of "Stayin' Alive."

"Providing public education is another important way we interact with our community outside an emergency setting."

—Director Darby Weston



Above, Ada County Paramedics demonstrate how to administer hands-only CPR at a community event; Middle, Ada County Paramedics visit Seven Oaks Elementary School; Lower, a group learns how to do CPR at "The Beat Goes On."

# Public Education Cont.

## National County Week

In 2014 Ada County Paramedics celebrated “National County Week” along with the Ada County Commissioners and other Ada County departments.

During this county-wide event, Ada County Paramedics handed out VitalRide Ambulance Membership information, gave the public a peek inside our ambulances and demonstrated life-saving hands-only CPR.

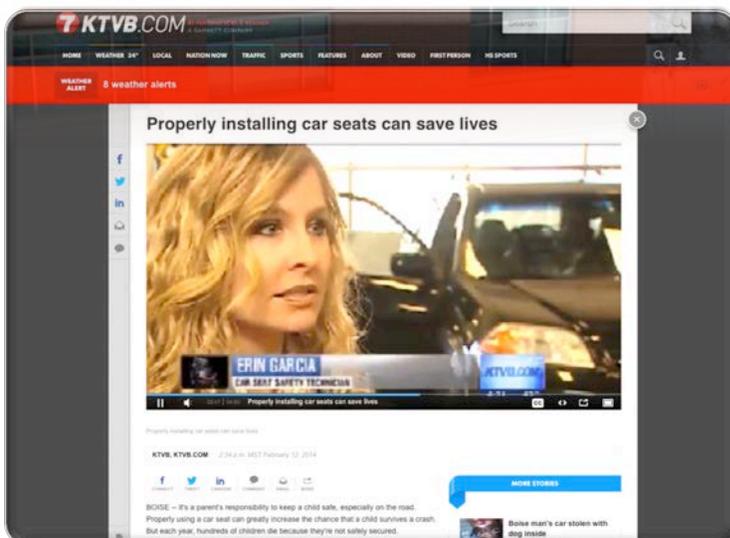
Our Special Operations Team rappelled the Ada County courthouse, showcasing their high-angle rope rescue skills. Our Tactical Medical Team also displayed their equipment and answered questions about their team operation.

## Car Seat Checks

Ada County Paramedics offers free car seat checks to local parents or anyone who’s interested in learning how to safely and properly install a seat.

It’s our goal to ensure children in and around our county are safe during vehicle transit. In 2014 alone, our two certified Car Seat Technicians inspected a total of **98** car seats to help ensure the seats’ position and angle were secure.

KTVB featured Ada County Paramedics in an interview highlighting the importance of correctly-installed car seats (pictured lower right).



# VitalRide Ambulance Membership

Ada County Paramedics understand medical bills can be expensive. But we *never* want that to hinder someone from calling 911 in an emergency. That's why we started the **VitalRide Ambulance Membership** program. Members can rest easy knowing when they call 911, after insurance is billed, they'll owe us **nothing** for ambulance transport. And, if members don't have insurance or insurance won't cover it, the most they'll ever pay us is \$100 per hospital trip— even if the ambulance bills are thousands of dollars. Plus, one year of VitalRide only costs \$60 *and* it covers the entire household.

## VitalRide Membership Example:

### Billed For:

Emergency Ambulance Transport

### Total Ambulance Bill:

\$1,433.15

### Amount Member's Insurance Paid:

\$148.17

### Amount We Waived:

\$1,284.98

### Amount Member Owed Us:

\$0

**Total VitalRide Sales 2014:** \$97,240.40

**Total VitalRide Sales 2013:** \$88,870.00



# Community Paramedics

Ada County Community Paramedics continue to lead the Community Health Emergency Medical Services (CHEMS) initiative in our state. In 2014 the Community Paramedics (CPs) worked to move the program forward to improve patient outcomes, decrease overall healthcare costs and help patients find appropriate resources post hospital discharge.

## Involuntary Mental Hold Pilot Program

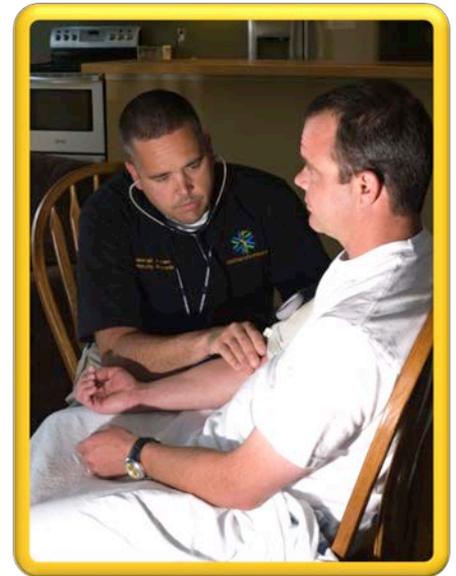
Last year we began a program to test the effectiveness of CPs performing in-field medical clearance exams to allow Law Enforcement officers to transport patients, who have been placed on an involuntary mental hold, directly to a psychiatric facility rather than to the Emergency Department (ED). With hopes of decreasing overall healthcare costs and ED bed-hours, we activated Phase II of the pilot in 2014. In Phase II, the Department of Health and Welfare's Mobile Crisis Unit formed a Psychiatric Evaluation Team (PET), which places these patients in mental health facilities instead of the ED. As of December 29th, the PET team screened 31 individuals in-field and diverted 18 patients from the ED to a mental health facility.

## Transitions Program

Ada County Community Paramedics partnered with the Saint Alphonsus Health System for a 30-day transitional care pilot program for recently-discharged-hospital-patients diagnosed with congestive heart failure (CHF). During this pilot, Ada County Community Paramedics and Saint Alphonsus Health System tracks hospital readmission rates, patient satisfaction with the CP's services and the patients' ability to manage their chronic medical condition and recognize signs and symptoms, early on, that could lead to deterioration in their physical condition. To date, the Community Paramedics have received 7 patient referrals, with 4 of these patients accepting enrollment into the program.

## Pacific Source

In September, the Ada County Community Paramedics partnered with Pacific Source Health Plans (PSHP) to put on two 6-hour health screening and seasonal flu vaccination clinics for PSHP members age 65 and older. The health screenings included blood pressure/pulse oximetry



screenings and a nationally recognized "Get-up and Go" test to assess mobility. The clinics also offered information booths from the Boise YMCA, Friends in Action, and our own Ada County Paramedics VitalRide Ambulance Membership program. Over the course of two clinics, 124 PSHP members participated in the health screenings and vaccinations.

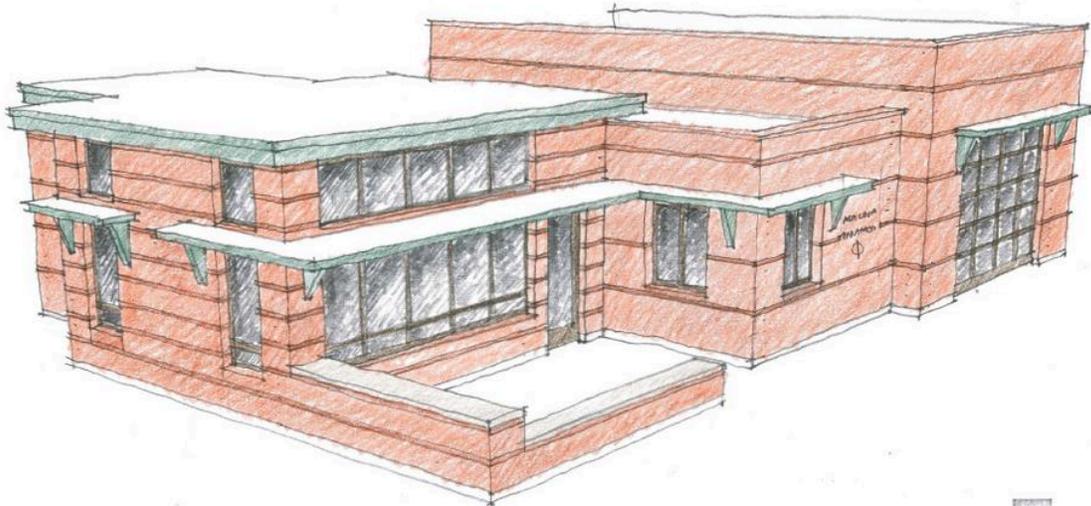
# Operations

Ada County Paramedics

We're in it for Life!

## General Operations

As a department we take our responsibility to our patients and taxpayers very seriously. Our ambulances are strategically staffed to match 911 calls by hour of the day and we ensure ambulance availability as additional emergencies arise.



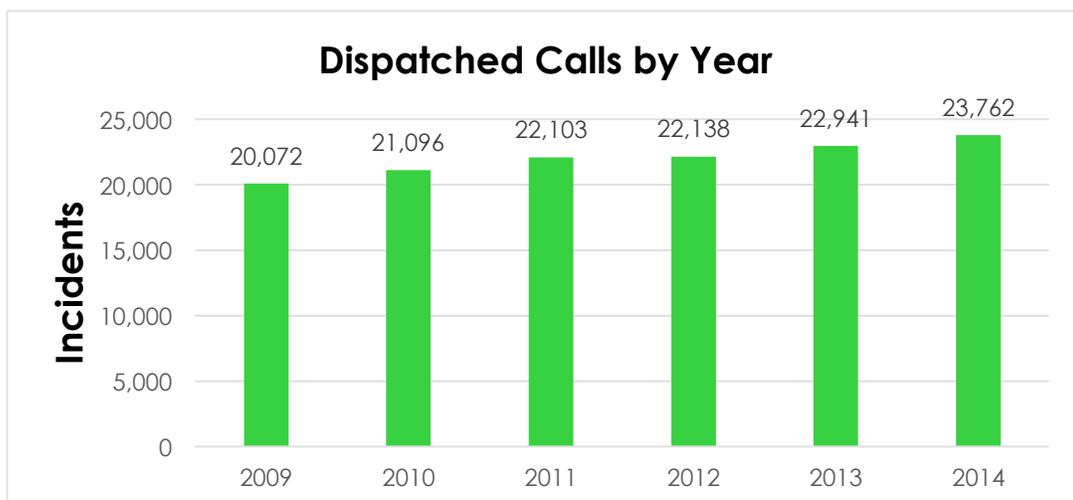
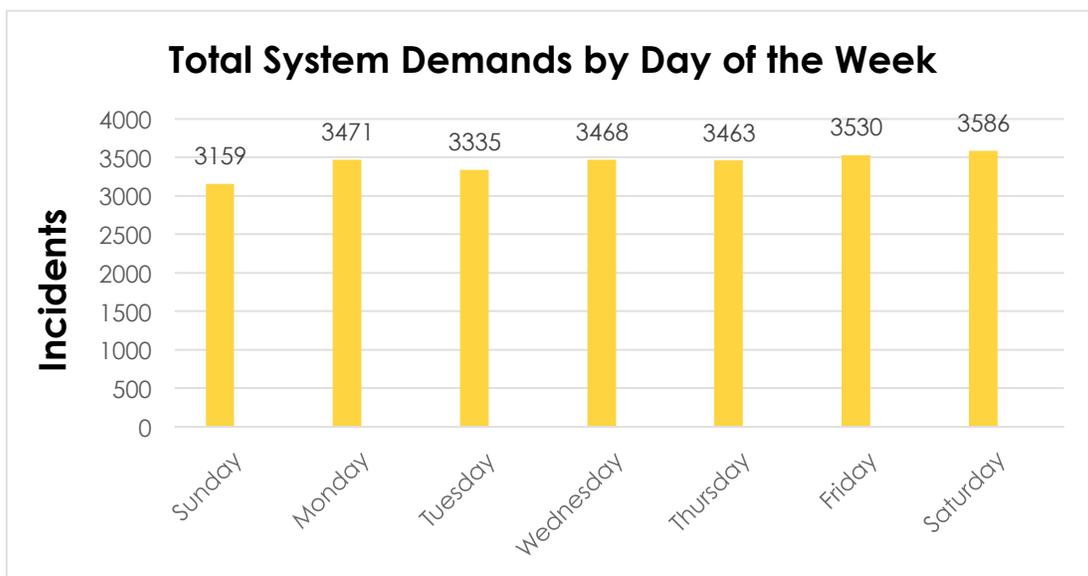
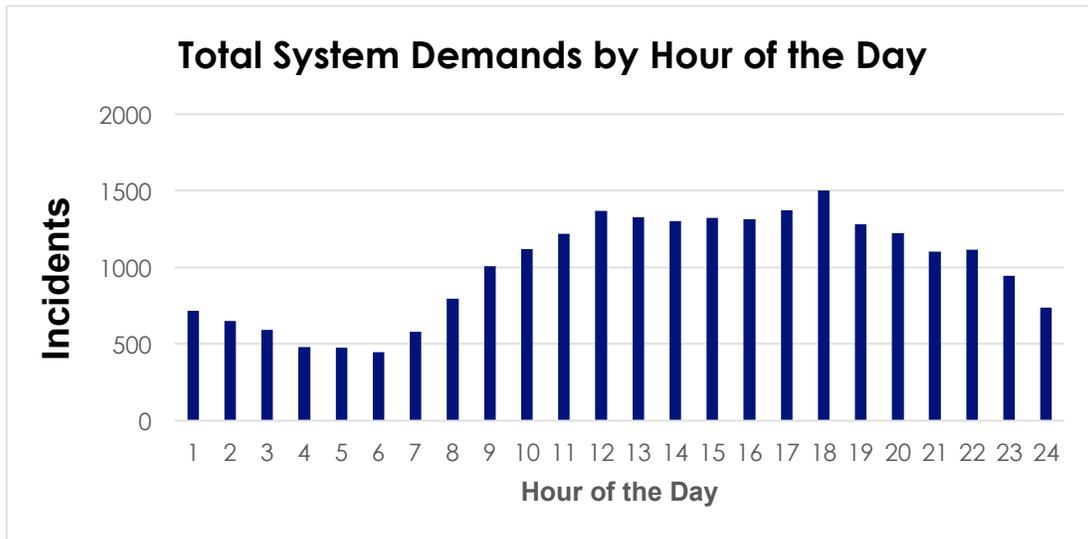
## Station 17 Renovation

This summer Ada County Paramedics purchased a station we've occupied since 1997 from the City of Boise. While the station is well-located to serve our community, the structure was over 60 years old and in desperate need of an update. The renovations will bring our station up to city code, eliminate interior asbestos and provide an updated kitchen for meal preparation. Wiring and electrical will also be updated to increase safety and reduce costs. Aesthetically, the building will receive an overhaul to reflect the beauty of the historic North End, where it's located. The project will also be built to LEEDS standards to provide a high-efficiency structure with minimal environmental impact. The projected completion date is expected in May 2015.

## Employee Wellness Program

Ada County Paramedics cares about our employees' health and wellbeing. This fiscal year we implemented an employee wellness program that's customized specifically to our employees' needs given our industry. The Wellness Program is no cost to our paramedics and helps us to ensure our employees receive the highest level of healthcare available.

# Operations Cont.

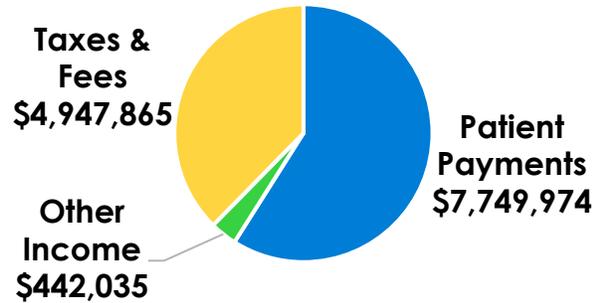


# Operations Cont.

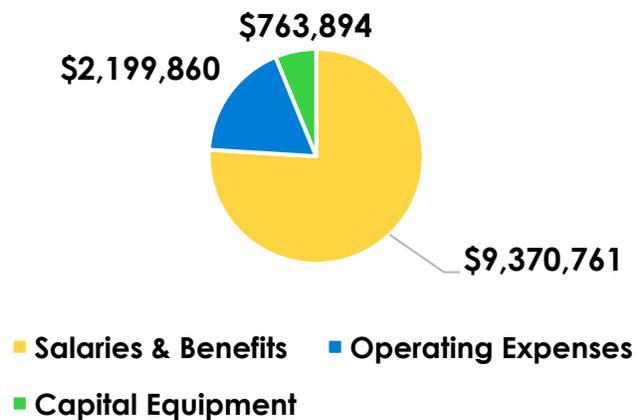
## Operational Facts

Total Call Volume	23,762
Total Ambulances	28
Ambulances Staffed/Day	9-12
Crew Staffed/Ambulance	2
Number of Stations	13
Number of Employees	127

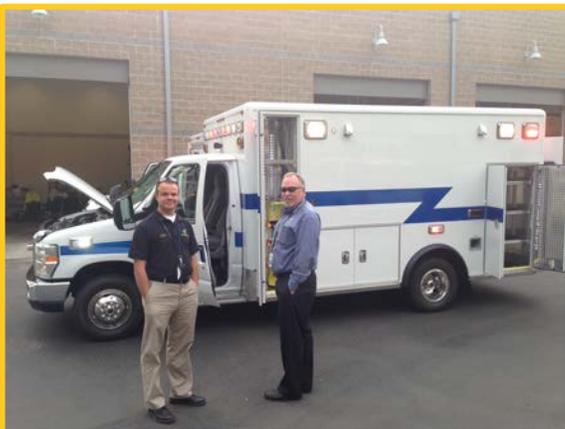
## Revenue for FY 2014



## Expenses for FY 2014



Above, two Ada County Paramedics in infectious-disease protective wear; Below, Director Weston & Deputy Director Rayne stand in front of a new ambulance.



## Top 10 Incident Types

Clinical Impression	Number of Patients
Traumatic injury	4762
Generalized Weakness	1676
Abdominal Pain/Problems	1270
Behavioral / Psychiatric Disorder	1425
Chest Pain / Discomfort	1045
Pain (Non-Traumatic)	1140
Altered Level of Consciousness	1053
Respiratory Distress	927
Seizure	772
Syncope / Fainting	695

# Education Department

In 2014, Ada County Paramedics worked to integrate with the various ACCESS members. This transition encompassed both a new learning management platform and implementing county-wide training which enables us to provide an even higher level of system efficiency in a collaborative environment. Fiscal year 2014 also added another EMS Educator position due to the expanding needs brought on by the ACCESS integration.

## Multimedia Production

With an increased need to educate cross departmentally, Ada County Paramedics purchased numerous pieces of high quality, professional multimedia production equipment. As an organization we now have the capability to film, direct, edit, green screen, and animate projects that will enable us to keep delivering the highest level of paramedicine education available to our paramedics and EMTs.

## Leadership Trainings

In 2014, Ada County Paramedics hosted two leadership trainings. Our Battalion Chiefs, Captains, Field Training Officers and Administrative team trained alongside Canyon County's employees of similar rank. The dual department training cultivated great discussion and leadership sharing given our respective organization's differences and similarities.

## Idaho State University (ISU)

In partnership with ISU, Ada County Paramedics' instructors continue to teach Paramedic Science courses to those enrolled in ISU, aspiring to work in the EMS industry. Students are required classroom hours in addition to hands-on clinical training.





## Ada County Paramedics Mission

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Provide an innovative, effective and efficient emergency medical services system to safeguard and enhance the health and quality of those we serve.

## Ada County Paramedics Values

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**Humanity Integrity Trust Excellence Stewardship**



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