

Portage County EMS



2014

Report to the EMS Oversight Board

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MISSION

Portage County Emergency Medical Services (EMS) is a unified system dedicated to continuously improving our efforts to deliver health care services to our community with compassionate, quality care in a timely and fiscally responsible manner.



VISION

Portage County EMS will be a unified, regional, performance based, value driven system that provides a financially sustainable, high quality, customer driven service fueled by state of the art equipment and a highly skilled workforce characterized by innovation, prevention, education, collaboration, and leadership.

INTRODUCTION

Portage County EMS is a county-based system made up of:

- 2 advanced life support (one Paramedic, one Intermediate) ambulance services capable of responding to calls with up to six ambulances
- 13 first responder agencies including 11 municipal services and 2 industry-based groups providing emergency medical responder and emergency medical technician level care
- 1 dispatch agency utilizing Emergency Medical Dispatch (EMD) protocols
- 1 EMS system medical director currently provided by Ministry Saint Michael's Hospital (MSMH)
- Administrative system support by Portage County Emergency Management including a part-time EMS coordinator and part-time EMS specialist
- Special event advanced EMTs and paramedics that can be scheduled for stand-by emergency care at community events such as fairs, sporting events, walks, and entertainment events

Portage County EMS covers almost all of the 823 square miles and 70,019 citizens of Portage County Wisconsin. (The township of Grant contracts with a service provider from Wood County to cover its township.)

2014 Response data at a glance

- ❖ 4347 Ambulance requests
- ❖ 2979 Patients transported to a hospital
- ❖ 139 Transfers and return trips
- ❖ 1645 First responder calls

Portage County EMS

Portage County EMS continued to grow as a system in 2014. While call volume numbers were relatively stable, service leaders and members kept quite busy developing new programs and maintaining required training. Some of the highlights for 2014 included:

- County-wide EMS Summit hosted by the County Executive
- Hands-on and on-line pediatric training offered to first responders
- Planning for and staffing of the 2014 Wisconsin Farm Technology Days
- Implementation of a first responder drug diversion policy
- Training on and implementation of updated county-wide patient care guidelines

We are very proud of these and the many other accomplishments of our system as well as all the providers that make these accomplishments matter to the patients they care for.

Michael Fraley, BS, NRP
EMS Coordinator

Timothy Vayder, DO, FACOEP
Medical Director

Kathy Bruckbauer, NRAEMT
EMS Specialist

Matthew Dykstra
Emergency Management Director

PORTAGE COUNTY EMS FINANCIAL REPORTS

See Attachments A through C for detailed service area financial reports.

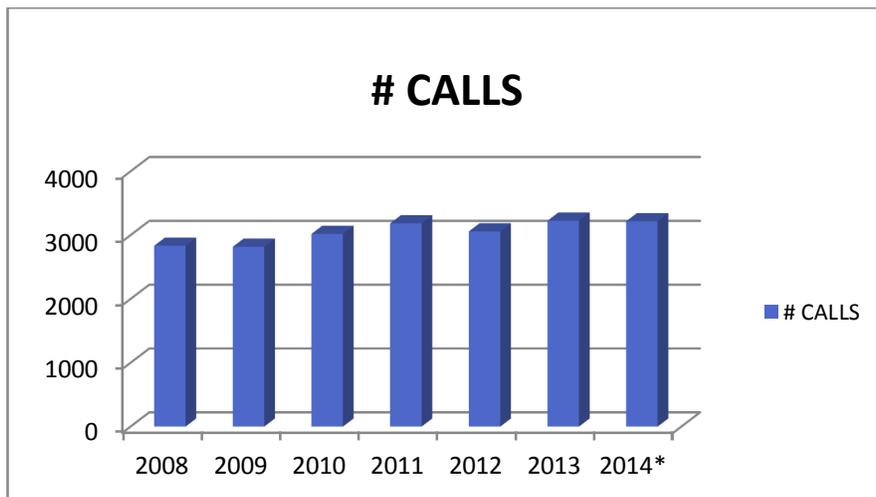
Ambulance Billing Service

3 Rivers Billing has provided Portage County Ambulance billing services since 2003 (previously National EMS Billing, 2003—2008). With their contract expiring in 2014, a Request for Proposal (RFP) process was followed to accept bids for ambulance billing. After a detailed review of the RFPs submitted, Andres Medical Billing (AMB) was awarded the contract. 3 Rivers Billing was granted a six (6) month contract extension for collection purposes.

Financial tables and charts contained in this section for 2014 are combined using information submitted by 3 Rivers Billing (contract to conclude on April 30, 2015) and AMB. Financial data from AMB is based on a contract start date of November 1, 2014 and represents two (2) months of data for 2014.

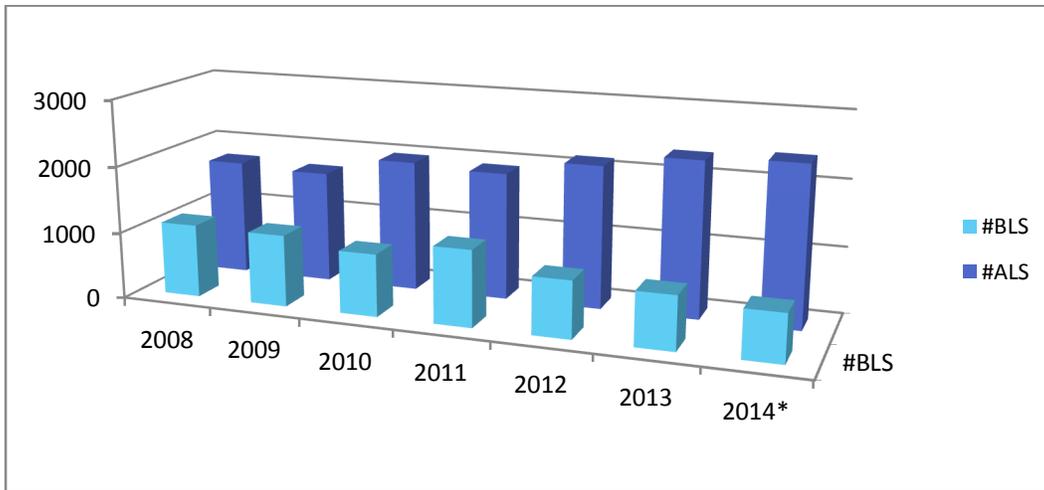
Portage County Ambulance Call Volumes 2008 - 2014

YEAR	# CALLS	#ALS	#BLS
2008	2834	1739	1095
2009	2818	1681	1074
2010	3020	1966	934
2011	3185	1909	1144
2012	3059	2140	854
2013	3227	2332	801
2014*	3219	2398	717



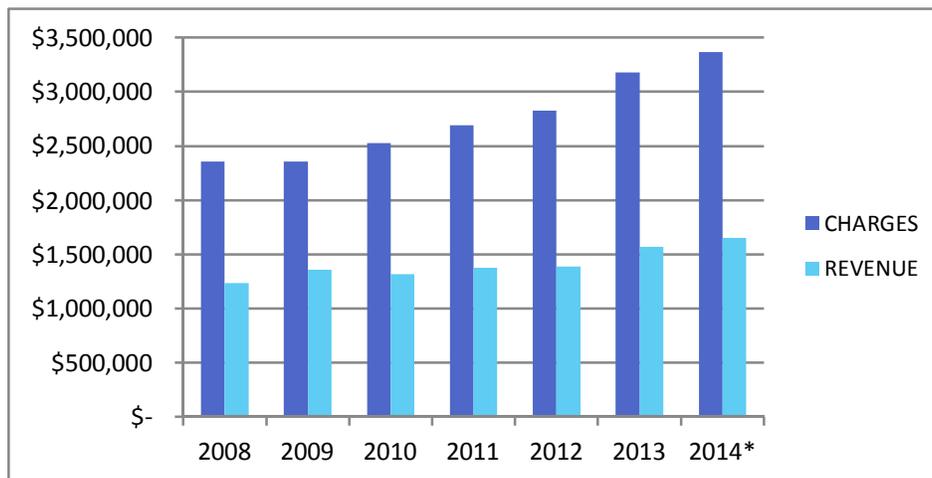
* Data combined from 3 Rivers Billing (1/1/14 – 10/31/14) and AMB (11/1/14 – 12/31/14)

Portage County EMS



Portage County Ambulance Charges / Revenue 2008 - 2014

YEAR	CHARGES	REVENUE
2008	\$ 2,356,718.00	\$ 1,233,729.90
2009	\$ 2,357,085.00	\$ 1,361,060.39
2010	\$ 2,526,713.60	\$ 1,315,350.29
2011	\$ 2,694,199.00	\$ 1,375,134.23
2012	\$ 2,825,480.00	\$ 1,388,687.04
2013	\$ 3,181,283.00	\$ 1,568,107.02
2014*	\$ 3,367,301.00	\$ 1,651,160.59



* Data combined from 3 Rivers Billing (1/1/14 – 10/31/14) and AMB (11/1/14 – 12/31/14)

2014 Transfer Revenue

Calls	Charges	Revenue	Adjustments	Balance
118	\$161,090.00	\$79,381.99	\$60,410.12	\$21,297.89

2014 Hospital to Hospital Transfer Revenue

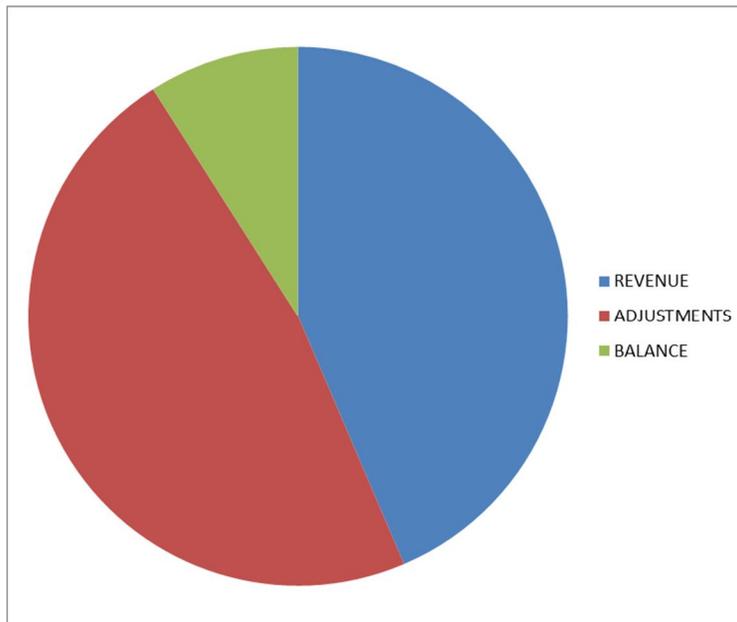
Calls	Charges	Revenue	Adjustments	Balance
71	\$125,996.00	\$58,098.18	\$46,599.93	\$21,297.89

Revenue per call \$818.28

Credit Breakdown – Portage County

2014 RUNS

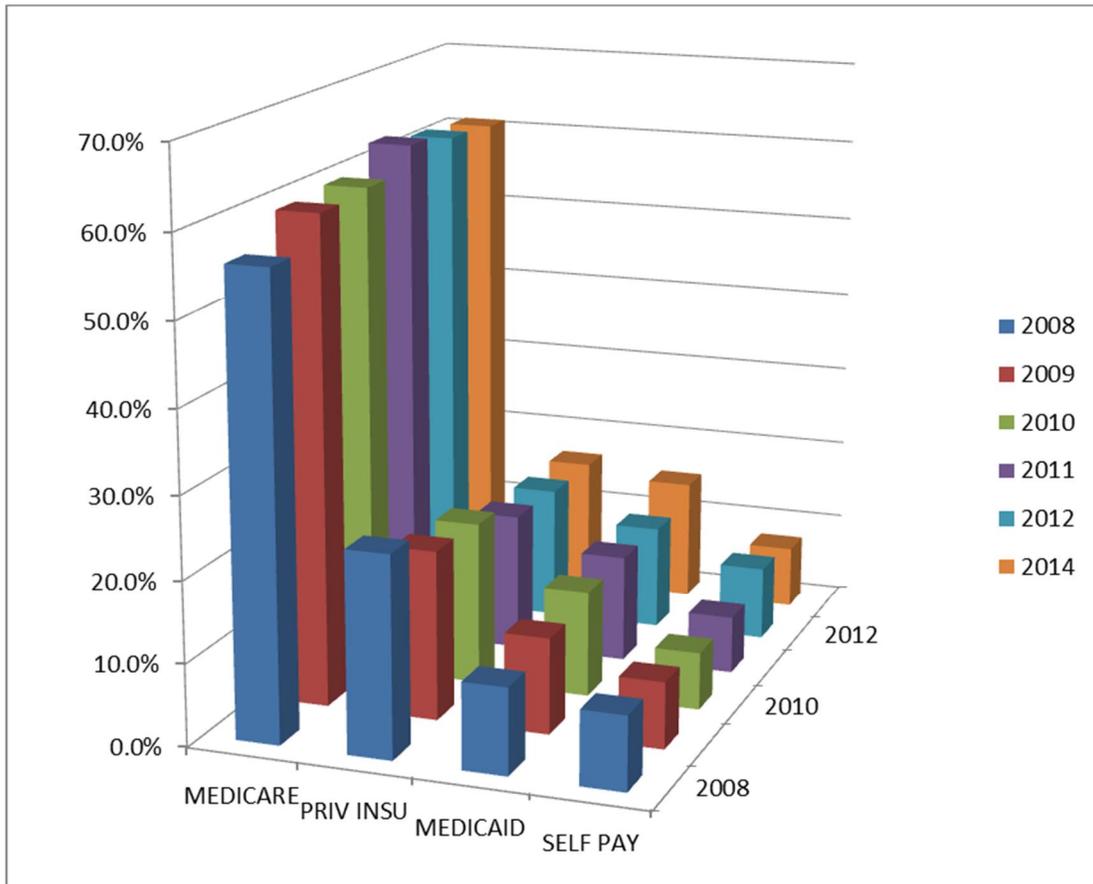
CHARGES	REVENUE	ADJUSTMENTS	BALANCE
\$2,775,402.00	\$1,209,267.85	\$1,315,258.20	\$250,875.95
%	43.6%	47.4%	9.0%



Revenue breakdown data from 3 Rivers Billing for calls thru 10/31/14

Portage County Primary Payer Mix
2008 - 2014

	MEDICARE	PRIV INSU	MEDICAID	SELF PAY
2008	56.0%	24.5%	10.5%	9.0%
2009	59.5%	20.7%	11.7%	8.1%
2010	60.0%	20.0%	13.0%	7.0%
2011	62.8%	17.0%	13.2%	7.0%
2012	61.5%	16.5%	12.9%	9.1%
2013	60.8%	16.2%	13.1%	9.9%
2014*	60.9%	16.4%	15.0%	7.7%

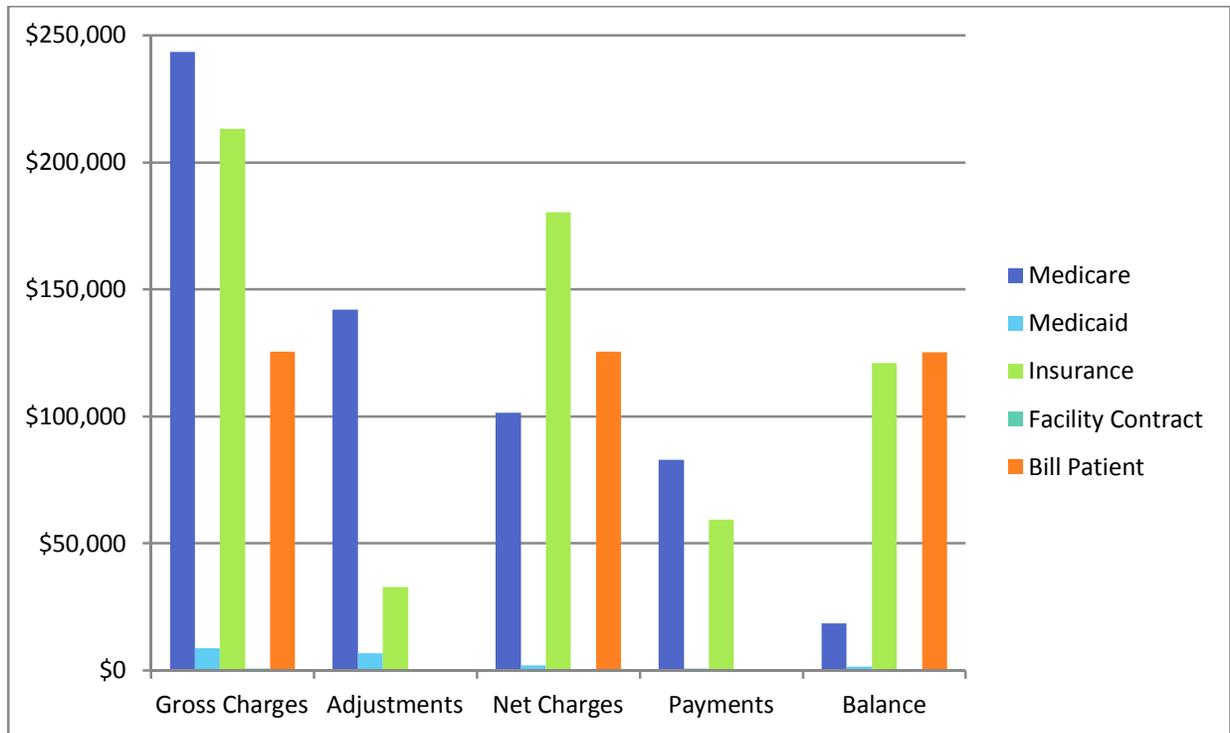


* Data from 3 Rivers Billing for calls thru 10/31/14

Portage County Primary Payer Mix

Nov-Dec 2014

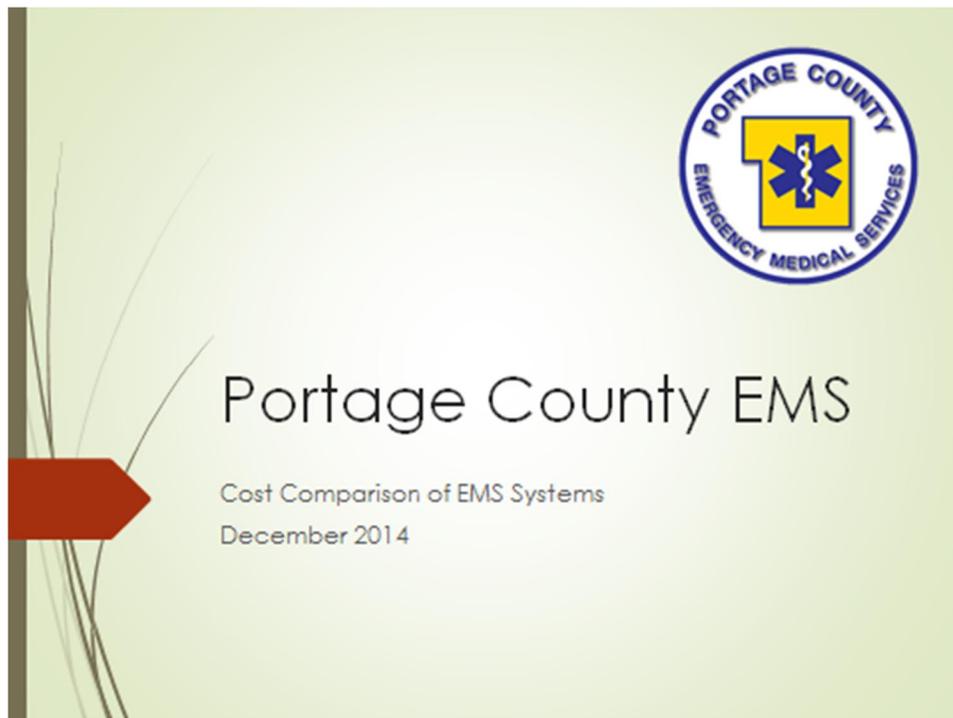
Payer	# of Trips	% Based on Call Volume	% of Gross Charges	% of Adjustments	% of Payments	% of Balance
Medicare	226	38.6%	41.1%	78.0%	57.8%	7.0%
Medicaid	10	1.7%	1.5%	3.7%	0.5%	0.5%
Insurance	197	33.6%	36.0%	18.1%	41.3%	45.5%
Facility Contract	1	0.2%	0.1%	0.2%	0.3%	0.0%
Bill Patient	152	25.9%	21.2%	0.0%	0.2%	47.0%
Totals Nov/Dec 2014	586					



Data from Andres Medical Billing based on call volume 11/1/14 – 12/31/14

COST STUDY

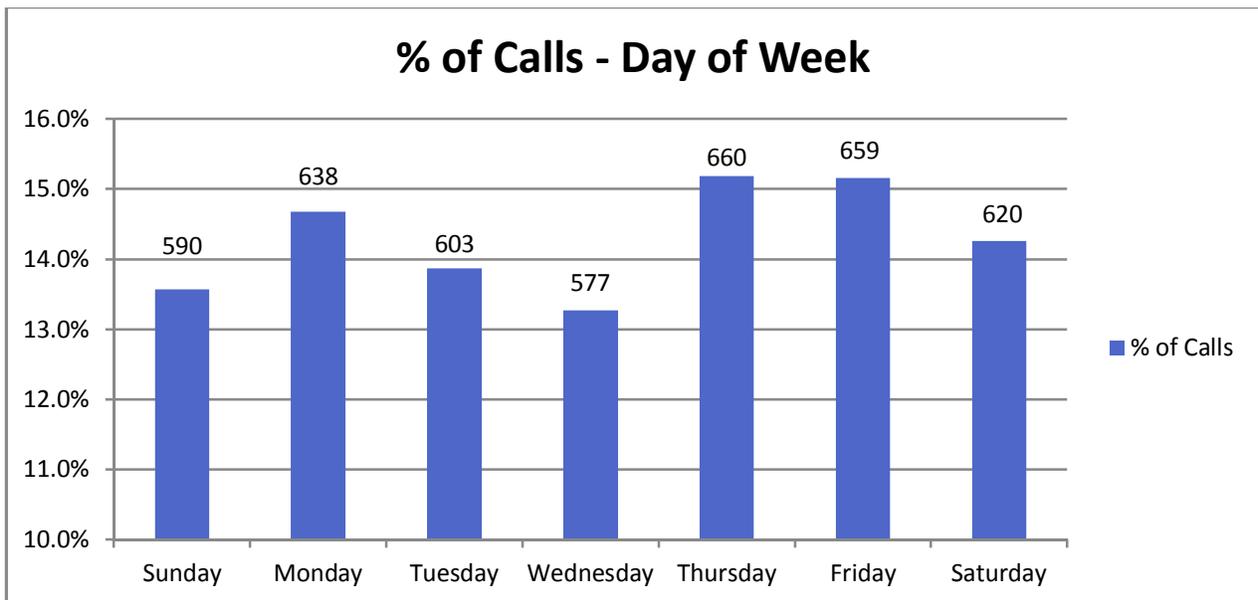
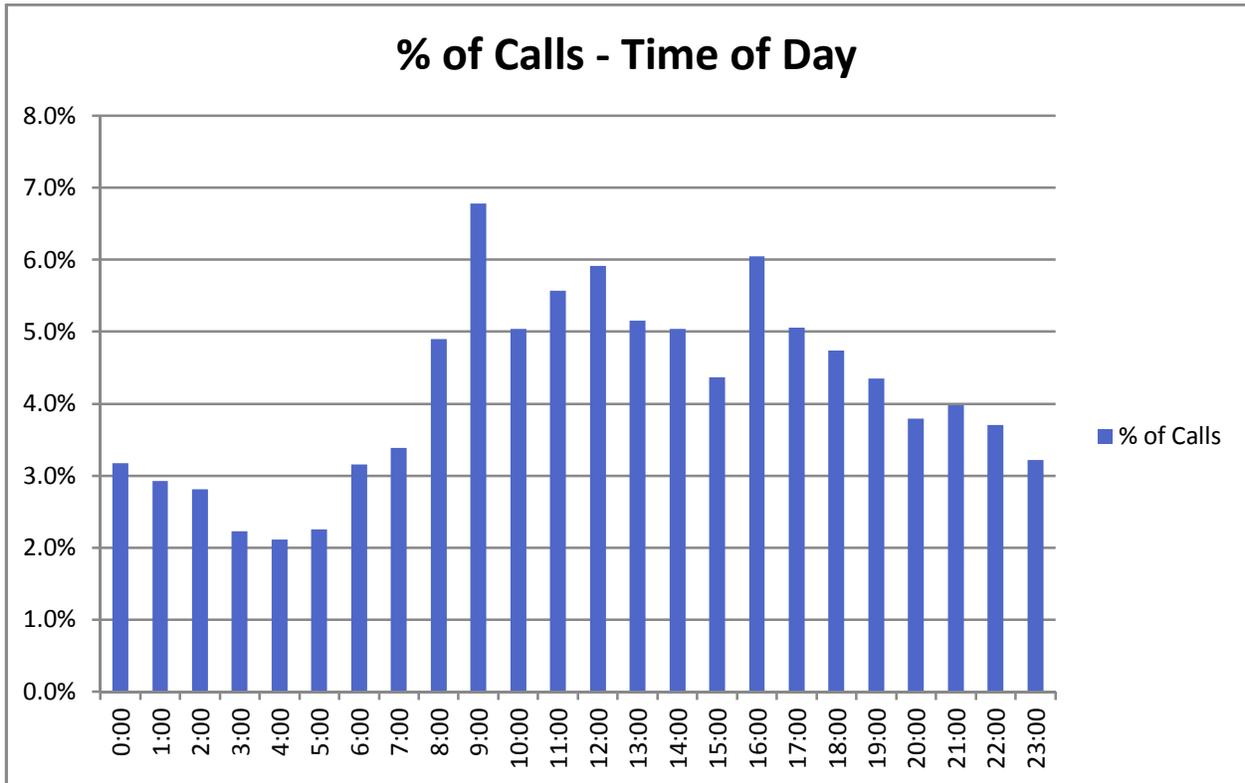
With the goal of comparing the cost of the Portage County EMS system to other similar services in the area, an informal survey was completed with eight services responding. The survey compared only operating budget data and did not take into account capital costs, such as vehicles or any revenue information. The data showed that Portage County EMS units run a relatively high number of calls per ambulance, although the service providers run a lower total number of calls than other similarly-sized communities. The overall cost of the EMS system in Portage County is \$37.37 per citizen which was the second lowest in the survey group. When compared on a cost per call basis, Portage County EMS was in the middle of the responses at \$583.40 per call. Complete data from the cost study can be requested from Portage County Emergency Management/EMS.



CALL DATA

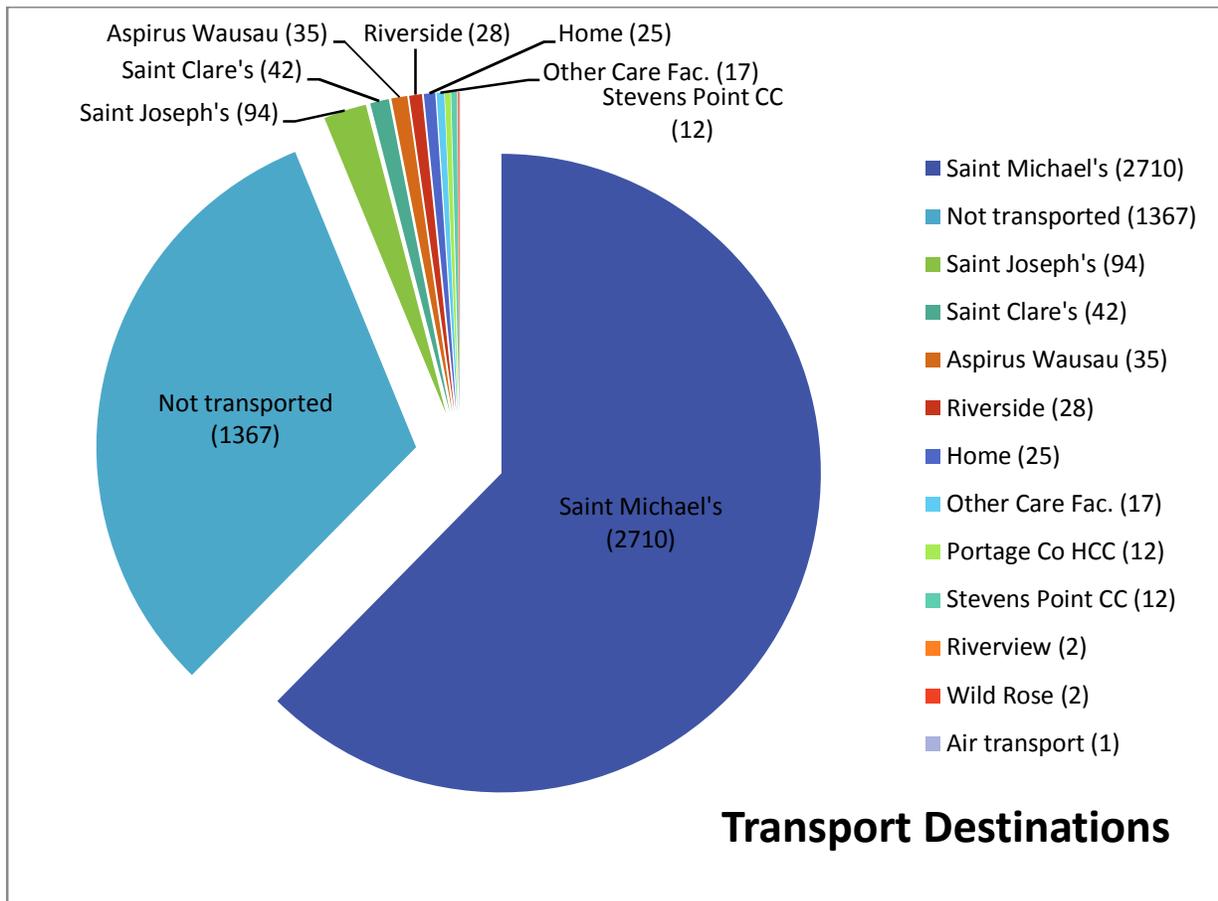
Distribution of Ambulance Requests in Portage County, 2009 - 2014								
By Municipality	2009	2010	2011	2012	2013	2014	% Change 2013 to 2014	% Change 2009 to 2014
City of Stevens Point	1852	1925	2136	2111	2261	2178	-3.7%	17.6%
Saint Michael's Hospital	172	104	102	147	243	138	-43.2%	-19.8%
Twn of Alban	32	26	23	29	36	23	-36.1%	-28.1%
Twn of Almond	36	34	24	32	38	21	-44.7%	-41.7%
Twn of Amherst	49	51	53	61	67	61	-9.0%	24.5%
Twn of Belmont	24	19	30	11	13	29	123.1%	20.8%
Twn Buena Vista	19	41	25	33	29	29	0.0%	52.6%
Twn of Carson	41	40	53	54	38	38	0.0%	-7.3%
Twn of Dewey	40	31	20	28	25	33	32.0%	-17.5%
Twn Eau Pleine	28	28	25	28	29	30	3.4%	7.1%
Twn of Grant	68	64	61	7	2	0	-100.0%	-100.0%
Twn of Hull	100	113	138	148	129	148	14.7%	48.0%
Twn of Lanark	47	43	49	39	43	43	0.0%	-8.5%
Twn of Linwood	25	28	26	27	36	35	-2.8%	40.0%
Twn of New Hope	19	24	23	24	19	22	15.8%	15.8%
Twn of Pine Grove	34	36	47	33	43	47	9.3%	38.2%
Twn of Plover	67	46	48	78	70	95	35.7%	41.8%
Twn of Sharon	41	44	34	52	57	53	-7.0%	29.3%
Twn of Stockton	72	70	84	97	102	82	-19.6%	13.9%
Village of Almond	9	12	18	15	21	13	-38.1%	44.4%
Village of Amherst	62	72	48	44	58	58	0.0%	-6.5%
Village of Amherst Jct	20	13	12	18	14	20	42.9%	0.0%
Village of Junction City	17	22	26	32	26	27	3.8%	58.8%
Village of Nelsonville	12	2	4	2	5	7	40.0%	-41.7%
Village of Park Ridge	10	10	22	25	18	20	11.1%	100.0%
Village of Plover	546	584	550	559	698	813	16.5%	48.9%
Village of Rosholt	17	33	43	56	43	32	-25.6%	88.2%
Village of Whiting	206	253	289	266	247	247	0.0%	19.9%
Other	0	0	4	1	2	5		
Total	3665	3768	4017	4057	4412	4347	-1.47%	18.61%

Portage County EMS



Portage County EMS

Response Disposition	#	%
Treated, transported by EMS	2960	68.09%
Treated and released	491	11.30%
No treatment required	301	6.92%
Patient refused care	287	6.60%
Cancelled	110	2.53%
Dead at scene	77	1.77%
Unable to locate patient/ scene	68	1.56%
Treated, transferred care	19	0.44%
Stand-by only - No patient	13	0.30%
Treated, transported by Law Enforcement	10	0.23%
Treated, transported by private vehicle	7	0.16%
Unknown	4	0.09%
TOTAL	4347	



Portage County EMS

Provider Primary Impression	#	%	Provider Primary Impression	#	%
No Apparent Illness/Injury	559	12.86%	Diabetic Hyperglycemia	25	0.58%
Pain	454	10.44%	Fever	25	0.58%
Traumatic injury	379	8.72%	CHF (Congestive Heart Failure)	23	0.53%
Weakness	316	7.27%	Substance/Drug Abuse	23	0.53%
Unknown (not entered)	249	5.73%	Dehydration	22	0.51%
Chest pain / discomfort	216	4.97%	Epistaxis (non-trauma)	17	0.39%
Respiratory distress	162	3.73%	Other GU Problem	17	0.39%
Behavioral/psychiatric disorder	161	3.70%	Asthma	16	0.37%
Other Illness/Injury	131	3.01%	Other Cardiovascular Problem	16	0.37%
Other	119	2.74%	Hypotension	15	0.35%
Seizure	113	2.60%	Other Abdominal/GI Problem	15	0.35%
Diabetic symptoms (hypoglycemia)	110	2.53%	Unknown Problem	15	0.35%
Abdominal pain/problems	103	2.37%	Hypertension	12	0.28%
Nausea/Vomiting	100	2.30%	Diarrhea	10	0.23%
Altered level of consciousness	93	2.14%	OB/Delivery	10	0.23%
Back Pain (non-trauma)	75	1.73%	Other Endocrine/Metabolic Problem	9	0.21%
Syncope / fainting	73	1.68%	Airway obstruction	8	0.18%
EtOH Abuse	71	1.63%	TIA (Transient Ischemic Attack)	7	0.16%
Cardiac rhythm disturbance	62	1.43%	Cancer	6	0.14%
Stroke / CVA	58	1.33%	Other CNS Problem	5	0.12%
Patient Assist Only	46	1.06%	Abdominal Aortic Aneurysm	4	0.09%
Cardiac arrest	42	0.97%	Vaginal hemorrhage	4	0.09%
Poisoning / drug ingestion	42	0.97%	Heat Exhaustion/Stroke	3	0.07%
COPD (Emphysema/Chronic Bronchitis)	41	0.94%	Hypothermia	3	0.07%
G.I. Bleed	39	0.90%	Migraine	3	0.07%
Obvious death	38	0.87%	Other OB/GYN	3	0.07%
Sepsis	38	0.87%	Bowel Obstruction	2	0.05%
Allergic reaction	37	0.85%	Respiratory arrest	2	0.05%
General Malaise	35	0.81%	Stings / venomous bites	2	0.05%
Headache	34	0.78%	Hypovolemia/Shock	1	0.02%
Unconscious	27	0.62%	Toxic exposure	1	0.02%

TRANSFER DATA

Interfacility Transfers

In 2014, Stevens Point Fire Department (SPFD) completed 80 interfacility transports from MSMH to tertiary care facilities.

Return Trips

SPFD continued to work with MSMH to provide transportation to patients being returned to skilled nursing facilities, assisted living centers and private homes after being discharged from the emergency department. Fifty-nine return trips were completed in 2014.

MEDICAL DIRECTION

Rescue Task Force

Dr. Vayder and Assistant Chief Gemza participated in several meetings to develop the rescue task force (RTF) concept in Portage County. The RTF concept provides a safe way for EMS responders to partner with law enforcement to quickly rescue and care for injured bystanders in the event of an active shooter scenario.

Patient Care Guidelines

In early 2014, the State EMS Office approved the revision of the patient care guidelines. To implement the guidelines, a video was produced highlighting the changes. The video was posted to YouTube so first responders could watch the video as a group or individually. After watching the video, each member completed a brief quiz.

Farm Technology Days

Over 48,500 visitors to the 2014 Wisconsin Farm Technology Days hosted by Portage County were kept safe by dozens of public safety responders from local, regional and state resources. Led by Portage County Sheriff's Office Lieutenant Mike Morgan, the agencies seamlessly provided law enforcement, fire protection, EMS and traffic control. Lt. Morgan commented that the cooperation of all the agencies was a testament to their preparedness and training. EMS units and a first aid tent staffed by a nurse and physician from Ministry Saint Michael's Hospital cared for around 50 patients during the three day event.



Narcotic Control

As the Drug Enforcement Agency is placing increasing pressure on prehospital providers, Dr. Vayder worked with the ambulance services to make sure their medications are secure and accounted for. He continued performing random narcotic audits with each service to assure that their medication counts are correct and that all required paperwork is completed properly.

SPFD installed electronically controlled medication vaults in their ambulances.

With input from the EMS Association, a drug diversion policy template was developed for use by the EMS groups. In the unlikely event that narcotics were to be unaccounted for after a call, the policy provides the services with a plan for testing members involved in the call and managing any positive test results.

ACLS Instruction

Dr. Vayder conducted, free of charge, Advanced Cardiac Life Support refresher courses for each of the three SPFD shifts and Amherst Fire District (AFD).

Ebola Threat

The United States faced an increasing public health threat from the Ebola virus in 2014. A significant amount of time was spent by many Portage County EMS leaders planning, equipping and training for a potential Ebola patient in our system. While Portage County has not yet seen any Ebola patients, the time and efforts spent preparing contribute to the system's overall preparedness for typical pandemic and infectious response.



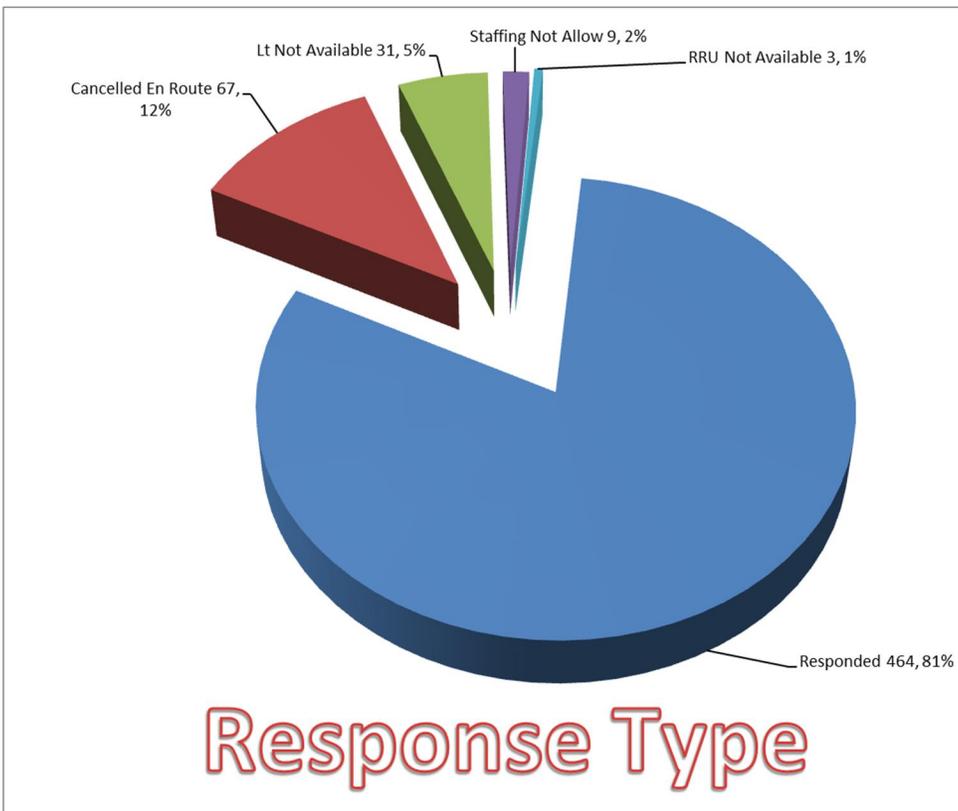
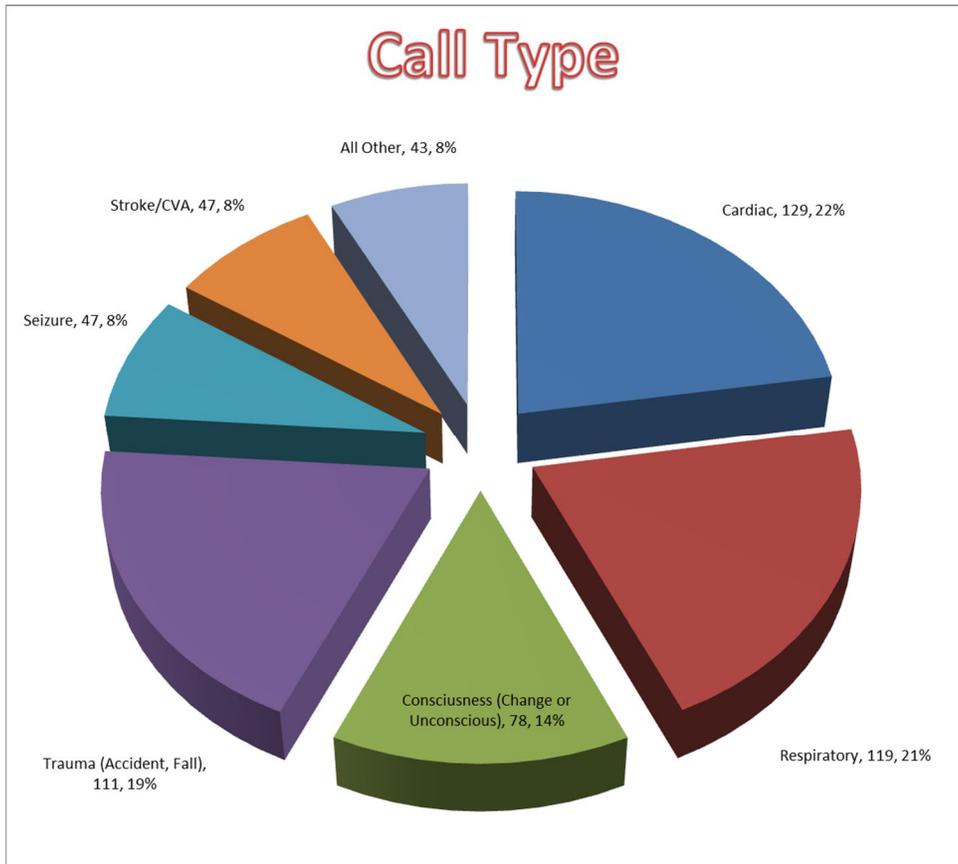
PERFORMANCE INDICATORS

Clinical Excellence

Rapid Response Unit

The Rapid Response Unit (RRU), operated by SPFD, was requested for 574 calls and responded to 464. The RRU does not have a dedicated paramedic assigned to it and availability is based on SPFD staffing and other calls in progress. The unit is used to respond with an ambulance when the additional support of an experienced paramedic may benefit the patient or when multiple patients are involved and the RRU paramedic will serve as an on-scene supervisor.





Quality Circle

The Quality Circle is an informal workgroup made up of the ambulance providers' service directors, the EMS medical director and the EMS coordinator. The group reviews and discusses current quality improvement initiatives and develops new projects as needed. The work is considered confidential peer review and is protected under WI Stat. 804.10(4).

Quality improvement projects for 2014 included:

- AFD and SPFD patient care records were reviewed for quality indicators related to:
 - ✓ Cardiac arrest
 - ✓ STEMI care
 - ✓ Major trauma/ helicopter use
 - ✓ Pediatric weight documentation
 - ✓ Altered level of consciousness
 - ✓ Respiratory distress
 - ✓ Reassessment after medication administration
 - ✓ Reassessment after invasive procedure
 - ✓ Traumatic brain injury care (new for 2014)
 - ✓ 12 lead assessment of syncope patients (new for 2014)
 - ✓ Advanced airway management (new for 2014)
 - ✓ Crew member self-review of charts (new for 2014)

- After Action Review (AAR) – one AAR was completed for an incident that included response from multiple jurisdictions

- Quality Assurance (QA) – 10 reviews of specific call related issues were completed

- Quarterly, Dr. Vayder met with SPFD and AFD ambulance crews to share results of the quality indicators, review interesting cases and their outcomes, practice 12-lead EKG interpretation and discuss an educational topic related to the cases

Safety

Five performance indicators are used to monitor the system's efforts to improving safety for staff, patients and the public.

- The service has a functioning multidisciplinary (providers & leadership) safety committee that meets at least semi-annually.
 - ✓ Both services have active committees

- All emergency vehicle operators complete emergency vehicle operation training at a minimum of every two years.
 - ✓ Both services conduct bi-annual training

Portage County EMS

- Equipment failures or vehicle crashes with delay of providing care or responding to a call/ 1000 calls
 - ✓ AFD reported a 0% rate
 - ✓ SPFD reported a 0.049% rate

- Number of events resulting in any amount of lost time (workers compensation) by an employee/ 1000 calls
 - ✓ AFD reported a 0% rate
 - ✓ SPFD reported a 0.073% rate

- Red lights and siren rates

Response mode	TO Scene		FROM Scene	
	Count	Percentage	Count	Percentage
RLS	1859	42.8%	329	7.6%
Non-RLS	2379	54.7%	2585	59.5%
RLS then Non-RLS	69	1.6%	2	0.0%
Non-RLS then RLS	37	0.9%	9	0.2%
Not applicable	0	0.0%	1331	30.6%
Unknown	3	0.1%	91	2.1%

Response Time Reliability

The Technical Team monitors the following data describing how well our system is meeting response time thresholds.

- 90% fractile response times of first responders and ambulances to each municipality. No changes were made to ambulance response areas in 2014

- The number of times that SPFD has supplemented the system by responding to 3rd, 4th and 5th ambulance calls with other on-duty personnel
 - ✓ In 2014, 4.4% of calls SPFD responded to occurred when 2 other SPFD ambulances were already on calls. This represents a slight increase from 4.2% in 2013. SPFD used the third ambulance to respond to 144 calls. Thirty-two calls prompted the response of the fourth SPFD ambulance and five resulted in a fifth ambulance response.

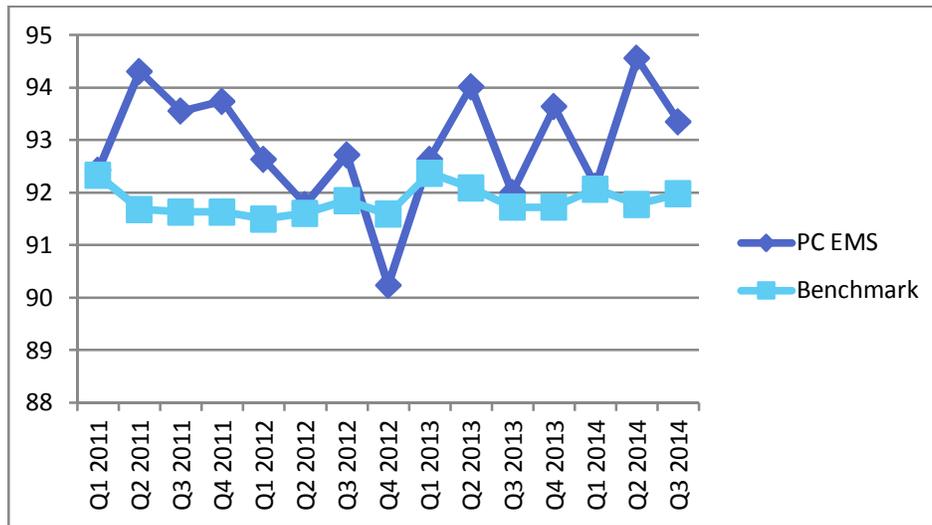
 - ✓ At the SPFD Shift Captain's discretion, the AFD ambulance may be requested to reposition more toward the center of the County when multiple SPFD ambulances are busy on calls. AFD usually posts at US Highway 10 East and County Highway K until released. This was done 42 times in 2014.

 - ✓ A cost comparison study started in 2014 showed that SPFD ambulances were the second busiest paramedic ambulances in the survey participants.

Portage County EMS

Customer Satisfaction

Portage County continues to survey recent patients about their experience with various components of the system. Results are regularly reported to the EMS Oversight Board as well as responders. Our cumulative patient satisfaction score is 92.57% compared to a benchmark of all other services that use the same survey company of 91.87%.



Organization to create a culture of cooperation and mutual support

Ministry Saint Michael's Hospital

Dr. Vayder and Assistant Chief Gemza participate in the Trauma Committee at MSMH. The committee reviewed the entire continuum of care for approximately twenty-five trauma patients transported to their facility.

Both Ministry Saint Joseph's Hospital and Ministry Saint Clare's Hospital provide SPFD and AFD with outcome information on trauma and STEMI patients transported to their facilities.

MSMH participated with a number of other fire, rescue and EMS agencies in a Metro motor vehicle crash training scenario. Emergency department staff were on hand at the scene to participate in the extrication of the patients and experience the coordination and flow of care that occurs before the patient gets to the hospital.

Cardiac Arrest Response Recognition

Letters of recognition and thanks are sent each time a Portage County Communication Technician gives "telephone CPR" instructions to a caller or a law enforcement officer provides CPR or uses an AED. The letters provide follow up on the outcome of the call and reinforce the importance of early CPR and defibrillation.

Sudden Cardiac Arrest (SCA) pins are presented for incidents where the use of CPR and defibrillation results in a cardiac arrest survivor. In 2014, AFD medics Dave Allen, Kathy Behn and Jason Olds each received a Sudden Cardiac Arrest pin. See SPFD highlights for the SCA pins awarded to their personnel.

Portage County EMS



EMS Week Celebration

EMS Week 2014 was highlighted by a barbecue hosted by SPFD. All EMS providers received a gift of a Portage County EMS notepad and pen.

Assisted Living Centers

Dr. Vayder and Assistant Chief Gemza continued to work with area assisted living facilities to encourage them to provide CPR when appropriate. A number of centers have changed their policies to allow staff to follow dispatcher instructions for CPR.

Dr. Vayder and Assistant Chief Gemza also worked with the centers to identify guidelines for more appropriate use of EMS and the emergency department.

EMS Summit

In May 2014, Portage County Executive Patty Dreier called an EMS Summit to engage municipal leaders with the goals of:

- Openly discussing Portage County's countywide EMS system—providing a refresher about history, design, what the current system entails and related financials;
- Gathering input regarding strengths, weaknesses, issues and opportunities for consideration going forward in relation to countywide EMS;
- Establishing a method for regular dialogue with regard to countywide EMS and identify next meeting.

All Portage County EMS leaders participated in the event and many assisted in the planning and presentation of information to the group.

The EMS Summit presentation is available at

<http://www.co.portage.wi.us/EMS/Prezi-EMS%20Summit.pdf>

Or by accessing the Portage County website at <http://www.co.portage.wi.us/>

Click on the following:

- Departments
 - Departments A-E
 - Emergency Medical Services
- EMS Oversight Board
 - 2014 EMS Summit May 15th Presentation

SPECIAL EVENTS

Portage County EMS provides stand-by emergency care coverage at special events throughout the year. Requests for event coverage are submitted to the EMS Specialist, who worked with Assistant Chief David Allen to coordinate staffing for coverage requests. Appropriate agencies within the EMS system are notified of a special event occurring in the area. Portage County EMS staffed the Special Event Unit (SEU) for 25 different events on 42 days.

A decrease in events was noted as the hockey league no longer held games in Portage County.

CARDIAC ARREST SURVIVAL TEAM (CAST)

On behalf of the CAST Fund, the Saint Michael's Foundation produced and sold greeting cards as a fund raiser. The Foundation also coordinated a direct mail fund raising campaign.

Twelve University of Wisconsin – Stevens Point students participated in a study of cardiac arrest survivors. The students interviewed eleven survivors and their family members on their experiences since the arrest. Results of the study were shared with the survivors at a support group meeting and CAST Chair Dr. Michael Curtis presented the study at the 2014 Paramedic Systems of Wisconsin conference.

The cardiac arrest survivor team met three times in 2014. Presenters for the meetings included a psychologist from Ministry Medical Group who specializes in post-traumatic stress disorder.

A group of students in the 2014 class of the Leadership Portage County program used cardiac arrest awareness as their group project. The group produced a video demonstrating just how easy it is to do CPR and use an AED. The video can be viewed at: www.youtube.com/watch?v=prq-GAOp97E

An article about Portage County's efforts and experience in improving cardiac arrest survival was published in *EMS Professionals*, the publication of the Wisconsin EMS Association.

AED Program

Portage County Emergency Management/EMS continues to support community AED placement and CPR training. The office helped arrange seventeen CPR classes training thirty-one healthcare providers and 137 citizens. Tom McCarrier continues to provide low-cost instruction for many of these classes.



Portage County EM/EMS facilitated the purchase of fifteen AEDs for public access placement. Six of those were through funds from the CAST Fund. Please see SPFD and AFD reports for details on their AED and CPR training efforts.

COMMUNICATION CENTER

In 2014, the Communication Center continued to concentrate on the transition to a unified Communication Center, training new communication technicians, continuing education and offering even better service to the citizens of Portage County.

The year 2014 did not see as many changes as in 2013. Every year the phone call volume continues to rise and 2014 saw 133,688 calls come into the Communication Center. This included 15,901 emergent calls and 117,787 non-emergent calls with an average monthly total of 11,141.

The calls for service have also increased in 2014. The communication technicians



dispatched 53,335 calls of service in 2014. Even with the increased call volume and calls for service, the Center continued to have staffing challenges. This is a common occurrence in every Public Safety Answer Point (PSAP) due to the stress of the job and especially with consolidations. We are pleased to report that the Center finally became fully staffed and fully trained at the end of 2014.



Communication in the Center can always be difficult with shift work. To assist with that challenge, the Communications Manager started to send out weekly memos entitled “Monday Memos.” The purpose for the weekly memos is to keep everyone informed with more significant matters that occur in the Communication Center or information everyone should be aware of. The amount of

information that is given to the communication technicians that they have to remember is endless. The manager incorporated “Quick Quiz Questions” known as “QQQs” into the Monday Memos. The QQQs varied from some type of medical or other emergent call/scenario that the technicians would have to handle or pertinent information from previous Monday Memos. With the medical or emergent

scenarios, the technicians are required to send the answers of what procedures might be involved, units they would have to page, what they would advise the callers, and other functions they would have to perform with that specific scenario.

Two in-service classes were held in 2014, which included Dispatch Run Review sessions in both. The Run Review sessions included the communication technicians, the medical director, the EMS Coordinator and service directors. Each session included a review of 911 calls with radio recordings from incidents being highlighted for that session as well as education about the call type. Session topics included cardiac arrest, obvious death, child labor/delivery, Ebola and other EMS related calls.

Quality Improvement

Additionally, EMS system leadership participated in meetings of the Communication Board and the Dispatch Quality Committee.

A quality improvement tool for cardiac arrest cases was developed and tested with the Communications Manager. The tool will be implemented in 2015.

Obvious Death

A new procedure was introduced to the Communication Center to reduce the instances of EMS units being dispatched to cases where the patient was obviously dead and there was no indication that resuscitation would be warranted. With support from the Portage County Coroner, the procedure now allows the communication technicians to contact a coroner directly without dispatching EMS units when the patient meets the nationally recognized Emergency Medical Dispatch criteria for obvious death.

EMS ASSOCIATION

Training

With funding from the Stevens Point Woman's Club, Portage County EMS was able to offer two sessions of the Pediatric Education for Prehospital Professionals (PEPP) course. The 8-hour training includes lecture and hands-on training on pediatric assessment and care for some of the more common emergencies.



The Woman's Club funding also allowed EMS responders to register for an account in an online continuing education system. The CentreLearn program offered fifteen different pediatric courses that users could complete individually or as a group.

Responders that did not attend the PEPP courses went to one of eight skills sessions set up around the county. The trainings included review and competency assessment for several of the advanced skills responders use including glucometers, advanced airways, AEDs, CPR and CPAP. This year's skills session also included review of mass casualty triage and the pediatric jump bags previously given to Portage County EMS by the Stevens Point Woman's Club.

Portage County EMS

Donation

Over the course of their project (2012-2014) the Stevens Point Woman's Club, donated over \$22,000 to Portage County EMS to improve care for pediatric patients. Their funds provided:



- ❖ 55 emergency jump-kits
- ❖ Weight-based equipment/medication guides
- ❖ On-line education
- ❖ Hands-on PEPP courses
- ❖ Backboards
- ❖ Pedi-Mate transport seats
- ❖ Pediatric manikin

Grants

Portage County provided \$71,102.14 of support to our first responder agencies through a grant system. Each year, the EMS Association and Portage County Emergency Management/EMS develop a set of grant requirements agencies must meet to earn their grant funding. The funding is allocated with a base distribution to each municipality, plus a percentage based on the number of their runs in 2013 compared to the total runs for the year. Industrial EMS groups receive a standard amount each year.

2014 Portage County First Responder Grant Summary

EMS Group	2013 Runs	Grant Award Amount	Amount Used	Use of Funds
Almond EMS	66	\$5,364.56	\$5,364.56	Stipend, Pagers, Clothing, Medical Bags & Supplies
Amherst EMS	116	\$6,322.56	\$6,322.56	Stipend, Equipment
Bancroft EMS	47	\$5,000.52	\$5,000.52	Vehicle Fund, Stipend, Clothing, Equipment
Dewey EMS	29	\$4,655.64	\$4,655.64	Recruitment & Retention, Training, Equipment
Grant EMS	35	\$4,770.60	\$3,970.60	Training, Clothing
Hull EMS	117	\$6,341.72	\$5,941.72	Stipend, Training, Clothing, Medical Supplies
Plover EMS	829	\$19,983.64	\$19,983.64	Stipend, Vehicle Fund, Clothing, Equipment
Rosholt EMS	75	\$5,537.00	\$5,337.00	Oxygen, Radios, Medical Equipment & Supplies
Rudolph EMS	120	\$6,399.20	\$6,199.20	Medical Equipment & Supplies
Sharon EMS	10	\$4,291.60	\$3,891.60	Medical Equipment
Stockton EMS	64	\$5,326.24	\$3,794.22	Stipend, Training, Clothing, Medical Equipment & Supplies
Worzalla Publishing		\$500.00	\$141.00	Medical Supplies
McCain Foods		\$500.00	\$500.00	Medical Equipment
TOTALS:	1508	\$74,993.28	\$71,102.14	

Portage County EMS

In addition to the grant awards listed on the previous page, Portage County provides funds to maintain three emergency responder kits with medical supplies for each First Responder group. In 2014, a total of \$9,003.20 was used to support this initiative.

2014 Portage County Emergency Medical Services

Public Education Activities – 2014

Almond EMS, Bancroft EMS, Plover EMS, Stockton EMS	Mark Toyota Safety Fair, May 2014
Amherst EMS	Mock DUI crash for students, Oct 2014
Amherst FD	LUCAS CPR device purchase letter, Spirit newspaper (press release), Mar 2014
Bancroft EMS	Public CPR class – Vista Royale Campground, Jun 2014
CAST	Fundraising letter to the editor, Feb 2014 Foundation donating AEDs, Aug 2014
CAST / MSMH	AED donation to Boys & Girls Clubs – SPCityTimes, Jan 2014
Dewey EMS	Walgreens Safety Day – CPR, Oct 2014
Dewey EMS, Hull EMS, Plover EMS	Walk Wisconsin, Jun 2014
Hull EMS	FD/EMS tours for PC Business Association, Cub Scouts, Girl Scouts & school classes
PC EMS	CPR & AED Awareness Week press release, May 2014 First Responder article (press release), Jul 2014 First Responder article written by SPJ staff, Jul 2014 Pediatric equipment and training funded by SPWC-GFWC – SPCityTimes, Sep 2014
PC EMS, Metro Fire	Car crash / extrication training - SPCityTimes, Apr 2014
PC EMS/Communication Center	What Happens When I Call 911 article (press release), Jan 2014 Municipalities, Jan 2014
PC Communication Center	Technology Updates – WSAW, SPJ, Jan 2014
Plover EMS	Plover FD Open House, Oct 2014
Rudolph EMS	Junction City Village Picnic – Blood Pressure Screenings/EMS, Jul 2014 St. Bartholomew Church Picnic (HWY M, Twp. of Carson) – Blood Pressure Screening, Aug 2014 CPR Refresher Class- Boy Scouts of America Troop #114, May 2014 CPR Training /AED Familiarization and Operation – Bank A Count Corporation
SPFD	Cold weather preparedness – SPJ, Jan 2014 SPJ, Fall Prevention education article (w/ ADRC), Sep 2014

Please see SPFD and AFD reports for details of their additional public education activities.

2014 Portage County EMS Association Annual Awards

Outstanding Service Award

Adam Meshak.....Amherst EMS
Shawn Donahoe Hull EMS
Paula Lauer..... Rosholt EMS
Ken Zarecki..... Rudolph EMS

Outstanding Dispatcher Award

Nicole Schlice PC Communication Center

President’s Award

In recognition and appreciation of your leadership, dedication and contribution to the Portage County EMS Association

Carol Smith.....Almond EMS

Medical Directors Award

In recognition and appreciation for the use of advanced skills to relieve an airway obstruction

Asst Chief Tim Cisewski Plover EMS
James Ceplina Plover EMS

In recognition and appreciation for assistance provided to relieve an airway obstruction

Captain Gary Widder..... Plover Police Dept

In recognition and appreciation of a cardiac arrest save utilizing the LUCAS device

Amherst Fire District

In recognition and appreciation for contributing to a very successful STEMI direct to Cath Lab program

Stevens Point Fire Department

Star of Life Award

In recognition and appreciation of your leadership and dedication to Portage County EMS

Assistant Chief Dave Allen
Chief Timothy J. Kluck
Chief Victor Voss

In recognition and appreciation of your commitment to improving pediatric EMS care in Portage County

Stevens Point Woman’s Club

Clem Hintz Award

Jeremiah Parker
Ronald and Marilyn Flood



2014 Portage County EMS Years of Service

5 Years

Veronica ShulferAmherst EMS
Shawn Donahoe Hull EMS
Kelly Kluck Hull EMS
Lt James Ceplina Plover EMS
Brian FeltzAFD/PCA

Casey Bielen SPFD/PCA
Jason Pettis SPFD/PCA

10 Years

Diane Kollock.....Bancroft EMS
William Dobbe..... Rosholt EMS
Ryan McCaffrey SPFD/PCA
Lt Jb Moody..... SPFD/PCA

15 Years

Darina Dahms Amherst EMS
Don Olds Rudolph EMS
John Simkowski Rudolph EMS

20 Years

Lorna Whalen..... SPFD/PCA

25 Years

MPO Todd Becken..... SPFD/PCA



GOALS FOR 2015

- Traffic Incident Management training for EMS Groups
- Update of the original 2006 ESCI Study
- Full implementation of EMD quality improvement projects
- Use of high-fidelity patient simulation for responders
- Training on and implementation of Rescue Task Force procedures
- Incorporate peer review into quality improvement programs
- Expansion of first responder patient refusal procedures
- Identify first responder recruiting and retention opportunities

Amherst Fire District

Fire, Rescue and Emergency Medical Service



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March 1st, 2015

Subject: Year in Review

During 2014 the Amherst Fire District has continued to improve the service it provides to the people we serve. New paramedics have been added to the staff to replace advanced EMTs that had left our service. New hires must be licensed at the paramedic level. We try to maintain a balance of experienced and new paramedics within our service. Captain Kathy Behn is our training instructor and attentively oversees each person's compliance with ongoing training requirements. Training topics are chosen to meet the requirements of the National Registry of Emergency Medical Technicians.

Jason Olds was promoted to the position of EMS Lieutenant. Jason oversees our supplies and inventory. He also is the liaison between our service and the Emergency Medical Responder groups that we interact with. He attends monthly EMS Association meetings and addresses any concerns the EMR's may have so that we all can maintain a seamless network of emergency medical services care.

The Amherst Fire District promotes a culture of safety. The Amherst Fire District's safety committee meets twice a year to review any incidents or "near misses" that have occurred. We review our policies for safe lifting, driving and blood borne pathogens and chemical safety. Pre-hospital care inherently renders many hazardous situations including needle sticks, exposure to blood and body fluids, airborne contraction of illness and disease, physical injury due to lifting, slips and falls and vehicular accidents. Last year the Amherst Fire District Ambulance had "zero" days lost due to injuries. This is attributed largely in part to our commitment in providing ongoing training on safety policies as well as the attentiveness and diligence by staff members in keeping themselves and others safe in the performance of their duty.

The Amherst Fire District is proud to be a part of the Portage County Emergency Medical Services Team. We have achieved so much in the past 6 years, but have many more goals to reach!

John Porrey

John Porrey
Assistant Chief of EMS – Amherst Fire District

Amherst Fire District

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Subject: 2014 Annual Training

Amherst Fire District consistently strives to provide the best out-of-hospital acute medical care to patients with illness and injury which prevent the patient from transporting themselves to. Through continuing education utilizing both in-house and outside resources, EMS providers are able to employ and maintain their skills consistent with training requirements as defined by National Registry guidelines and State of Wisconsin licensing. I have listed below the training completed thru the year 2014.

January: Members of the Amherst Fire District recertified in CPR according to American Heart Association guidelines.

February: Captain Kathy Behn presided over training of medication administration including oral, intranasal (IN), intravenously (IV), intramuscular (IM), and interosseous (IO) infusion in conjunction with the Portage County protocols.

March: Dr. Timothy Vayder addressed the importance of AMA (against medical advice) medical record documentation to include a complete history and physical examination.

April: No training

May: Captain Kathy Behn presided over training on the pathophysiology of sepsis and mechanisms of multiple organ system dysfunctions. Sepsis is a condition in which the body is fighting a severe infection that has spread via the bloodstream.

June: Dr. Timothy Vayder provided education on the causes of syncope. Syncope can be a warning of a life-threatening situation including cardiac disorders. He addressed the importance of pre-hospital 12-lead EKGs in all syncope patients.

July: Assistant Chief Dave Allen presided over a review of the revised Portage County protocols which included an educational video.

August: Dan McCourt, paramedic instructor at FVTC conducted education on the seizure patient including treatment modalities and medication administration. Pediatric on-line training was made available for staff to do while on duty.

September: Dr. Timothy Vayder reviewed an Amherst Fire District cardiac arrest save scenario including 911 dispatch audio and 12-lead interpretations. Amherst Fire District paramedics began a paramedic refresher course thru FVTC.

October: Captain Kathy Behn provided training on Cerebral Vascular Accidents (stroke).

November: Paramedic Patrick Quimby conducted hands-on training pertaining to potential hunting accidents and discussed resources available to assist with extrication of patients from remote areas.

December: Captain Kathy Behn arranged a fun+night including fill-in-the-blank protocol questions in order to test knowledge of correct medication administration, dosages and routes. Staff members were also quizzed on the location of items on the ambulance based upon different prehospital scenarios.

Kathy Behn
Kathy Behn
Captain of EMS, Amherst Fire District

Amherst Fire District

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2014 Community Service

The Amherst Fire District is committed to providing the community with life safety education. We believe in the power of prevention and education and offer a wide range of services. Our aim is to reduce life and property loss in our community. By educating those who live and work in our district we can save lives together. Our members have taken the time to talk with community members from pre-school through retirement age regarding different issues.

Pre-School Programs - The purpose of our visits to the preschools is to educate children about fire and EMS, activating 911 in emergencies with emphases on matches and lighters which are tools not toys, stop drop and Roll, and how to call 911. Children are offered an opportunity to tour the facilities as well as the ambulance which encourages a question and answer session.

Safety Programs - Our safety programs are age specific including assisting with snowmobile safety training for medical emergencies that could occur. Each student is given a small First Aid Kit that fits on a snowmobile.

High School Level - Career Day offer us an opportunity to individually address different details of the Emergency Medical System. It enables us to provide an overview of training and licensure requirements to those interested in pursuing education in the field of pre-hospital care. Interaction such as this often stimulates interest in students who eventually become our future employees.

Community Events - During 2014 our staff was present at several community events such as June Dairy Days, the Amherst Fair, Little Britches Rodeo and Lettie Jenson Fun Run to name a few. We also provide stand-by coverage at local sporting events including, Youth Football League, High School Football games and wrestling tournaments. During these events we provide on-site medical needs and spread the word on recruitment opportunities and career training in EMS.

Public Training - The Amherst Fire Districts continues to provide CPR training and free blood pressure checks. During 2014 the Amherst Fire District certified or re-certified over 200 individuals in CPR.

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FIRE DEPARTMENT

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Robert J. Finn
FIRE CHIEF

2014 EMS Highlights

EMS Protocols: The new protocols were approved by the State. This was one of the goals of Portage County EMS for 2014. The protocol review took one entire year to complete and was a great accomplishment in interagency cooperation between SPFD, Amherst, Medical Direction and the Portage County EMS Coordinator. We established the new protocols using science-based evidence and best practices.

Farm Technology Days: August 12, 13, and 14 were Portage County Farm Technology Days. SPFD/PC Ambulance provided Ambulance coverage for the event. We worked with the Portage County Sheriff's Department, Plover Fire and First Responder Department, Communications Center, St Michael's Hospital, Wisconsin Highway Department, Wisconsin State Troopers, Portage County Highway Department, and Portage County Emergency Management to develop an Incident Action Plan (IAP). The event from the public safety side was a success. SPFD had two patient transports and one patient treated and released.

IT Training: Captain Jodi Baganz developed a Farm Technology Days First Responder Report Template for our Image Trends ambulance reports. Using the old Toughbook computers from the ambulances, we trained the Plover First Responders on how to use the computers and the template for patient contacts. Over the three-day event, Plover EMR completed three reports.

From the Field Direct to Heart Catheter Lab: The "From the Field to a Heart Catheter Lab Program" continues to provide critical life-saving procedures, along with saving valuable heart muscle to the citizens of Portage County. Our program is a model for many EMS systems on how to activate Heart Catheter Labs from a different County. We have successfully activated St. Clare's in Weston and St. Joseph's in Marshfield 11 out of 11 times in 2014, meeting all the required times from when paramedics reach the patient (*first medical contact*) to percutaneous coronary intervention (*PCI*), which is 90 minutes.

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EMS Awards

Rescue 1 Outstanding Achievement: Portage County and Stevens Point Fire Department received the "Rescue 1 Outstanding Achievement" from Marshfield Clinic and Ministry Health Care for implementing "A Higher Standard of Care for Heart Attack Patients."



Years of Service:

5 years

Casey Bielen
Jason Pettis

10 years

Ryan McCaffrey
Jb Moody

20 years

Lorna Whalen

25 years

Todd Becken

Sudden Cardiac Arrest Pin:

Lt Paul Mattlin	SCA pin #2
MPO Larry Pingel	SCA pin #1
FF/PM Frank Minervini III	SCA pin #1
FF/PM Shane Westphal	SCA pin #3
FF/PM Jason Karpinski	SCA pin #2
FF/PM Trevor Howard	SCA pin #4
FF/Medic Pete Ostrowski	SCA pin #2
FF/Medic Casey Bielen	SCA pin #3

Medical Directors Award: The SPFD received the Medical Director's Award. It was given us in Recognition and Appreciation for contributing to a very successful STEMI direct to cath lab Program.

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EMS Public Activity

Citizens Academy: The SPFD participated in the Citizens Academy put on by the Stevens Point Police Department and Portage County Sheriff's Department. We gave the participants the opportunity to have a brief experience of what it's like to be a Firefighter/Paramedic. Our brief time with the Citizens Academy was so positive, we will be increasing our role in the 2015 Citizens Academy.

Law Enforcement In-service: MPO/Paramedic Ron Heibler, FF/Paramedic Ben Schultz, FF/Paramedic Shane Westphal, and FF/Paramedic Ben Molnar taught two classes of CPR for the Stevens Point Police Department during the Police Department's in-service.

Falls Prevention: During Falls Prevention month, the SPFD participated in Falls Prevention Awareness Day. The Open House was held at the Lincoln Center and was sponsored by the Live Well, Live Long Coalition. This year's theme was "Strong Today, Fall Free."

Mock Crash: We participated in a Mock Crash scenario held at Amherst Fair Grounds. Local area high schools were in attendance. Portage County Sheriff's Department was the lead agency, along with help from Amherst Fire/Ambulance and Air Spirit.

Hands Only CPR at UWSP: We have continued on with our partnership with the University of Wisconsin-Stevens Point in providing Hands-Only CPR training, along with training on the first aid kits and trauma kits in the event of an active shooter at the University. The Kits are located within each AED Kit at the University.

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Training

Active Shooter: The SPFD participated in joint training with the Portage County Sheriffs Special Response Team. The training topic was room clearing. We utilized the south side Rogers Cinema for our training facility. Part of the day was set aside for an EMS refresher and putting Deputies in decision-making situations regarding injuries and wounded victims in real time, then bringing the victims to the casualty collection point.

Individual First Aid Kit: Lieutenant Moody gave training and review to the Stevens Point Police Department's SWAT Team on their new Individual First Aid Kit (IFAK). The team was trained on the basics of tourniquets and the equipment in the Individual First Aid Kit (IFAK).

Rescue Task Force Conference: The SPFD sent four leaders; AC Gemza, Lt. Moody, Lt. Schoeberle, and Motor Pump Operator Heibler to the Rescue Task Force Conference. This training was a Law Enforcement and Fire/Ambulance joint response training to "Active Shooters." The training was held at the Milwaukee Police and Fire Training Academy. Our training focused on warm-zone response with victims. Local Law Enforcement also sent personnel to the training; SPPD 2, Plover PD 2 and PCSD 2.

Cardiac Catheterization: Members of the St. Clare's Cardiac Catheterization / Vascular Labs traveled to Stevens Point to conduct joint training regarding the importance of our new "From the Field to Catheterization Lab" protocol and how what we do in the field and our transport effects patient outcomes.

The presenters were:

- **Dr. Gavrila**, MC Interventional Cardiologist/Rescue 1 Medical Director
- **Kara Johnson, RN & Jennifer Dennison, RTR**, Cath Lab Team
- **Jan Abell, RN**, DTC/MSCH Director of Cardiovascular & Pulmonary Services/Rescue 1 Coordinator

Mass Casualty Drill at Central Wisconsin Airport: The SPFD personnel participated in a Mass Casualty Drill at Central Wisconsin Airport, along with Mosinee and Rothschild Fire Departments. Prior to the drill, we met with the different local departments to develop a Target Hazard MABAS (Mutual Aid Box Alarm System) card for the Central Wisconsin Airport. The MABAS card we drilled with will be utilized in the event of a real incident at the Central Wisconsin Airport.

Vehicle Extrication: Metro Fire training was held on vehicle extrication. Johnson's Towing graciously hosted this training. The focus was on better communication among the different disciplines regarding operations involving vehicle extrication. We also incorporated St. Michael's Emergency Room Staff in the training, so could we could evaluate the communication aspect of patient care and transport needs during an event with six patients, ensuring SMH had the proper information to provide care and being prepared for the incident. SPFD was patient care, Plover FD provided fire suppression, and Hull FD did the extrication.

Ebola Planning: SPFD is participating in "Incident Command for Ebola" hosted by St. Michael's Hospital and Ministry Clinics. Other participants are Portage County Health and Human Services-Division of Public Health. The goal is to create a smooth transition between all agencies in the event we need to treat or transport a patient who might have Ebola. This group meets weekly at St. Michael's Hospital.

Advanced Cardiac Life Support / CPR: Dr. Vayder, AC Gemza and Firefighter/ Paramedic Jason Pettis conducted Advanced Cardiac Life Support Recertification. The process took four different days, and training was 8 hours per day. We recertified SPFD personnel, along with members of Amherst ambulance. The SPFD conducted CPR refresher for the entire Department. This was done at different times during August to ensure all personnel were able to complete the refresher.

Quarterly EMS Report Self Review: All SPFD paramedics who completed a Patient Care Report in a quarter receives one of their Patient Care Reports randomly sent out from Portage County EMS Coordinator Michael Fraley and they complete a review worksheet. This was set up so the paramedics can go back and review a report with the objective of identifying strengths and weaknesses.

Quarterly Run Review: In each quarter of 2014, Dr. Vayder conducted a "Quarterly Run Review" for all three crews.

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FIRE CHIEF

ANNUAL FLEET/MAINTENANCE REPORT

Stevens Point Fire Department/Portage County Ambulance Fleet Management consists of fire apparatus and medical response units. My designation is the fleet maintenance division of emergency response ambulances for the City and County. Portage County has continued to grow its reputation for excellence both internally and externally with our fleet of six emergency units. While the Portage County Highway Department Emergency Medic Unit Repair Division has done an outstanding job at repairing and maintaining the current fleet of units, the internal staff at Stevens Point Fire Department has also been very resourceful in repairing and handling issues which arise during the year. Their hard work proved that serving as a trusted resource for the people of Portage County adds value to relationships, while maintaining a cost-efficient and safe fleet.

The County Mechanics and Internal Line Personnel perform routine preventative maintenance and ensure that every Portage County Advanced Cardiac Life Support ambulance passes the annual inspection conducted by the State Office of Emergency Services. The skills and expertise of the personnel involved with fleet services is critical to the success of the Stevens Point Fire Department/Portage County Ambulance Service.

Ensuring our vehicles and stations are in a state of readiness and completely reliable is a critical part of our operation to make certain service can be delivered twenty-four hours, every day of the year. Vigilant daily checks, extensive weekly checks of equipment, along with an aggressive preventative maintenance program, are the key elements to our program.

Five of the advanced cardiac life support units were serviced approximately 74 times at the Portage County Highway Facility. Line duty staff at Stevens Point Fire Department also performed routine service and maintenance throughout the year, as well as repairs.

In closing; the safety and dependability of the vehicles is important to the overall protection of the public within the County. When needed in an emergency, it's important to know that we have done everything possible to ensure that the vehicles perform as designed.

Lieutenant Paul Mattlin
Stevens Point Fire Department/Portage County Ambulance

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Robert J. Finn
FIRE CHIEF

Communication

Communication is one of the key components to any emergency services system. Without communication, the system lacks the ability to dispatch services when the community demands; and more importantly, the transfer of information using a two-way interface. The Emergency Medical Services of Portage County have been at the forefront of trying to ensure communication is stable and reliable by upgrading equipment and reviewing communication protocols.

In 2014, the radio frequencies and how they are organized within zones received a complete overhaul. The changes were implemented to ensure that the ambulance service met the requirements of the Wisconsin Communication Interoperability Plan, Mutual Aid Box Alarm System (MABAS), and in preparation of mass casualty incidents, natural disasters, and large scale local community events.

Along with the programming changes, radio equipment hardware was upgraded to facilitate the installation of a new county-wide radio simulcast network. New mobile radios were installed in all the ambulances, and each member of the SPFD was assigned an individual portable radio. By individually assigning radios to vehicles and members, a safety net has been created allowing for the Communication Center and others to see who may have a safety issue or *Mayday* (Firefighter/Paramedic needing immediate help) situation and needs assistance.

These improvements have allowed for the future growth in the digital era of radio frequencies already utilized by law enforcement within Portage County, and provide a safer environment for the community and the people that protect it.

Captain Dennis Zvara

Information Technology

IT Services is responsible for a lot of the ðbehind the scenesö work that keeps the organization running smoothly. This group provides the technical, administrative and supply functions necessary to help Fire, Rescue, and EMS to provide services efficiently. Additional responsibilities are the compiling of all Fire and EMS incident records, Fire and EMS reporting software, the Information Technology coordination and supplying of pre-incident planning for the Fire and EMS systems.

The 2014 Highlights Include:

- **Presentation of the Stevens Point Fire Department EMS Data Collection Run Form at the ImageTrend Educational Conference.** Due to the success of the Stevens Point Fire Department's EMS reporting form redesign in 2013, Captain Baganz was asked to present the operation, method, and monumental task that decreased EMS reporting errors by almost 68%. This presentation was made to 75 other technology leaders from every State in the US.
- **Replacement of all EMS Laptops.** The laptops used in the field of EMS sometimes lead a rough life. We were able to replace all of the laptops and have kept one of the older units as a spare. This will allow us to service one unit, without decreasing our ability to provide timely reporting to our customers.
- **Cradlepoint Wi-Fi.** The RRU is to provide EMS oversight and is used as a command vehicle for major incidents. A Cradlepoint Wi-Fi router was placed in this vehicle when it was purchased, but the topography of Portage County made it difficult to make sure there was cellular coverage. With the changes made to the router and antenna, this command vehicle can provide secure Wi-Fi access during an incident throughout Portage County.

Respectfully submitted,

Captain Jodi Baganz

STEVENS POINT

1701 FRANKLIN STREET
715-344-1833



FIRE DEPARTMENT

STEVENS POINT, WI 54481
FAX: 715-346-1599

Robert J. Finn
FIRE CHIEF

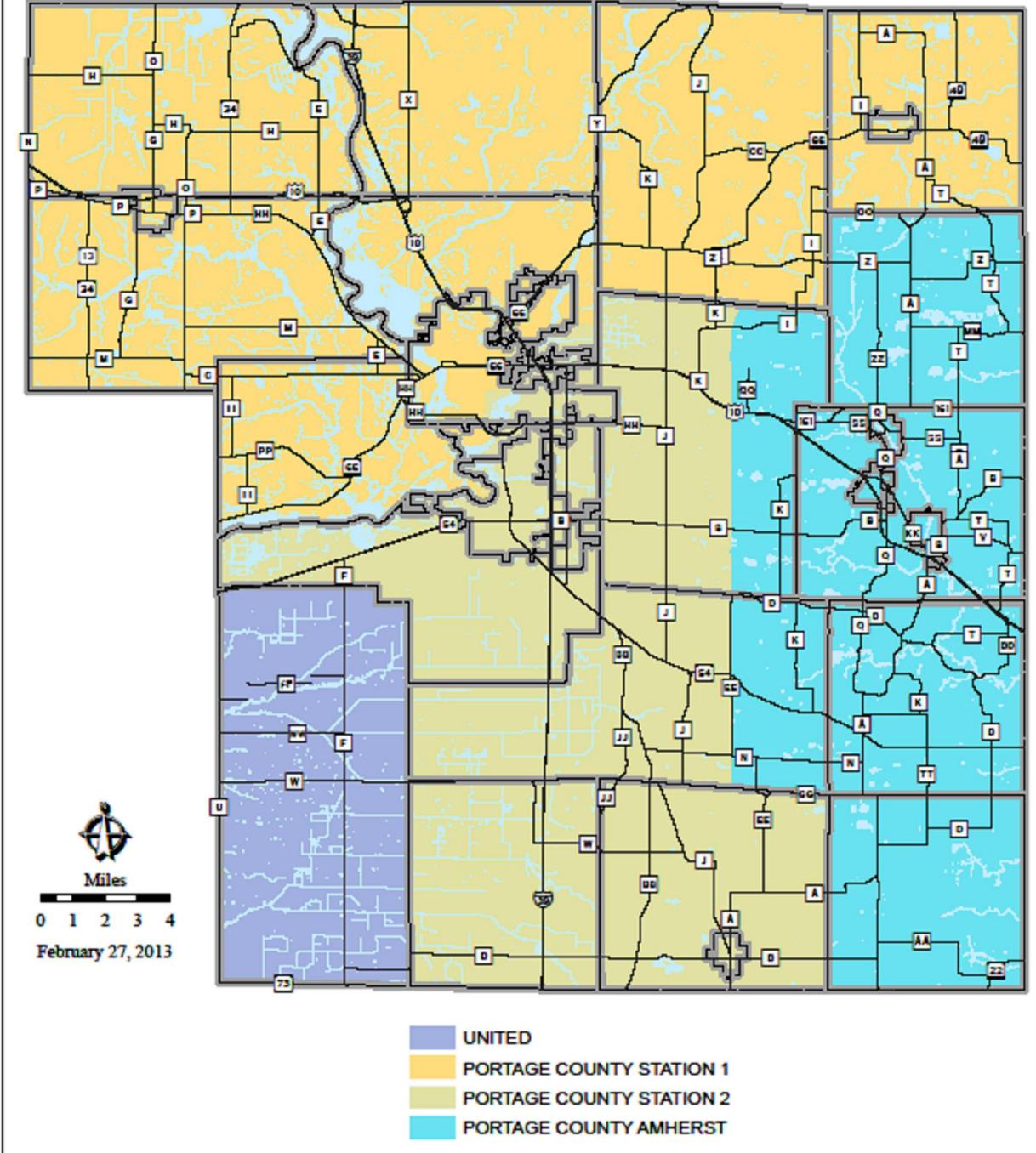
Health and Safety

Safety Committee: The SPFD Safety Committee continued to meet quarterly throughout 2014 to ensure that we provide a safe and efficient work environment. During our meetings, we review Near Miss Reports and Injury Reports and develop strategies as a committee to correct any unsafe situation. We are strongly committed to creating a culture of safety, with input from the entire department. The Committee also works on different initiatives to prevent any unsafe conditions from occurring; one example is the Emergency Driver's Course Competition.

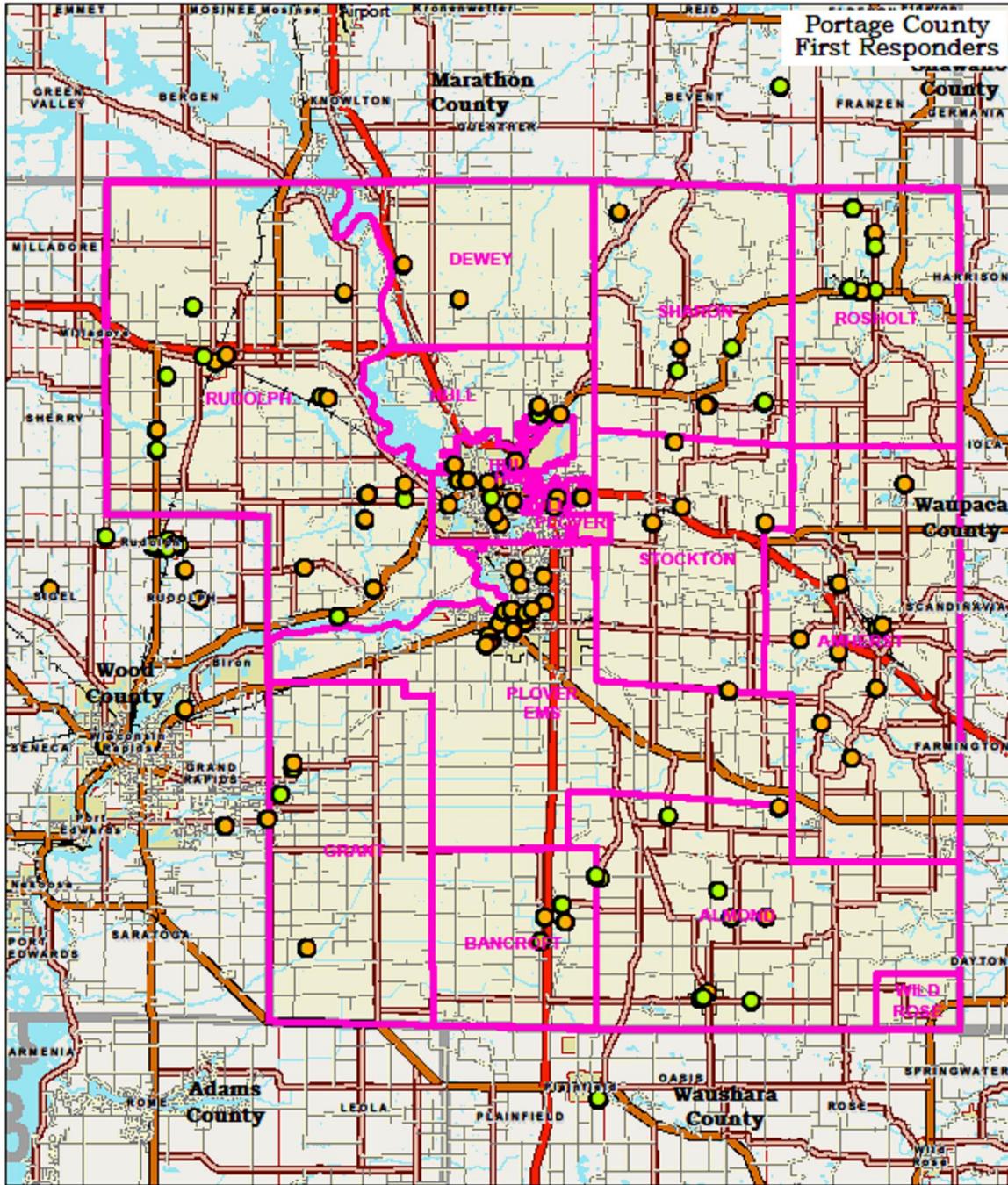
Emergency Driver's Course: With our commitment to ensuring that when we are requested to respond to all requests for help and making sure that we respond safely, the SPFD has created an annual Emergency Driver's Course Competition. Each platoon competes for points in a driving course that follows the NFPA 1002 practical driving course. Each platoon member drives both a Fire Apparatus and an Ambulance through the course. The 2014 winning platoon was C Platoon. They received a traveling trophy with their name on it. The contest has given each platoon a common goal, which is to have better control of the vehicle, along with some real good internal competition.

Respiratory Protection: With the ever-revolving issue of infectious control constantly on the minds of EMS workers, a proactive approach has been made ensuring personal protection equipment is available to EMS personnel; one of the most important being protection of the respiratory system of responders. In 2014, a plan was implemented to provide annual fit testing of respiratory protection used by EMS providers.

Portage County Ambulance Service

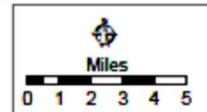


Portage County EMS



- Certification**
- Emergency Medical Responder (EMR) (46)
 - Emergency Medical Technician (EMT) (87)
 - First Responder Districts

Sources:
 Portage County Planning and Zoning 2014
 U.S. Bureau of the Census 2010
 Wisconsin Legislative Technology Services Bureau, 2012
 Wisconsin Department of Natural Resources, 2012
 Wisconsin Department of Transportation, 2013



Calls for Service 2014

Almond	68	Dewey.....	25	Plover.....	976	Sharon.....	28
Amherst	92	Grant.....	39	Rosholt.....	55	Stockton	54
Bancroft	44	Hull	151	Rudolph ..	113	Wild Rose	2
Stevens Point Fire...	374						

Portage County EMS

<i>Portage County</i>	<i>County Wide Ambulance Service</i>		<i>Budget Analysis & Projections</i>		
	2013		2014		2015
	Actual	Budget	Actual	Budget	Projection
Revenue					
Ambulance Fees & Donations	1,553,877.21	1,501,000.00	1,775,275.74	1,545,500.00	1,583,230.00
Fund Balance Applied	-	82,539.00	-	152,730.00	145,000.00
Total Revenue	<u>1,553,877.21</u>	<u>1,583,539.00</u>	<u>1,775,275.74</u>	<u>1,698,230.00</u>	<u>1,728,230.00</u>
Expenses					
Administrative Expenses	208,023.46	213,224.00	240,604.44	207,435.00	209,621.00
Contractual Expenses	2,365,936.23	2,333,915.00	2,331,430.23	2,405,328.00	2,477,922.00
Equipment Replacement	22,492.50	63,000.00	-	15,000.00	15,000.00
Vehicle Replacement	35,403.90	75,000.00	-	200,000.00	220,000.00
Total Expenses	<u>2,631,856.09</u>	<u>2,685,139.00</u>	<u>2,572,034.67</u>	<u>2,827,763.00</u>	<u>2,922,543.00</u>
Net Tax Levy	(1,077,978.88)	(1,101,600.00)	(796,758.93)	(1,129,533.00)	(1,194,313.00)
Net fund balance changes	23,621.12		332,774.07		
Vehicle Replacement Fund					
12/31/2013 Balance	253,351.71				
Plus: Additional Funds	75,000.00				
Less: Current Expenses	-				
12/31/2014 Balance	<u>328,351.71</u>				
Equipment Replacement Fund					
12/31/2013 Balance	40,507.50				
Plus: Additional Funds	15,000.00				
Less: Current Expenses	-				
12/31/2014 Balance	<u>55,507.50</u>				
Ambulance Services Fund					
12/31/2013 Balance	139,113.41				
Plus: Additional Funds	55,979.07				
Less: Current Expenses	-				
12/31/2014 Balance	<u>195,092.48</u>				
Contract Services Fund					
12/31/2013 Balance	-				
Plus: Additional Funds	186,795.00				
Less: Current Expenses	-				
12/31/2014 Balance	<u>186,795.00</u>				

Accounts Receivable Analysis
Outstanding Collections

3 Rivers Billing Services	Andres Medical Billing Services	TOTAL
<u>1,287,453.62</u>	<u>432,024.85</u>	<u>1,719,478.47</u>
TOTAL		
(1,115,503.56)	(184,575.26)	(1,300,078.82)
<u>171,950.06</u>	<u>247,449.59</u>	<u>419,399.65</u>

Less adjustments
Total Accounts Receivable

Portage County EMS

CITY OF STEVENS POINT
BUDGET TO ACTUAL 2014
Period: 13/14
Page: 1
Mar 18, 2015 09:24AM

Account Number	Account Title	2014 Prior year Budget	2014 Prior year Actual
GENERAL FUND			
PUBLIC SAFETY			
100.52.25300.1125	ASSISTANT FIRE CHIEF	73,507	75,584
100.52.25300.1205	LIEUTENANT WAGES	181,197	185,344
100.52.25300.1230	F.F./EMT WAGES	614,865	623,983
100.52.25300.1500	LONGEVITY	2,845	2,855
100.52.25300.1530	GENERAL OVERTIME WAGES	86,000	82,008
100.52.25300.1560	F.L.S.A. PAY	11,500	8,512
100.52.25300.1580	HOLIDAY PAY	59,000	54,545
100.52.25300.1610	OFF DUTY AMB. TRIPS	51,000	34,522
100.52.25300.1630	OFF DUTY TRAINING PAY	15,000	12,261
100.52.25300.1670	CLOTHING PAY	10,000	10,105
100.52.25300.1810	MEAL ALLOWANCE PAY	300	85
100.52.25300.1900	EMPLOYER CONTRIB/WISC RET.	237,158	203,342
100.52.25300.1910	EMPLOYER CONTRIB/S.S. TAX	16,424	14,594
100.52.25300.1920	EMPLOYER CONTRIB/LIFE INSUR	489	492
100.52.25300.1930	WORKERS COMPENSATION PREM	128,898	126,742
100.52.25300.1940	I.C. INSURANCE PREMIUM	2,285	.00
100.52.25300.1950	MEDICAL INSURANCE PREM	287,883	288,097
100.52.25300.2200	GENERAL UTILITY CHARGES	23,198	22,658
100.52.25300.2203	TELEPHONE UTILITY CHARGES	3,283	3,169
100.52.25300.2906	IT CONTRACTED SERVICES	.00	.00
100.52.25300.2913	CONTRACTED RADIO/COMM MAIN	.00	.00
100.52.25300.3001	GENERAL SUPPLIES	.00	.00
100.52.25300.3025	GENERAL EQUIPMENT	.00	.00
100.52.25300.3300	GENERAL TRAVEL EXPENSES	700	912
100.52.25300.3301	MILEAGE EXPENSES	.00	.00
100.52.25300.3900	OTHER GEN MISC SUPPLIES	5,500	5,764
100.52.25300.3902	GENERAL LAUNDRY SUPPLIES	400	334
100.52.25300.5108	EMT MALPRACTICE INSUR	15,900	15,900
100.52.25300.5601	GEN HEALTH/SAFETY EXP	.00	.00
100.52.25300.5603	GENERAL AWARD EXP	.00	.00
100.52.25300.5910	GEN SEMINAR/EDUCATION EXP.	15,000	15,074
100.52.25300.5912	EDUCATIONAL COMPENSATION	.00	.00
100.52.25300.5913	REGULATED MANDATED EXPEND	1,000	964
100.52.25300.5980	CONTRACT'L RTN OF SURPLUS FD	.00	185,180
100.52.25300.8000	COMPUTER SYSTEM UPGRADES	2,000	1,620
Total AMBULANCE:		1,843,312	1,974,645
GENERAL FUND Revenue Total:		.00	.00
GENERAL FUND Expenditure Total:		1,843,312	1,974,645
Net Total GENERAL FUND:		1,843,312-	1,974,645-
Net Grand Totals:		1,843,312-	1,974,645-

Attachment B

Portage County EMS

AMHERST FIRE DISTRICT AMBULANCE PERSONNEL ROSTER 2015

	<u>NAME</u>	<u>LICENSE LEVEL</u>	<u>EXP DATE</u>	<u>Portage County Affiliations</u>	<u>Department Position</u>
Full Time	Porrey, John	Paramedic	06/2016		Assistant Chief of EMS
Full Time	Behn, Kathy	Paramedic	06/2016	Portage County SEU	EMS Captain
Full Time	Quimby, Patrick	Paramedic	06/2016	Amherst EMR/Portage Co. SEU	Fire Lieutenant
Full Time	Russell, Joshua	Paramedic	06/2016	Amherst EMR	FF/Paramedic
Part Time	Allen, Shirely	Paramedic	06/2016	Amherst EMR / Portage Co. SEU	Paramedic
Part Time	Allen, Trevor	Paramedic	06/2016		Paramedic
Part Time	Boodle, Aaron	Paramedic	06/2016		Paramedic
Part Time	Cisewski, Timothy	Advanced EMT	06/2016	Plover EMR / Portage Co. SEU	Advanced EMT
Part Time	Sadogierskie, Kyle	Paramedic	06/2016	Hull EMR	FF/Paramedic
Part Time	Eron, Gerald	Advanced EMT	06/2016	Stockton EMR	FF/Paramedic
Part Time	Feltz, Brian	Paramedic	06/2016	Rudolph EMR	Paramedic
Part Time	Hamann, John	Paramedic	06/2016		FF/Paramedic
Part Time	Hansen, Lisa	Paramedic	06/2016	Stockton EMR	Paramedic
Part Time	Lemke, Timothy	Paramedic	06/2016		Paramedic
Part Time	Meshak, Adam	Paramedic	06/2016	Amherst EMR/Rudolph EMR	FF/Paramedic
Part Time	McCourt, Daniel	Paramedic	06/2016	Portage County SEU	Paramedic
Part Time	Olds, Jason	Paramedic	06/2016	Amherst EMR / Portage Co. SEU	FF/EMS Lieutenant
Part Time	Packer, Hazel	Advanced EMT	06/2016	Amherst EMR	Advanced EMT
Part Time	Russell, Jessica	Paramedic	06/2016	Amherst EMR	Paramedic
Part Time	Schaberg, Gavin	Paramedic	06/2016		Paramedic
Part Time	Stewart, Emily	Paramedic	06/2016		Paramedic
Part Time	Wegener, Cathi	Paramedic	06/2016		Paramedic

Attachment D

Portage County EMS

Stevens Point Fire Dept 2015 Personnel Roster

	Rank	Name
	Fire Chief	Finn, Robert J.
	Assistant Chief / EMT-P	Gemza, Joseph A.
	Assistant Chief / EMT-P	Davis, Jeffrey D.
	Administrative Asst.	Whalen, Lorna S.
A S H I F T	Captain / AEMT	Skibba, Charles P.
	Lieutenant / EMT-P	Moody, Jb D.
	Lieutenant / EMT-P	Mattlin, Paul D.
	M P O / AEMT	Taylor, Kerry P.
	MPO / Paramedic	Ramon, Armando F.
	FF / Paramedic	Kitowski, Mark D.
	FF / Paramedic	Novak, Glynn C.
	FF / Paramedic	Ostrowski, Peter T.
	FF / Paramedic	Bielen, Casey J.
	FF / Paramedic	Westphal, Shane G.
B S H I F T	FF / Paramedic	Budsberg, Dayton R.
	FF / Paramedic	Karpinski, Jason R.
	Captain / EMT-P	Zvara, Dennis B.
	Lieutenant / EMT-P	Spence, Brian
	Lieutenant / EMT-P	Schoeberle, Mark D.
	MPO / Paramedic	Dahms, Arthur J.
	MPO / Paramedic	Kedrowski, Victor G.
	FF / Paramedic	Thomson, Justin W.
	FF / Paramedic	Roselius, Tate J.
	FF / Paramedic	Holton, J. Duston E.
C S H I F T	FF / Paramedic	Pettis, Jason C.
	FF / Paramedic	Zander, Matthew A.
	FF / Paramedic	Oestreich, Ross C.
	FF / Paramedic	Molnar, Benjamin A.
	Captain / EMT-P	Baganz, Jodi J.
	Lieutenant / EMT-P	Aldrich, Tracy A.
	Lieutenant / EMT-P	Heibler, Ronald J.
	MPO / Paramedic	Pingel, Larry M.
	MPO / Paramedic	Koch, Travis J.
	FF / Paramedic	Briggs, David F.
S H I F T	FF / Paramedic	Schultz, Benjamin J.
	FF / Paramedic	Wastart III, Thomas M.
	FF / Paramedic	Howard, Trevor J.
	FF / Paramedic	Minervini, Frank A.
	FF / Paramedic	Congdon, Daniel J.
	FF / Paramedic	Kaspar, Michael L.

Attachment E

Portage County EMS

Acronyms	
AAR	After Action Review
ADRC	Aging & Disability Resource Center
AED	Automated External Defibrillator
AFD	Amherst Fire District
ALS	Advanced Life Support
AMB	Andres Medical Billing
BLS	Basic Life Support
CAST	Cardiac Arrest Survival Team
CPAP	Continuous Positive Airway Pressure
CPR	Cardiopulmonary Resuscitation
DUI	Driving Under the Influence
EMD	Emergency Medical Dispatch
EMR	Emergency Medical Responder
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
FD	Fire Department
GFWC	Greater Foundation of Women's Clubs
MSMH	Ministry Saint Michael's Hospital
PC	Portage County
PSAP	Public Safety Answer Point
QA	Quality Assurance
RFP	Request For Proposal
RLS	Red Lights and Siren
RRU	Rapid Response Unit
RTF	Rescue Task Force
SCA	Sudden Cardiac Arrest
SEU	Special Events Unit
SPFD	Stevens Point Fire Department
SPJ	Stevens Point Journal
SPWC	Stevens Point Woman's Club
STEMI	ST segment Elevation Myocardial Infarction