



SENECA COUNTY

Emergency Services



2018 Seneca County EMS Annual Report

2018 marks 40 years of continuous volunteer EMS service to the citizens of Seneca County. We have certainly come a long way from our meager beginnings in 1978. During the 40-year anniversary celebration during EMS week in May 2018 we were fortunate enough to have several of the original EMS volunteers present, and several of the elected officials speak about how far EMS has come in these 40 short years. 2018 ends with Seneca County EMS having 5 Joint Ambulance districts providing leadership and compensation at the local level to the compensated volunteer EMTs in the villages and townships.

Five years ago, in May 2013 we began discussion of a three-phase plan of improvement for Seneca County EMS, and by mid-year 2018 we had surpassed our goals set forth 5 short years ago. Recognition of the work that has been done over the past 40 years, discussion of plans to move into the future of EMS leadership and development through research and modeling our system after successful systems already in place; and finally, implementation of those plans after development and careful consideration of all options having been weighed, discussed, voted on, and followed through. At the end of 2018, we have all the components in place to move to a full time Countywide EMS district if the elected officials at the Local and County level choose to develop this option.

We are learning a lot as we move forward with the joint ambulance district concept of providing EMS service to our local communities. Not all of our districts are seeing a huge amount of success, but the majority have become more aware of the EMS work that needs doing, and the huge amount of volunteer effort put forth by the EMS volunteers. The volunteers save Seneca County several million dollars per year on payroll alone.

Through a joint effort with the Seneca County Commissioner's Office, the Seneca County Prosecutors office, the Townships, Villages, both Cities, and Seneca County EMS we have successfully brought the situation of EMS manpower to the table and have had very good success in educating the leadership on what needs to be done and how.

We have improved all of our EMS vehicles with modern technology and safety equipment, and our vehicles contain the latest lifesaving equipment available in the world. Our personnel are trained to the highest standards and unselfishly give of their time, abilities, and compassion. We are very fortunate to have the quality of caregiver that we have here in Seneca County. Moving forward into the future of EMS with the crews we have today is a very exciting prospect, and we are at the forefront of the evolutionary process that takes what we learned from the National EMS Compass, and pushes us towards the new National EMS 2050 agenda.

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The National EMS Model is growing and the standard of care for pre-hospital medicine is improving at a rapid pace. Our EMS volunteers are working very hard to maintain the pace of growth that is demanded of them in a rapidly evolving medical society.

Seneca County does all this for less than half the cost of the average system of our size due to the compensated volunteer model. We all know that at some point in our future, a paid model is going to have to happen, but as of this writing, we are maintaining our standards with our current structure and budget.

Echo Unit Paramedic Response Program

The Echo Unit program has been very successful in providing advanced life support to our patients, support to our local volunteers, education, training, and inventory control and management. The Echo program has developed into a “must have” on most responses in Seneca County. The volunteer EMS responders depend on a reliable, professional, and calm paramedic to bring order to the chaos that is sometimes found at emergency scenes.

The Echo unit program became a full-time endeavor in January 2017. We are marking 2 complete years in the book of having a full-time professional paramedic on duty 24/7. We are learning as we move through the process and there have been some growing pains. Our quarters are quite Spartan in design, and simple in accommodations, but the Echo paramedics are doing well and getting the job done.

They also provide access to supplies, equipment, and inventory to the volunteer EMS personnel 12 hours a day every day. This allows for easy resupply during weekend hours that were ordinarily not available prior to the Echo unit. Many of the volunteer coordinators have said that this access to resupply is one of the most important benefits that the Echo provides to the county EMS units.

The Echo unit paramedic is a vital asset to the operations of Seneca County EMS. The Echo unit began full time 24 hour a day, 7 day per week operation on January 7th, 2017. The Echo unit responded to 826 dispatches in 2018 with an average response time to the scene of 8.3 minutes. The Echo arrived on scene 536 times and assisted with ALS transport 212 times in 2018. The reason this number doesn't equal our total dispatches, is because the Echo only responds to calls that involve a patient, they don't respond to property calls – fires, investigations, standbys, etc...

The Seneca County EMS Echo unit has sparked a lot of interest statewide and we are seeing that many other services are also capitalizing on the use of a full time Paramedic level provider responding to emergencies to support the response of Basic Life Support Ambulances. Our neighbors to the North, South, and West are using

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an Echo type response vehicle to support their own operations. It is good to know that Seneca County EMS is leading the way in this response model.

For the first time in the history of Seneca County EMS, we have afforded the community with a new career path. A person can start as a volunteer EMT, and progress through our system with a career in EMS and gain county employment as an Echo paramedic.

County Ambulances

Our fleet of 10 ambulances range from 2—23 years of age. Our grant we received in 2016 has been extremely helpful in getting us ahead of the game on vehicles. We are now working to maintain the vehicles and getting used to the new equipment.

We currently do fleet maintenance with a variety of local vendors to ensure that each unit is maintained to strict operational standards. We replace wear items as needed and try to keep everything running at the peak of its efficiency for as long as possible. Due to the high maintenance standards that have long been the normal standards here at Seneca County EMS, our trucks remain serviceable long after what is normally considered a normal operational range. Having a part time Maintenance Technician in Matt Gray has saved us a lot of money in labor and diagnostics. Matt is a highly skilled technician and installs radios, electronics, and trouble shoots most vehicles prior to them having to go to a service shop for repair. Many of the repairs, Matt does in house, and we simply buy the parts.

Our current vehicle replacement schedule is to buy a new ambulance once every 3 years. Due to having newer ambulances across the fleet we will not need to buy a new ambulance for 2-3 years. This will afford us the opportunity to provide the latest in safety innovations to some of our older trucks through retrofitting Stryker Lift/Load cots and we were able to replace our Echo unit and director's vehicle in 2017.

The normal service life of an ambulance averages between 5-10 years in most services.

Attica/Venice/Reed Joint Ambulance District – Ambulance 101 – Unit#948 – 2016 Ford E450 Ambulance

Bascom Joint Ambulance District – Ambulance 201 – Unit#950 – 2016 Ford E450 Ambulance
Ambulance 202 – Unit#932- 2005 Ford E450 Ambulance

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Bettsville/Liberty/Jackson Joint Ambulance District – Ambulance 301 Unit#947 2014 International Ambulance. This truck has been plagued by intermittent issues since purchase, it may be the “lemon” of the fleet, but we are working hard to keep it reliable, and in service.

Bloom/Scipio Joint Ambulance District - Bloomville Ambulance 401 – Unit#944 – 2008 GMC C4500

New Riegel/Big Springs/Seneca Joint Ambulance District – Ambulance 501 Unit#949 2016 Ford E450

Bloom/Scipio Joint Amb. District Republic Ambulance 601 – Unit#910 – 2008 GMC 4500 Ambulance

Backups – Ambulance #938 – 2005 E450 Ambulance and #918 1996 Ford E350

Echo Unit – 2017 Ford F150

EMS Director Response Unit – 2017 Ford F150

EMS Admin Vehicle/Backup Echo Unit – 2013 Chevrolet Tahoe

County EMS Response

Seneca County EMS responded to 1240 total EMS calls for service in 2018.

We were dispatched 1240 times but were cancelled prior to response 30 times.

We were dispatched and did not transport a patient 544 times in 2018.

No Transport calls can be for a variety of reasons, sometimes another service transports the patient (i.e. Life Flight), or the patient just needs assistance but not transport, or the patient is DOA.

We flew 6 patients from the scene and had 17 DOAs through the year.

The following is a breakdown of where our runs originated and where we transported them.

Adams Twp – 2__	Attica – 50	Bettsville –41	
Big Spring Twp – 46	Bloom Twp – 41	Bloomville- 56	
Eden Twp – 2_	Fostoria –16	Hopewell Twp –225	
Jackson Twp – 28	Kansas –3	Liberty Twp – 51	Loudon Twp – 161
McCutchenville –1	New Riegel –21	Pleasant Twp -2	Reed Twp – 39
Republic –25	Scipio Twp – 63	Seneca Twp –62	Tiffin –4
Venice Twp -54	Thompson - 4	Wyandot Co. 1	
Richmond Twp (Huron Co.)-1		Sandusky Co. - 3	

*The disparity in the number of runs is due to multiple patients or refusals from multiple runs.

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Hospital Transports by Seneca County EMS Ambulances: 694 patients

Mercy Tiffin: 434 patients

Bellevue Hospital: 40 patients

Willard Mercy: 47 patients

Fostoria Community: 127 patients

Fremont Memorial: 23 patients

Bucyrus Community: 11 patients

Blanchard Valley (Findlay): 8 patients

Wyandot Community (Upper): 5 patients

Life Flight – 6 patients to Mercy Saint Vincent, Toledo.

These patients were transported to these facilities by choice, or by physician order. If a patient is in critical condition and cannot make a choice the EMS crew transports to the closest, most appropriate hospital to the scene.

Joint Ambulance Districts

Bascom Joint Ambulance District is verifiably the busiest ambulance. Running 2 ambulances, staffed by compensated volunteers, that are uniformed, and well organized. Ambulance 201 responded to **565** calls for service and Ambulance 202 responded to 32 calls in 2018.

The Bascom Joint ambulance board meets monthly to discuss scheduling, payroll, staffing, and personnel matters. The district has been in existence since 2001 and is an example of how the Joint Ambulance district model can work to provide a shared service EMS system, in collaboration with Seneca County. The average response time for BJAD Squad 201 was 9.8 minutes, and 202 was 10.3 minutes. The call volume that BJAD has is equal to most full time/paid EMS services throughout Ohio, and they account for 49% of our calls.

NBS Joint Ambulance District has been extremely successful in 5 years since their formation. Scheduling and compensation have been going well. The district is successful due to the dedicated leadership of the local elected officials wanting to invest in their community, and the dedicated volunteers that have grown up serving their community. The EMS coordinator and assistant coordinator are both career medical professionals that lead from the front and set an incredible example to their young pre-hospital care technicians to follow. The average response time for NBS JAD in 2018 was 11.8 minutes. NBS Squad 501 responded to 150 calls in 2018

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AVR Joint ambulance district has also been very successful. The local elected officials are extremely focused on keeping their EMS local and utilizing the dedicated EMS professionals from within their community. The leadership team at AVR JAD are dedicated career medical professionals who set a great example of how a volunteer can find a career path within Seneca County EMS. AVR Squad 101 responded to 148 runs in 2018. The average response time for AVR JAD was 9.8 minutes.

JLB Joint ambulance district has met with some significant manpower struggles in their short time of being organized as an ambulance district. They have struggled to remain in service 12 hours per day throughout the year. Bascom JAD covered their area admirably, and due to the structure of Seneca County EMS, no single squad being out of service hurts our response times, and the area is covered adequately. The elected officials of Jackson, Liberty and Bettsville, are working to find innovative ways to induce more personnel to join the ranks. Compensatory Pay is not always the key to motivation in this era of people being busier than ever. They may need to step up to a part time pay structure to find the necessary personnel to be more effective. The leadership is excellent with a career medical professional leading the way and doing his best to model successful behavior. JLB Squad 301 responded to only 64 EMS runs due to their overwhelming out of service time. Average Response time for JLB JAD Squad 301 is 10.7 minutes.

The Bloom/Scipio Joint Ambulance District is the newest JAD in the system. The local elected officials from Bloom and Scipio townships have banded together to form our very first “two squad” district. The squads themselves are holding on with many dedicated volunteer professional EMS personnel. They work together very well and keep the out of service times to a minimum. The leadership team for both squads are dedicated career EMS professionals that always do an excellent job of keeping things organized and the squads ready to go. Getting the local elected officials together and organized to lead the way into the future will keep these squads manned and dedicated to the community for many years to come. Learning to work from an actual schedule is extremely challenging for volunteers who have never needed to before. With manpower issues, and the new leadership style, scheduling is an extremely important aspect of efficiently managing a district. Bloom/Scipio Squad 401 responded to 126 runs from their Bloomville Station, and Bloom/Scipio Squad 601 responded to 134 runs from the Republic station. The average response times for Republic and Bloomville are 11.6 minutes and 11.8 minutes respectively. The future is bright for Republic and Bloomville, and the elected officials are sure to be proud of the success they will see.

Our overall average response time from time of dispatch to time on scene for all EMS units is 10.8 minutes with an average “Chute” time of 5.3 minutes for the entire year of 2018. This is a monumental achievement for volunteer EMS, and our personnel should be commended for putting their community first and prioritizing the EMS response throughout the year.

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Our Backup ambulance #938 responded to 6 EMS runs in support of our districts staffed with the Emergency Services Administrator and the Emergency Services Director. Our flexibility during the patient's time of need was critical in making transport available when necessary. Having adequate backup personnel and equipment available, is crucial to be able to make a difference in the asymmetrical environment of emergency medicine.

Education:

A large part of what we do at Seneca County EMS involves the continuing education of the volunteer EMS personnel. We also provide continuing education to a large number of volunteer firefighters in Seneca County.

We have an enormous amount of continuing education provided by our own certified EMS instructors. Most of the classes are taught by the EMS director and are provided at each of the 6 EMS stations throughout the county. We had two new instructors become certified to teach Continuing Education in 2018 among the employed EMS personnel. Dani Gebauer and Darrin Mack qualified through the State Board of EMS to teach continuing education. This is a wonderful accomplishment and they are now certified to teach any class through the paramedic level of training. It is nice to have them available to our instructor pool.

We also provide EMT and Paramedic Refreshers in January through February of every year. Each EMT requires 24 hours of Continuing Education per year to maintain their certification, and paramedics require almost twice that amount.

Seneca County EMS provided 90 hours of continuing education to our personnel in 2018. We had a 36-hour EMT-Basic Refresher, and an additional 54 hours of CE in 19 different Continuing education classes. We also certified 10 EMS personnel in Critical Incident Stress Management in a class that was provided by Mental Health and Recovery Services. This class provided training for our personnel to help debrief and manage critical incident stress reactions in other first responders and helps develop coping skills. We also upgraded all of our CPR mannequins to the American Heart Association 2019 Standard in 2018 using grant money we received from the state. The new mannequins have wireless connectivity and provide real-time feedback to ensure CPR is being delivered effectively. A great new piece of training technology.

Our Medical Director, Dr. Michael Fitzpatrick MD, who is an ER Doctor at Mercy Tiffin Hospital directs our education, based on what he is seeing come through his Emergency Department. Our physician medical director approves all our education, and we do all our own continuing education.

Seneca County EMS is an approved Continuing Education Site by the State Board of EMS. We achieved this credentialing in 2014. This allows us to do all our own education without having to pay an outside institution to either provide it or approve it. We were audited by the State Board of EMS in 2017 and had no findings.

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Having an Emergency Services Director with the education and background to do this is an important cost saving measure to Seneca County EMS.

Our collaboration with Mercy Saint Vincent Trauma Center, Mercy Tiffin Hospital, and the State Board of EMS is important to maintain compliance in EMS. The education and training of pre-hospital personnel is complex, and highly specialized. We are fortunate to have formed relationships that benefit us in our ability to train our personnel locally and efficiently.

Equipment:

Seneca County EMS provides all equipment, inventory, supplies, fuel, and vehicles for all 7 County squads. We provide some of the latest prehospital emergency medical equipment available to all of our crews.

Budgeting for replacement of these items is also important and not all our equipment is as new as it once was. We were fortunate to help guide the joint ambulance districts with grant funding through the Ohio Bureau of Workers compensation safety grant. With the grant money received by the county, townships, and joint ambulance districts, we were able to procure a state-of-the-art Autopulse CPR assist device for 5 out of 6 of our transport ambulances and one for the Echo unit response vehicle.

This allows our personnel to focus all their energy on safely and effectively managing the patients' needs without worrying about not having the correct tools to do the most good for our patients.

Our EMS providers are equipped with the latest technology for providing the best healthcare in the world for the patient at the location, and then safely and quickly transporting them to the hospital. ECG technology that allows the physician in the emergency department to see what the medic sees in real time utilizing WIFI technology through a secure connection to the internet. We also can infuse lifesaving and pain-relieving medication through a multitude of devices including intravenous, intraosseous, and intranasal routes. Our CPR devices are proven effective giving victims of sudden cardiac arrest another chance at life, and all our Fire/EMS vehicles in the county are equipped with Narcan Overdose kits to give our patients another chance at recovery.

Seneca County EMS is at the cutting edge of technology when it comes to pre-hospital medical care. Our people are top notch and are here to serve their community.

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EMS Office Operations:

We have streamlined our office operations to a level never seen in the history of Seneca County EMS. Our processes are running extremely efficiently, and we have re-organized the entire Seneca County Emergency Services office to best serve the community.

Dani Gebauer NREMT-P has developed the processes and mastered the VIP system, EMSCharts, HSI Billing interfaces, I am Responding, Wireless Emergency Notification System and many other operational and administrative procedures to make the Emergency Services office run better than it ever has. She works closely with the auditor's office, the commissioner's office, and many other county offices to alleviate the confusion of the minute details associated with proper documentation, auditing, and processing legal documents quicker than ever thought possible.

She is an asset to our system, and extremely detail oriented in her approach to problem solving at a practical, professional level. She has embraced the position of Emergency Services Administrator and made it her own. We are very appreciative of her dedication to the county, her community, and the EMS mission.

Summary:

2018 has been another extraordinary year for Seneca County EMS.

We have created public awareness of the benefits of community-based EMS comprised of compensated volunteers.

The citizens of Seneca County are aware of what EMS is, who provides it, and how it is funded. All of the property tax levy requests for support of our Joint Ambulance districts have passed or renewed on the first attempt. The citizens realize the importance of our EMS system and are willing to support it.

The leadership at the County level, the township and village level, and the State know that we are working very hard to improve the service we provide to the public.

We have moved swiftly during the 2018 calendar year, to get things moving in a positive direction.

The future for Seneca County EMS is bright, and we are looking forward to 2019 with clear direction, drive, and an eagerness to improve our service.

The Echo unit program continues to be a model for others to follow, and we are very proud of the level of care that we provide to our community. Full-time service shows that we are committed to success and will continue to provide the best pre-hospital medical care whenever, and wherever, we are needed.

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Seneca County EMS is a charter member and endorsed by the Ohio EMS Chiefs Association, and the Mercy Saint Vincent Trauma Program. We have begun a collaborative partnership with the Mental Health and Recovery Board of Seneca, Wyandot, and Sandusky counties to provide Opiate Antidote kits to all first responding fire departments in Seneca County.

We are fortunate to have partners such as these prestigious groups of medical professionals to help guide us through the complex world of delivering excellent prehospital emergency medical care and transportation to the sick and injured.

Thank you for the opportunity to serve the citizens of Seneca County.

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