



AdaCountyParamedics
We're in it for Life!



Annual Report

2016

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Message from our Chief

Darby Weston

“Ada County Paramedics worked diligently to keep our momentum driving forward in 2016. I’m continually proud to lead an organization filled with so many hardworking, caring and dynamic individuals. ”

Thank you for reading our 2016 Annual Report. During 2016, Ada County Paramedics continued to be on the cutting edge of the pre-hospital healthcare industry.

Our third year of the Joint Powers Agreement (JPA), also known as ACCESS, proved to be mutually beneficial for the participating agencies. With seven surrounding Emergency Medical Services (EMS) agencies opting in, we’ve created a more fluid system that has streamlined our group education and training endeavors and has proven itself to be even more cost effective to operate—a benefit to our patients and our community.

In 2016 Ada County Paramedics also renovated our former headquarters, located at 5870 Glenwood Street. This building now serves as one of our 13 Ada County stations. The structure, located in Garden City, was extremely outdated and in need of updates for our crews’ safety and comfort. The renovation modernized our station, brought the structure up to code and reconfigured the interior.

In 2016 we continued improving our Community Paramedic programs. Our Psychiatric Evaluation Team, CARE Program and Employee Health Program are proving the role of a “paramedic” is ever evolving and multifaceted.

Ada County Paramedics worked diligently to keep our momentum driving forward in 2016. I’m proud to lead an organization filled with so many hardworking, caring and dynamic individuals. We look forward to 2017. –Chief Darby Weston

Contributing to our Community

The ABCs of Safe Infant Sleep

In late 2016, Paramedic Battalion Chief Bart Buckendorf approached Chief Weston with an idea. Bart had seen, in his words, “too many” tragic infant deaths while responding to 911 calls—most of which Bart believed could be attributed to unsafe sleeping conditions for the baby. In his research, Bart discovered the “**ABCs of Safe Sleep**” which is supported by the American Pediatric Association. The underlying goal of the **ABCs of Safe Sleep** campaign is to save more infants’ lives by educating that babies under the age of one-year old should sleep **A**lone, on their **B**ack, in a **C**rib. Ada County Paramedics affixed the messaging to 9 ambulances in their fleet, recorded a Public Service Announcement, and pushed the messaging out to the media and the Ada County community.



Top. An Ada County Paramedics ambulance depicts the ABCs of Safe Sleep messaging. **Top Right,** Battalion Chief Bart Buckendorf does an interview on the safe sleep campaign with KTVB. **Lower Right,** Battalion Chief Buckendorf records a radio public service announcement at Scripps Media to educate our community about safe and unsafe sleep conditions for infants.

Contributing to Our Community Cont.

Domestic Violence Awareness Month

In October 2016, Ada County Paramedics worked with the Women's and Children's Alliance and cities within Ada County to proclaim the month of October as "Domestic Violence Awareness Month." Ada County Paramedics held a press conference at our headquarters where the Ada County Commissioners and city Mayors proclaimed their support for the endeavor. Our own Paramedic Rene' Miller, a domestic violence survivor, spoke about her role in seeing domestic violence during 911 calls, and also spoke to a teary-eyed crowd about her experience in an abusive relationship.

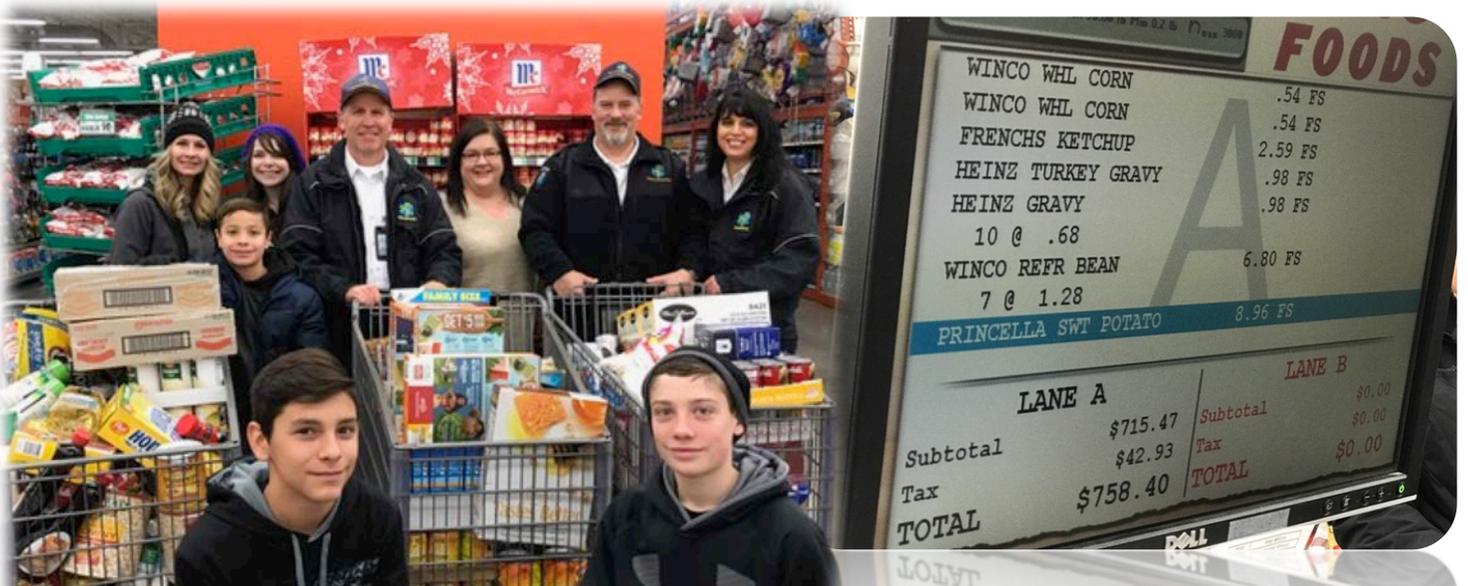


Above, Ada County Paramedic Rene' Miller, a domestic violence survivor, speaks about her experience at the press conference. **Top & Lower Right**, The Ada County Paramedics 'headquarters is decorated with tee shirts (made by domestic violence survivors) and purple balloons—the color used to represent domestic violence awareness.

Contributing to Our Community Cont.

7 Cares Idaho Shares Food Drive

In 2016 the Ada County Paramedics Association participated in the 7 Cares Idaho Shares Food Drive for the third consecutive year. The Ada County Paramedics Association is made up of a group of Ada County Paramedics employees who pool funds from their own paychecks into a bank account each month. The funds are used to help make our community and others' lives better through financial assistance, donations and public education. During this year's 7 Cares Idaho Shares food drive, Ada County Paramedics employees and their families went on a shopping trip to Winco and filled not one, but THREE grocery carts of food, which was then donated to the 7 Cares event, benefitting the local Idaho Food Bank.



Above, Ada County Paramedics and their families fill three Winco shopping carts with food donations. **Top Right,** The food donation totaled \$758.40 of employee-donated funds. **Lower Right,** Paramedics Dina Hardaway, Lane Corless and Bart Buckendorf pick up just a few boxes of mac n' cheese for the food drive.



Contributing to Our Community Cont.

Annual Toy Delivery to St. Luke's Children's Hospital

Each December, Ada County Paramedics coordinates an all-county toy drive with employees from the many departments that make up Ada County. After the toys are gathered, Ada County Paramedics employees and the Ada County Commissioners meet at a local hospital in downtown Boise and deliver gifts to children and their siblings who are hospitalized during the holidays.



Top Left, Ada County Paramedics Dina Hardaway, Annelise Lane and Ada County Paramedics Chief Darby Weston organize toys on top of the gurney to ensure children receive a gender and age appropriate gift. **Top Right**, Paramedic Annelise Lane helps a sick child open his gift in his hospital room. **Lower Left**, Paramedic Annelise Lane, Public Information Officer Hadley Mayes and Paramedic Dina Hardaway stop for a quick photo before delivering gifts to the children.

In the News

IDAHO BUSINESS REVIEW .com

NEWS AWARDS EVENTS & PUBS OTHER PUBLICATIONS TOPICISTS ADVERTISING PUBLIC NOTICE & LEADS

Ada County paramedic wins EMS advocate of the year

Ada County paramedic Mark Babson has been named 2016 EMS Advocate of the Year by the National Association of Emergency Medical Technicians. The national award recognizes EMS professionals whose volunteer efforts advance EMS through educating and engaging elected government leaders, the EMS community, the wider healthcare community, and the public.

Babson has worked for Ada County Paramedics since 2005 and received his EMT certification in 2006. He worked as a paramedic for 10 years before joining Ada County Paramedics.

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WEATHER ALERT 44 weather alerts

Crime Regional 7 Investigates Politics Health Business Education More

Highway 21 cliff rescue

ADA COUNTY PARAMEDICS

BOISE FIRE

KTVB.COM A TEGNA Company

County comes together for Domestic Violence Awareness Month

ON YOUR SIDE KTVB-TV WEATHER TRAFFIC ALL SECTIONS +

ALERTS DOWNLOAD THE 6 ON YOUR SIDE APP

Ada County paramedics launch crib death prevention PSA campaign

BY: Steve Bertel
POSTED: 10:37 PM, Oct 24, 2016
UPDATED: 4:19 AM, Oct 26, 2016

UNIT 82

Alone, Back, Crib. Know the ABCs of Safe Sleep.

Ada County Paramedics We're in it for life! www.adaparamedics.org

ON YOUR SIDE KTVB-TV WEATHER TRAFFIC ALL SECTIONS +

ALERTS DOWNLOAD THE 6 ON YOUR SIDE APP

Ada County Commissioners delivers gifts to hospitalized children

BY: Steve Bertel
POSTED: 4:03 PM, Dec 19, 2016
DATED: 6:23 PM, Dec 19, 2016

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DEA to ban Kratom by the end of the month

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NEWS

DEA CLASSIFIES DRUG AS SCHEDULE 1

SIGNS OF FALL OVERTIME RULING

72° 4:01 DEADLY HIT AND RUN

VIDEO BY KTVB

Awareness Month, Ada County paramedics launch PSA campaign

During Domestic Violence Awareness Month, Ada County paramedics launched a PSA campaign entitled "Alone, Back, Crib" to offer safe sleep education and offer safe sleep education to protect Ada County children from Sudden Infant Death Syndrome and Sudden Cardiac Arrest.

BOISE, ID - With toys and gifts donated by Ada County employees, the Ada County Commissioners and paramedics brought joy to a number of hospitalized children Monday who are spending their holidays at St. Luke's Children's Hospital in Boise.

Each year, Ada County organizes an all-employee toy drive to benefit the hospitalized children. Hundreds of toys were collected from the Ada County Courthouse, the Ada County Paramedics Headquarters, the Public Safety Building, and other locations.

Autoplay

Public Education

School Visits

Ada County Paramedics was invited to more than 20 schools and/or childcare facilities in 2016. During these community events, we teach the children how some of our medical devices work and provide hands-on tours and demonstrations of our ambulances and equipment. We also teach the children what paramedics do and how they can keep themselves safe!



Holiday Parade

Ada County Paramedics creates a custom parade float each year for the annual "Holiday Parade" that runs through the streets of downtown Boise in December. Our theme for 2016 was a snow globe! During the parade, we blast the well-known song, "Stayin' Alive" by the Bee Gees and dazzle the parade attendees with our coordinated hands-only-CPR gurney dance! It's a fun educational event we look forward to each year.



Top Right, Ada County Paramedics visit a school to teach the students about the paramedic profession and the importance of knowing to call 911 in an emergency. **Lower Right**, Ada County Paramedics employees stand with the snow globe parade float and proudly display the trophy we were awarded for the "Most Entertaining" award division.

Public Education Cont.

Car Seat Checks

Ada County Paramedics has two certified car seat technicians on staff. We offer free car seat inspections to anyone interested in learning how to safely and properly install a seat.

In 2016, our technicians inspected a total of 72 car seats to help ensure the seats' position and angle were correct. Even the smallest discrepancy with a car seat's installation can make a world of difference in a child's safety during a collision.

Social Media

Ada County Paramedics is very active on social media. We use the various platforms, including Facebook, Twitter, LinkedIn Business, Pinterest, Instagram and NextDoor to interact with and educate our community. We also offer helpful health and safety tips and run contests for roadside safety/first aid kits.



Above, A social media post from our First Aid Kit Contest. **Top Right,** Baby LuLu, whose car seat we helped inspect/install **Lower Right,** A social media contest winner and her grandson

Vital Ride Ambulance Membership



We believe upstanding pre-hospital healthcare should be available to all Ada County residents regardless of their financial situation, which is why we created the **Vital Ride Ambulance Membership** program to ensure this is a reality. When Vital Ride members are transported to the hospital, instead of billing them for our services, we simply waive their ambulance bill.* We recognize unexpected medical emergencies can be financial hardships, but we never want that to hinder someone in our community from receiving the health care they need. Vital Ride Memberships offer peace of mind for only \$60 a year.

Vital Ride Membership Example:

Billed For:

Emergency Ambulance Transport

Total Ambulance Bill:

\$1,900.00

Amount Patient's Insurance Paid:

\$1,200

Amount Patient Owes Us:

\$700

Amount Vital Ride Patient Owes Us:

\$0

2016 Vital Ride Membership Sales: \$112,754.00

2015 Vital Ride Membership Sales: \$104,595.00



Operations

General Operations

Ada County Paramedics takes our responsibility to our patients, taxpayers and community very seriously. Our mission and values guide each decision we make.



Mission

To care for you like we care for our own, we deliver pre-hospital healthcare focused on our values

Values

Humanity

Trust

Excellence

Stewardship

Integrity

Station 23 Renovation

In 2016, Ada County Paramedics renovated our former headquarters, located on Glenwood Street in Garden City. This building has served as one of our 13 Ada County stations, since 2011 when we moved our headquarters to Benjamin Lane in Boise. While the station is well situated to serve the needs of our community, the structure was extremely outdated and in need of updates for our crews' safety and comfort. The renovation expanded the station, brought the structure up to code and reconfigured the interior.



Above Left, Ada County Paramedics Station 23 ambulance bay during the renovation **Above Right**, Ada County Paramedics Station 23 kitchen during the renovation

Community Paramedics

The Community Paramedic program at Ada County Paramedics has been very busy. This year saw the beginning of a new partnership with Saint Alphonsus called the C.A.R.E Program. The Community Paramedics worked with the Saint Alphonsus Health System to create a program to assess and care for patients recently discharged from the Emergency Department (ED). These patients are identified, either by a nurse or physician, in the ED as being “at risk” for readmission. The Community Paramedic sees the patient in their home 24-72 hours after their ED visit and assesses their health situation, provides the patient resources they didn't know were available and coordinates care with the patients' primary care provider (PCP). If the patient does not have a PCP, the Community Paramedic assists them in getting one. The program is still in the “trial” phase, but anecdotally is providing good results.

The Psychiatric Emergency Team concept continues to be a success. In this program, the Community Paramedic, along with law enforcement and a social worker from Mobile Crisis, responds to patients with mental health problems like suicidal ideation, suicide attempt and welfare checks. The role of the Community Paramedic is to provide a health screening. If the patient qualifies, based on this assessment, they are eligible for direct admission to a psychiatric facility to receive the help they need. In the past, all of these patients would need to be cleared by a physician in the ED. This is proving to be a much more effective method, both from a patient care and cost perspective.

Ada County Paramedics has also partnered with Idaho State University (ISU) for the second year, teaching the Community Paramedic course offered by the school. The course is 9 college credits specific to Community Paramedicine and is required by many state agencies prior to practicing as a Community Paramedic. ISU is compensating Ada County for this service.



Above Left, Ada County Community Paramedic Mark Babson gives a flu vaccination to the Ada County Paramedics' Marketing Coordinator. **Above Right**, Ada County Battalion Chief Bart Buckendorf gives and flu vaccination to Ada County Public Information Officer Kate McGwire.

Operations Cont.

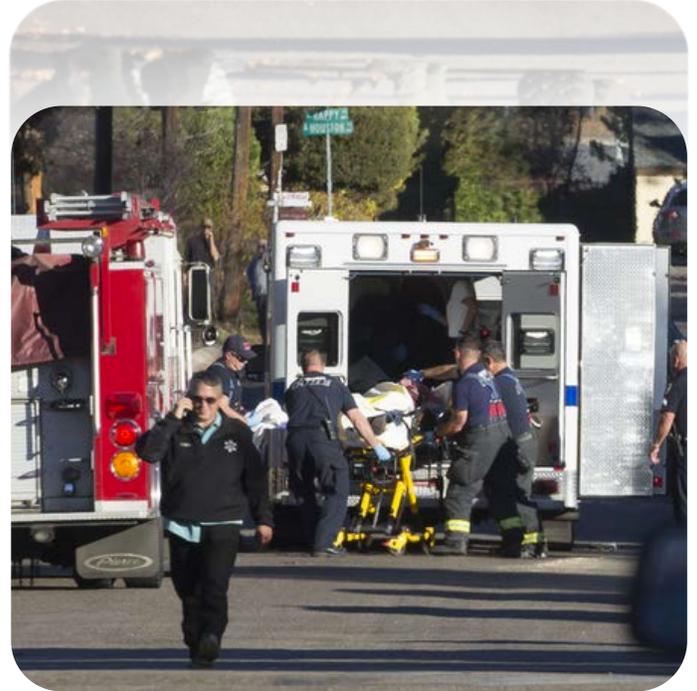
Special Operations Team (SOT)

The Ada County Special Operations Team is comprised of 14 EMTs and paramedics. The team provides high angle rescue for victims anywhere within Ada County. Given the geography of the area, it's not uncommon for a victim to find himself or herself in a situation requiring this type of rescue. Each member of our SOT team is trained to the technician level in rope rescue, which equates to approximately 40 hours of intense, hands-on-training. The team is led by Paramedic Sam Jensen, and in 2016 SOT responded to two calls— including one victim recovery.



Tactical Medical Team (TacMed)

The Ada County Paramedics Tactical Medical Team responds as the medical side of the SWAT team in Ada County. This team is comprised of nine paramedics who are equipped to provide care to patients in tactical, and very dangerous environments (like active shooting scenarios.) Each member attends on-going, specialized training to operate safely given the dynamic situations they might encounter. The team is led by Paramedic Chris Shandera. In 2016, the Ada County Paramedics TacMed Team was instrumental in providing lifesaving measures to two Boise Police Officers who were shot while searching for a dangerous subject.



Hazardous Materials Medical Response Team

The Hazardous Materials Medical Response Team is trained to provide care to patients who are either in a contaminated environment or patients who might have a communicable disease such as Ebola. The team uses special protective gear that enables them to provide care while maintaining their safety. This team, led by Battalion Chief Andrea Cobler, also operates closely with the Boise Fire Department's Hazmat team.

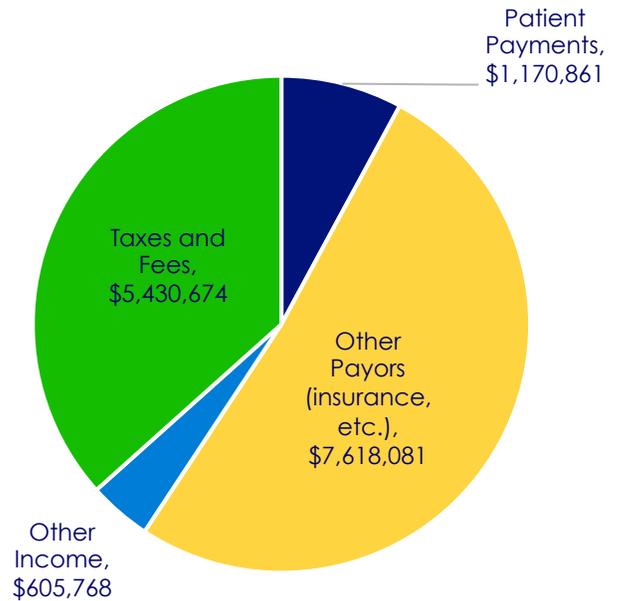
Top Right, Ada County Paramedics Tactical Medical Team responding to a Boise Police Department officer shooting.
Lower Right, Ada County Paramedics arriving on scene with Boise Fire Department.

Operations Cont.

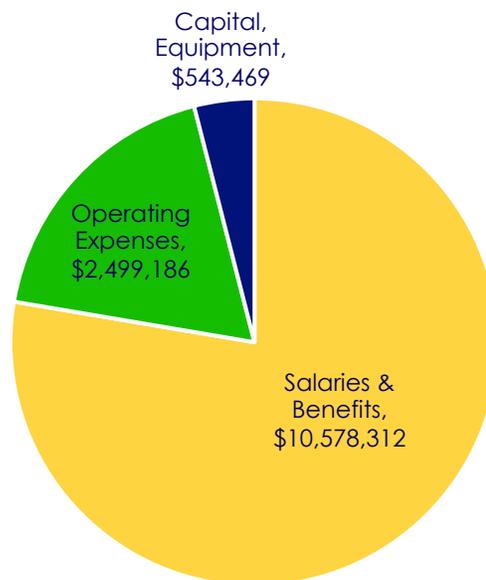
Operational Quick Facts

Total Call Volume	28,000
Total Ambulances	28
Ambulances Staffed/Day	9-12
Crew Staffed/Ambulance	2
Number of Stations	13
Number of Employees	139

Revenue for FY 2016



Expenses for FY 2016



Above, Ada County Paramedics Chief Darby Weston stands with Paramedic Battalion Chief John Blake after an award ceremony recognizing paramedics and Boise Fire Department employees for courageous work during a 911 call.

Department Education

In 2016, Ada County Paramedics' Education Department worked diligently to further integrate our ACCESS training.

American Heart Association Training

Ada County Paramedics is a certified American Heart Association Training Center—wherein we teach CPR, Basic Life Support (BLS) and Advanced Life Support (ALS) to our own employees and first responder partners. Providing these certifications ensures Ada County's first responders receive the highest level, and most up-to-date pre-hospital medical education available. In 2016, we taught a total of 817 students outside of the Ada County EMS system.

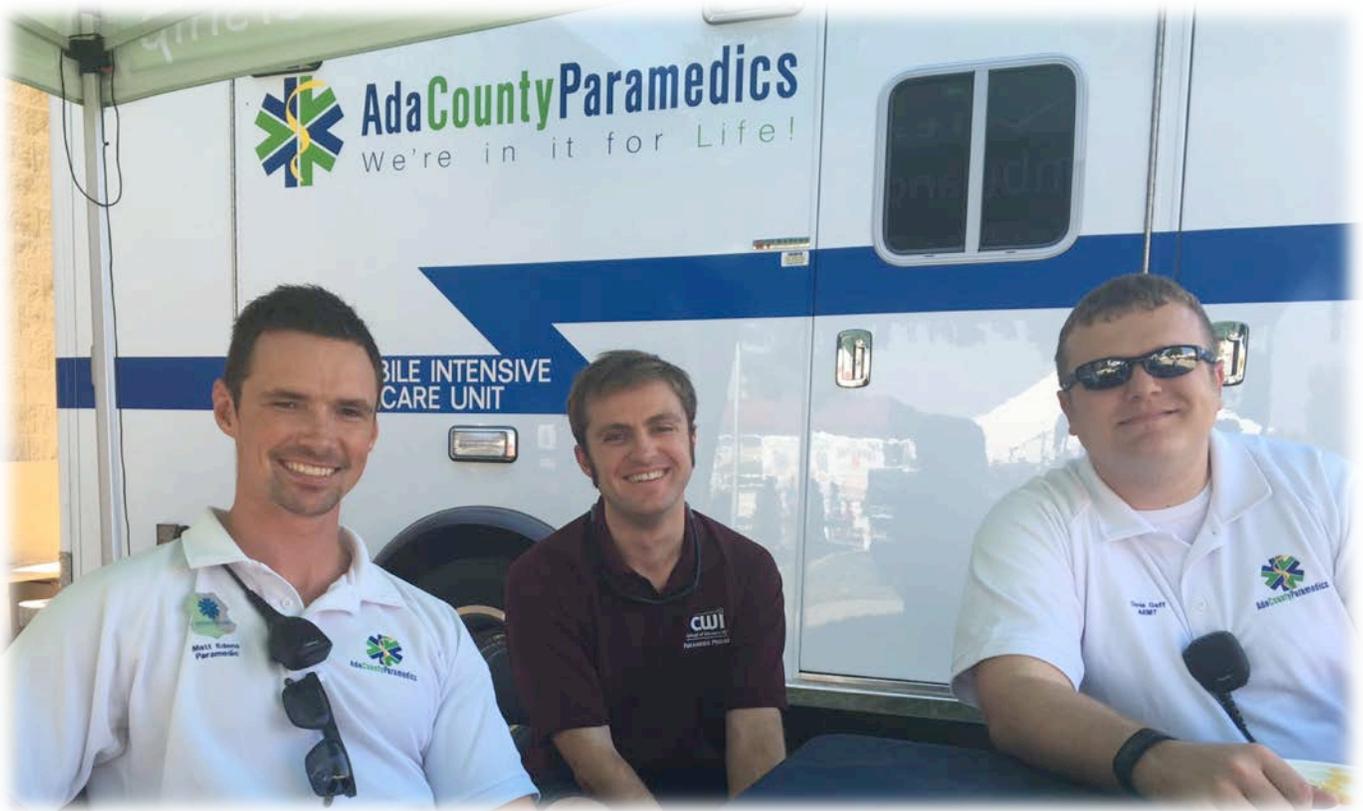
ACCESS Training

In 2016, Ada County Paramedics developed a joint training plan for members of the ACCESS agreement. This plan includes training in High Performance CPR, Pediatric Emergencies, Heat Illness, Hyper-Dynamic Drugs, CHF/Pulmonary Edema & CPAP, Community Paramedics/Crisis Intervention, Airway Assessment & Monitoring and Management, Epinephrine Administration and Adult and Pediatric Hypoglycemia. We additionally trained in the following areas on an as-needed basis:

- Ice Rescue (With EFD)
- Water Rescue with Throw Bags
- LMA Airway Roll out
- E600 Ventilator Roll Out
- Rocuronium Roll Out
- Pepcid Roll Out
- Ped Cuffed Tubes Roll Out
- Handwashing video with SLRMC
- Artificial Heart Video Training with SARMC
- Community Paramedics "PSA" video training



Top, Ada County Paramedics and fire departments within ACCESS train together. **Below,** Ada County Paramedic Cameo and paramedic reserve Hayley



Ada County Paramedics Mission

To care for you like we care for our own, we deliver pre-hospital healthcare focused on our values

Ada County Paramedics Values

Humanity Integrity Trust Excellence Stewardship

www.AdaCountyParamedics.org



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