

Hudson EMS Background Information

I. Operational Statement

Hudson EMS is the city's advanced life support provider answering 1,377 calls in 2013. 1,413 patients were treated of which 1,078 were transported to hospitals, all with a staff of predominately non-compensated volunteer personnel who share the common goal of reducing death and disability by ensuring prompt and effective pre-hospital care to the residents and visitors.

It is understood that Emergency circumstances by their very nature are fluid and unique; with the responsibility for the citywide protection of over 23,000 people in times of sudden illness/injury with paramedic level care, dependence on various entities is required for effective pre-hospital care delivery:

- Physician medical direction with active participation
- Competent and active technicians
- Strong ties to partner safety forces (Police and Fire)
- Integration into the Akron regional hospital system
- Participation in mutual aid agreements with Summit departments
- Regulatory compliance with county, state and federal mandates
- Integration of today's technology

II. Mission, Vision & Goals

A. Mission:

To provide exceptional pre-hospital care by Emergency Medical Personnel with compassion and integrity using state-of-the-art technology and clinical sophistication.

B. Vision:

The following will be used to guide the course of the Hudson Emergency Medical Service now and in the future.

Core Values:

Our Members will:

- Value honesty, trustworthiness and integrity
- Exhibit dignity and respect for one another
- Display dedicated pride of service

Our Service will:

- Foster empowerment of our members
- Manage through leadership
- Stay focused on personal and professional growth

C. Goals:

- Continue to embrace and promote volunteerism.
- Maintain an emergency medical service that will rapidly respond to emergency medical needs with personnel and equipment that meet or exceed current standards of care.
- Develop highly motivated and skilled medical personnel through ongoing training.
- Employ equipment and procedures that enable our personnel to respond to medical emergencies with rapid, effective interventions that meet or exceed the expectations of the community.
- Provide our customers both internal and external with the respect and courtesy they deserve at all times.
- Conduct our duties with a high degree of professionalism and integrity commensurate with the trust and faith placed upon us by the city and citizens of Hudson.
- Enhance the quality of life and promote general wellness and safety of Hudson citizens through effective community outreach and education.
- Utilize the funds entrusted to us by the citizens and the city administration to obtain the goals of HEMS in a cost effective manner.

III. Duties and Responsibilities

EMS performs extremely important work. They hold the health and well-being of members of the public, in often urgent and life-threatening situations, in their hands. They see people at their weakest and most vulnerable. They are required to attempt to safeguard or restore their health, prevent its further deterioration, and/or deliver them safely and securely to others who can. To perform this most critical of public functions EMT's, Paramedic's and the EMS service require the complete trust and confidence of the public, and not just of those who are placed in their care but of those who care for them as well. It is a position that demands the highest standards of integrity, judgment, and commitment to the task at hand. People's lives depend upon it. The public is entitled to know that, when on the job, EMT's and paramedics are devoted exclusively to their health, safety and security, not to some other unspecified agenda, and that there is no possibility of any advantage being taken of them. Adherence to this commitment and to these standards helps explain the esteem in which EMS providers are held, and in which they seek to be held, by the public that they serve.

IV. Program and Services Offered

A. Medical Services

1. Advance Life Support
2. Basic Life Support
3. Treat without Transport
4. Wellness Check
5. Lift Assists
6. Stand-by

B. Medical Training Programs

1. Emergency Medical Technician Training Course
2. Continuing Education Training
 - a) American Heart Association
 - b) National EMS Courses

C. Community Programs

1. Car Seats
2. In cooperation with EMS Outreach of Hudson Fund
 - a) Fridge Paks
 - b) Hands Only CPR
 - c) Public Access AED's
 - d) Residential Knox Box's

V. Objectives

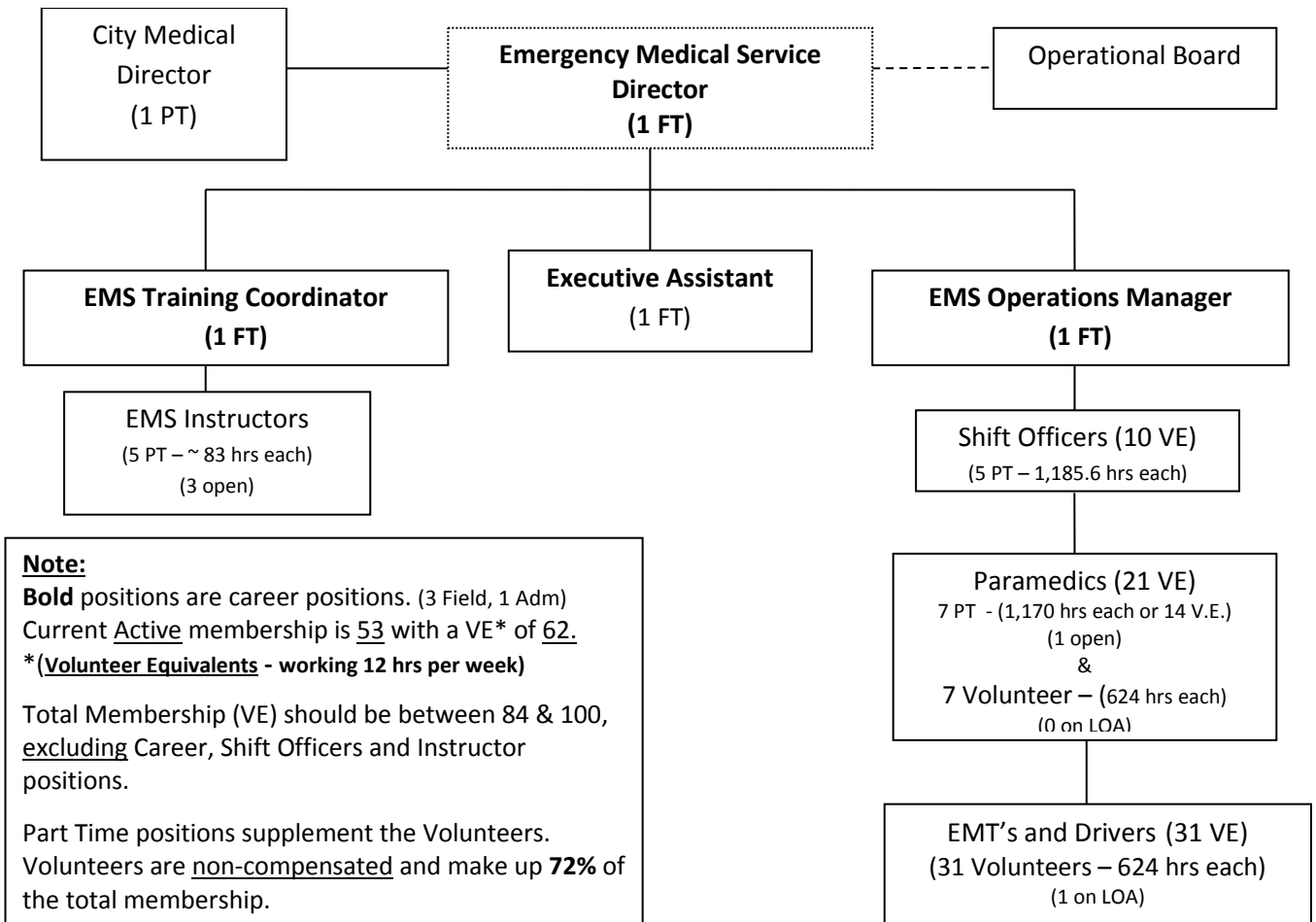
Make Hudson a safer place to live.

VI. Staffing

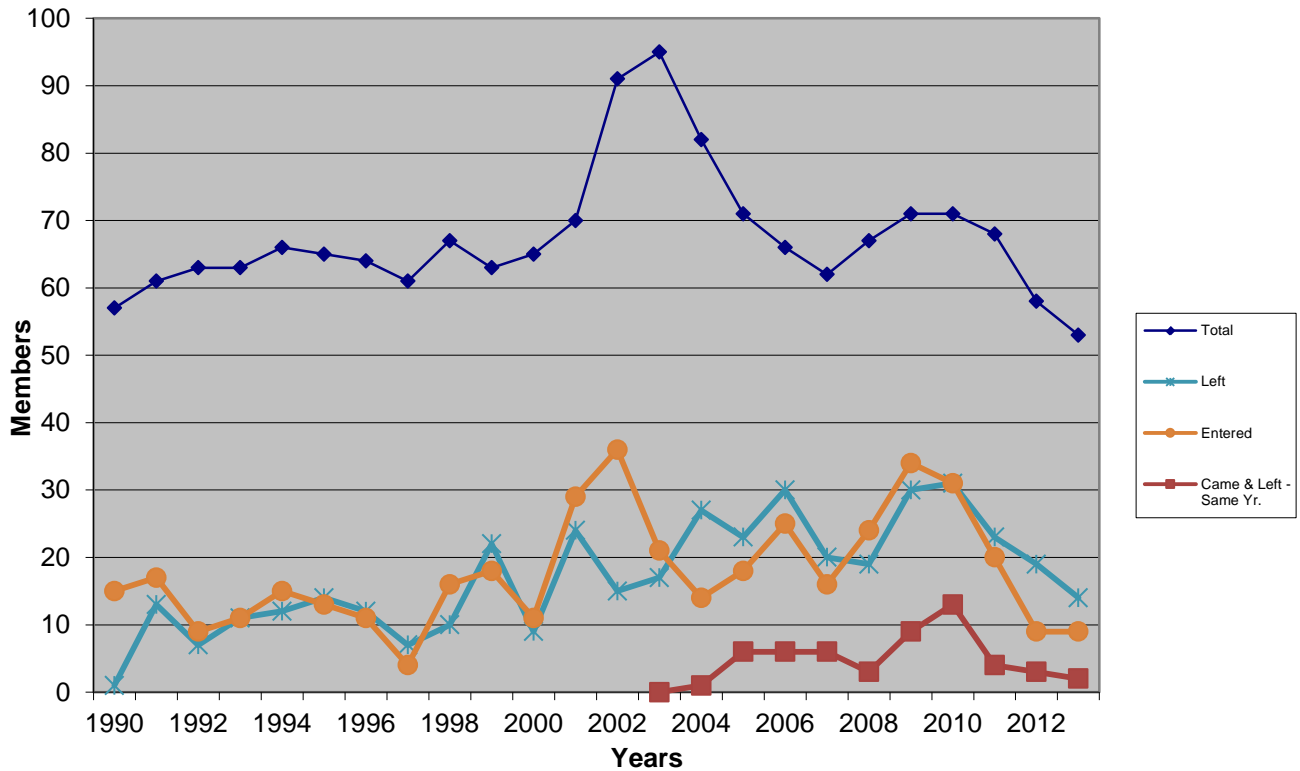
Two ALS Ambulances staffed and ready to go, over three shifts (7a-1p, 1p – 7p, & 7p – 7a), every day.

*Ohio requires a minimum crew of two (2). Hudson's preferred staffing is three (3)
An ALS Ambulance must have a Paramedic on Board.*

By Ohio Revised Code an Ambulance Driver must be Medical Certified as an Emergency Medical Responder (EMR), EMT, Advanced EMT, a Paramedic, or a Fire Fighter or Police Officer



HUDSON EMS RETENTION CHART



As of June 27, 2013, ten (10) new members are in the membership process.

VII. Equipment

A. Vehicles

1. Three (3) Type III XL Ambulances
 - a) Chevy G-3500's
 - b) 2008, 2010, and 2012
 - (1) Remounted every six (6) years

2. Four (4) Quick Response Vehicles (QRV) – ALS Equipped
 - a) Ford Explorers
 - b) 2007, 2008, 2008 & 2012
 - (1) Replaced every eight to ten (8-10) years
 - (a) Every other year starting in 2016
 - c) Two are assigned to Director and Operations Manager
 - d) One assigned to Back-up Paramedic
 - e) One is station vehicle or for supervisor

3. Emergency Incident Support Unit
 - a) Acts as an additional support vehicle for EMS, Fire and Police
 - b) i.e.-Fire Rehab, Fire Investigations, DUI Check Points, Command Post.

B. Major Medical Equipment

1. Stryker Manual Cots - 4
2. Stryker Stair Chairs - 4
3. Life Pak 15 Monitor Defibrillators – 4
4. Video Laryngoscopes – 4
5. Welch Allyn AED's / ProPaq Monitors - 8
6. Patient Simulation Manikin

VIII. Performance statistics

All statistics are for Calendar Year 2013 and as of June 27, 2013

Total Calls	Transports	Number of Cardiac Arrests	Saves
709	494 (69.67%)	8 (1.12%)	3 (37.50%)*

**Saves percentage is based on the number of cardiac arrests.
Other percentages are based on the total number of runs (calls)*

Location Type	# of Runs	% of Runs
Home/Residence	336	47.39%
Health Care Facility (clinic, Dr's office, hospital, nursing home)	99	13.96%
Street or Highway	75	10.58%
Public Building (schools, gov, offices)	63	8.89%
Residential Institution (Assited Living, Dorms, jail/prison)	47	6.63%
Trade or Service (Business, bars, restaurants, etc.)	34	4.80%
Place of Recreation or Sport	26	3.67%
Industrial Place and Premises	18	2.54%
Other Location	8	1.13%
Farm	2	0.28%
Lake, River, Ocean	1	0.14%
Unknown	0	0.00%
Total	709	100%

Runs by Dispatch Reason

Dispatch Reason	# of Times	% of Times
Sick Person	125	17.63%
Fall Victim	98	13.82%
Traffic/Transportation Accident	62	8.74%
Chest Pain	49	6.91%
Breathing Problem	42	5.92%
Unconscious / Fainting (Near)	36	5.08%
Traumatic Injury	34	4.80%
Psychiatric / Abnormal Behavior / Suicide Attempt	30	4.23%
Fire Standby	29	4.09%
Invalid Assist/Lifting Assist	27	3.81%
Diabetic Problem	23	3.24%
Abdominal Pain	18	2.54%
Heart Problems	14	1.97%
Convulsions/Seizure	12	1.69%
Unknown Problem/Man Down	12	1.69%
Allergies (Reaction) / Envenomations (Stings, Bites)	11	1.55%
Overdose / Poisoning (Ingestion)	9	1.27%
Stroke/CVA	9	1.27%
Cardiac / Respiratory Arrest	8	1.13%
Standby	8	1.13%
Medical Alarm	7	0.99%
Back Pain (Non-Traumatic/Non-Recent Trauma)	6	0.85%
Hemorrhage/Laceration	6	0.85%
CO Poisoning / Inhalation	5	0.71%
Choking	4	0.56%
Headache	4	0.56%
Animal Bite / Attacks	3	0.42%
Burns	3	0.42%
Heat/Cold Exposure	3	0.42%
Pregnancy / Childbirth / Miscarriage	3	0.42%
Eye Problem / Injury	2	0.28%
Transfer / Interfacility / Palliative Care	2	0.28%
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	1	0.14%
Machine/equipment Injury	1	0.14%
Stab / Gunshot / Penetrating Trauma	1	0.14%
Unknown	2	0.28%
Total	709	100%

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Runs by Cause of Injury

Cause of Injury	# of Runs	% of Runs	% of Injuries
Falls	116	16.36%	57.43%
Motor Vehicle Traffic Accident	47	6.63%	23.27%
Other Injury	18	2.54%	8.91%
Not Known	4	0.56%	1.98%
Motor Vehicle Non-Traffic Accident	3	0.42%	1.49%
Bicycle Accident	2	0.28%	0.99%
Bites	2	0.28%	0.99%
Fire and Flames	2	0.28%	0.99%
Machinery Accidents	2	0.28%	0.99%
Chemical Poisoning	1	0.14%	0.50%
Pedestrian Traffic Accident	1	0.14%	0.50%
Stabbing/Cutting Accidental (E986.0)	1	0.14%	0.50%
Stabbing/Cutting Assault	1	0.14%	0.50%
Struck by Blunt/Thrown Object (E968.2)	1	0.14%	0.50%
Unknown	1	0.14%	0.50%
No Injury	507	71.51%	
Total	709	100%	28.49%

Average Run Times Report
From 01/01/13 To 06/27/13

Enroute (Responding - Unit Notified Dispatched)		
Minutes	# of Runs	% of Runs
0 - 1	569	80.25%
2 - 3	113	15.94%
4 - 5	8	1.13%
> 5	9	1.27%
Unknown	10	1.41%
Total	709	100%

Response Time (Arrive Scene - Enroute)		
Minutes	# of Runs	% of Runs
0 - 5	546	77.01%
6 - 10	126	17.77%
11 - 15	11	1.55%
> 15	2	0.28%
Unknown	24	3.39%
Total	709	100%

Scene Time (Depart Scene - Arrive Scene)		
Minutes	# of Runs	% of Runs
0 - 10	17	2.40%
11 - 20	165	23.27%
21 - 30	218	30.75%
> 30	87	12.27%
Unknown	222	31.31%
Total	709	100%

Transport Time (Arrive Hospital - Depart Scene)		
Minutes	# of Runs	% of Runs
0 - 5	5	0.71%
6 - 10	55	7.76%
11 - 15	86	12.13%
> 15	350	49.37%
Unknown	213	30.04%
Total	709	100%

Hospital Time (Depart Hospital - Arrive Hospital)		
Minutes	# of Runs	% of Runs
0 - 5	1	0.14%
6 - 10	6	0.85%
11 - 15	16	2.26%
> 15	473	66.71%
Unknown	213	30.04%
Total	709	100%

Average Run Times	
Enroute	00:00:53
To Scene	00:04:02
At Scene	00:35:25
To Destination	00:18:16
Back in Service	00:50:31
Total	01:49:07

90%tile Times - Dispatch Notified to Unit Notified is 00:03:25 & Unit Notified to Unit on Scene is 00:08:59

Call Volumes by Day and Hour
From 01/01/13 To 06/27/13
Report Printed On: 06/27/2013

Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Average	Percentage
0001 - 0100	0	3	1	1	0	4	0	9	1	1.27%
0101 - 0200	4	3	2	4	1	1	2	17	2	2.40%
0201 - 0300	3	1	3	3	0	1	0	11	2	1.55%
0301 - 0400	1	1	1	1	1	1	2	8	1	1.13%
0401 - 0500	1	4	2	1	2	1	1	12	2	1.69%
0501 - 0600	1	3	3	1	1	0	2	11	2	1.55%
0601 - 0700	4	1	1	2	4	3	2	17	2	2.40%
0701 - 0800	6	4	6	0	4	3	5	28	4	3.95%
0801 - 0900	3	4	4	2	2	5	4	24	3	3.39%
0901 - 1000	4	3	5	9	2	4	8	35	5	4.94%
1001 - 1100	6	7	3	7	8	10	10	51	7	7.20%
1101 - 1200	5	9	7	2	8	6	4	41	6	5.79%
1201 - 1300	6	8	3	6	10	1	5	39	6	5.51%
1301 - 1400	11	7	5	3	5	8	2	41	6	5.79%
1401 - 1500	5	5	5	11	2	5	4	37	5	5.23%
1501 - 1600	4	4	7	7	3	3	9	37	5	5.23%
1601 - 1700	6	6	6	5	7	6	3	39	6	5.51%
1701 - 1800	3	5	5	13	10	9	2	47	7	6.64%
1801 - 1900	1	6	7	6	8	11	1	40	6	5.65%
1901 - 2000	4	5	5	8	5	4	9	40	6	5.65%
2001 - 2100	7	8	4	5	10	3	4	41	6	5.79%
2101 - 2200	7	2	1	3	6	8	4	31	4	4.38%
2201 - 2300	5	3	5	2	9	3	3	30	4	4.24%
2301 - 0000	2	2	6	3	0	3	6	22	3	3.11%

Total	99	104	97	105	108	103	92	708	101	100.00%
Average	4	4	4	4	5	4	4	30		
Percentage	13.98%	14.69%	13.70%	14.83%	15.25%	14.55%	12.99%	100.00%		

Average Patient Age (based on Date of Birth)

Age	# of Runs	% of Runs
Less Than 1	3	0.42%
1 - 4	12	1.69%
5 - 9	13	1.83%
10 - 14	26	3.67%
15 - 19	39	5.50%
20 - 24	24	3.39%
25 - 34	33	4.65%
35 - 44	40	5.64%
45 - 54	48	6.77%
55 - 64	66	9.31%
65 - 74	62	8.74%
75 - 84	129	18.19%
85+	154	21.72%
Unknown	60	8.46%
Total	709	100%

Runs by Gender

Gender	# of Patients	% of Runs
Female	380	53.60%
Male	272	38.36%
Unknown	57	8.04%
Total	709	100%

Average Patient Age: 60

Runs by Response Disposition

Response Disposition	# of Times	% of Times
Cancelled - Out of Primary Service Area	3	0.42%
Cancelled - Prior to going Enroute	8	1.13%
Cancelled - While Enroute	12	1.69%
Request/Call Transferred to Another Provider (Mutual Aid)	5	0.71%
Pt. Left Scene prior to arrival / No Patient Found	3	0.42%
Pt Denies Need for EMS - No Services Rendered	11	1.55%
Examined but, No Treatment Required	10	1.41%
Lift Assist, No Treatment Required	18	2.54%
Dead at Scene	5	0.71%
Patient Refused Care	12	1.69%
Patient Refused Evaluation	2	0.28%
Treated, Refused Transport	59	8.32%
Treated and Released	24	3.39%
Treated, Transported by Private Vehicle	10	1.41%
Treated, Transferred Care	2	0.28%
Treated, Transported by EMS	494	69.68%
Treatment Refused, Patient Transported	2	0.28%

Standby Only - No Patient Contacts	29	4.09%
Unknown	0	0.00%
Total	709	100%

Transported by Destination Report

Destination	# of Runs	% of Runs
Akron City Hospital	99	13.96%
Summa Western Reserve Hospital	86	12.13%
Cleveland Clinic Twinsburg Family Health & Surgery Center	83	11.71%
Akron General Health & Wellness Center North (Stow)	48	6.77%
Akron Children's Hospital Medical Center	46	6.49%
Akron General Medical Center	44	6.21%
St. Thomas Hospital	36	5.08%
UHHS Ahuja Medical Center	25	3.53%
UHHS Twinsburg Health Center	19	2.68%
Robinson Memorial Hospital	10	1.41%
No Destination	213	30.04%
Total	709	100%

Accounts Receivables Reconciliation Report

Hudson EMS

For accounting period ended: May 31, 2013

Month	Beginning A/R	Revenue Billed	Contractual Allowances	Net Charges	Rev Adjs	Payments	Write-offs	Refunds	Ending A/R
2012-07	-	-	-	-	-	-	-	-	-
2012-08	-	-	-	-	-	-	-	-	-
2012-09	-	-	-	-	-	-	-	-	-
2012-10	-	-	-	-	-	-	-	-	-
2012-11	-	-	-	-	-	-	-	-	-
2012-12	-	-	-	-	-	-	-	-	-
2013-01	-	17,632.97	-	17,632.97	-	-	-	-	17,632.97
2013-02	17,632.97	86,678.30	1,885.92	84,792.38	-	2,367.66	-	-	100,057.69
2013-03	100,057.69	54,995.41	22,023.90	32,971.51	-	27,674.82	-	-	105,354.38
2013-04	105,354.38	97,351.75	17,586.52	79,765.23	(0.20)	15,786.50	889.33	(897.04)	169,341.02
2013-05	169,341.02	64,587.30	42,874.92	21,712.38	9.33	41,503.68	281.53	(94.69)	149,353.55
FY13 Totals	-	321,245.73	84,371.26	236,874.47	9.13	87,332.66	1,170.86	(991.73)	149,353.55

The Accounts Receivable Reconciliation Report provides a reconciliation of the beginning and ending AR balance. The numbers on this report reflect the transactions that took place during the accounting period (ie: month) regardless of the date of service of an account (trip). This report can be thought of as the "checking account" report.

Accounts Receivables Aging by Current Payor Report (Aging Date Based)

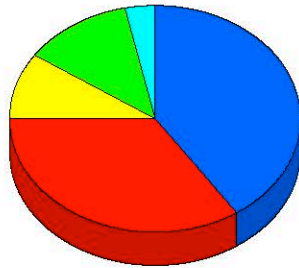
Hudson EMS

For Accounting Period Ending: May 31, 2013

<u>Current Payor</u>	<u>Current</u>	<u>31-60</u>	<u>61-90</u>	<u>91-120</u>	<u>121-180</u>	<u>Over 180</u>	<u>Total</u>
Facility	0.00	0.00	0.00	1,060.87	0.00	0.00	1,060.87
Insurance	22,365.03	10,266.50	6,337.81	1,750.96	1,574.70	0.00	42,295.00
Medicaid	925.84	2,163.02	1,693.51	3,140.26	0.00	0.00	7,922.63
Medicaid MCO	2,632.74	0.00	0.00	0.00	0.00	0.00	2,632.74
Medicare	3,397.42	788.36	0.00	720.04	0.00	0.00	4,905.82
Medicare Advantage	0.00	4,500.79	0.00	0.00	0.00	0.00	4,500.79
Patient	31,141.37	33,909.44	6,078.86	11,642.24	3,263.79	0.00	86,035.70
Total	60,462.40	51,628.11	14,110.18	18,314.37	4,838.49	0.00	149,353.55

AR Aging Percent

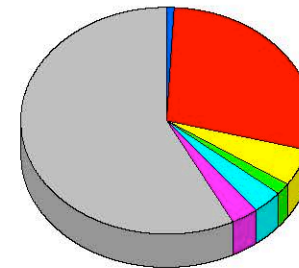
For Hudson EMS



Sum of @Current	40.5%
Sum of @31 to 60	34.6%
Sum of @61 to 90	9.4%
Sum of @91 to 120	12.3%
Sum of @121 to 180	3.2%
Sum of @180+	0.0%
Total:	100.0%

AR by Current Payor Category

For Hudson EMS



Facility	0.7%
Insurance	28.3%
Medicaid	5.3%
Medicaid MCO	1.8%
Medicare	3.3%
Medicare Advantage	3.0%
Patient	57.6%
Total:	100.0%