

2022 Annual Report

Penacook Rescue Squad



Penacook Rescue Squad
1 Oak Street Boscawen, NH 03303
2022 Annual Report



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Mission Statement:

Penacook Rescue shall provide appropriate and timely pre-hospital critical care, rescue and transport for the sick and injured within the communities we serve. Penacook Rescue shall support the mission of the Capital Area Mutual Aid Compact.

Vision:

Our Department remains committed to the advancement of Emergency Medical Services system and how this system can benefit the communities, we serve.

Penacook Rescue will maintain a high standard of care and will continually strive to improve our service through continuing education and outreach as it pertains to the communities' safety and wellness.

Introduction:

As everyone begins to come out of the Covid-19 pandemic many challenges continue to be faced by the Department. Workforce shortages in healthcare, pay differences, available overtime and remote work all bring challenges to maintaining a strong staff for EMS services. Providers are leaving the field for other opportunities and leaving services for better pay scales. EMS providers across the country have seen a change in healthcare and the ability to continue in healthcare in different roles outside of pre-hospital medicine. We are committed to providing service to our communities, providing our employees with; competitive pay, continuing education, new equipment, advancement in certification, and promoting a positive environment for the well-being and mental health of our employees. We also cannot thank our staff enough for going through this journey with us. Their support and commitment are vital to overcoming the obstacles we face.

Penacook Rescue Squad (PRS) is a private, non-profit public service that provides advanced life support and emergency medical services (EMS) to the towns of Boscawen, Canterbury, and Salisbury. PRS also provides mutual aid to surrounding communities like Concord, Franklin, Hopkinton, and Webster when requested. A mutual aid response is when another agency assists a town that they do not provide primary coverage for. PRS operates out of a single location at 1 Oak Street in Boscawen. Historically, staff coverage consisted of both volunteer services and paid staff. The majority of staff are licensed at the advanced level (Advanced Emergency Medical Technician and Paramedics) allowing the organization to provide consistent care at the Advance Life Support level (ALS). Each year the Department membership continues to build upon their skill level and improve the care they provide to the communities they serve. PRS participates in the advancement of emergency medical services education with several different organizations by allowing their students access to staff and equipment to build their competencies and complete the required coursework.



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Primary Coverage Area Demographics:

	Boscawen	Canterbury	Salisbury
2021 Population	3,978	2,449	1,465
2000 Population	3,684	1,991	1,143

<https://www.nhes.nh.gov>

The primary coverage area contains facilities that increase activity for the Department both with the number of emergency responses and preplanning. The Merrimack County Nursing Home is a 290-bed facility located in Boscawen. The Merrimack County Corrections Facility is also located in Boscawen and is designed to hold approximately 237 inmates. There are also several schools and businesses contained within the primary coverage area. The Department also provides primary emergency medical services to a portion of Interstate 93.

2022 Incidents by Town:

Scene Incident City Name (eScene.17)	Number of Runs	Percent of Total Runs
Boscawen	756	69.17%
Canterbury	143	13.08%
Salisbury	121	11.07%
Concord	51	4.67%
Webster	11	1.01%
Franklin	8	0.73%
Tilton	2	0.18%
Hopkinton	1	0.09%
Total: 1,093		Total: 100.00%

Summary:

In 2022 PRS had a total of 1070 emergency responses resulting in **1093** incidents. The total number of incidents equates to the overall number of people medically evaluated. These numbers continue to increase each year and we anticipate that this trend will continue in 2023.



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2022 Incidents by Day of the Week:

Incident Day Name	Number of Runs	Percent of Total Runs
Sunday	159	14.55%
Monday	152	13.91%
Tuesday	167	15.28%
Wednesday	145	13.27%
Thursday	166	15.19%
Friday	143	13.08%
Saturday	161	14.73%
Total: 1,093		Total: 100.00%

Number of Incidents by a Specific Timeframe (January – December)

Incident Hour Range Of Day 24	Number of Runs	Percent of Total Runs
00:00:00 - 00:59:59	22	2.01%
01:00:00 - 01:59:59	22	2.01%
02:00:00 - 02:59:59	15	1.37%
03:00:00 - 03:59:59	16	1.46%
04:00:00 - 04:59:59	22	2.01%
05:00:00 - 05:59:59	25	2.29%
06:00:00 - 06:59:59	21	1.92%
07:00:00 - 07:59:59	55	5.03%
08:00:00 - 08:59:59	51	4.67%
09:00:00 - 09:59:59	78	7.14%
10:00:00 - 10:59:59	74	6.77%
11:00:00 - 11:59:59	69	6.31%
12:00:00 - 12:59:59	57	5.22%
13:00:00 - 13:59:59	65	5.95%
14:00:00 - 14:59:59	53	4.85%
15:00:00 - 15:59:59	55	5.03%
16:00:00 - 16:59:59	65	5.95%
17:00:00 - 17:59:59	54	4.94%
18:00:00 - 18:59:59	49	4.48%
19:00:00 - 19:59:59	60	5.49%
20:00:00 - 20:59:59	54	4.94%
21:00:00 - 21:59:59	41	3.75%
22:00:00 - 22:59:59	41	3.75%
23:00:00 - 23:59:59	29	2.65%
Total: 1,093		Total: 100.00%



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Summary:

Looking at call data in a 1-hour block and day of the week PRS can determine if there is a specific time of day that consistently requires a higher demand for resources. The data shows a high demand for service occurs between 9:00 am and 9:00 pm; with the highest demand starting at 11:00 am time frame. This is consistent with 2021 and is anticipated to continue to be the trend in 2023. This data is constantly reviewed to ensure future staffing models meet the needs of the communities.

Training / Education:

Continuing education was provided by Emergency Education Consultants on a monthly basis to ensure our members are provided with up-to-date information, current practices, and required hours for recertification. Below are some of the topics covered this year:

<i>Patient Restraint</i>	<i>Diabetes</i>	<i>Stroke</i>
<i>Blood Borne Pathogens</i>	<i>Immunology</i>	<i>Pediatric Transport</i>
<i>Capnography</i>	<i>Crew Resource Management</i>	<i>Central Nervous System Injury</i>
<i>Medication Delivery</i>	<i>Cardiac Arrest</i>	<i>Hemorrhage Control</i>
<i>Congestive Heart Failure</i>	<i>Trauma Triage</i>	<i>Obstetrical Emergencies</i>
<i>Fluid Resuscitation</i>	<i>Ventilation</i>	<i>Central Nervous System Injury</i>
<i>Pediatric Cardiac Arrest</i>	<i>Acute Coronary Syndromes</i>	<i>Hemorrhage Control</i>
<i>Oxygenation</i>	<i>Evidence-Based Guidelines</i>	<i>Infectious Diseases</i>
<i>Post Resuscitation</i>	<i>Culture of Safety</i>	<i>Opioids</i>
<i>Ventricular Assist Devices</i>	<i>Hygiene / Vaccinations</i>	<i>Seizures</i>
<i>Ambulance Safety</i>	<i>Research</i>	<i>Infectious Diseases</i>
<i>At-Risk Populations</i>	<i>Psychiatric / Behavioral</i>	<i>Pain Management</i>
<i>Field Triage</i>	<i>Special Healthcare Needs</i>	<i>Documentation/Call Review</i>

Staff continues to attend additional training and webinars on upcoming billing changes for Medicare and Medicaid, as well as, building cost data analysis that will be part of a national program to understand the costs across the country for Emergency Medical Services. There were also several different protocol and process changes that had to be implemented as a response to Covid-19. These changes were not only being implemented to guide how we care for our patients in the field but also how we operate in the hospital as they continued to change how we interact with them as a response to Covid-19 these continue to be in place until March of 2023 when it will be revisited.



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Equipment:

The Department is operating 2 advanced life support licensed ambulances (2020 and 2022 Ford F-450s) and 1 utility vehicle (2011 Ford Crown Victoria). The ambulances rotate on a monthly basis to extend the life of the vehicles. We have replaced the 2012 ambulance with a 2020 and changed the configuration of the inside to improve patient care and improve the safety of the providers during transport. We recently took delivery of the 2022 ambulance which is an exact match of the 2020 ensuring consistency of locations of equipment and improving the efficiency of providers.

We have upgraded our Cardiac Monitors to the Zoll X Series Advanced and placed in service a Zoll Z-Vent ventilator that was purchased through grant funding with the help of the Town of Boscawen.

We have purchased the Handtevy program which allows for quick medication calculation and accuracy in delivery to pediatric patients. This system is on the vehicle iPads and is available to each provider on their cell devices.

Carbon monoxide detectors have been calibrated and placed in service on both ambulances.

Updated iPads have been purchased, replacing old and outdated iPads for documentation of reports.

Community Involvement / Partnerships:

PRS is committed to the communities it serves. Working collaboratively our Department is engaged in our communities through collective partnerships impacting the overall safety and wellness of its residents. As part of this commitment, we provided the following outreach:

- Cardio-Pulmonary Resuscitation (CPR) courses to the Boscawen Police Department Boscawen Parks and Recreation Department
- Recertification of the "Stop the Bleed" program to the Boscawen Police Department and the Boscawen Parks and Recreation Department
- Training for the Boscawen Police Department to gain EMS licensure for the administration of Narcan
- A fall risk reduction program in partnership with the Granite VNA
- Medical coverage for events at the NH Veterans Cemetery as well as the NH Police Standards and Training Academy
- Participate in the Police, Fire, EMS and Corrections Memorial Parade
- Participate in the Concord Holiday Parade in Concord
- Along with the communities it serves, PRS is part of the larger EMS system, and many employees participate in outside committees and advisory boards to promote advances in Emergency Medical Services and overall public health and safety



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Conclusion:

Penacook Rescue Squad had a busy and challenging 67th year. The department did experience a small decrease in call volume during November and December where at the end of October we were on pace for 1,200 emergency responses, but we still responded to over 1000 emergency calls. Even as emergency responses slightly dropped, the acuity of patient care increased. This can be attributed to people waiting longer than normal to call 911 for help as seen during the pandemic. The department also faced a significant impact on staffing levels. The department had to become creative to manage a full schedule with employees out on quarantine, restricted to full-time employment only, activated as members of the National Guard and CST teams, and mandatory holds. Department staff members logged many long shifts and our community partners provided assistance to close any gaps. The department also conducted an aggressive hiring campaign to onboard new staff. The primary service area encompasses the towns of Boscawen, Canterbury, and Salisbury, adding the calls for EMS services to other mutual aid communities; the Department had a total call volume of 1070 emergency calls. Call volume continues to increase for our Department in 2010 we responded to 695 incidents and in 2000 we responded to 402 incidents.

As of January 1st, Lieutenant Justin Hinds was promoted to Deputy Chief. DC Hinds is instrumental in all aspects of Penacook Rescue and continues to help progress the Department. Congratulations Deputy Hinds!

We are honored and privileged to continue serving in each of these communities. We thank all of our community partners for the support provided to us in each town. We look forward to serving next to all of our public safety partners to provide a safe community for all to enjoy as we continue to push through this pandemic.