

Stratford Emergency Medical Service

Community Report 2016



STRATFORD EMS
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We hope that these statistics will deepen your understanding and appreciation for the active and essential role Stratford EMS plays in the health and safety of our community. More detailed information, including statistical data is available at our website: stratfordems.org

Our Team

- Our team of 100 staff members includes both paid and volunteer Emergency Vehicle Operators (EVO); Emergency Medical Responders (EMR); Emergency Medical Technicians (EMT); Advanced Emergency Medical Technicians (AEMT) and Licensed Paramedics.
- There are 11 Full-time employees including Administration and Paramedics.
- We hired 40 new volunteers in 2016
- Volunteers account for about 40% of the hours covered by SEMS (about 20,000 volunteer hours)

Our Equipment

- The State of Connecticut has approved an expanded fleet of 7 Ambulances and 4 Paramedic Intercept vehicles
- Each one of our new ambulances is equipped with Stryker Stair-Pro Stair Chair, Stryker Power Lift Stretchers and Stryker PowerLoad system. This increases safety for our patients and our crews.
- Each Advanced Life Support (ALS) crew is equipped with state-of-the-art LifePak 15 monitors
- Every vehicle in our fleet is equipped with the latest in computer navigation and patient-charting system to increase speed and efficiency.
- We also added a Polaris utility task vehicle (UTV) to our Special Operations equipment to handle emergencies at special events, the beach and forest.

Our Service

- We responded to over 7000 requests for service in 2016, including:
 - Heart Attacks: 407 (15 were declared ST Elevation Myocardial Infarction / Heart Attack - STEMI)
 - Strokes: 110
 - Workable Cardiac Arrests: 44 (with 10 achieving Return of Spontaneous Circulation - ROSC)
- We transported 5,021 people in need of emergency medical care.
- In response to 911 calls, we provided:
 - Advanced Life Support (ALS) to 1767 people
 - Basic Life Support (BLS) to 3,254 people
- We maintained response times of 5:18. We arrive on scene in 0-8 minutes over 80% of the time.
- We pass only 3% of our volume to mutual aid.





- We also provided:
 - EMS Support at over 25 community events
 - We taught over 50 community CPR / AED courses
- Our Clinical and Performance accomplishments include:
 - AHA Mission Lifeline Bronze Level Recognition
 - Parent Heart Watch National Hero Award
 - EMS crews have been recognized and awarded by Sponsor Hospital Council of Greater Bridgeport (SHCGB) for numerous calls

Our Commitment to Quality

- SEMS has one of the most robust quality improvement programs in the State of Connecticut.
- We recently added a Full-time Training Supervisor to our Administrative team to ensure all of our staff are properly trained, credentialed and have ample opportunities for professional development.
- We actively monitor clinical and performance data monthly.
- We invite and act on patient feedback (both positive and negative) through our patient satisfaction survey.
- We are involved in both local and state and federal protocol and EMS policy development.
- We actively pursue opportunities to meet or exceed national EMS best practice standards.

Our Community

- Our Team spent more than 150 hours at community events
- The SEMS Bike Team was deployed over 10 times
- SEMS was designated a Safe Place for Youth
- Our Association raised over \$2800 for cancer awareness (Awarded to both St. Vincent's Swim Across the Sound and Bridgeport Norma F. Pfriem Breast Care Center)
- SEMS has been heavily involved in bringing awareness to and fighting against the Opioid crisis.

Our Financial Performance

Stratford EMS is a healthy Enterprise Fund that contributes over \$400,000.00 year to the Town. SEMS pays for it's own expenses. Nevertheless, SEMS sees the same fiscal challenges as all other healthcare entities. We are always looking for ways to increase revenue and streamline expenses. In 2016 we:

- Began building our educational services as a new revenue stream
- Re-negotiated vendor contracts for equipment and services
- Streamlined and leveraged technology to reduce expenses

Dear citizens, colleagues and friends:

Wow! What a year 2016 was. Stratford EMS (SEMS) experienced a 5% growth in call volume and a 3% growth in patient care transports over 2015. Since 2014, this increase in call volume has been about 10% due to two main factors:

1. More people have health insurance due to provisions in the Affordable Care Act (ACA).
2. The opening of several new urgent care/walk-in clinics in Stratford
3. The baby boomer generation is greying and it's medical needs are increasing.

Looking forward to 2017, it appears that reaching new plateaus in demand for our service won't happen anytime soon. Fortunately, we've brought two new ambulance units online to help meet our community's needs.

To maintain adequate staffing levels proportional to those needs, we have continued our robust volunteer recruitment efforts and our EMS Association has restarted its EMT program. We continue to partner with our local hospitals as a teaching site for their EMS courses and have expanded our education and community outreach efforts. We offer our students an opportunity to join the service providing rich practical experiences that they can bring back to the classroom to deepen their learning. It produces graduates who have mastered the operational aspects of high-performance ambulance service and helps them to be more effective team members.

We continue to monitor operational and clinical performance monthly and use complaints, patient satisfaction data and quality improvement data to continually adjust to ensure we are providing high quality services.

In the coming year, we will place greater emphasis on our in-house and community educational programs. We will also continue to review operational and technological processes seeking opportunities for efficiency.

As stated in the included report data, EMS is a healthy Enterprise Fund and pays its expenses from the money recovered from billing insurance carriers. We don't financially impact the taxpayer and contribute over \$400k+ a year to the Town. That being said, revenue recovery is always a challenge when state and federal cuts to Medicare and Medicaid continue. We work closely with the Town's Administration to ensure we are doing what is necessary to balance the maintenance of quality EMS services while performing those duties in a fiscally responsible way.

I am confident that 2017 will be another banner year. Our incredibly talented staff is committed to working with the Town of Stratford and its residents to provide even better and more innovative services to our community. Our patient satisfaction rate is **93%** because our professionals are so dedicated to the community we serve. We are thankful and proud to be given the responsibility to provide emergency medical services to the Town of Stratford.

Michael Loiz
Director of EMS & 911



Michael A. Loiz, Director of EMS & 911



www.stratfordems.org