

County of Delaware
Regional Emergency Medical Services Office
Annual Report



State Fiscal Year 2017 - 2018

Through a contract with the Pennsylvania Department of Health, Delaware County's Department of Intercommunity Health Coordination operates one of fourteen Regional Emergency Medical Services (EMS) Offices from across the Commonwealth. The office serves as a regulatory agent of the Commonwealth and performs many duties to help insure and strengthen the provision of Emergency Medical Services (EMS) within Delaware County.

The staff oversees EMS training courses approved by the Pennsylvania Department of Health for all currently approved Emergency Medical Professionals. In addition, the office coordinates numerous Continuing Education Sponsors within Delaware County which provide educational seminars to our providers each year. The Department handles inspection and licensure of all ambulances associated with both private and volunteer organizations throughout the County as well as six medical command facilities and their medical command physicians, and oversees the helicopter EMS operations servicing Delaware County. Data collection and Quality Assurance/Improvement activities are also underway as well as emergency preparedness activities in conjunction with county, regional and state partners.

Delaware County Regional EMS Office Staff

Regional EMS Medical Director: Michael Dumin, M.D.

Regional EMS Director: Patrick O'Connell, NREMT, B.S.

EMS Continuing Education/Certification Coordinator: Tim Mengel, Paramedic, MBA

EMS Education Coordinator: Danielle Koerner, NR-Paramedic , B.A.

EMS Secretary: Anne Amen

Delaware County Emergency Health Services Council

Officers:

President: Robert Reeder
Vice-President: Jim Jeffries
Treasurer: Walter Omlor
Secretary: Larry Smythe

Membership:

Representing

American Heart Association
Boothwyn Fire Company
County of Delaware Appointees

Crozer-Keystone Health System – South
Crozer-Keystone Health System – North
Delaware County Community College
Delaware County Firemen’s Association
Delaware County Local Boards of Health
Delaware County Medical Society
Emergency Nurses Association
Haverford Township EMS
Marple Township Ambulance Corps
Media Fire Company #1
Mercy Fitzgerald Hospital
Radnor Fire Company
Riddle Hospital
Ridley Emergency Medical Services
Springfield Hospital
Taylor Hospital

Name

Eileen Censullo
Michael Lynch
Walter Omlor
Carl Smith
William Robinson
Robert Reeder
Conlen Booth
Elaine Karr-Remington
Fred Howell, Jr.
Jim Maloney
David McKeighan
Louis Hummel
James McCans
Bill Downey
Scott Price
Larry Smythe
Brian Zimmerman
Keith Laws
Robert Anderson
Allen Burk
Bruce Egan

Financial Statement of income and expenses: (please list below)

Original contract amount \$204,403.00

Supplemental Funding \$0.00

County Contribution \$ 32,865.00

Total funding \$237,268.00

Contract Expenses

Personal Services

 Payroll \$190,413

Other Costs

 Education, Certification Testing \$ 4,926

Total Contract Expenses \$ 195,339

Regional Activities/ Organizational Management/ Medical Direction

56 Medical Command Physicians were registered.

N/A - ALS providers were credentialed (paperwork submitted to office).

3 Medical Command facilities were renewed.

There are 6 medical command facilities in the region.

There are 5 PA DOH accredited primary stroke centers in the region.

The regional Medical Advisory Committee met 2 times.

Systems Operations

	<i>Initial</i>		<i>Renewal</i>		<i>New</i>
	<i>Service</i>	<i>Vehicle</i>	<i>Service</i>	<i>Vehicle</i>	<i>Vehicle</i>
ALS	0	0	4	15	2
BLS	0	0	3	44	11
QRS	00	00	1	1	0

41 licensure applications were processed.

43 total EMS agencies in the region - 38 licensed EMS agencies, 4 QRS agencies. 1 – Vehicle rescue service.

Total number of personnel (QRS, vehicle rescue, water) is 75 with 6 vehicles recognized.

Staff conducted 23 unannounced agency inspections.

0 new vehicle rescue service

0 water rescue renewal

0 new water rescue services

Practitioner Services

	<i>Certified This Year</i>	<i>Total In Region</i>
EMR	21	63
EMT	411	1083
Advanced EMT	1	1
Paramedic	39	250
Pre Hospital RN's	00	46
Pre Hospital Physicians	00	4
Pre Hospital Physicians Extender	00	000
EMS-Instructor	9	72
EMSVO*	39	39

(note: EMS instructors are dual certified)

*(*EMSVO denotes sole certification)*

235 photos and signatures were taken and placed on certification cards.

000 EMS providers requested re-registration packets; 00 achieved re-certification, 00 are still in the process of completing requirements

11 reciprocity packets were requested; 8 providers became PA certified (8 EMT and 0 Paramedic).

000 criminal history/driver's license suspensions investigated.

Retention rates (active providers):	EMR	EMT	AEMT	Paramedic	PHRN
April 1, 2018	00%	00%	00%	00%	00%
July 1, 2017	00%	00%	00%	00%	00%

Management Systems

There were over 120,000 Patient Care Reports generated in the region and processed at region.

Most Common Medical Categories

1) Sick person	12%
2) Breathing Problems	07%
3) Chest Pain	6.5%
4) Fall Victim	6.0%
5) Unconscious / fainting	5.6%
6) Psychiatric Problems	5.2%
7) Traffic Accident	4.4%
8) Traumatic Injury	4.0%
9) Seizures	2.0%
10) Overdose/Poisoning	1.5%

Busiest time of the day for EMS calls is between 1400 and 1300 with 12.0%. That is followed by 1500-1600, 1300-1400, 1600-1700 and 1200-1300.

Busiest day of the week is Friday, followed by Wednesday.

74% of calls are treated, transported by EMS. Nearly 3% of the patients seen require no treatment. 4% of the patients refuse care.

18% of patient destination basis is by patient choice. 25% of the time it is based on closest facility and 15% of patients are transported to a destination based on patient's physician choice. 9% of the patients are transported to specialty resource centers.

Staff participated in 00 PCR vendor roll-outs.

3 EMS agencies received 2016 American Heart Association Mission: Lifeline EMS Performance Achievement Awards.

Education

3 EMR programs ran in the region

15 EMT programs ran in the region

0 AEMT programs ran in the region

8 Paramedic programs ran in the region

3 EMS-Instructor classes were held

1 Basic Vehicle Rescue classes held

0 CPR classes at our office for healthcare providers.

3 EMS Instructor program attracting 26 students.

5 PHRN applications received; 4 successful completions of the PHRN – BLS psychomotor exam; 1 successful completions of the PHRN – ALS cognitive exam. 1 paramedics were upgraded to PHRN.

Conducted 21 BLS psychomotor examinations (128 candidates tested) and 0 ALS psychomotor examinations.

Conducted 26 first class visits.

1 educational institute was re-accredited this year.

Continuing Education

226 Con-Ed courses were registered in the region with 2776 students enrolled.

Con-ed classes by county

Delaware County – 226

77 Con-Ed by endorsement applications were processed.

11 continuing education sponsors were re-accredited. There are 30 sponsors in the region. Region approved 2 new sponsors.

Region approved 24 new continuing education course applications.

Region conducted 0 continuing education sponsor workshops.

9 patient actors/EMT assistants participated in NREMT psychomotor exams.

Regional staff participated in EMS Week Education Program

Top fifteen continuing education sponsors by volume:

1. Crozer Chester Medial Center 38
2. Riddle Hospital 30
3. Delco Regional EMS 25
4. Mercy Fitz 21
5. Delaware County Community College 19
6. Delaware County Memorial Hospital 12
7. ICE Inc. 12

8. Boeing Helicopter 12
9. Delco Board Fire & Life Safety 9
10. Team Life 8
11. Radnor 5
12. Elder Tech Rescue 5
13. William Richard 4
14. Media Fire/ EMS 4
15. Boothwyn Fire Ems 3

Top ten continuing education classes offered:

1. ACLS Update 22
2. EVOC 18
3. Annual Skills Review 9
4. HM Ops Refresher 9
5. Rollover Prevention 8
6. ACLS Provider 8
7. mRACE 7
8. PALS update 6
9. Intersection Safe Arrival 6
10. Safe Backing Practices 6

Continuous Quality Improvement

3 complaints received at Region and investigated.

11 Fatal Accident Reports were researched.

5 accidents involving ambulances/EMS personnel were reported in the region.

The regional QI committee met 4 times.

WMD/Emergency Preparedness Activities

12 Task Force Meetings were held; 2 Table Top Exercises were conducted; and 2 Full Scale Field Exercises were completed.

One of the mandated responsibilities of the Regional EMS Councils is to assist Federal, State or local agencies, upon request, in the provision of onsite mitigation, technical assistance, and situation assessment, coordination of functions or post-incident evaluations in the event of a potential or actual disaster, mass casualty situation or other substantial threat to public health. As part of its fulfillment of these tasks, our personnel participated in the following meetings, exercises, events and real time disasters:

- Stop the Bleed Campaign – awareness program for employees

- FAST Awareness program for employees
- Hospital Zone meetings
- County Narcan Task Force meetings
- County Kids to Work Day - hands only CPR program
- Regional Overdose Conferences
- Regional EMS Council meetings
- LODD services for Capt Matt LeTourno – Phila Fire Dept
- Day in Life Program – local Vo Tech schools
- Southeastern Regional Task Force – EMS group
- SNS Program – FSE & Table Top EX
- PEMS 911 Center Certification / Accreditation FXE
- DOH Warms Hand off Summit
- Delaware County Hoarding Task Force
- Bethel Twp – Building Fire MCI
- Upper Darby - Train Incident – MCI
- Clifton Heights - Building Fire – Apartment building – MCI
- Upper Darby – Community Cultural Event - Mass Gathering
- Middletown Twp – Haz Mat w/ fumes @ school - MCI
- Radnor - Sports Event - Mass Gathering
- Bethel Twp - MVA - MCI
- Newtown Twp – Building Fire @ Assisted Living – MCI
- Brookhaven – Building Fire @ Apartment building. MCI
- Upper Chichester – Building Fire @ dwelling – MCI
- Middletown Twp - MVA w/ bus – MCI
- Colwyn – Haz Mat w/ fumes @ school – MCI
- Chester City – MVA w/bus - MCI
- Radnor Twp - Sports Event - NCAA - Mass Gathering
- Upper Darby – Sports Event Eagles Parade – Mass Gathering.