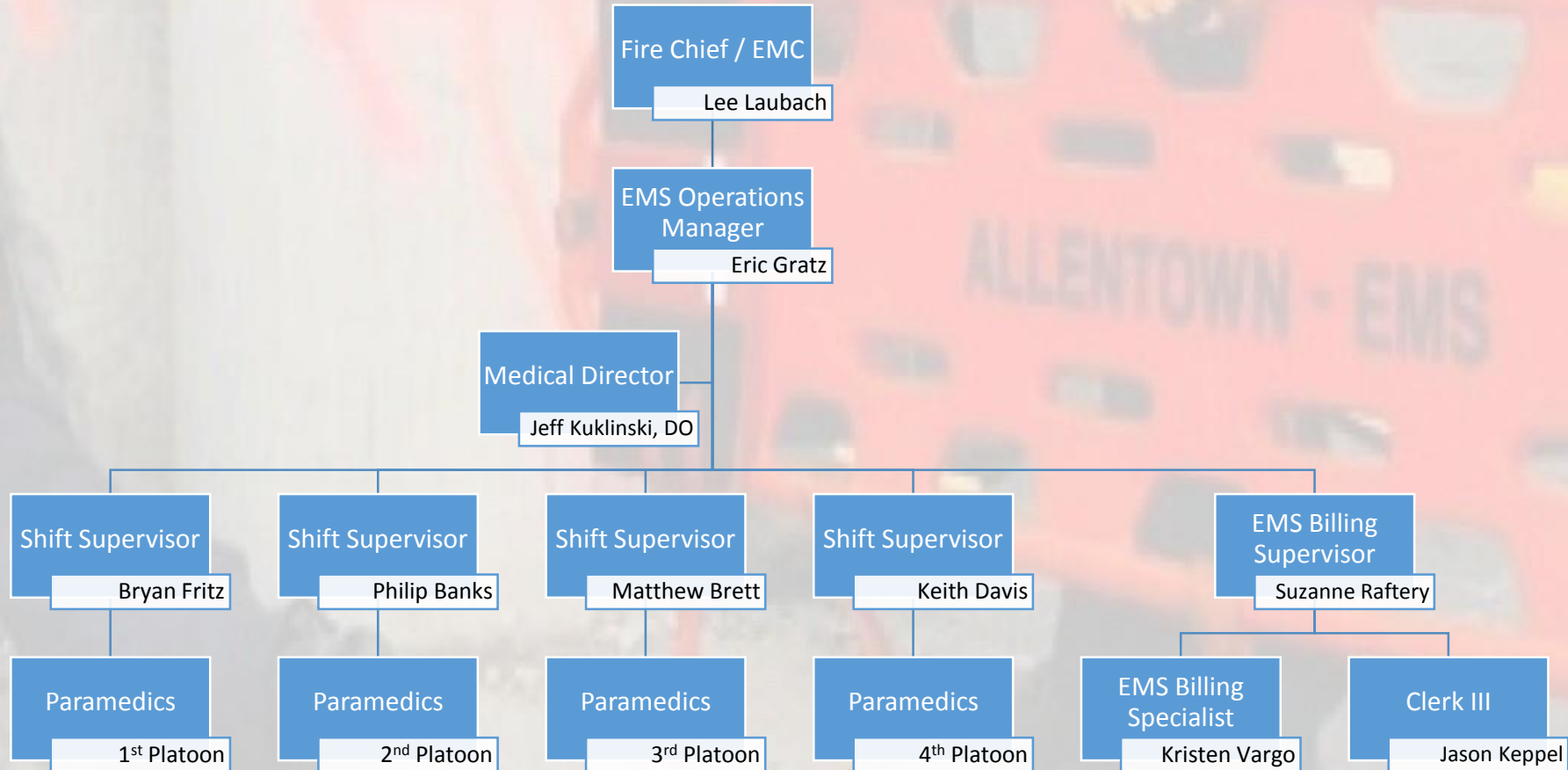


CITY OF ALLENTOWN PARAMEDICS



Overview for City Council

Organizational Chart



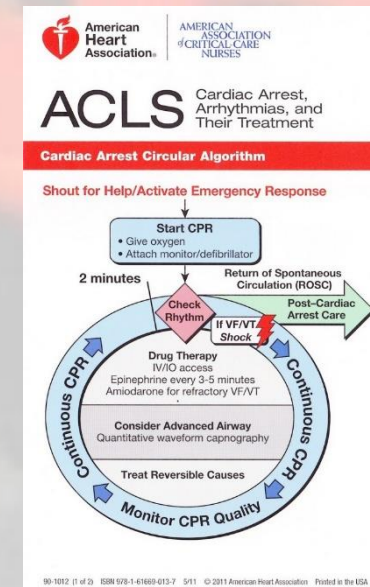
Staffing and Call Volume

- 13,997 Calls for Service in 2011
- 14,583 Calls for Service in 2014
- 15,542 Calls for Service in 2015
- Staffing:
 - Medic 1
 - 24hrs, shift change at 0600 & 1800
 - Medic 2
 - 24hrs, shift change at 0700 & 1900
 - Medic 3
 - 12hrs, 0700-1900
 - Medic 4
 - 12hrs, 1100-2300
 - Medic 100
 - 24hr Shift Supervisor



Training and Continuing Education

- **Biennial**
 - Paramedic 48 hour refresher course
 - 24 additional hours of con-ed
 - Advanced Cardiac Life Support
 - Pediatric Advanced Life Support
 - CPR
- **Annual**
 - Skills Review with Medical Director
 - Mass Casualty/Disaster Training
 - Bloodborne Pathogens



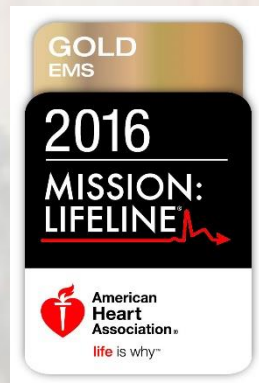
Professional Development



- **National Fire Academy**
 - EMS Incident Operations
 - Management of EMS
 - Advanced Leadership in EMS
 - Advanced Life Support Response to Hazardous Materials Incidents
- **Center for Domestic Preparedness**
 - Tactical Emergency Responder Training – Live Agent
 - EMS Operations for WMD Incidents
 - All-Hazards Incident Management
- **TEEX**
 - Enhanced Incident Management



Awards, Accomplishments, and Participations

- AHA Mission Lifeline Gold Award
- 12 Lead EKG Transmissions
- Prehospital MI Alert
- Prehospital Stroke Alert
- Direct to CT
- Prehospital Sepsis Alert
- Ketamine Trial



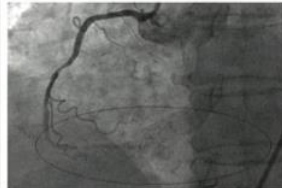




PRE-HOSPITAL ALERT CASE REPORT

(ALL TIME MEASURED IN MINUTES UNLESS SPECIFIED OTHERWISE)

ADMISSION DATE	TIME	AGE	SEX	ORIGIN	ED PHYSICIAN	INTERVENTIONALIST
Wed. Sept. 15, 2010	14:13	79	F	LVH-CC	XXXXX	XXXXX

D2BT (GOAL: 60 MIN)	1 st Medical Contact by EMS to Balloon (GOAL: 90 MIN)
28	51
ED DOOR: 14:13	MI ALERT: 14:07
BALLOON/DEVICE: 14:41	

BEFORE PCI	OUTCOME/COMMENTS	AFTER PCI
	<p>Stent to the RCA</p> <p>The pt presented to the ED with chest pain as a pre-hospital MI Alert. EKG revealed ST elevation inferiorly. The pt was transferred to the CCL where the RCA was identified as the culprit vessel and was stented. The pt is currently admitted in stable condition.</p> <p>Great job everyone!!!</p>	
CCL STAFF: XXXXXX	ED STAFF: XXXXXX	

CURRENT GOALS

Note: Individual goals may not add up to the total D2BT in cases when MI Alert is called prior to the pt's arrival to the ED by EMS, please use ED DOOR and BALLOON/DEVICE time for D2BT total. Note: Individual goal data reported here based on the availability of the information at the time of data abstraction.

73	0	0	4	5	15
SYMPTOM ONSET TO ED DOOR (GOAL: ASAP)	ED DOOR TO 1ST ED EKG (GOAL: 5 MIN)	1ST ED EKG TO MI ALERT (GOAL: 10 MIN)	MI ALERT TO CCL READY (GOAL: 25 MIN)	CCL READY TO PT AT CCL DOOR (GOAL: 5 MIN)	PT AT CCL DOOR TO BALLOON/DEVICE (GOAL: 15 MIN)

For questions or suggestions for process improvement, please contact Orlando Rivera, RN, CEN, PHRN, RCIS, EMT-P MI Alert Program Coordinator
Phone: 610-402-8672, Fax: 610-402-7245 or by email at orlando_e.rivera@lvhn.com

8-28-09 OR

Figure 2. Local case report

Quality Assurance and Improvement

- **Patient Care**
 - Direct observation by shift supervisors
 - Chart review by shift supervisors (50%)
 - Chart review by Ops Manager and Medical Director (select criteria)
 - Skill/competency evaluations
- **Billing/Compliance**
 - Identified by billing staff
 - Billing supervisor sends issue to shift supervisor
 - Shift supervisor educates/counsels crew to remedy issue
- **Driving**
 - EMS Vehicle Operator Training
 - Drivecam System



Cutting Edge Technology

- Intubrite Video Laryngoscope
- Lifepak 3G modems (EKG transmission)
- Knox MedVault
- LUCAS2 CPR Device
- EZ-IO

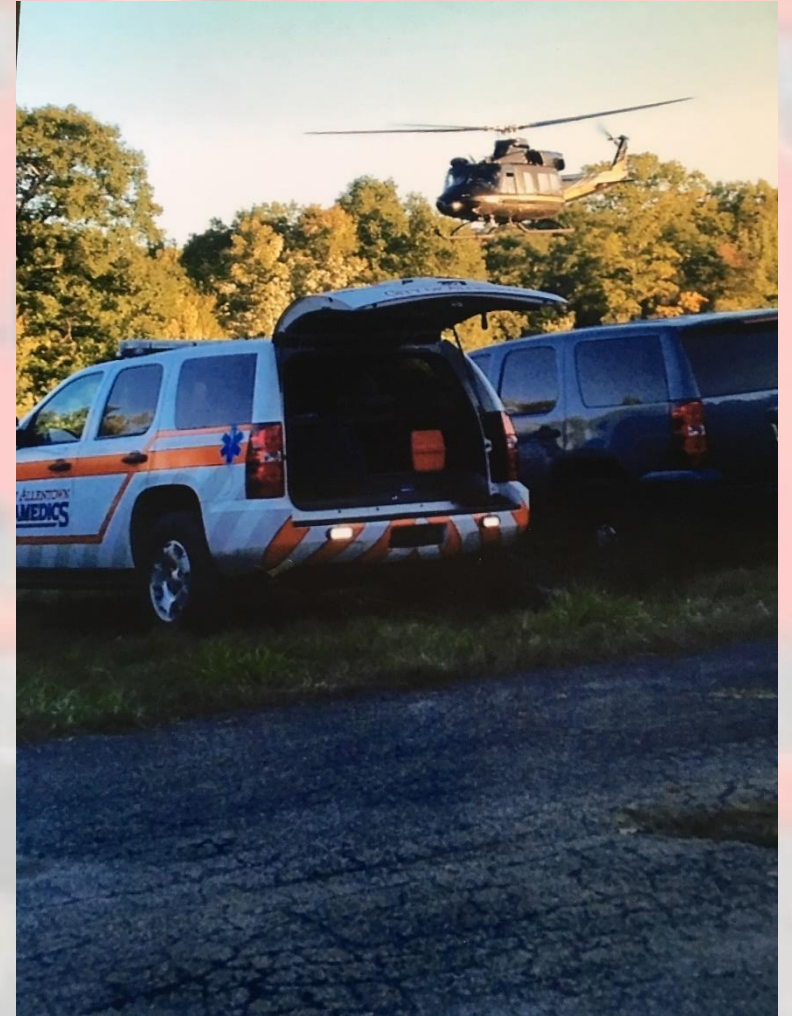
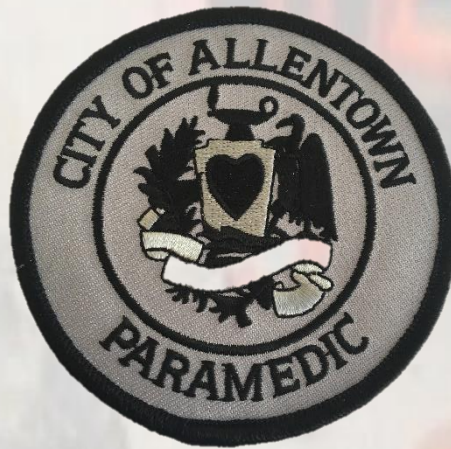


Special Teams



Tactical/Emergency Response Team

- 4 Tactical Paramedics
- Initial 40 hour training program
- Bi-weekly training with APD ERT
- Meet same physical & training criteria as officers



Special Operations

- 6 Rescue/Hazmat Paramedics
- 3 Hazmat Technicians
- Urban Search & Rescue Medical Specialists
- Trained in the various rescue disciplines
 - Rope
 - Trench
 - Structural Collapse
 - Confined Space
 - Surface Water Rescue
 - Vehicle & Machinery



Underwater Recovery

- 4 Paramedic-Tenders
- Ice rescue trained



Special Event EMS/Bike Team

- 5 Advanced Life Support Bicycles
- 11 IPMBA certified paramedics
- ALS equipped transport capable cart
- Large Events
 - Allentown Fair
 - Mayfair
 - Half Marathon
 - Via Marathon
 - Multiple 5k's and other events



Future Goals

- Continue clinical improvements through education and QA/QI
- Add video laryngoscopes to every unit
- Add LUCAS device to every unit
- Upgrade 4 Likepak monitor/defibrillators due to end of life
- Reduce burnout, increase retention
- Improve revenue



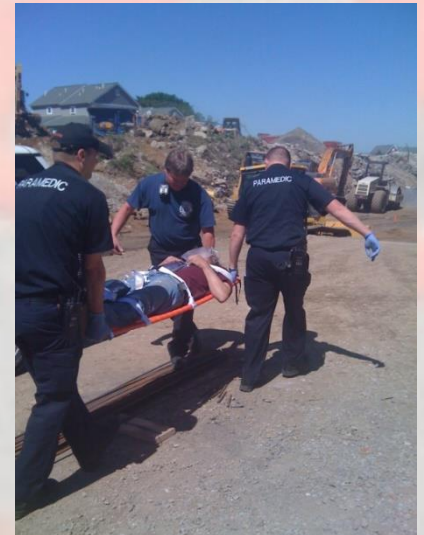
Challenges for the Future

- Alternative funding sources for big ticket items
- Paramedic recruitment and retention
- Adequate documentation to meet CMS guidelines
- “Not Medically Necessary”
 - 22% of our call volume
 - Unable to recoup any revenue on these calls
 - “High utilization callers”
 - Resource consumption



Take Home Points

- 28 full-time and part-time professionals provide EMS around the clock to Allentown's residents and visitors
- We make life saving decisions every day, using dozens of medications and sophisticated medical equipment. Exactly the same therapy used the hospital's Emergency Room.
- Calling 9-1-1 for a medical emergency means you will get access to a mobile emergency room in just minutes.



Questions?

