



FY20 ANNUAL REPORT

Summary

- FY20 call volume 1532, an increase of 49 calls from FY19.
- Began participation in GEMT program bringing in approximately \$75,000 in additional revenue from Medicaid and MCO's.
- Completed affiliation process with each QRS team prior to new state rules taking effect.
- Received an Iowa County Community Foundation grant of \$28,075 for the purchase of a new EKG Monitor/Defibrillator for our 4th ambulance. All ambulances now have the same EKG Monitor/Defibrillator equipment.
- Successfully completed our Medicare revalidation process.
- Began new preventive maintenance program on our Lifepak EKG Monitors with Unity Point.
- Participated in an Active Shooter Exercise in Williamsburg.
- Successfully passed State inspection without deficiencies.
- Received \$5000 grants from Bayer and Mid-American to purchase ballistic vests.
- Began working through the COVID-19 pandemic: new policies, additional supplies, and taking care of patients using PPE. Initiated process for online EMS training.
- Received \$26,384.62 in CARES funding for COVID-19.

Challenges

- COVID-19 and how we handle employee illnesses now compared to pre-COVID.
- Recruiting volunteers for our First Responder teams. We had planned on hosting an EMT class for fall of 2020, but have postponed due to COVID-19.
- Recruiting Paramedic staff

FY20 Financial Summary

- Actual Expenses: \$1,534,356
- Actual Revenue: \$1,049,247
- Difference: \$485,109

AMBULANCE PERSONNEL

FY19

Paramedic: 22
 Advanced EMT: 1
 EMT: 4
 Full Time: 13
 Part Time: 14
 Total: 27

FY20

Paramedic: 19
 Advanced EMT: 0
 EMT: 3
 Full Time: 14
 Part Time: 10
 Total: 24

AMBULANCE CALL VOLUME

	Transports/Billable		
	Dispatched Calls	Calls	Cancels/Refusals
FY19 Total	1483	1221	267
FY19 MO Avg.	123.6	101.8	22.3
FY20 Total	1532	1218	314
FY20 MO Avg.	127.67	101.5	26.17

AMBULANCE TIMES ANALYSIS

	Marengo	Williamsburg	Backup	Primary Unit Totals
Avg. Chute Time	2 min. 35 s	2 min. 39 s	2 min. 21 s	2 min. 37 s
Avg. Response Time	9 min. 48 s	13 min. 0 s	13 min. 37 s	11 min. 05 s
Avg. Scene Time	15 min. 13 s	16 min. 08 s	19 min. 10 s	15 min. 15 s
Avg. Scene Time (Trauma)	13 min. 49 s	15 min. 27 s	4 min. 00 s	14 min. 46 s
Avg. Transport Time	27 min. 51 s	30 min. 55 s	25 min. 37 s	29 min. 17 s

TIMES COMPARED TO PREVIOUS YEARS

	Goal	FY17	FY18	FY19	FY20
Avg. Chute Time	3 min. day / 4 min. night	2 min. 15 s	2 min. 24 s	2 min. 54 s	2 min. 37 s
Avg. Response Time	15 min.	10 min. 51 s	10 min. 30 s	11 min. 23 s	11 min. 5 s
Avg. Scene Time	None	15 min. 13 s	15 min. 17 s	15 min. 02 s	15 min. 15 s
Avg. Scene Time (Trauma)	15 min.	18 min. 47 s	14 min. 37 s	20 min. 55 s	14 min. 46 s
Avg. Transport Time	None	29 min. 8 s	28 min. 55 s	30 min. 07 s	29 min. 17 s

VOLUNTEER QRS PERSONNEL

	Paramedic	AEMT	EMT	EMR	Driver	Total
Amana	1		2	1	2	6
Ladora			1	1	0	2
Millersburg			2	3	0	5
North English	1		6	0	0	7
Victor	1		4	2	3	10
Williamsburg	1	1	3	4	0	9

	<u>FY20</u>	<u>FY19</u>	<u>FY18</u>	<u>FY17</u>	<u>FY16</u>	<u>FY15</u>
Total Volunteers:	37	36	40	39	47	51

*2 volunteers are on more than one service

QRS TIMES AND RESPONSES

	# of Responses	# of Requests	Response Rate %	Avg. Response Time
Amana	15	78	19%	9 min. 10 s.
Ladora	24	36	67%	11 min. 37 s.
Millersburg	25	26	96%	7 min. 15 s.
North English	62	81	77%	8 min. 54 s.
Victor	99	106	93%	11 min. 08 s.
Williamsburg	69	76	91%	10 min 10 s.
County-Wide	294	403	73%	10 min. 04 s.

VEHICLES

	Total Mileage	FY20 Mileage	FY20 Repair & Mnt. Costs	Lifetime Repair & Mnt. Costs	Lifetime per mile repair costs
2018 Ford	70,068	37,785	\$1,694.98	\$2,154.58	\$.03
2016 Ford	141,332	34,702	\$6,561.81	\$19,002.72	\$0.13
2013 Chevy	167,844	5293	\$562.71	\$12,944.57	\$0.08
2009 Chevy	206,305	1527	\$78.41	\$52,788.56	\$0.26
2020 Explorer	1397	1397	0	0	NA

MAJOR VEHICLE REPAIRS

2018 Ford

- Deer Accident

2016 Ford

- Liquid Spring Suspension leak & repairs

NEW EQUIPMENT

- New office computer for Assistant Director
- New office computer for crew in Marengo office
- New MS Surface tablet for Truck #2
- EKG Monitor/Defibrillator for 4th unit from ICCF Grant
- New cell phones and hotspots when we switched over to Verizon
- New stair chair for Truck #2 (4th unit)
- Purchased push mower for Williamsburg

FY20 TRANSPORT (AMBULANCE) GOALS

- Maintain patient satisfaction at 96% or greater measured by patient surveys: 98.42%. **IMPROVED** from 97.42%.
- Maintain a chute time (page to out the door) of 3 minutes or less from 6:00AM to 6:00PM on 85% on all 911 Emergencies: 90.33%. **IMPROVED** from 84.83%.
- Maintain a chute time (page to out the door) of 4 minutes or less from 6:00PM to 6:00AM on 85% on all 911 Emergencies: 78.25%. **IMPROVED** from 74.88%.
- Improve the average scene time on for traumatic injuries that were Emergencies to 15 minutes or less: 14 minutes, 46 seconds. **IMPROVED** from 20 minutes, 55 seconds.

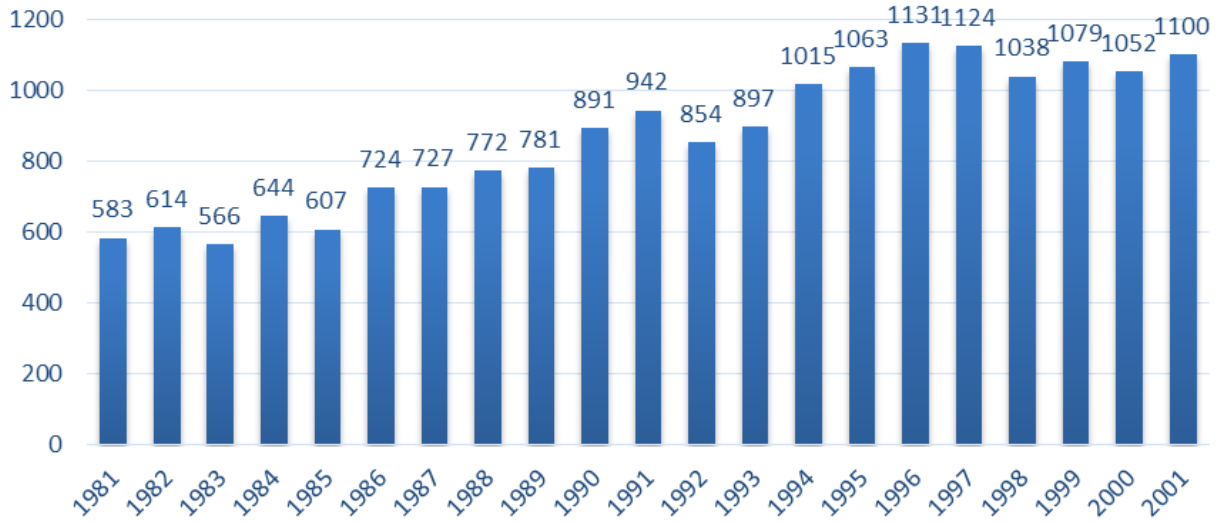
FY20 NON-TRANSPORT (QRS) GOAL

Maintain a county-wide non-transport response rate of at least 75% for 911 Emergencies: 73.6%

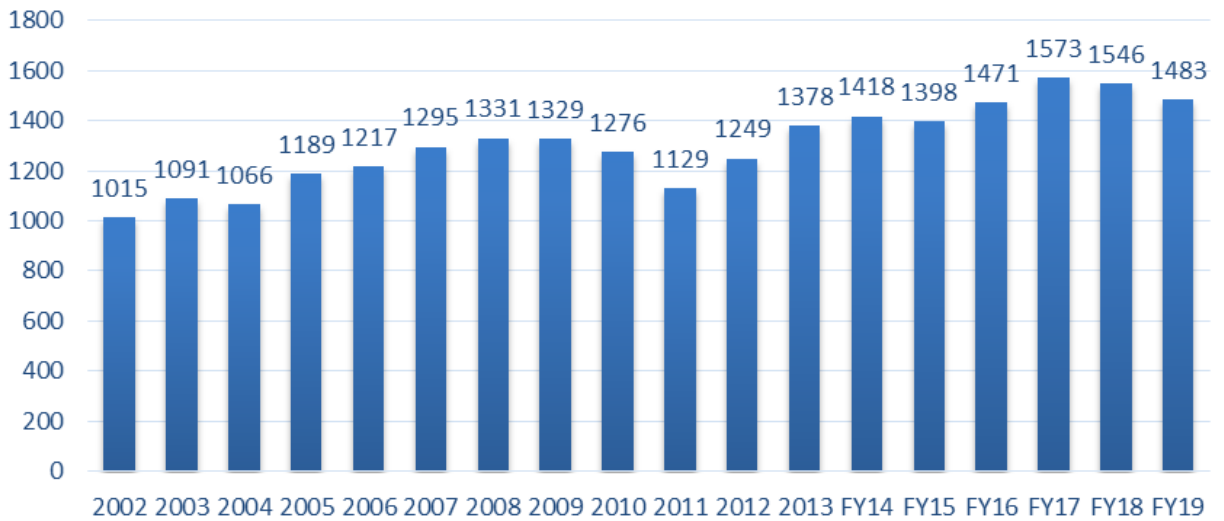
FY20 Community Events

Description	Hours
Marengo July 3rd Celebration	20
Williamsburg July 4th Celebration	23
Iowa County Fair	102
North English Parade / Fun Days	8
Amana Safety Fair	6
Football Games	115.5
Tractor Pull	9
EV Cross Country Meets	12
Oktoberfest	21
Total	316.5

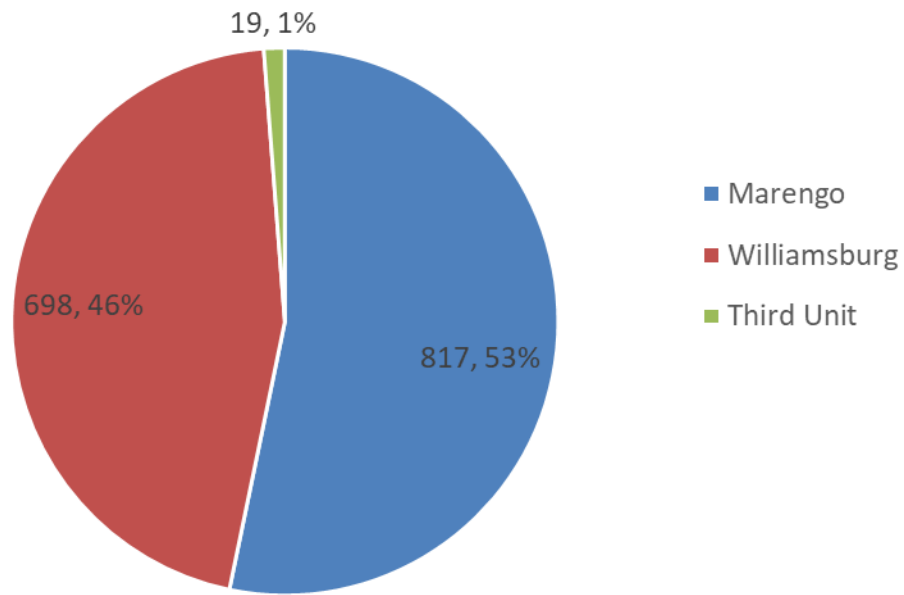
Call Volume 1981-2001



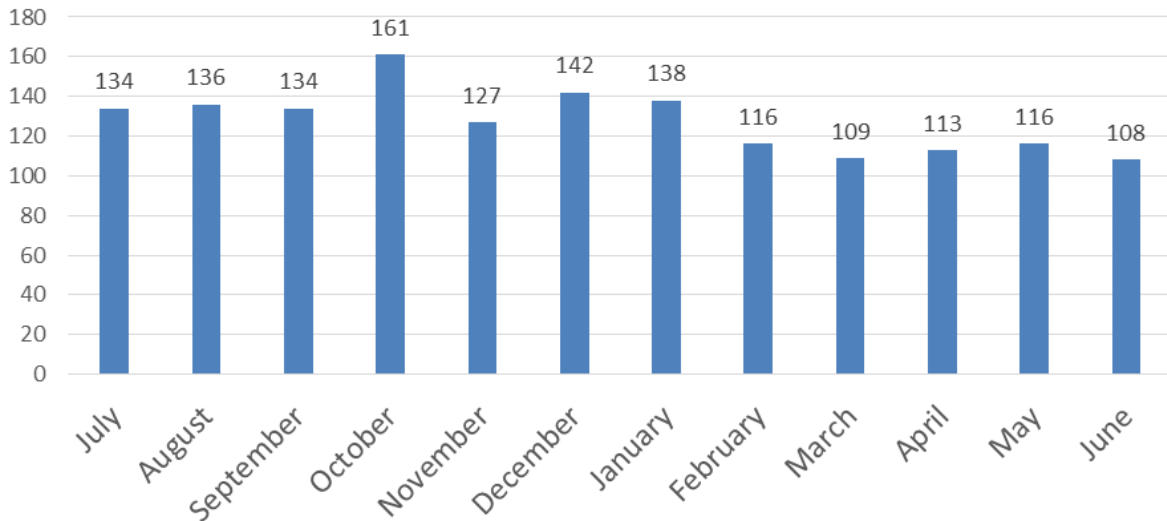
Call Volume 2002-FY19

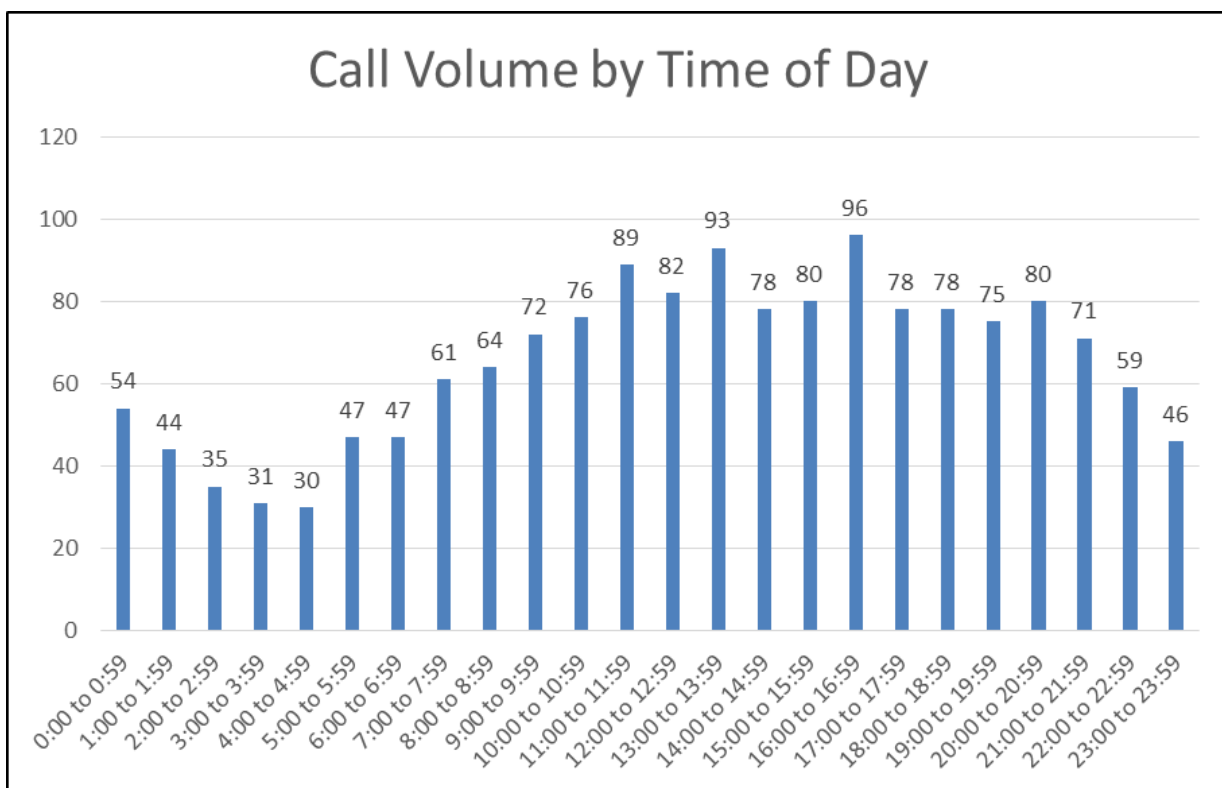
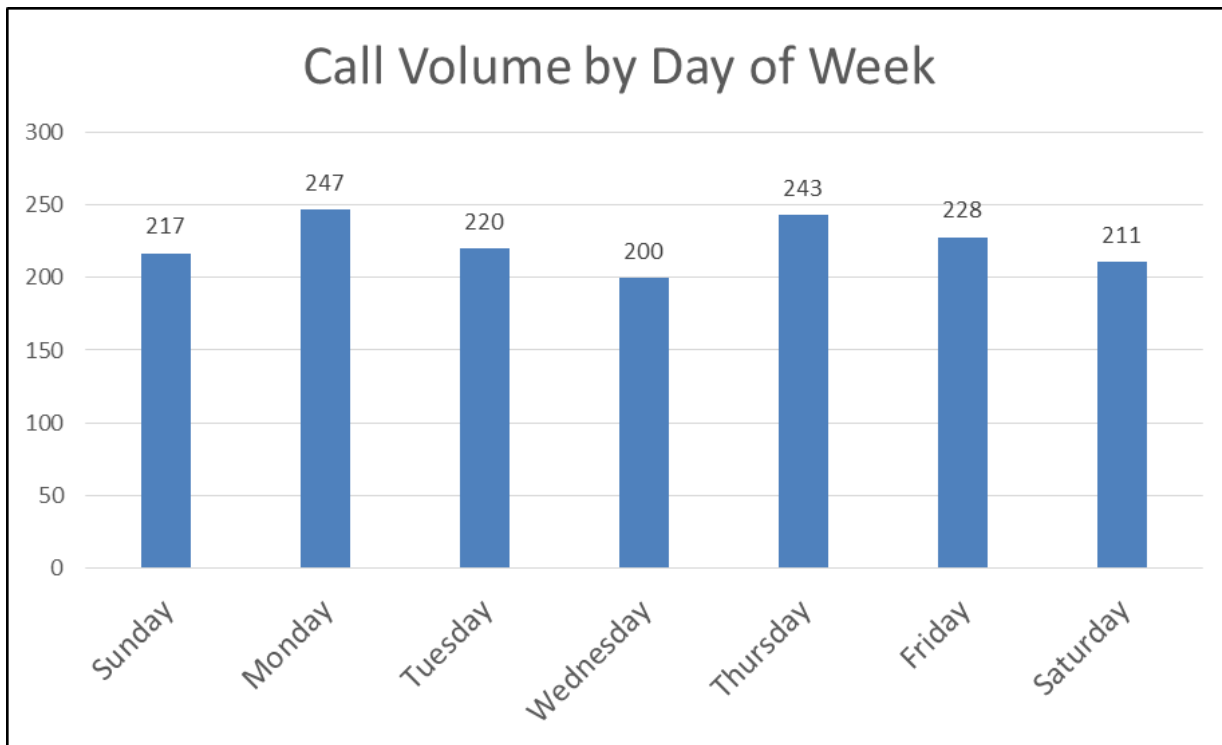


Dispatched Calls by Unit FY20

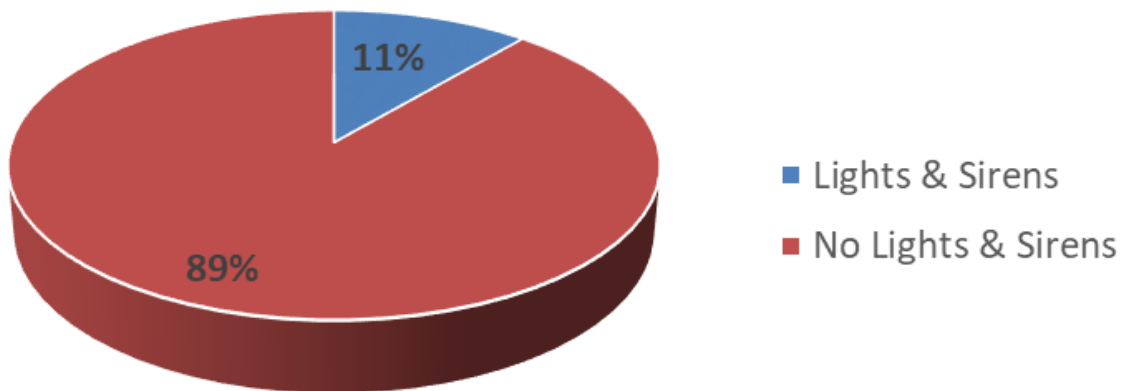


FY20 Monthly Call Volume

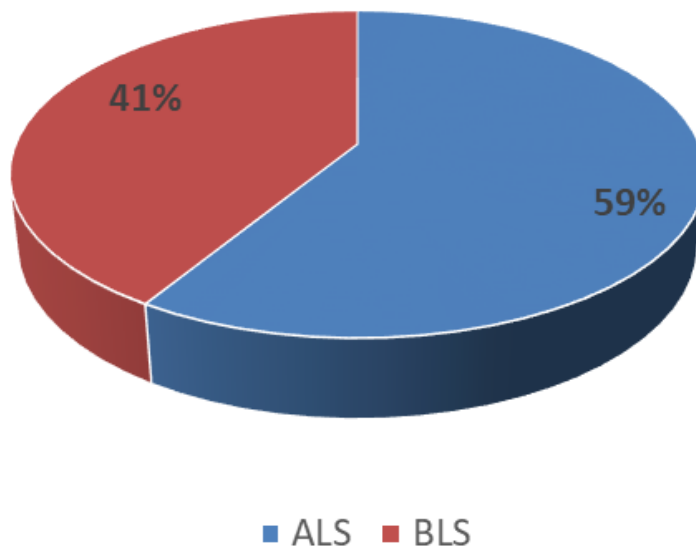




Transport Priority



Advanced Life Support vs. Basic Life Support



Disposition Type Breakdown		
Assist, Agency	1	0.1%
Assist, Public	4	0.3%
Assist, Unit	1	0.1%
Cancelled (No Patient Contact)	32	2.0%
Cancelled (Prior to Arrival at Scene)	39	2.5%
Cancelled on Scene/No Patient Found	7	0.4%
Patient Dead on Scene - No Resuscitation Attempted (With Transport)	1	0.1%
Patient Dead on Scene - No Resuscitation Attempted (Without Transport)	8	0.5%
Patient Dead on Scene - Resuscitation Attempted (Without Transport)	5	0.3%
Patient Evaluated, No Treatment/Transport Required	84	5.4%
Patient Refused Evaluation/Care (Without Transport)	89	5.7%
Patient Treated, Released (AMA)	56	3.6%
Patient Treated, Released (per protocol)	7	0.4%
Patient Treated, Transferred Care to Another EMS Professional	6	0.4%
Patient Treated, Transported by Law Enforcement	5	0.3%
Patient Treated, Transported by Private Vehicle	8	0.5%
Standby - Public Safety, Fire, or EMS Operational Support Provided	11	0.7%
Transported Lights/Siren	131	8.4%
Transported Lights/Siren, Downgraded	1	0.1%
Transported No Lights/Siren	1,066	68.1%
Transported No Lights/Siren, Upgraded	4	0.3%
Total	1566	100.0%

Transport Destination Summary

Destination Name	Total patients transported	Total transferred from CMH
BELLE PLAINE CARE CENTER	1	
COLONIAL MANOR OF AMANA	4	2
COMPASS MEMORIAL HOSPITAL	307	
ENGLISH VALLEY CARE CENTER	8	6
GRINNELL REGIONAL MEDICAL CENTER	9	
HIGHLAND RIDGE	1	
HOME	1	1
KEOKUK COUNTY HEALTH CENTER	1	
MERCY HOSPITAL - IOWA CITY	194	17
MERCY MEDICAL CENTER - CEDAR RAPIDS	83	16
ROSE HAVEN NURSING HOME	18	10
ST. LUKES	161	77
UNIVERSITY OF IOWA HOSPITALS & CLINICS	397	89
VA HOSPITAL - IOWA CITY	17	1
Totals	1202	219

Primary Impression Breakdown

No Complaints or Injury/Illness Noted	101	6.84%
Abdominal Pain	85	5.75%
Generalized Weakness	77	5.21%
Chest Pain / Discomfort	57	3.86%
Injury	57	3.86%
Acute Respiratory Distress (Dyspnea)	49	3.32%
Pain (Non-Traumatic)	43	2.91%
Injury of Hip	42	2.84%
Altered Mental Status	41	2.78%
Shortness of breath	40	2.71%
Back Pain	39	2.64%
Injury of Head	39	2.64%
Anxiety reaction/Emotional upset	38	2.57%
Stroke	35	2.37%
Behavioral/psychiatric episode	31	2.10%
Cardiac arrhythmia/dysrhythmia	30	2.03%
Syncope / Fainting	29	1.96%
Injury of Lower Leg	25	1.69%
Injury of Shoulder or Upper Arm	24	1.62%
Seizures	24	1.62%
Dizziness	22	1.49%
Pneumonia	22	1.49%
Injury of Face	21	1.42%
Alcohol use	19	1.29%
Cardiac arrest	17	1.15%
Fever	17	1.15%
Injury of Neck	17	1.15%
Diabetic Hypoglycemia	16	1.08%
Respiratory disorder	16	1.08%
Injury of Thigh (Upper Leg)	14	0.95%
Diabetic Hyperglycemia	13	0.88%
Chest Pain, Other (Non-Cardiac)	12	0.81%
Overdose - Unspecified	12	0.81%
Sepsis/Septicemia	12	0.81%
Injury of Wrist, Hand, or Fingers	10	0.68%

Primary Impression Breakdown

Confusion/Delirium	9	0.61%
Headache	9	0.61%
Epistaxis	7	0.47%
Hypertension	7	0.47%
Injury of Ankle	7	0.47%
Obvious Death	7	0.47%
Suicidal Ideation	7	0.47%
Acute abdomen	6	0.41%
Dehydration	6	0.41%
Fatigue	6	0.41%
Gastrointestinal hemorrhage	6	0.41%
Injury of Elbow	6	0.41%
Injury of Forearm	6	0.41%
Injury of Thorax (Upper Chest)	6	0.41%
Laceration/Abrasion/Hematoma (minor surface trauma)	6	0.41%
Non-ST elevation myocardial infarction (NSTEMI)	6	0.41%
Poisoning / Drug Ingestion	6	0.41%
Renal Failure	6	0.41%
ST elevation myocardial infarction (STEMI)	6	0.41%
Congestive heart failure (CHF)	5	0.34%
Diarrhea	5	0.34%
Hemorrhage	5	0.34%
Hypotension	5	0.34%
Injury of Pelvis	5	0.34%
Nausea	5	0.34%
Respiratory Failure	5	0.34%
Septic Shock	5	0.34%
Suicide attempt	5	0.34%
Transient Cerebral Ischemic Attack (TIA)	5	0.34%
Urinary Tract Infection (UTI)	5	0.34%
Vomiting	5	0.34%
Cough	4	0.27%
COVID-19 - Confirmed by testing	4	0.27%
Febrile Seizures	4	0.27%
Generalized edema	4	0.27%

Primary Impression Breakdown

Injury of Foot	4	0.27%
Malaise	4	0.27%
Pregnancy related conditions	4	0.27%
Pulmonary Edema, Acute	4	0.27%
Pulmonary Embolism	4	0.27%
Alcohol dependence with withdrawal	3	0.20%
Cellulitis	3	0.20%
Chronic Obstructive Pulmonary Disease (COPD)	3	0.20%
Edema	3	0.20%
Heat Exhaustion	3	0.20%
Influenza	3	0.20%
Medical device failure	3	0.20%
Need for continuous medical supervision	3	0.20%
Patient assist only	3	0.20%
Pelvic and Perineal Pain	3	0.20%
Seizures without status epilepticus	3	0.20%
Substance abuse	3	0.20%
Adrenocortical insufficiency	2	0.14%
Allergic Reaction	2	0.14%
Anaphylaxis	2	0.14%
Asthma	2	0.14%
Chest pain on breathing	2	0.14%
COVID-19 - Suspected - no known exposure	2	0.14%
Electrocution	2	0.14%
Eye Injury	2	0.14%
Gastro-esophageal reflux disease (GERD)	2	0.14%
Injury of Lower Back	2	0.14%
Labor and delivery, uncomplicated	2	0.14%
Migraine	2	0.14%
Overdose - Heroin	2	0.14%
Overdose - Other opioids	2	0.14%
Palpitations	2	0.14%
Pitting Edema	2	0.14%
Pregnancy with contractions	2	0.14%
Seizures with status epilepticus	2	0.14%

Primary Impression Breakdown

Skin infection	2	0.14%
Subarachnoid Hemorrhage (Traumatic)	2	0.14%
Toothache	2	0.14%
Acute appendicitis	1	0.07%
Anemia	1	0.07%
Angina pectoris	1	0.07%
Atelectasis	1	0.07%
Brain Injury	1	0.07%
Cancer	1	0.07%
Common Cold	1	0.07%
Concussion	1	0.07%
Eye Pain	1	0.07%
Foreign Body in Anus and Rectum	1	0.07%
Hallucinogen related disorders	1	0.07%
Heatstroke and Sunstroke	1	0.07%
Hematemesis	1	0.07%
Hypertensive crisis	1	0.07%
Hyperventilation	1	0.07%
Hypothermia	1	0.07%
Hypovolemia / Shock	1	0.07%
Infectious Disease	1	0.07%
Injury of Abdomen	1	0.07%
Injury of Nose	1	0.07%
Intestinal obstruction	1	0.07%
Kidney stones	1	0.07%
Other stimulant related disorders	1	0.07%
Overdose - Acetaminophen	1	0.07%
Overdose - Alcohol	1	0.07%
Overdose - Amphetamine	1	0.07%
Preterm labor without delivery	1	0.07%
Respiratory Arrest	1	0.07%
Respiratory Condition due to Chemicals, Gases, Fumes, and Vapors	1	0.07%
Severe Acute Respiratory Syndrome (SARS)	1	0.07%
Smoke Inhalation	1	0.07%
Vaginal Hemorrhage	1	0.07%

Medication Breakdown

Medication	Doses	% of Total
Fentanyl	206	33.07%
Zofran	83	13.32%
Epinephrine 1:10	60	9.63%
Nitro Spray	53	8.51%
Duoneb	44	7.06%
Aspirin	41	6.58%
Dextrose 50%	16	2.57%
Albuterol	11	1.77%
Narcan	11	1.77%
Other - Medication	11	1.77%
Oral Glucose	10	1.61%
Toradol	10	1.61%
Valium	10	1.61%
Ketamine	8	1.28%
Nitrostat	8	1.28%
Atropine	6	0.96%
Diazepam	5	0.80%
Nitro Infusion	4	0.64%
Adenosine	3	0.48%
Benadryl	3	0.48%
Dopamine	2	0.32%
Epinephrine 1:1	2	0.32%
Ketorolac	2	0.32%
Solu-Medrol	2	0.32%
Versed	2	0.32%
Amiodarone	1	0.16%
Atrovent	1	0.16%
Glucagon	1	0.16%
Heparin Infusion	1	0.16%
Lidocaine 2%	1	0.16%
Magnesium Sulfate	1	0.16%
Magnesium Sulfate Infusion	1	0.16%
Midazolam	1	0.16%
Morphine	1	0.16%
Potassium	1	0.16%