



**AdaCountyParamedics**  
We're in it for Life!



# Annual Report 2017

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# Message from Our Chief

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Darby Weston

**Dear Readers,**

Thank you for taking the time to flip through our 2017 Annual Report. During 2017, Ada County Paramedics enjoyed our fourth year as an ACCESS partner. ACCESS is a joint powers agreement created with seven local Emergency Medical Services (EMS) agencies that opt into one fluid system. ACCESS has streamlined our training protocols and has proven to be cost effective from an operational standpoint. As each year passes, we are all-the-more confident developing ACCESS was the right move for our patients, community, and allied agencies.

This year, ACCESS launched our first joint community initiative—implementing PulsePoint. PulsePoint is a 911 integrated smartphone app that alerts those with CPR training if a cardiac arrest is occurring near them in a public location. PulsePoint interfaces with the computer automated, 911 dispatch system (TriTech), and also shows users where the nearest AED device is located. This application integration gives our community a new and very meaningful way to assist in emergency situations.

In 2017 we continued improving and expanding our Community Paramedic Program. Our Psychiatric Evaluation Team (which provides alternative, and more appropriate options for people in mental health crisis) increased its hours of operation—allowing us to help even more people in our community.

Ada County Paramedics will continue to work tirelessly ensuring we stay on the cutting edge of pre-hospital healthcare and maintaining the superior level of excellence our community has come to expect from our department. –Chief Darby Weston

# Contributing to our Community

## The ABCs of Safe Infant Sleep

In early 2017, Ada County Paramedics was invited to the EMS World conference in Salt Lake City to receive an award for implementing a community safety campaign. Paramedic Battalion Chief Bart Buckendorf approached Chief Weston with the campaign idea after he'd witnessed a number of tragic infant deaths while responding to 911 calls. The "ABCs of Safe Sleep," which is supported by the American Pediatric Association, aims to educate caretakers that babies under the age of one-year should sleep **A**lone, on their **B**ack, in a **C**rib. The main goal of the ABCs of Safe Sleep campaign is to save more infants' lives through awareness. Ada County Paramedics affixed the messaging on 12 ambulances, recorded a Public Service Announcement, and pushed the message out to the media and throughout Ada County. We have since partnered with the state of Idaho to host free, monthly safe sleep classes for new parents and caregivers at our headquarters.



**Below.** A group of Ada County Paramedics' employees pose in front of signage at the EMS World Conference in Salt Lake City.



**Above.** Ada County Commissioner Dave Case congratulates (from left) Chief Darby Weston, Battalion Chief Bart Buckendorf and Marketing Coordinator Hadley Mayes for their work in the ABCs of Safe Sleep Campaign. **Lower Left,** One of the Ada County Paramedics' ambulances bearing the ABCs of Safe Sleep graphics and verbiage.

**Lower Right (in collage),** A group of Ada County Paramedics' employees accepting an award at the EMS World conference for their work in the campaign to save more infants from unsafe sleep conditions.

# Contributing to our Community Cont.

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## PulsePoint

Imagine you're shopping at the mall and someone in a nearby store suddenly has a heart attack. You would have no way of knowing this is happening until you see paramedics feverishly pushing a gurney towards the patient. Since you know CPR, you would have helped, if only you knew the person needed help. Especially since you were only a few feet away.

Enter PulsePoint— a smartphone application that will notify you of just that. In the spring of 2017, Ada County Paramedics, along with Boise Fire Department, Meridian Fire Department, Eagle Fire Department, Star Fire Department, Kuna Fire Department and North Ada County Fire and Rescue, which make up the ACCESS group, launched PulsePoint, encouraging our community to download the 911-integrated smartphone app to assist in reducing sudden cardiac arrest deaths in Ada County.



**Above.** The EMS Chiefs who make up the ACCESS system during a public service announcement commercial shoot.

# Contributing to Our Community Cont.

## Domestic Violence Awareness Month

In October 2017, Ada County Paramedics worked with the Women's and Children's Alliance and cities within Ada County to proclaim October "Domestic Violence Awareness Month." As the year prior, Ada County Paramedics hosted a press conference at our headquarters where Ada County Commissioners and city Mayors proclaimed their support for the endeavor. Our own employee, Hadley Mayes, spoke about her personal experience as a domestic violence survivor.



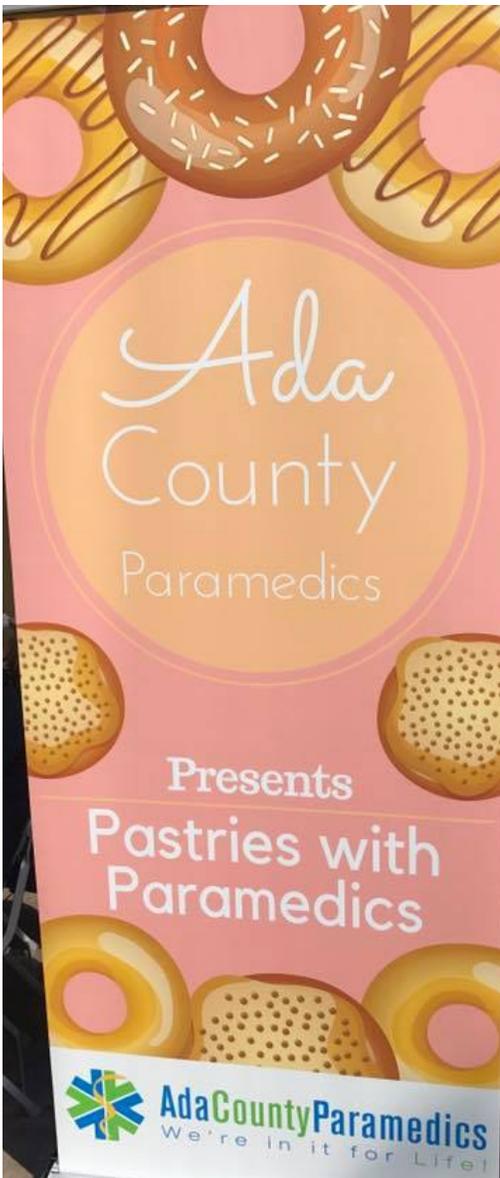
**Top Left**, Ada County Paramedics' employee Hadley Mayes, a domestic violence survivor, speaks about her experience at the press conference. **Top Right & Center**, The Ada County Paramedics 'headquarters is decorated with tee shirts (made by domestic violence survivors) and purple balloons—the color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

# Contributing to our Community Cont.

## Pastries with Paramedics

Ada County Paramedics kicked off our first “Pastries with Paramedics” event during EMS Week in May 2017. We invited former patients, and the community as a whole, to “mingle with medics” in a relaxed, non-emergent setting over pastries and coffee at JanJou Patisserie in Boise’s North End.

Given first responders primarily interact with our community during traumatic 911 calls, Ada County Paramedics wanted to provide a chance for the public to interact with us in a casual open house setting.



**Left**, Pastries with Paramedics signage at the event. **Above**, Ada County Paramedics Rachel Porter, Chris Rodes and Kayla Griffin snap a quick photo with folks who came out to enjoy the event. **Below**, Fresh baked chocolate croissants and Vital Ride brochures



# 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.



**Above Left**, Ada County Paramedics Tomas Melchor, Chris Shandera, Ryan Weiner and Ryan Hutt prepare to pack the ambulance with gifts for the hospital toy delivery. **Above Right**, A tiny hospital gift-recipient looks excited as a nurse helps him unwrap a gift from Ada County Paramedics. **Lower Right**, Paramedic Ryan Hutt sits bedside with a hospitalized baby as his parents unwrap a stuffed bear to give the baby some comfort while he stays at the hospital.

# In the News

## Firehouse Subs donates bulletproof vests to help save Boise Police officers

By Holly Beech hbeech@mymeridianpress.com Aug 2, 2017

## Pulsepoint 911 app will help save lives



## Children at St. Luke's receive special gifts from Ada County Paramedics

By: Lacey Darrow  
POSTED: 4:25 PM, Dec 8, 2017



## Ada Co. Paramedics awarded for infant safe sleep campaign



## Critical emergency medications continue to be in short supply

There has been a shortage of many types of emergency medications for the past several years - and prices have been skyrocketing.

Author: Morgan Boydston  
Published: 6:07 AM MDT, August 16, 2017

TREASURE VALLEY -- It's a crisis sweeping the country, and one that some first responders and hospitals right here in Idaho are dealing with.

There has been a shortage of many types of emergency medications for the past several years. In addition, prices have been skyrocketing.

"These medications that we're facing a shortage of are life-saving medications," Canyon County Paramedics Deputy Chief, Steve Blados, said. "There's no ifs, ands or buts about it. These are very important medications for any hospital or EMS system to carry."



## October declared as 'Domestic Violence Awareness Month' across Ada County

# Vital Ride Ambulance Membership



Ada County Paramedics believe high quality pre-hospital healthcare should be available to all Ada County residents regardless of their financial situation. That's why we created the **Vital Ride Ambulance Membership**. For only \$60 annually, enrollees are covered when they require medically necessary transport to the hospital. We'll simply waive the ambulance bill.\* That's the benefit of being a Vital Ride Member! Vital Ride Memberships offer peace of mind starting at just \$60 a year. Enroll today!

Visit [www.AdaCountyParamedics.org](http://www.AdaCountyParamedics.org)

or call 208.287.2950 to enroll today

## Membership Example:

### Billed For:

Emergency Ambulance Transport

### Total Ambulance Bill:

\$1,700

### Amount Patient's Insurance Paid:

\$600

### Amount Patient Would Owe Us:

\$1,100

### Amount Vital Ride Patient Owes Us:

**\$0**

**2017 Vital Ride Membership Sales:** \$143,183

**2016 Vital Ride Membership Sales:** \$112,754

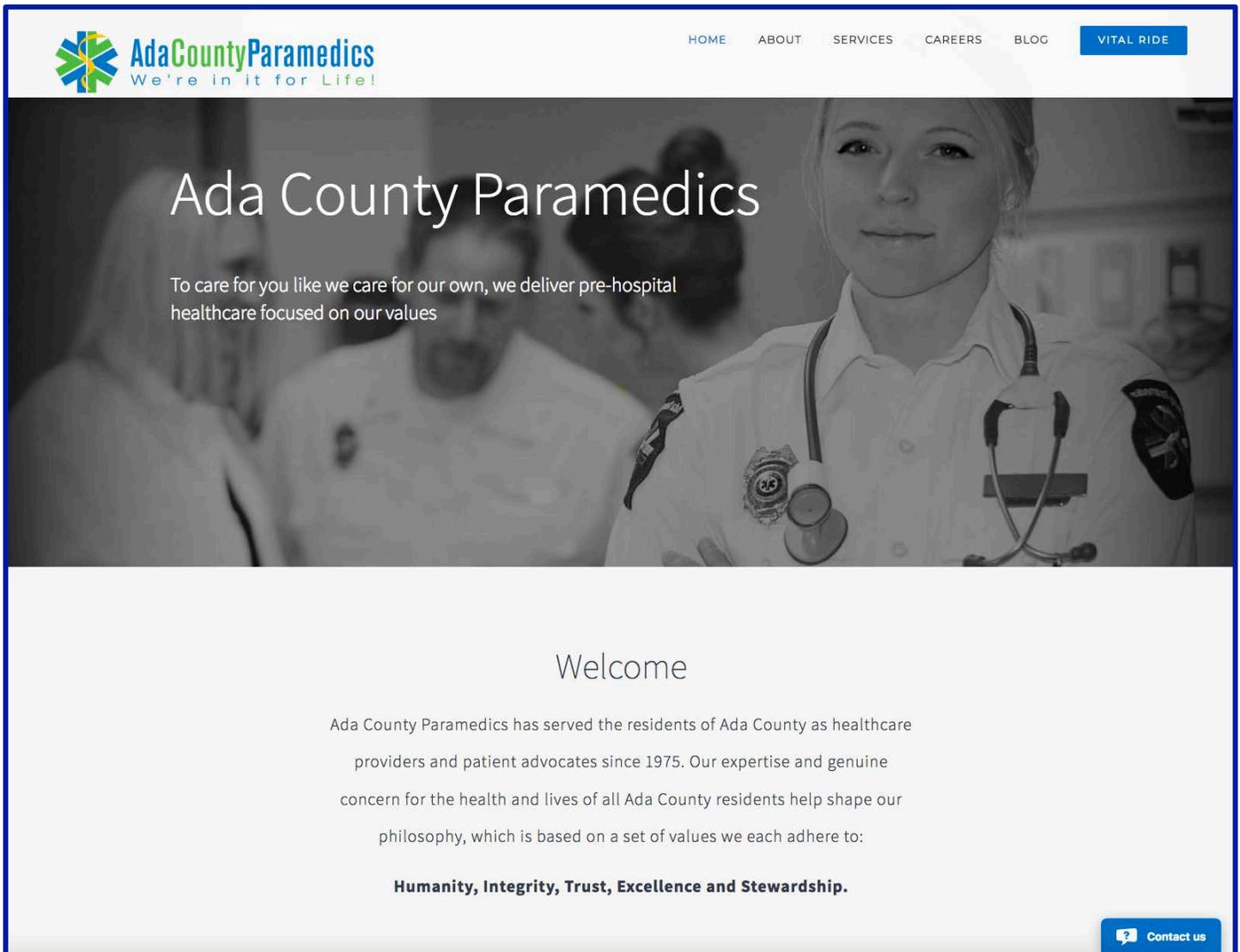


\*After insurance is billed

# Website Redesign

In 2017 Ada County Paramedics unveiled a newly-designed website. The new site navigation provides a more-seamless online experience for patients, Ada County residents and Ada County Paramedics' employees alike. Ada County Paramedics prides itself as being forward-thinking and demonstrating excellence in all areas—whether it be through our patient care, community interactions, or online presence.

The new website boasts improved functionality, new technology, and a more modern appearance. Visitors can find a blog, patient survey, and have the ability to securely enroll in the Vital Ride Ambulance Membership program online.



Visit us online at [www.AdaCountyParamedics.org](http://www.AdaCountyParamedics.org)

# Operations

## Station 21 Renovation

In 2017 Ada County Paramedics broke ground to renovate paramedic Station 21. This station, which is being erected near the Saint Alphonus heli-pad, was a joint venture between Ada County Paramedics and Saint Alphonus Regional Medical Center. The station will be a home base for on-duty paramedic crews and battalion chiefs. Project completion is expected early spring 2018.



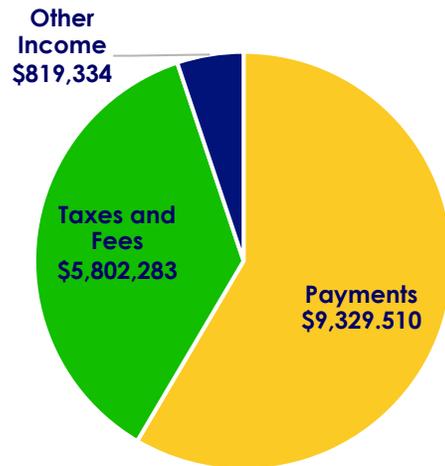
**Top Left,** Ada County Paramedics, Ada County Commissioners & St. Alphonus Regional Medical Center representatives break ground on Station 21 in a public ceremony. **Lower Left,** Station 21 foundation construction begins. **Above,** Ada County Paramedics Deputy Chief Shawn Rayne speaks at the groundbreaking ceremony.

# Operations Cont.

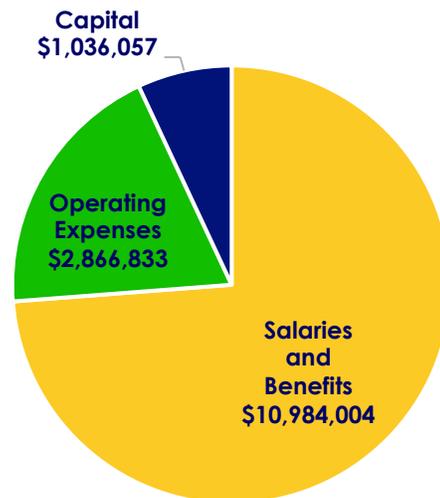
## Operational Quick Facts

Total 911 Call Volume	29,000
Number of Stations	14
Stations Staffed 24 hrs/day	11
Stations Staffed 12 hrs/day	3
Total Ambulances	28
Personnel/Ambulance	2
Number of Employees	147

## Revenue for FY 2017



## Expenses for FY 2017



**Above,** Ada County Paramedics Steve Boyenger and Brandon LaRosa perform an extraction demonstration with Boise Fire Department for a Leadership Boise event.

# Community Paramedics

## CHEMS

The Community Paramedic (CP) program at Ada County Paramedics continued to flourish in 2017. As a significant participant in the State of Idaho Community Health EMS (CHEMS) program, our CP team has been active in CHEMS workgroups within the Statewide Healthcare Innovation Plan grant (SHIP.) One of the plan phases was creating a "Measures Design Workgroup." This workgroup was tasked with developing statewide outcome measures that participating CHEMS agencies can use to test the efficiency of their respective CHEMS programs.

## Ada County Employee Flu Clinic

In 2017 Ada County Community Paramedics vaccinated 777 Ada County employees and screened 323 employees' blood pressure. Preventative healthcare, like vaccinations and screenings, help keep our employee population healthy, while potentially keeping overall costs down as they relate to lost work days due to illnesses.

## Psychiatric Evaluation Team (PET)

The Community Paramedic Program was awarded a grant from the St. Luke's Community Improvement Fund in February. The grant allowed the team to expand its operating hours from 8 to 12 hours Monday through Friday. The expanded hours have since provided more Ada County residents with more appropriate options for people in the midst of a mental health crisis. The Community Paramedic Program also participated in the steering committee for the newly-opened Community Crisis Center. Our Community Paramedics, along with local law enforcement, utilize the Crisis Center to provide individuals with crisis stabilization services at no cost.



**Top**, Ada County Paramedics Janny Wing and Rene' Miller prepare for the employee Flu vaccination clinic. **Center**, EMT Jacque Cole and Community Paramedic Jana Reed snap a quick photo at the Ada County Flu Clinic. **Bottom**, Psychiatric Evaluation Team (PET) members.

# Education & Training

## ACCESS Training Quick Facts

### ACCESS Providers

-Ada County Paramedics	147
-Boise Fire Department	302
-Eagle Fire Department	54
-Kuna Fire District	37
-Meridian Fire Department	85
-Star Fire District	16

### General Courses 58

(Block Training, Distributive, Simulation, Journal)

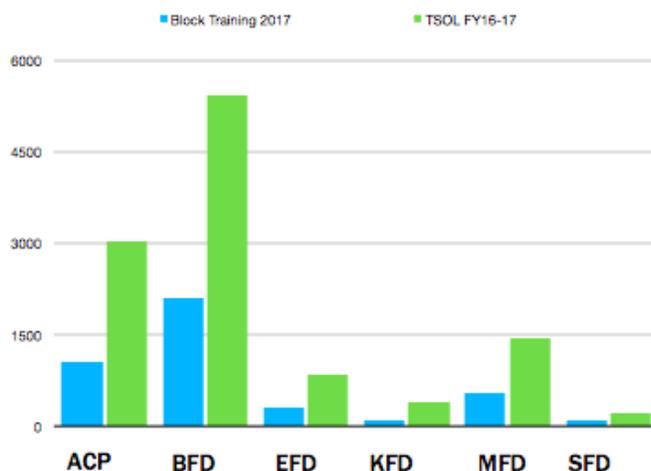
### Specialized Courses 264

(American Heart Assoc., NAEMT, Custom)

-ACLS	22
-PALS	19
-PHTLS	2
-CPR (Healthcare Provider)	52

In 2017 Ada County Paramedics continued to foster and cultivate positive working relationships with our first responder ACCESS partners. In addition to assisting with recruit academies, Ada County Paramedics' training integration resulted in an 80% High Performance CPR rate—a certification that will be assimilated into a two-year training cycle.

## Agency Training Hours



## CONTINUING EDUCATION

### 58 courses

15,520 hours of CE recorded

Average CE per provider 30 hours annually

### Categories

Airway/Cardiovascular  
Trauma/Medical  
Operations LZO/Extrication  
Pediatrics (Minimum Hour Requirements)

### State recertification requirements

- EMR-24 CE hours
- EMT-48 CE hours
- AEMT-54 CE hours
- Paramedic-72 hours

• 2-year credentialing plan is not option but required for medical credentialing of providers



# Education & Training Cont.

## Idaho State University Paramedic Program

In 2017, the Idaho State University-Ada County Paramedic Science program underwent significant advances. The program reached cross-state with the implementation of a satellite program in Idaho Falls. The satellite program, which is a cooperative effort with Idaho Falls Fire Department, allowed us to bring paramedic education to the east side of the state. This program has given six students, who may have not been otherwise able to attend, the opportunity to complete the program. Each student is currently working for an agency in Eastern Idaho.

During the Fall semester each year, the Paramedic Science program is particularly busy as one cohort of students finishes the last phase of their program and another cohort begins. In Fall 2017, seventeen students successfully completed their field internship in three different locations, including Ada County Paramedics. Each of the seventeen students participated in the new National Registry psychomotor skills exam, which was also held at Ada County Paramedics. At the same time, the 2017-18 Paramedic Science program started the Fall 2017 semester with 23 students, including four in Idaho Falls.



**Left**, Ada County Paramedics Cameo Akins, Dina Hardaway and Steve Cole (far background) prepare to film a training video. **Right**, Paramedic Troy Conyer watches as a student performs hands-only CPR.



## Ada County Paramedics Mission

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

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Humanity Integrity Trust Excellence Stewardship

[www.AdaCountyParamedics.org](http://www.AdaCountyParamedics.org)



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