

Portage County Emergency Medical Services



Report to the EMS Oversight Board

Contents

MISSION.....	1
VISION	1
INTRODUCTION	1
EMS STRATEGIC PLAN	3
PORTAGE COUNTY EMS FINANCIAL REPORTS	4
Payer Mix	4
ALS/BLS Breakdown	5
Ambulance Charges.....	7
Transports Revenue Breakdown.....	8
CALL DATA	9
By Municipality.....	9
Time of Day	10
Day of Week.....	10
Response Disposition	11
Transport Destinations.....	11
Provider Primary Impression	12
TRANSFER DATA	13
Interfacility Transfers	13
“After Hours” Transports.....	13
MEDICAL DIRECTION.....	14
PERFORMANCE INDICATORS	15
Clinical excellence.....	15
Rapid Response Unit.....	15
Quality Circle.....	16
Safety	17
Response Time Reliability.....	17
Customer Satisfaction.....	18
Organization to create a culture of cooperation and mutual support.....	18
Ambulance Contract	18
EMS Awards Banquet.....	19
EMS Week	19
Medication Supply Agreement.....	19
Repeat Patient Care Plans.....	19
SPECIAL EVENTS.....	20
CARDIAC ARREST SURVIVAL TEAM	20

DISPATCH.....	21
EMS ASSOCIATION.....	22
Training/skills labs.....	22
Credentialing.....	22
Recruiting.....	22
Grants.....	23
<i>2012 Portage County Grant Summary</i>	<i>23</i>
Fall Prevention	24
Pediatric Jump Bags.....	24
Public Education Activities.....	25
2012 Annual Awards.....	26
2012 Years of Service.....	26
Retirement	26
GOALS FOR 2013	27
SERVICE HIGHLIGHTS	
Amherst Fire District.....	28
Stevens Point Fire Department.....	34
AMBULANCE SERVICE RESPONSE MAP AREA	38
EMR MAP AREA WITH RESPONSE DATA	39
ATTACHMENTS	
Attachment A – County Wide Ambulance Service	40
Attachment B - City of Stevens Point	41
Attachment C - Amherst Fire District Ambulance	42
Attachment D - Amherst Ambulance Reserve Funds	43
Attachment E - Amherst FAP Funds	44
Attachment F - Amherst Fire District 2013 Ambulance Personnel Roster.....	45
Attachment G - Acronyms	46

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

The 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
- 2 dispatch agencies utilizing Emergency Medical Dispatch 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

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 a small section on the western edge of its township.)

2012 Response data at a glance

- 4057 Ambulance requests
- 2843 Patients transported to a hospital
- 147 Transfers and return trips
- 1469 First responder calls

2012 was a busy year for Portage County EMS both in terms of call volume as well as planning, organization and system growth and improvements. Some of the highlights for 2012 included:

- Updating our EMS Strategic Plan
- Adoption of Operational Safety performance indicators
- Retirement of long-time medical director, Dr. Michael Curtis
- Signing of a new three year contract for ambulance service
- Development of the Cardiac Arrest Survival Team
- Initiation of credentialing guidelines for emergency medical responders

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

EMS Strategic Plan

One of the most important highlights for Portage County EMS in 2012 was the revision of our strategic plan originally developed in 1999. The environment in which EMS is delivered is changing quickly and Portage County EMS will face a variety of challenges in the near future. Eight leaders of the EMS system came together for ten meetings during the first half of 2012 to develop an updated strategic plan to help prepare Portage County to meet these challenges.

Facilitated by planning experts from the University of Wisconsin Extension Service, the leaders reviewed information about changes on the horizon and systematically analyzed and quantified our current position and what it will take to best prepare for the changes. The group hosted presentations by four EMS and healthcare experts giving them an opportunity to hear up-to-the-minute information on some of the hot topic issues identified including tactical EMS, critical care paramedics, community paramedicine, and EMS training centers.

The work group updated the system's mission and vision statements, analyzed our strengths, weakness, opportunities and threats (SWOT) and identified eleven strategic issues that Portage County EMS will likely face in the near future. The 11 issues were then narrowed down to the five currently most relevant and actionable:

- What can Portage County EMS do to develop a stable funding source?
- What can we do to support the physician / organizational leadership of the organization?
- What steps can we take to ensure highly trained and motivated staff?
- How can we prepare for implementation of programs that are mandated or we suspect will be needed in the future?
- What steps can we take to educate political leaders, general public, and other decision makers?

The critical next step is for all EMS system leaders and Portage County political leaders to review the full plan and keep the five strategic issues and their action steps in mind as they lead Portage County into the future.

Please download the entire strategic plan here: [http://www.co.portage.wi.us/EMS/Portage County EMS 2012 Strategic Plan \(7.23.12 FINAL\).pdf](http://www.co.portage.wi.us/EMS/PortageCountyEMS2012StrategicPlan(7.23.12FINAL).pdf)

Portage County EMS Financial Reports

See Attachments A through E for detailed service area financial reports. Financial tables and charts contained in this section are submitted by 3 Rivers Billing Inc.

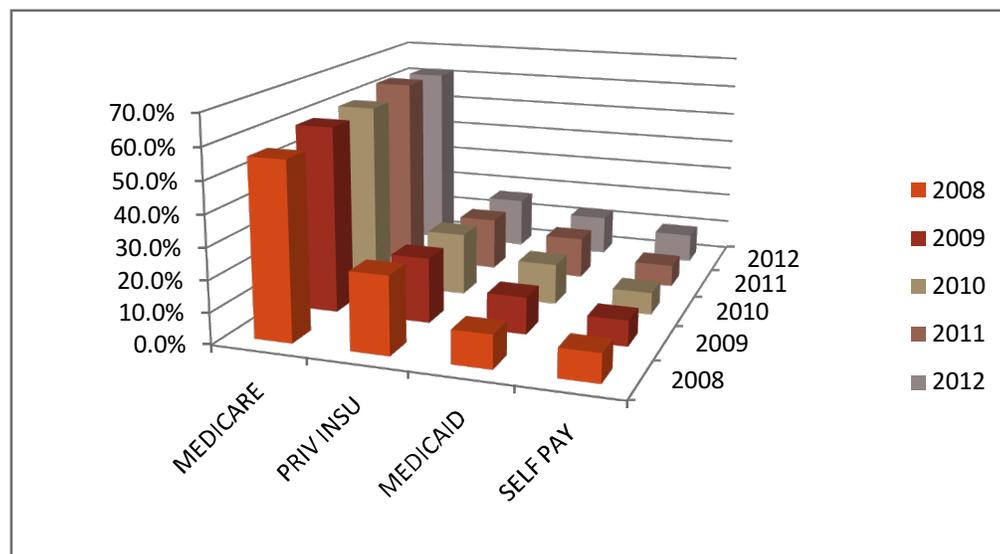
REVENUES RECEIVED IN 2012 BREAKDOWN

PRIMARY PAYER	TOTAL \$ RECEIVED	% OF REVENUE
MEDICARE	\$772,290.02	55.6%
COMM. INSUR	\$442,325.70	31.8%
MEDICAID	\$112,323.86	8.1%
SELF PAY	\$61,926.18	4.5%
TOTAL	\$1,388,865.76	

PORTAGE COUNTY PAYER MIX

% Based on Call Volume

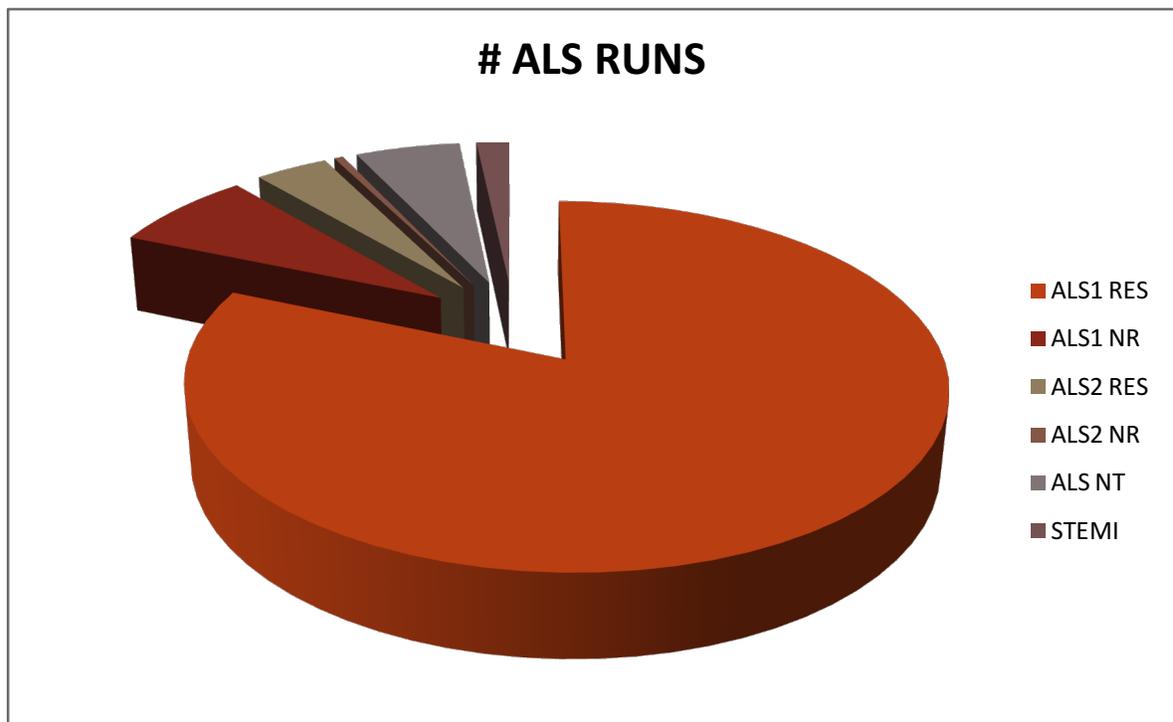
	MEDICARE	PRIV INSU	MEDICAID	SELF PAY
2008	56.0%	24.5%	10.5%	9.0%
2009	59.5%	20.7%	11.7%	8.1%
2010	60.0%	20.0%	13.0%	7.0%
2011	62.8%	17.0%	13.2%	7.0%
2012	61.5%	16.5%	12.8%	9.3%



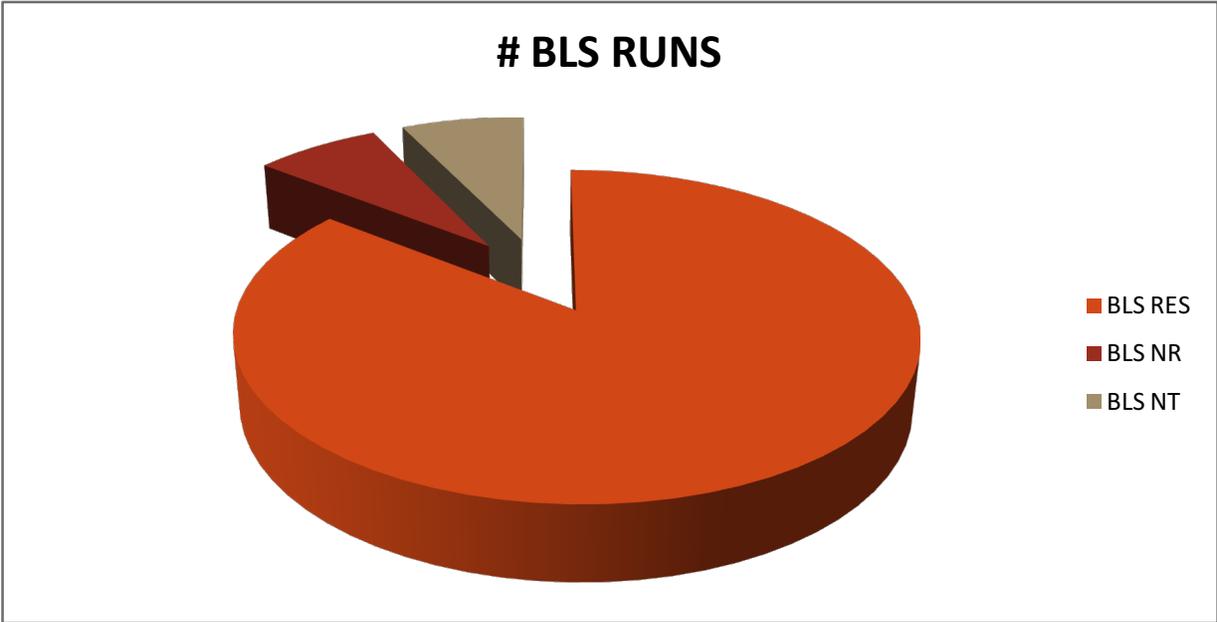
Portage County 2012 ALS/BLS Breakdown

Level of Care	# Transports	Percent of Total	Charges	Percent of Total
ALS	2140	70.0%	\$ 2,249,291.00	71.4%
BLS	854	27.9%	\$ 551,731.00	28.5%
Non-emergent	65	2.1%	\$ 24,458.00	0.1%
Total	3059	100%	\$ 2,825,480.00	100%

ALS Breakdown	# ALS RUNS	%
ALS1 RES	1741	81%
ALS1 NR	158	7%
ALS2 RES	80	4%
ALS2 NR	10	0%
ALS NT	115	5%
STEMI	36	2%
TOTAL	2140	100%

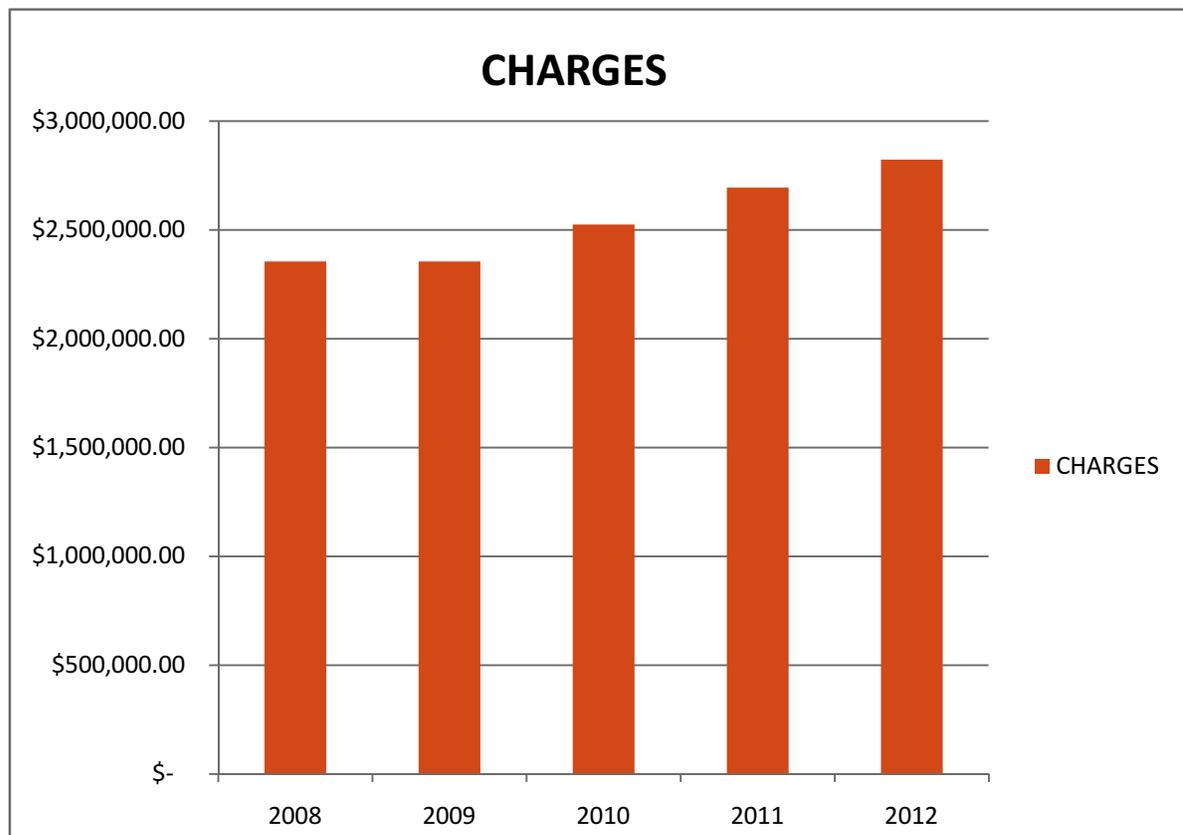


BLS Breakdown	# BLS RUNS	%
BLS RES	731	86%
BLS NR	62	7%
BLS NT	61	7%
TOTAL	854	100%



2008 - 2012 AMBULANCE CHARGES

YEAR	CHARGES
2008	\$ 2,356,718.00
2009	\$ 2,357,085.00
2010	\$ 2,526,713.60
2011	\$ 2,694,199.00
2012	\$ 2,825,480.00



2012 TRANSPORTS REVENUE BREAKDOWN

* THROUGH 3/26/2013

	TOTAL CHARGES	REVENUE	ADJUSTMENTS	BALANCE
2012 TOTAL	\$2,825,480.00	\$1,289,800.64	\$1,177,409.15	\$358,270.21
% OF CHARGED		46%	42%	13%

2012 Non-emergent Return Trips

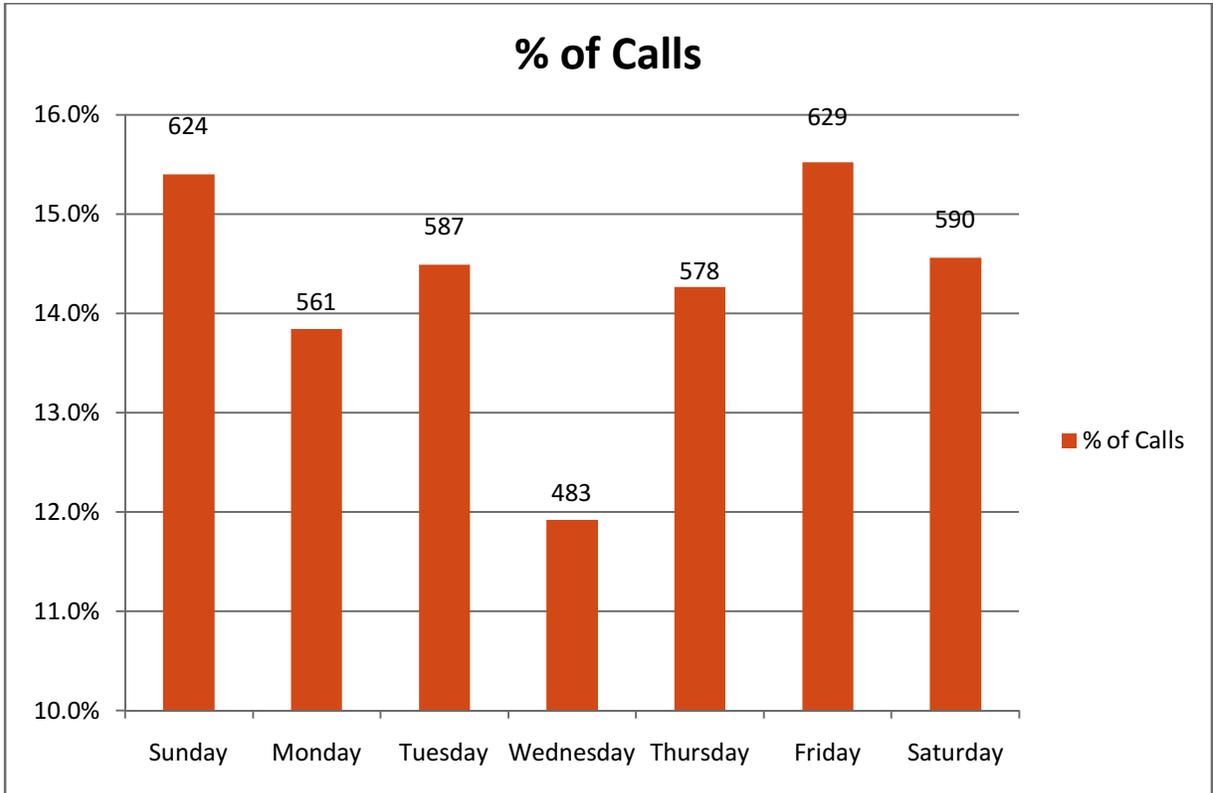
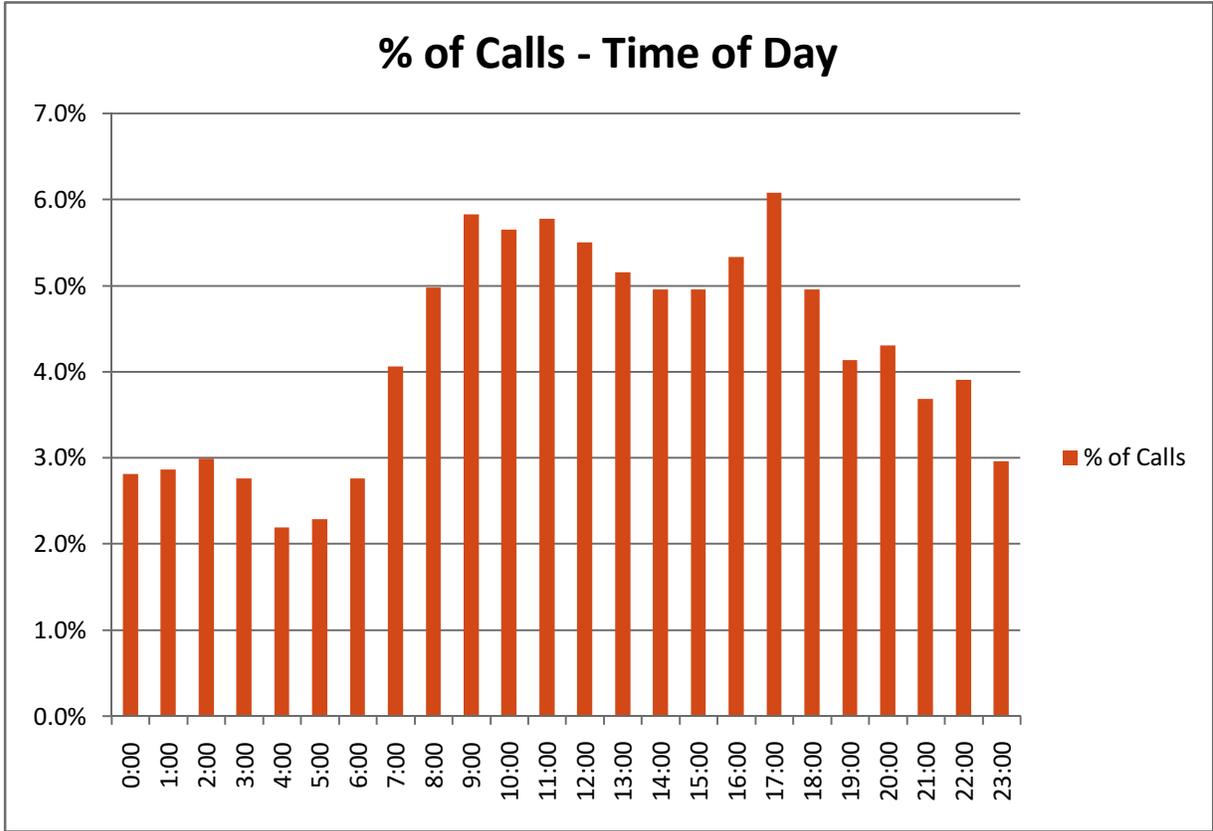
* THROUGH 3/26/2013

	TOTAL CHARGES	REVENUE	ADJUSTMENT	BALANCE
2012 NON EMERGENT	\$24,530.00	\$15,031.28	\$9,054.13	\$444.59
% OF CHARGED		61%	37%	2%

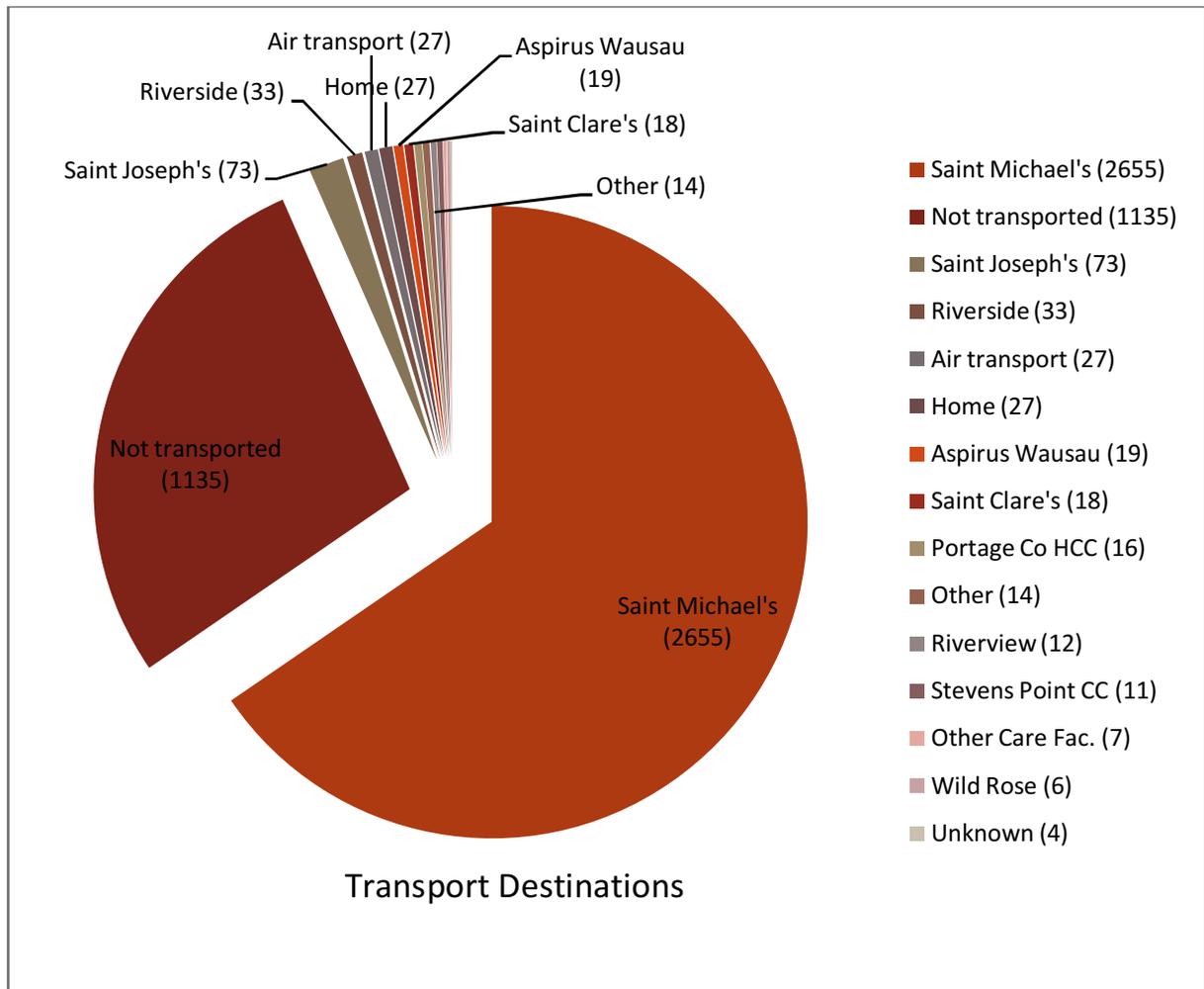
Call Data

2012 Statistical Information – SPFD and AFD Responses

Call volume by municipality	2009	2010	2011	2012	% Change 2011 to 2012	% Change 2009 to 2012
City of Stevens Point	1852	1925	2136	2111	-1.2%	14.0%
Saint Michael's Hospital	172	104	102	147	44.1%	-14.5%
Twn of Alban	32	26	23	29	26.1%	-9.4%
Twn of Almond	36	34	24	32	33.3%	-11.1%
Twn of Amherst	49	51	53	61	15.1%	24.5%
Twn of Belmont	24	19	30	11	-63.3%	-54.2%
Twn Buena Vista	19	41	25	33	32.0%	73.7%
Twn of Carson	41	40	53	54	1.9%	31.7%
Twn of Dewey	40	31	20	28	40.0%	-30.0%
Twn Eau Pleine	28	28	25	28	12.0%	0.0%
Twn of Grant	68	64	61	7	-88.5%	-89.7%
Twn of Hull	100	113	138	148	7.2%	48.0%
Twn of Lanark	47	43	49	39	-20.4%	-17.0%
Twn of Linwood	25	28	26	27	3.8%	8.0%
Twn of New Hope	19	24	23	24	4.3%	26.3%
Twn of Pine Grove	34	36	47	33	-29.8%	-2.9%
Twn of Plover	67	46	48	78	62.5%	16.4%
Twn of Sharon	41	44	34	52	52.9%	26.8%
Twn of Stockton	72	70	84	97	15.5%	34.7%
Village of Almond	9	12	18	15	-16.7%	66.7%
Village of Amherst	62	72	48	44	-8.3%	-29.0%
Village of Amherst Jct	20	13	12	18	50.0%	-10.0%
Village of Junction City	17	22	26	32	23.1%	88.2%
Village of Nelsonville	12	2	4	2	-50.0%	-83.3%
Village of Park Ridge	10	10	22	25	13.6%	150.0%
Village of Plover	546	584	550	559	1.6%	2.4%
Village of Rosholt	17	33	43	56	30.2%	229.4%
Village of Whiting	206	253	289	266	-8.0%	29.1%
Other	0	0	4	1		
Total	3665	3768	4017	4057	6.6%	9.8%



Response Disposition	#	%
Treated, transported by EMS	2856	70.40%
Treated and released	302	7.44%
Patient refused care	270	6.66%
No treatment required	240	5.92%
Cancelled	95	2.34%
Dead at scene	83	2.05%
Unable to locate patient/ scene	63	1.55%
Unknown	57	1.40%
Treated, transported by private vehicle	33	0.81%
Treated, transferred care	25	0.62%
Stand-by only - No patient	20	0.49%
Treated, transported by Law Enforcement	13	0.32%
TOTAL	4057	



Provider Primary Impression	N	%	Provider Primary Impression	N	%
No Apparent Illness/Injury	492	12.13%	Allergic reaction	25	0.62%
Pain	445	10.97%	Headache	25	0.62%
Traumatic injury	415	10.23%	CHF (Congestive Heart Failure)	24	0.59%
Weakness	252	6.21%	Substance/Drug Abuse	24	0.59%
Chest pain / discomfort	231	5.69%	Unknown Problem	23	0.57%
Respiratory distress	175	4.31%	Unconscious	22	0.54%
Abdominal pain/problems	128	3.16%	GI Bleed	21	0.52%
Behavioral/psychiatric disorder	121	2.98%	Other GU Problem	21	0.52%
Unknown (not entered)	117	2.88%	Dehydration	20	0.49%
Seizure	112	2.76%	Epistaxis (non-trauma)	20	0.49%
Nausea/Vomiting	102	2.51%	Diabetic Hyperglycemia	19	0.47%
Other Illness/Injury	94	2.32%	Diarrhea	16	0.39%
Diabetic symptoms (hypoglycemia)	93	2.29%	Other Abdominal/GI Problem	16	0.39%
Syncope / fainting	93	2.29%	Pregnancy / OB delivery	15	0.37%
Altered level of consciousness	86	2.12%	Other CNS Problem	14	0.35%
Back Pain (non-trauma)	77	1.90%	Other Cardiovascular Problem	11	0.27%
Patient Assist Only	72	1.77%	Asthma	10	0.25%
Cardiac arrest	59	1.45%	Heat Exhaustion/Stroke	10	0.25%
Other	57	1.40%	Hypertension	10	0.25%
Not Applicable	56	1.38%	Bowel Obstruction	9	0.22%
EtOH Abuse	53	1.31%	TIA (Transient Ischemic Attack)	5	0.12%
Stroke / CVA	53	1.31%	Vaginal hemorrhage	5	0.12%
Cardiac rhythm disturbance	48	1.18%	Airway obstruction	4	0.10%
Poisoning / drug ingestion	46	1.13%	Stings / venomous bites	4	0.10%
General Malaise	43	1.06%	Cancer	3	0.07%
Sepsis	33	0.81%	Hypothermia	3	0.07%
Obvious death	32	0.79%	Inhalation injury (toxic gas)	3	0.07%
Fever	31	0.76%	Other Endocrine/Metabolic Problem	3	0.07%
COPD (Emphysema/Chronic Bronchitis)	29	0.71%	Migraine	1	0.02%
Hypotension	26	0.64%			



Transfer Data

Interfacility Transfers

In 2012, SPFD completed 70 interfacility transports from MSMH to tertiary care hospitals in the region. Many of these transfers were cases referred to as “STEMI’s” where a patient is actively having a heart attack and needs rapid transport to a hospital with a catheterization program. Every minute counts in these cases and SPFD and MSMH have worked together to develop policies to minimize the time it takes to initiate a STEMI transfer.

“After Hours” Transports

In 2012, SPFD has seen a significant increase in requests to return patients to nursing care centers, assisted living facilities and their homes after they are discharged from MSMH. Dr. Vayder, SPFD and Portage County leadership are actively working to find alternatives to having an ambulance requested for these patients.

	Mon	Tues	Wed	Thur	Fri	Sat	Sun	TOTAL
Midnight to 06:00	1	4	4	2	1	3	2	17
06:00 to 22:00	10	6	2	5	8	16	10	57
22:00 to Midnight	2	3	0	1	0	1	1	8
TOTAL	13	13	6	8	9	20	13	82

Medical Direction

Portage County EMS is fortunate to have the generous support of Ministry Saint Michael's Hospital through their provision of an EMS medical director. Early in the year, Dr. Michael Curtis announced that after ten years of service he was retiring from his duties as EMS medical director. Dr. Timothy Vayder, an experienced EMS physician, spent much of the year transitioning into the role and took over medical director duties as of October 1st.

Both Drs. Curtis and Vayder contributed countless hours through their participation in:

- Quality Circle
- Cardiac Arrest Survival Team
- EMS Advisory Board
- Protocol development
- Technical Team
- Dispatch Run Review
- Strategic Planning
- Provider training sessions

In 2012, Dr. Vayder began random narcotic audits of both ambulance services to increase the security and documentation of controlled medications used by the services. Both services have appropriate checks in place but these audits document an additional level of verification.

During the year, Dr. Vayder led the instruction of Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) classes free of charge for Stevens Point Fire Department (SPFD) and Amherst Fire District (AFD) ambulance staff.

Dr. Vayder worked with the services and MSMH to implement an improved and streamlined process to communicate patient reports to the emergency department. This change also provides a more reliable way to quickly contact medical control physicians when EMS crews need consultation and treatment orders during the care of critical patients.

As Dr. Curtis had done, Dr. Vayder has continued quarterly visits to the ambulance services to provide case reviews and training. Additionally, Dr. Vayder provides 12 lead ECG case studies and review of quality indicators.

Dr. Vayder coordinated efforts at MSMH to provider printer access to ambulance staff so that they can print a "hand-off" report of their assessment and care of the patient. Provision of this written report is required by state rules and an important piece of patient safety and continuation of care.



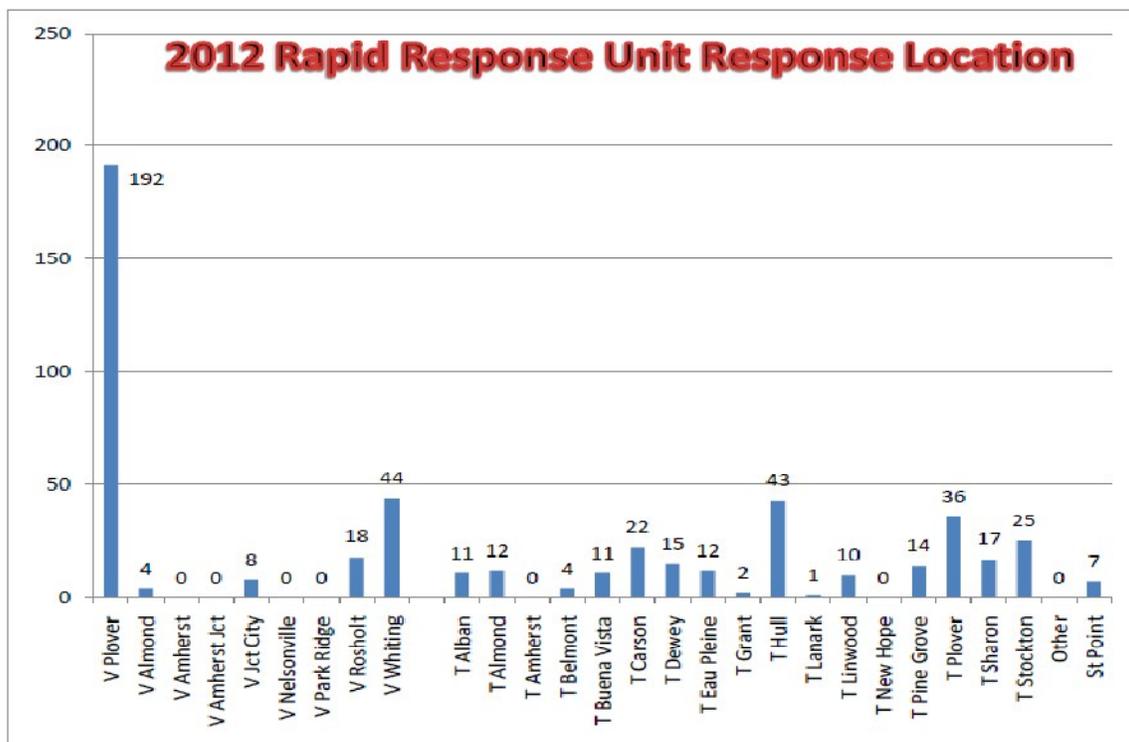
Performance Indicators

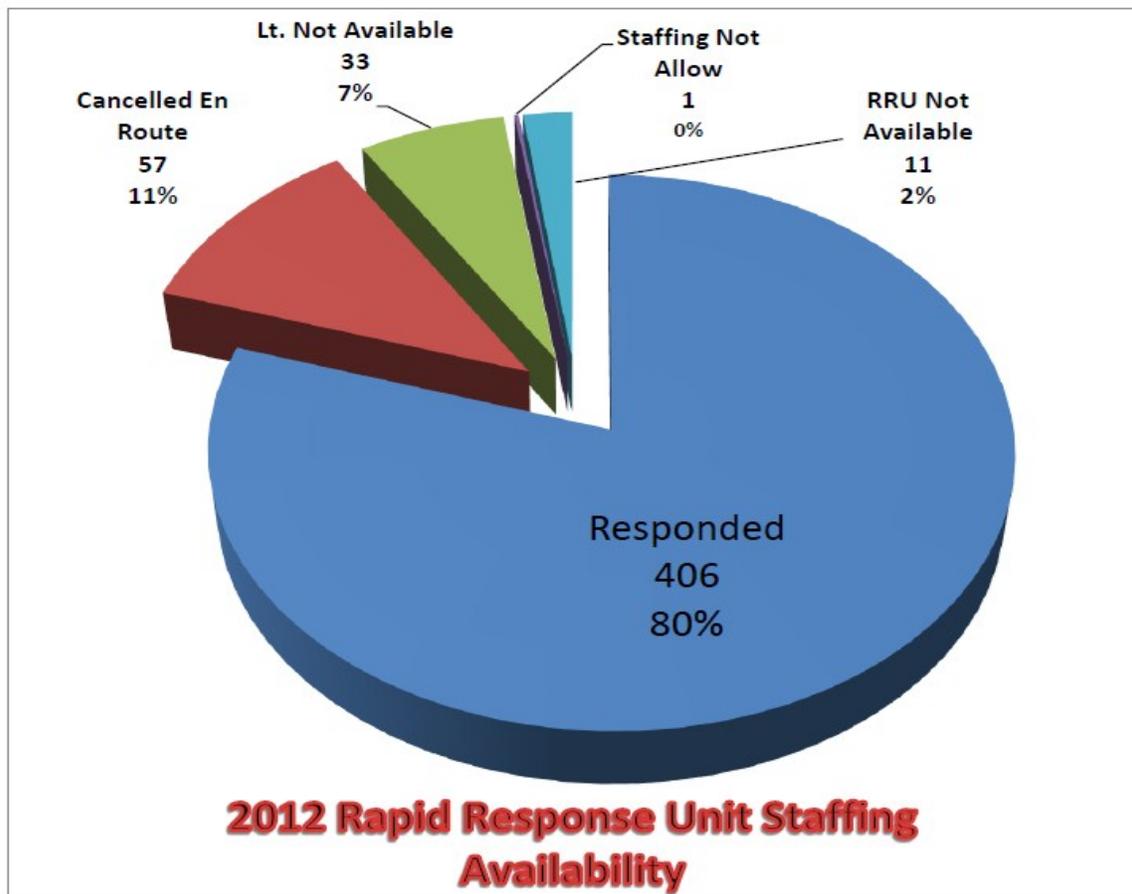
The EMS Technical Team and Quality Circle met monthly during the year to cooperatively enhance our system. Many of the efforts this year can be matched to the performance benchmark categories in the EMS contracts.

Clinical excellence

RAPID RESPONSE UNIT

When not assigned to special events, the Rapid Response Unit (RRU) is housed at SPFD Station 1 and used by a lieutenant to respond with the ambulances to EMS calls in the county when an additional experienced paramedic may be needed such as for critical injuries or illnesses, multiple patient scenes or other unusual or complicated situations. There were 508 potential calls for the RRU in 2012.





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 2012 included:

- Medical Continuous Quality Improvement (CQI) - 20 performance indicators were monitored. Forty-four AFD calls and 356 SPFD calls were reviewed and results reported to the crews.
- Trauma Continuous Quality Improvement - 13 performance indicators were monitored. One AFD and 39 SPFD calls were reviewed and results reported to the crews.
- After Action Review (AAR) – 3 reviews of multiple patients events were conducted.
- Quality Assurance (QA) – 25 reviews of specific call related issues were completed.
- Cardiac Arrest Crew review – In 2012, Emergency Management purchased a new piece of software for the EMS coordinator to review data about cardiac arrest cases. During a cardiac arrest, the cardiac monitors on all ambulances in the county collect data about the call including when defibrillation shocks are delivered, the cardiac rhythms the patient experiences, quality of chest compressions and numerous other elements. With the new software, the EMS coordinator is able to analyze data from the calls, display

information on a presentation screen and review the call with the EMS crew. Previously, only SPFD Assistant Chief Gemza had the software and it was difficult to share the information and find time for him to work with the EMS coordinator to prepare these reviews. In 2012, AFD and SPFD each held two of these cardiac arrest crew reviews.

- Beginning a systematic, system-wide review and revision of patient care protocols and procedures.
- Review of CQI indicators and development of new indicators for 2013.

Safety

The Quality Circle developed a set of 5 performance indicators to be reported by SPFD and AFD to monitor the system's efforts in 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 a committee
- All emergency vehicle operators complete emergency vehicle operation training at a minimum of every two years
 - Both services conduct bi-annual training
- Equipment failures or vehicle crashes with delay of providing care or responding to a call/ 1000 calls
 - Both SPFD and AFD reported a 0% rate
- Number of events resulting in any amount of lost time (workers compensation) by an employee/ 1000 calls
 - SPFD reported a 0.05% rate
 - AFD reported a 0% rate
- Red lights and siren rates

Response mode	TO Scene		FROM Scene	
RLS	1734	42.7%	260	6.4%
Non-RLS	2189	54.0%	2707	66.7%
RLS then Non-RLS	95	2.3%	3	0.1%
Non-RLS then RLS	29	0.7%	8	0.2%
Not applicable	8	0.2%	1042	25.7%
Unknown	2	0.0%	37	0.9%

Response Time Reliability

The Technical Team reviewed data describing how well our system is meeting response time thresholds. It is well established that when a citizen calls for help they would like first responders and an ambulance to arrive as quickly as possible, but this is not always necessary or possible. The Technical Team works to recommend changes to the system that maximize response times for true medical emergencies while working within the operational, fiscal and safety capacities of our system. Response time data analyzed in 2012 included:

- 90% fractile response times of first responders and ambulances to each municipality
 - ✚ Based on response time data and information from Portage County GIS, the Technical Team made a recommendation to have AFD respond to the eastern portion of the town of Buena Vista rather than SPFD.
- The impact that the part-time relocation of an SPFD ambulance to the Plover FD station has had on response times
- The number of times that SPFD has supplemented the system by responding to 3rd & 4th out ambulance calls with other on-duty personnel
 - ✚ In 2012, 2.8% of calls SPFD responded to occurred when 2 other SPFD ambulances were already on calls. 97 calls were responded to by a third SPFD ambulance. Nine prompted the response of the fourth SPFD ambulance and one resulted in a fifth ambulance response.

Customer Satisfaction

Portage County EMS continued to contract with the EMS Survey Team to send customer satisfaction surveys to a portion of patients using EMS. The survey asks the patients to rate 23 pieces of our system covering dispatch through billing. The EMS Survey Team also provides us with benchmark data of other services including providers similar to our size with which to compare our results. 294 surveys were returned in 2012 with the quarterly overall satisfaction rating ranging from 90.24 to 92.63. During 2012, the overall satisfaction benchmark ranged from 91.5 to 91.85. Results have been reported to the system's providers.

Now that we have almost two years of data available, the Quality Circle is beginning the process of analyzing trends and identifying means to improve and maintain our scores. Public education activities in 2013 will include issues identified in the customer satisfaction surveys.

Quarterly reports for the last year are posted at:

<http://www.co.portage.wi.us/EMS/Customersatisfaction.shtm>

Organization to create a culture of cooperation and mutual support

AMBULANCE CONTRACT

Through the cooperative efforts, numerous meetings and countless hours of work by officials with Portage County, the City of Stevens Point and the Amherst Fire District, a new three-year ambulance contract was agreed to and signed to be effective January 1, 2013 – December 31, 2015.

EMS AWARDS BANQUET

The Portage County EMS Association held its annual EMS Awards Banquet. The banquet was hosted by Rosholt EMS as part of its 20th anniversary. Members of EMS agencies from across the county came together to honor each other and celebrate.



EMS WEEK

Each year, the third week of May is designated as National EMS Week. On May 23, 2012, the EMS Association hosted an EMS Week Celebration sponsored by donations to the Association from MSMH Emergency Department and Emergency Physicians. The guest speaker was Heidi Giese from Ministry Saint Joseph's Children's Hospital Child Life Services.

MEDICATION SUPPLY AGREEMENT

Responding to increasing pressure of medication shortages, SPFD and AFD have entered into an agreement with MSMH to purchase their medications. This agreement provides Portage County EMS with a cost savings as well as a more reliable supply.

REPEAT PATIENT CARE PLANS

SPFD and Dr. Vayder worked with Portage County Health and Human Service to develop care plans for a number of patients that had been noted to have repeated requests for ambulance and transport to MSMH. Many of these patients had non-medical issues that led to their calls for assistance. These care plans develop options for dispatchers, ambulance staff and law enforcement to manage the patients without transporting them to the emergency department.

Special Events

Portage County EMS provides on-site advanced life support first responder services for a number of special events around the county. In 2012, 68 events including hockey games, runs, walks, cultural fairs, rodeos and roller derbies were covered using the Rapid Response Unit. During 2012, scheduling of the RRU and responders was transferred to AFD Assistant Chief Dave Allen.

Cardiac Arrest Survival Team

Survival from sudden cardiac arrest in many communities across the United States is less than 10 percent. Portage County has experienced a 44 percent survival rate over the last four years thanks in part to the efforts of Portage County EMS providers, former EMS Medical Director Michael Curtis, M.D. and former Emergency Management Director Sandra Curtis.

Recognizing the opportunity to maintain this survival rate and potentially improve it, the EMS Oversight Board approved the formation of the Cardiac Arrest Survival Team (CAST) in 2012. The mission of the CAST is to marshal the resources of our community in a concerted fashion to promote a high level of sudden cardiac arrest survival. The committee has been meeting monthly and has already accomplished a great deal. Ministry Saint Michaels' Foundation has agreed to develop the Cardiac Arrest Survival Team Fund and has begun a campaign to raise funds.

Committee members:

- Michael Curtis, MD, FACEP - Portage Co EMS/ Ministry Saint Michael's Hospital
- Michael Fraley - Portage Co EMS
- Gary Wescott - Community-at-large
- Sheri Galle-Teske - American Red Cross
- Don Jankowski - EMS Oversight Board
- Rick Anderson - Mid-State Technical College
- David Gliniecki - Survivor
- Dee Erlandson - Spouse of a survivor

Dispatch

Portage County EMS units are dispatched by Public Safety Communication Technicians in the Stevens Point Police Department and Portage County Sheriff's Office communication centers. Dispatchers in both centers are trained to use Emergency Medical Dispatch (EMD) protocols to question callers to get the most reliable information possible and to give callers instructions to care for patients until help arrives. The Portage County center uses a software version of the system called ProQA.

After using EMD to assist callers to do CPR on cardiac arrest victims, City dispatchers Ginger Konop and Nicole Schlice and County dispatchers Heather Kaphaem and Shelly Dorshorst received Sudden Cardiac Arrest Save pins and were awarded the Portage County EMS Medical Directors Award for their efforts.



During 2012, Portage County EMS held three Dispatch Run Review meetings where the dispatchers, EMS providers, a representative from Spirit and the EMS medical director review EMS-related dispatch issues, discuss protocols and review actual 911 cases, their management and the patient outcomes. Specific topics covered in 2012 included helicopter scene responses and landing zone coordinates, cardiac arrest protocols and pre-arrival instructions, and stroke.

An outside study of dispatch center consolidation was completed in July 2012. The consultants examined two options for consolidated dispatch. The first deliverable was an existing conditions report that found that both the City and County dispatch centers are significantly understaffed. The second deliverable was a report that compared the options of consolidated dispatch under the County Sheriff or consolidated dispatch under County civilian oversight, and provided implementation recommendations. In December 2012, the Portage County Executive made a formal offer for the County to provide dispatching services for the Stevens Point Police and Fire Departments. The City is analyzing the offer and a decision will be made in early 2013.

EMS Association

The Portage County EMS Association is made up of all of the participants in the system and meets bi-monthly to share information, discuss issues and plan system changes.

Training/skills labs

All first responders in the County participated in one of eight skills labs offered throughout the year. Most of the sessions were held at EMS stations around the county while a few were held at SPFD Station 1. Each of the sessions were scheduled for three to four hours and were conducted by Drs. Curtis and Vayder, Michael Fraley, Joe Gemza and Dave Allen. The sessions focused on reviewing and checking the competency of the providers performing advanced skills including:

- Advanced airway placement
- Epinephrine use
- Nebulized albuterol administration
- CPR and AED use
- Blood glucose assessment
- Medical and trauma patient assessment



Credentialing

Throughout the year, the Association provided input on the development of new guidelines for the credentialing of new responders to be implemented in 2013. The new guidelines assure that a standardized process is followed to screen, select and orient new first responders and that proper authorization steps are taken to license the responder in our system. Some of the components of the process include:

- Application and interview
- Drug testing
- Background checks
- Comprehensive orientation
- Collaborative review by EMS service director and medical director to approve credentialing

Recruiting

A first responder recruiting postcard was created to be mailed to area residents using the Postal Service's Every Door Direct Mailing program. The postcard was available to all services and used by Almond and Bancroft. A secondary benefit of the card was increasing general community awareness about Portage County EMS.

In addition to the postcard mailings, booths at public events and community newspaper articles were also used as recruiting methods throughout the year. These efforts had some success as

five of the groups reported responses from 17 potential responders. A few are already coming on-line while training details are still being worked out with a few others.

The experience has shown us that no single form of recruiting works across the county and ongoing and varied efforts will be the key to future efforts.

Grants

Portage County provided \$71,886.90 of support to our first responder agencies through a grant system. Each year, the Association and Emergency Management develop a set of grant requirements agencies must meet to earn their grant funding.

2012 Portage County Grant Summary

EMS Group	2012 Runs	Grant Award Amount	Amount Used	Equipment Purchased
Almond EMS	50	\$5,435.00	\$5,435.00	Radio, Training, Clothing, Kits, Stipend
Amherst EMS	145	\$6,770.00	\$6,770.00	Cabinets/Stokes Basket Platform/Air Shocks on Kubota, Stipend
Bancroft EMS	41	\$5,250.00	\$5,250.00	Radios, Clothing, Longboard, EMS Software, Stipend
Dewey EMS	25	\$4,408.00	\$4,408.00	Medical Supplies, Medical Bag, Training
Grant EMS	25	\$4,798.00	\$3,785.90	Training, GPS Updates, EMS Outerwear
Hull EMS	133	\$6,647.00	\$6,447.00	Pulse Oximeter, Medical Supplies, EMS Stretcher
Plover EMS	731	\$18,663.00	\$18,663.00	Furniture, EMR Vehicle, Stipend
Rosholt EMS	92	\$5,332.00	\$5,132.00	Radio, Stethoscopes, EMS Apparel, Pulse Oximeter
Rudolph EMS	126	\$6,606.00	\$6,606.00	AED, Medical Supplies, Kit Items
Sharon EMS	39	\$4,593.00	\$2,893.00	
Stockton EMS	62	\$5,497.00	\$5,497.00	AED, Medical Supplies/Equipment, EMS Apparel, Training
Worzalla Publishing	N/A	\$500.00	\$500.00	AED
McCain Foods	N/A	\$500.00	\$500.00	Wheel Chair
TOTALS		\$74,999.00	\$71,886.90	

Fall Prevention

Ellen Grys, Portage County Aging and Disability Resource Center (ADRC) presented county fall data to the Association and reviewed the referral process EMS providers have available to them to notify the ADRC of a citizen that may benefit from their services.



Pediatric Jump Bags

The Portage County chapter of the General Federation of Women's Clubs (GFWC) presented the Association with 35 free pediatric jump bags valued at over \$8,000. The Wisconsin GFWCs have had a state-wide project to supply ambulances and first responders with these kits to better equip responders to care for ill and injured children.

Portage County Emergency Medical Services

Public Education Activities – 2012

Almond EMS	CPR Training, Tater Toot, July
Amherst EMS	Snowmobile Safety Training
Amherst EMS	CPR class, Nov 2012
Amherst EMS	Distracted Driving awareness class, June 2012
Bancroft EMS & Fire	Safety Day & CPR training at Vista Royale Campground
Dewey EMS	CPR class & Open House, Dec 2012
Grant EMS	CPR class for Boy Scouts
Hull EMS	Open house/ BP checks, Oct 2012
Hull EMS	YMCA Decathlon
McCain EMS	Employee Health Fair/ CPR demo
Plover EMS	CPR Classes, Dec 2012
Plover EMS	Celebrate Plover; FD Open House; B&G Club Bikathon; St Brons Festival
Portage Co EMS	S/S Heart attack article, SPJ 1/1/12
Portage Co EMS	Cardiac Arrest Survival Improvement, SPJ 2/5/12
Portage Co EMS	Free CPR classes for Portage Co employees, Feb
Portage Co EMS	Customer Satisfaction Award press release, April
Portage Co EMS	Fall prevention, partnership with ADRC, SPJ, 6/20/12
Portage Co EMS	Portage Co Needs 1 st Responders, SPJ, 7/31/12
Portage Co EMS	Fall prevention article, released Oct 2012
Portage Co EMS	Cold Weather emergencies article, released Dec 2012
Portage Co EMS	GWFC Peds Kits – multiple media
Portage Co EMS	Heat safety article – The Community Spirit (Amherst)
Portage Co EMS/ SPFD	PAD – Adventure 212 SCA Save – SPJ, 5/22/12
Rudolph EMS	CPR classes, Boy Scouts, March 2012
Rudolph EMS, Plover EMS, Hull EMS, Dewey EMS	Walk Wisconsin, June 2012
SPFD	Channel 7 – PAD
Stevens Point Dispatch	Public Safety Telecommunicator Week article in SPJ 4/6/12
Stockton EMS	CPR Training, May 2012
Tom McCarrier	6 Friends & Family CPR classes
Worzalla EMS	Health Topics on employee bulletin boards; BP checks

2012 Annual Awards

Outstanding EMS Award

Amherst EMR	Rich Madson
Bancroft EMR	Ethan Meddaugh
Hull EMR	Kyle Sadogierski
Rosholt EMR	Jamie Jannusch
Rudolph EMR	Melinda Krebsbach
Rudolph EMR	Ray Krebsbach

Medical Directors Award

Plover EMR	Kevin Fletcher
Plover EMR	Kathy Baughman
Plover EMR	Michelle Scheid
Plover EMR	Jacob Smiley
Plover PD	Jeff Thomas
Plover PD	Perry Alm
Portage Co SO Dispatch	Heather Kaphem
Portage Co SO Dispatch	Shelly Dorshort
SPFD	David Briggs
SPPD	Jeremy Mueller
SPPD Dispatch	Ginger Konop
SPPD Dispatch	Nicloe Schlice

Clem Hintz Award

Ronnie Rekowski
Jeffrey Eisner
Adventure 212 Staff

2012 Years of Service

5 Years

Kim Borski	Rosholt EMR
Ron Greiner	Rudolph EMR
Christie Greiner	Rudolph EMR
Preston Konkol	Rudolph EMR
Tim Minch	Rudolph EMR
Bradley Wiernik	Rudolph EMR

20 Years

Mike Schuster	Rosholt EMR
Rose Kearns	Rosholt EMR
Brian Feltz	Rudolph EMR
Bill Gentz	Rudolph EMR
Jeff Johnson	Rudolph EMR
Jeff Stroik	Rudolph EMR
A/C Tim Cisewski	Plover EMR
Matt Schoonover	Plover EMR

25 Years

Todd Dorshorst	Rudolph EMR
Ken Zarecki	Rudolph EMR

Retirement

2012 also saw the retirement of Emergency Management Director Sandie Curtis. Sandie has been a long time proponent of Portage County EMS and has worked tirelessly to support many of the improvements our system has made over the years.



Goals for 2013

- Complete a system-wide review and revision of EMS protocols, procedures and policies
- Enhance the use of Emergency Medical Dispatch including a medical director quality review process
- Systematic review and revision of AFD and SPFD operation plans
- Planning for Farm Progress Days hosted in Portage County in 2014
- Introduce new equipment and procedures to the EMR and EMT first responders (Laryngeal airway, glucometer, CPAP)
- Update the EMS section of the Portage County large gathering ordinance

Amherst Fire District

Fire, Rescue and Emergency Medical Service



4585 Fairgrounds Road
PO Box 38
Amherst, WI 54406

Victor Voss, Fire Chief
www.amherstfd.com

(715)824-2699
Fax (715)824-2692
AmherstFD@wi-net.com

March 1st, 2013

Subject: Letter from the Assistant Chief of EMS

During 2012 the Amherst Fire District Ambulance made only minor changes in operation but some significant changes in personnel. One more full time position was added and several part time positions were eliminated. With the increasing number of required meetings I am obligated to attend, Josh Russell was added as a full time paramedic with our service. To maintain a level of service that people have come to expect from the Amherst Fire District, it is crucial to have one full time person on duty at all times. Josh has been assigned to the same shift schedule as I have. This allows me to attend meetings with the confidence that the service will continue to operate at the highest level possible. Josh will also fill in for vacations of the other full time paramedics.

Kathy Behn has been promoted to the position of EMS Lieutenant. Kathy now serves as our liaison to the Portage County EMS Association and as our Training Officer. Kathy has excelled as our training officer. Kathy has developed a training schedule for the year which includes coordinating with our Medical Director for his training at our location. Darina Dahms was promoted to the position of EMS Captain which was vacated by Beth Bray. Beth resigned from our service for personal reasons. Darina's duties as Captain include scheduling the part time employees, inventory control and providing required EMR reports. Darina is a valuable asset to the department and to me.

During the past year, 2 new paramedics were hired to fill vacancies in the part time staff. Jessica Russell and Aaron Boodle are both newer licensed paramedics. Jessica also works for Gold Cross Ambulance Service in the Fox Valley area and is rapidly becoming a seasoned paramedic. Jessica and her husband Josh have moved in the Amherst Area and have also become active members of the Amherst EMR. They both are a welcome addition to our department. Aaron also works for the University Security Department and has served in Afghanistan as a Combat Medic. Aaron brings us his insight to traumatic injuries and treatment.

The current staffing allows personnel to work enough shifts on the ambulance to maintain their knowledge and skills required. Paramedics and Advanced EMTs are continually evaluated for competency and proficiency utilizing our established "CQI" Continued Quality Improvement and "QA" Quality Assurance programs. In addition each ambulance call undergoes a peer review. A peer review is not only beneficial for the paramedics and EMTs on the call, but the reviewers as well. Each quarter I review everyone's skills competency and require remediation for any individual not meeting established benchmarks.

The Amherst Fire District is currently evaluating new equipment and technology on the ambulance. We have been utilizing "Vision Mobil Fire/EMS" with mapping for the past year. This pilot project has proven to be a great addition to our communication with dispatchers. With the GPS tracking and mapping both dispatch and the ambulance crew can track their progress to a call. We are able to receive data from dispatch as soon as it is entered into the CAD.

Future goals include a continued improvement in the quality of care we provide. Utilization of the "patient satisfaction surveys" is a good indicator of how we are perceived by the citizens we serve. Portage County EMS is a team dedicated to providing quality EMS.

I am proud to be a part of this team,

Dave Allen

Dave Allen
Assistant Chief of EMS
Amherst Fire District

April 18, 2013

Amherst Fire District

Fire, Rescue and Emergency Medical Service



4585 Fairgrounds Road
PO Box 38
Amherst, WI 54406

Victor Voss, Fire Chief
www.amherstfd.com

(715)824-2699
Fax (715)824-2692
AmherstFD@wi-net.com

Subject: Operational Safety

The Amherst Fire District has established a safety committee which is comprised of members from the fire/rescue, ambulance and EMR branches of our service. The safety committee meets twice a year, January and July. In January of 2012 the safety committee identified two areas of concern for possible injuries and/or accidents. The effectiveness of the safety initiatives were then evaluated in July.

The first was patient lifting and movement. A SOG (Standard Operating Guideline) was established to address how to safely lift and move a patient. This SOG included utilization of a stair chair to move patients up or down stairs and specified how many rescuers are required to lift a patient based on the weight of the patient. A copy of this SOG was presented to the EMS Tech Team for review. Members of the Amherst Fire District were trained on the use of the stair chair and proper lifting techniques.

The second was safe operation of apparatus including the ambulance. Each year the Amherst Fire District personnel must successfully complete a driver training and testing program. The program consists of defensive driving, equipment and vehicle inspection and familiarization and EVOC road test. The Amherst Fire District utilizes the training facility at H.O. Wolding, Inc. to complete a cone course including a backing station, diminishing alley, serpentine, and parallel parking. Special emphasis was on the utilization of a spotter whenever backing. A copy of the completed and signed Driver Training Form is kept on file for each employee.

During 2012 the Amherst Fire District Ambulance personnel had zero days lost to on the job accidents or injuries. The Amherst Fire District continues to look for ways to improve operational safety for the employees and our patients.



Our motto is "**Safety First**"

Amherst Fire District

Fire, Rescue and Emergency Medical Service



4585 Fairgrounds Road
PO Box 38
Amherst, WI 54406

Victor Voss, Fire Chief

www.amherstfd.com

(715)824-2699

Fax (715)824-2692

AmherstFD@wi-net.com

April 4, 2013

Public education and community service continue to be very important to the Amherst Fire District. Our members have taken time to talk with community members from preschool through retirement age regarding different issues. We gear our education to the age of who we are visiting with. Such as at the pre-school level, our members will read a story about the ambulance and then we allow the children to tour the ambulance and see all the equipment. At the High School age, we discuss different details such as the requirements for licensing, the ongoing training, and answer any questions they may have regarding this line of work. We continue to visit our retirement homes and "Meal Site" for the elderly and perform blood pressure checks.

At the snowmobile safety training in Amherst each year we assist in training for medical emergencies involved in snowmobile accidents. Each student is given a small First Aid kit that will fit on the snowmobile.

During the year, we also provide standby coverage at local sporting events, such as our Youth Football League and High School football games. This year we were asked to provide standby at the post season playoff games also.

During 2012 the members attended several community events such as: June Dairy Days, Amherst Fair, Live training burn and Rumblefest to name a few. At these events we are available for blood pressure checks and any medical needs that may arise. We also use these community events as "recruitment drives" for the Amherst Fire District. This year we had 3 new applicants.

We held a community CPR event in November and trained 21 community members in "Heart Saver" CPR and AED. This training was consistent with the American Heart Association Guidelines.

Each year we attend Career Day at the Tomorrow River School to talk with the students about life in emergency services. Thru donations and fund raisers we also offer a scholarship to selected individuals who pursue secondary education in the field of emergency medicine.

Darina Dahms

Darina Dahms
EMS Captain
Amherst Fire District

April 18, 2013

Amherst Fire District

Fire, Rescue and Emergency Medical Service



4585 Fairgrounds Road
PO Box 38
Amherst, WI 54406

Victor Voss, Fire Chief
www.amherstfd.com

(715)824-2699
Fax (715)824-2692
AmherstFD@wi-net.com

April 3, 2013

Subject: Annual Training Report

2012 Annual Training

Training is the corner stone of maintaining patient care skills. Each month a topic of training consistent with the requirements of the National Registry of EMTs and State of Wisconsin Licensing is covered. We utilize in house and outside sources to best complete the training requirements. I have listed the training we completed during 2012 below.

During January 2012, Lt. Kathy Behn conducted hands on training with scenarios pertaining to trauma assessments and cot safety. All licensed paramedics completed a 48 hour skill based and classroom paramedic refresher training through FVTC in order to maintain licensure.

During February 2012, members of the Amherst Fire District completed an in-house training on needle chest decompression with video and hands-on training. Decompressing a tension pneumothorax with a needle chest decompression can be a lifesaving procedure designed to improve patients breathing.

During March 2012, airway emergencies and scenarios were covered. This excellent training focused on all types of airway emergencies including intubations and airway adjuncts as well as medications to treat such emergencies. Airway management is a crucial skill for EMS to master. Failure to secure an adequate airway can quickly lead to death or disability.

During April 2012, training consisted of No Transport documentation and the importance of relaying to patients the risks involved by not seeking specialized care and understanding fully what these risks are. Determining the mental capacity of the patient to assure all care is within their best interest.

During May 2012, training based on medical assessment and how to fully assess and manage the most common medical crises in patients, offering a "think outside the box" with treatment strategies, and physical exam to systematically rule out and consider differential diagnoses.

April 18, 2013



During June 2012, Dr. Vayder and Michael Fraley conducted training at the Amherst Fire Station. The topic of training was reviewing an interesting cardiac arrest case. Dr. Vayder also discussed his role in EMS in Portage County and training with our department.

During July 2012, Dan McCourt from FVTC provided training on “Anaphylaxis”. Dan covered why patients can go into Anaphylactic Shock and how to effectively treat these patients.

On July 28th, 7 members of the Amherst Fire District completed a course on “Advance Burn Life Support” and were certified in “ABLS”. The Advanced Burn Life Support on-line course is a self-directed, web-based learning program produced by the American Burn Association. After successful completion of the web-based course with a score 80% or higher, the participants completed a hands-on portion of the program at Saint Joseph’s Hospital in Marshfield. The entire cost of this outstanding program was covered by The Wisconsin Hospital Emergency Preparedness Program, a \$150.00 value.

During August 2012, Dr. Vayder provided training on 12 Lead EKG Interpretation. This excellent training helps our medics to accurately evaluate 12 Lead EKGs in the field. Dr. Vayder also reviewed our 2nd quarter CQI data with our personnel.

During September 2012, the Amherst Fire District EMS personnel along with Stockton EMS received training on “Farm Machinery” at Faivre Implement. Technicians from Faivre explained about potential points where operators could become entrapped and associated hazards of extrication. With harvest season upon us this was very useful information.

During October 2012, the Amherst Fire District trained on “Hunting Injuries”. During the hunting season we respond to trauma and medical situations that must be handled differently due to remote locations of the patient. Training included what resources are available and how to get the right resources deployed in a timely manner.

During November 2012, Dr. Vayder provided training on “Obstetric Emergencies”. This excellent training focused on complications during pregnancy and labor. Even normal child birth at home or in the back of the ambulance can be a stressful event for both the patient and the paramedic. When complications arise we need to be prepared to act in a calm proficient manner.

During December 2012, Ellen Grys from Portage County ADRC gave a presentation about “Falls Prevention” and reasons for falls in the elderly. Ellen updated us on current programs the county offers to try to keep the elderly in their homes.

Kathy Behn

Kathy Behn
EMS Lieutenant
Amherst Fire District

Amherst Fire District

Fire, Rescue and Emergency Medical Service



4585 Fairgrounds Road
PO Box 38
Amherst, WI 54406

Victor Voss, Fire Chief

www.amherstfd.com

(715)824-2699

Fax (715)824-2692

AmherstFD@wi-net.com

Awards:



At the 2012 annual Paramedic Services of Wisconsin conference, Dr. Curtis was nominated for and received the Star of Life award for outstanding service to the Amherst Fire District and Portage County EMS. This is one of the highest awards given by the Professional Ambulance Association of Wisconsin.



Darina Dahms received the 2012 Outstanding EMS Award for the Amherst Ambulance. Darina is dedicated to fulfilling her obligations as EMS Captain for our department.

Richard Madson received the 2012 Outstanding EMS Award for Amherst EMR. Rich is a long time member of our organization and is dedicated to helping others within the community.

STEVENS POINT

1701 FRANKLIN STREET
715-344-1833

**FIRE DEPARTMENT**

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

TRACEY R. KUJAWA
FIRE CHIEF

Safety Committee

The mission of the Stevens Point Fire Department's (SPFD's) Safety Committee is to "create a culture to facilitate an atmosphere focused upon personal safety so we can all go home." The members of the safety committee continue to incorporate improvement to the Department with cooperation of all membership. The focus is to make our work place and emergency scenes safe along with striving to keep our membership healthy. We have successfully implemented important safety policies and Standard Operating Guidelines along with a fitness program. The SPFD has contracted with Ministry Point Sports Medicine, namely Traci Smet, to provide the EXCEL fitness program. She customizes our individualized fitness programs to the jobs of fire and EMS and also provides specialized exercises to strengthen areas of injury. Ms. Smet also educates all crews on healthy eating and mental health well being.

The implementation of a "Near Miss Reporting" program will be of benefit to our Department in being able to target unsafe incidents. A near miss is defined as:

"An unintentional unsafe occurrence that could have resulted in an injury, fatality or property damage and only a fortunate break in the chain of events prevented an injury, fatality or damage."

All Near Miss Reporting Forms are reviewed immediately by the Company Officer with prompt corrective action executed if necessary. It will then be reviewed by management staff and the Safety Committee for follow-up. The goal of Near Miss Reporting is to identify specific areas where we can improve safety, thus preventing any initial or additional injuries.

SPFD has placed a high priority on the safety of our employees and continue to make health and safety activities an integral part of our organization's operating procedures, culture and programs. We will continue to inform and educate all our employees and supervisors about health and safety issues with the purpose of ensuring the safety of all our personnel so we can all go home.

Public Access Defibrillation (PAD) Location Program

The purpose of this program is to locate all Automated External Defibrillators (AEDs) in public buildings within the City of Stevens Point and provide this information to City Dispatch. The information will assist Dispatch in directing individuals who call 911 to the AED in the event of sudden cardiac arrest.

The SPFD has tasked our fire inspectors to locate all AEDs in the city while conducting their annual fire prevention inspections. If they have an AED the inspector will document the location and pass this information to Dispatch for placement on the Computer Aided Dispatch (CAD) system. If an individual calls from that particular business and is unaware that there is an AED available, Dispatch is able to direct them to this life saving equipment within seconds. If the business does not have an AED the inspectors will take the time to educate the owner of the benefits of having an AED on site and provide them with a brochure titled, "Public Access Defibrillation Citizen's Saving Lives" and answer any questions they might have.

In 2012, we located 148 defibrillators through our PAD Location Program with the expectation of having over 200 identified by the end of 2013. This program provides information to Dispatch that is truly "life saving" to our community. Imagine calling 911 for a witnessed sudden cardiac arrest and the Dispatcher being able to immediately direct the caller to an AED located within the building and assisting the caller in how to apply and use the defibrillator. The SPFD believes that the implementation of this Program will certainly prompt the saving of more lives in our community to those who suffer sudden cardiac arrests in public places.

Partnerships

SPFD continues to partner with other agencies in our community in hopes of improving our efficiency which positively impacts the services we provide. In 2012, we have partnered with Portage County Health and Human Services/Crisis Intervention/Adult Protective Services with the goal of creating long-term healthcare solutions for some patients we regularly encounter. Health and Human Services together with SPFD and the patient have open conversations in order to develop a successful plan to sustain the health and wellbeing of the individual. This plan is evaluated and reviewed regularly or when necessary in order to make certain the patient's needs are being accommodated.

The SPFD and the Village of Plover worked together to create a plan to best accommodate our ambulance personnel while responding from the Plover Fire Department. Both parties worked conscientiously toward formulating a design that would best accommodate our personnel. The most important addition was an office area available to our personnel with computer access to SPFD electronic information. This has allowed our personnel to work on assigned projects, complete computerized fire and EMS training and access work related emails while stationed at the Plover Fire Department.

Additional Response to EMS Requests

The use of Fire Companies as Emergency Medical Responders in the City of Stevens Point has been a great asset to our system. The Fire Companies have responded with the ambulance 573 times in 2012. This type of response in critical situations provides more trained personnel thus timelier patient care and more assistance in lifting and moving patients increasing safety for our personnel.

The Rapid Response Unit (RRU), staffed by a Lieutenant of our Department, also responds with the ambulance to requests throughout Portage County. The RRU will respond to any request which is critical in nature or has the potential to evolve into a critical patient condition i.e. altered mental status, cardiac, trauma respiratory. The RRU Lieutenant will work in conjunction with the Paramedics to provide appropriate treatment for the patient. The RRU Lieutenant will also become part of the Incident Command System during complex EMS incidents allowing the on-scene Paramedics to focus on treating patients. The RRU responded to 406 incidents in 2012.

Strategic Planning

In 2012, SPFD participated in developing the Portage County EMS Strategic Plan. The process involved many different phases with the goal of envisioning the desired future of EMS in Portage County and creating goals and objectives to achieve the desired vision. The mission defining who we are and what we want to achieve into the future is:

Portage County 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.

Stevens Point Fire Department continues to serve the community we live and work in with commitment, professionalism and passion for all our patients. We look forward to the future of EMS in Portage County.

Stevens Point Fire Department Awards in 2012

“Sudden Cardiac Arrest” Responder Award: Public recognition of first responders who successfully revive a person experiencing sudden cardiac arrest.

- FF/PM Shane Westphal
- FF/PM Jason Pettis
- Captain Dennis Zvara
- Lt. Jb Moody
- FF/PM Dayton Budsberg
- FF/PM Glyn Novak
- M.P.O. Todd Becken
- FF/PM Matt Zander
- FF/PM Ross Oestreich
- Lt Mark Schoeberle
- FF/PM Trevor Howard
- Lt. Paul Mattlin
- FF/PM Dave Briggs

Portage County EMS Awards

Medical Director's Award

For a cardiac arrest save of a 53 year old female at 3433 Mission Lane in Plover on October 2, 2011.

- FF/PM Shane Westphal
- FF/PM Jason Pettis
- Captain Dennis Zvara

For a cardiac arrest save of a 61 year old male at 3217 John Joanis Drive in Stevens Point on April 30, 2012.

- FF/PM Dayton Budsberg
- FF/PM Glyn Novak
- M.P.O. Todd Becken
- Lieutenant Jb Moody
- Captain Dennis Zvara

For a cardiac arrest save of a 56 year old male at 3000 Walnut Street in Plover on May 12, 2012.

- FF/PM Matt Zander
- FF/PM Ross Oestreich
- Lieutenant Mark Schoeberle

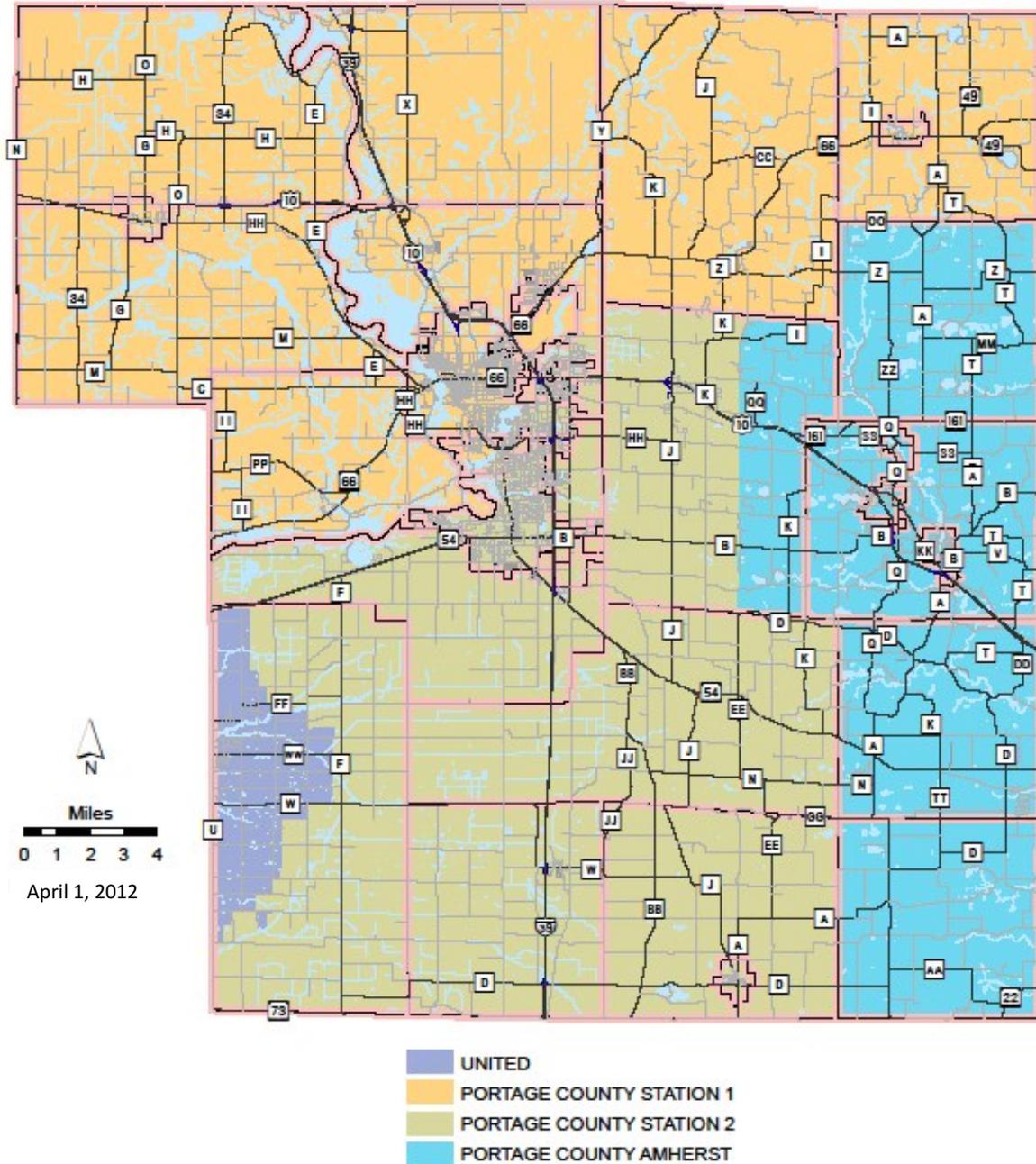
For a cardiac arrest save of an 80 year old female at 1501 Maria Drive in Stevens Point on June 16, 2012.

- FF/PM Shane Westphal
- FF/PM Trevor Howard
- Lieutenant Paul Mattlin
- FF/PM Dave Briggs
- Lieutenant Jb Moody

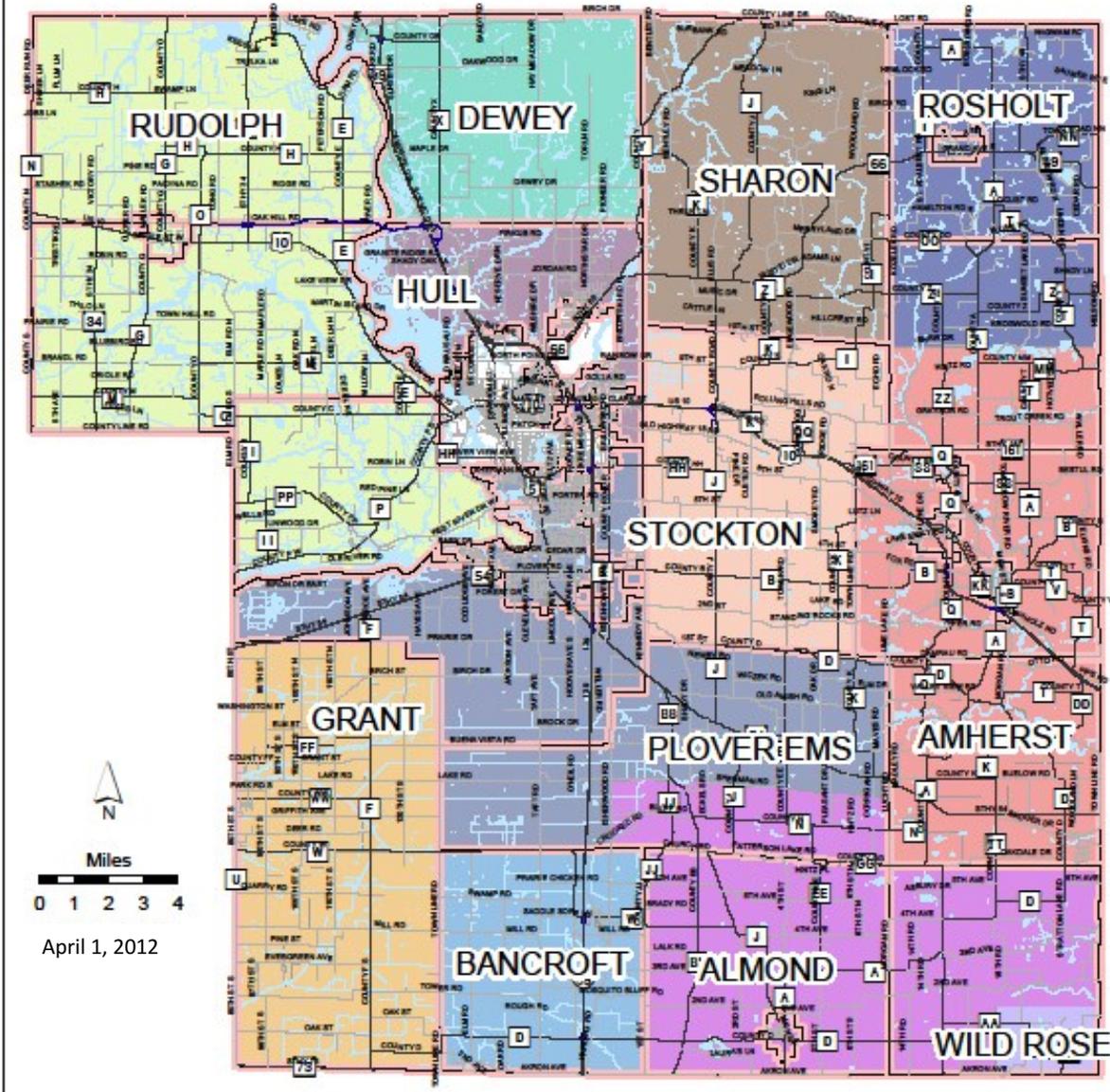
Stevens Point Fire Department Years of Service Award

- **5 years:** Thomas Wastart, Benjamin Schultz, Tate Rouselius, Glynn Novak
- **10 years:** Brian Spence, Paul Mattlin, Victor Kedrowski, Armando Ramon
- **15 years:** Jodi Baganz
- **20 years:** Tracey Kujawa

Portage County Ambulance Service



Portage County First Responders



April 1, 2012

Calls for Service 2012

Almond	50	Dewey	25	Plover	731	Sharon	39
Amherst	145	Grant	25	Rosholt	92	Stockton	62
Bancroft	41	Hull	133	Rudolph	126	Wild Rose	Unknown
Stevens Point Fire ...	573						

**Portage County
County Wide Ambulance Service
Budget Analysis & Projections**

	2011		2012		2013
	Actual	Budget	Actual	Budget	Projection
Revenue					
Ambulance Fees & Donations	1,391,596.43	1,339,500.00	1,429,342.03	1,364,760.00	1,501,000.00
Vehicle Replacement Fund	-	32,335.00	-	113,443.00	82,446.00
Total Revenue	<u>1,391,596.43</u>	<u>1,371,835.00</u>	<u>1,429,342.03</u>	<u>1,478,203.00</u>	<u>1,583,446.00</u>
Expenses					
Administrative Expenses	189,326.40	183,915.00	188,849.32	221,253.00	213,131.00
Contractual Expenses	2,088,660.94	2,048,770.00	2,133,604.53	2,117,800.00	2,333,915.00
Equipment Replacement	-	-	-	-	63,000.00
Vehicle Replacement	-	75,000.00	6,017.74	75,000.00	75,000.00
Total Expenses	<u>2,277,987.34</u>	<u>2,307,685.00</u>	<u>2,328,471.59</u>	<u>2,414,053.00</u>	<u>2,685,046.00</u>
Net Tax Levy	(886,390.91)	(935,850.00)	(899,129.56)	(935,850.00)	(1,101,600.00)
Net fund balance changes	49,459.09		36,720.44		

Vehicle Replacement Fund

12/31/2011 Balance	144,773.35
Plus: Additional Funds	75,000.00
Less: Current Expenses	(6,017.74)
12/31/2012 Balance	<u><u>213,755.61</u></u>

Ambulance Services Fund

12/31/2011 Balance	227,857.71
Plus: Additional Funds	
Less: Current Expenses	(32,261.82)
12/31/2012 Balance	<u><u>195,595.89</u></u>

Accounts Receivable Analysis

Outstanding Collections

2004
2005
2006
2007
2008
2009
2010
2011
2012

3 Rivers Billing

Services

(53.00)
10,914.15
41,534.74
103,751.72
95,454.11
75,775.56
65,152.25
181,101.83
731,758.92

Point Credit

Services

-
-
2,620.71
6,443.63
-
-
-
-
-

TOTAL

(53.00)
10,914.15
44,155.45
110,195.35
95,454.11
75,775.56
65,152.25
181,101.83
731,758.92

TOTAL

1,305,390.28	9,064.34	1,314,454.62
--------------	----------	--------------

Less adjustments

(1,006,329.44)	(8,157.91)	(1,014,487.35)
----------------	------------	----------------

Total Accounts Receivable

<u>299,060.84</u>	<u>906.43</u>	<u>299,967.27</u>
-------------------	---------------	-------------------

299,060.84	906.43	299,967.27
------------	--------	------------

VARIANCE

-	-	-
---	---	---

CITY OF STEVENS POINT

BUDGET TO ACTUAL 2012

Page: 1

Periods: 01/12-14/12

Apr 16, 2013 02:36PM

Account Number	Account Title	2012 Prior year Budget	2012 Prior year Actual
GENERAL FUND			
PUBLIC SAFETY			
100.52.25300.1125	ASSISTANT FIRE CHIEF	70,405	70,744
100.52.25300.1205	LIEUTENANT WAGES	181,197	181,807
100.52.25300.1230	F.F./EMT WAGES	594,914	594,573
100.52.25300.1500	LONGEVITY	1,260	1,824
100.52.25300.1530	GENERAL OVERTIME WAGES	56,033	79,089
100.52.25300.1560	F.L.S.A. PAY	10,246	9,577
100.52.25300.1580	HOLIDAY PAY	58,209	45,927
100.52.25300.1610	OFF DUTY AMB. TRIPS	45,000	28,760
100.52.25300.1630	OFF DUTY TRAINING PAY	5,000	7,374
100.52.25300.1670	CLOTHING PAY	7,900	10,635
100.52.25300.1810	MEAL ALLOWANCE PAY	300	.00
100.52.25300.1900	EMPLOYER CONTRIB/WISC RET.	243,299	233,505
100.52.25300.1910	EMPLOYER CONTRIB/S.S. TAX	14,524	12,957
100.52.25300.1920	EMPLOYER CONTRIB/LIFE INSUR	464	382
100.52.25300.1930	WORKERS COMPENSATION PREM	34,835	29,491
100.52.25300.1940	I.C. INSURANCE PREMIUM	2,277	321
100.52.25300.1950	MEDICAL INSURANCE PREM	330,997	307,543
100.52.25300.2200	GENERAL UTILITY CHARGES	22,000	17,945
100.52.25300.2203	TELEPHONE UTILITY CHARGES	2,799	2,736
100.52.25300.3300	GENERAL TRAVEL EXPENSES	700	113
100.52.25300.3900	OTHER GEN MISC SUPPLIES	5,200	5,148
100.52.25300.3902	GENERAL LAUNDRY SUPPLIES	500	145
100.52.25300.5108	EMT MALPRACTICE INSUR	16,450	16,450
100.52.25300.5910	GEN SEMINAR/EDUCATION EXP.	8,000	11,081
100.52.25300.5913	REGULATED MANDATED EXPEND	1,000	247
100.52.25300.8000	COMPUTER SYSTEM UPGRADES	2,000	581
	Total AMBULANCE:	1,714,509	1,667,955
	GENERAL FUND Revenue Total:	.00	.00
	GENERAL FUND Expenditure Total:	1,714,509	1,667,955
	Net Total GENERAL FUND:	1,714,509-	1,667,955-
	Net Grand Totals:	1,714,509-	1,667,955-

Attachment B

Amherst Ambulance Reserve Funds

Ambulance	\$ 10,837.00	FLSA Funds
Computer	\$ (817.63)	\$ 2,169.60
Chevron Stripping (2009)	\$ (485.00)	
2010 Surplus	\$ 7,960.96	
CO Monitor	\$ (525.00)	
Chevron Stripping (2011)	\$ (2,115.00)	
Suction	\$ (609.00)	
2011 Surplus	\$ 12,725.17	
Software	\$ (1,000.00)	
Camera Corner	\$ (575.00)	
Uniforms	\$ (239.94)	
AED	\$ (3,902.50)	
2012 Surplus	\$ 14,231.33	
	\$ 35,485.39	
	Balance	\$ 37,654.99

Attachment D

Amherst FAP Funds

	Aids/Training	EMT Basic
2010 FAP Funds	\$ 4,602.04	
Training	\$ (220.00)	
2011 FAP Funds	\$ 4,544.92	
Clock	\$ (86.70)	
Books & Dinner	\$ (337.70)	
Training	\$ (150.00)	
Spectra Print	\$ (322.84)	
Mannequin	\$ (113.40)	
Refresher Course	\$ (1,323.45)	
Anne Torso	\$ (2,408.95)	
March '12 Purchases	\$ (502.41)	
Fox Valley	\$ (499.30)	
Light	\$ (36.75)	
2012 FAP Funds	\$ 3,848.10	\$ 860.55
Airway Opener	\$ (820.27)	
Midstate Training	\$ (629.12)	
Mannequin	\$ (644.90)	
CPR Class	\$ (69.00)	
Docking Station	\$ (74.10)	
MDC Computer	\$ (3,185.00)	
Grant	\$ 6,770.00	
Return of Funds		\$ (860.55)
Oxygen Sleeves (March 18, 2013)	\$ (73.64)	
Binders (March 18, 2013)	\$ (380.20)	
	\$ 7,887.33	\$ -
		Balance \$ 7,887.33

Attachment E

AMHERST FIRE DISTRICT

2013 AMBULANCE PERSONNEL ROSTER

	<u>NAME</u>	<u>LICENSE LEVEL</u>	<u>EXP DATE</u>	<u>OTHER EMS/MEDICAL AFFILIATIONS</u>	<u>OTHER INFORMATION</u>
F/T	DAVID ALLEN	PARAMEDIC	06/2014	PORTAGE COUNTY LTE RRU STAFF	ASSISTANT CHIEF of EMS
F/T	KATHY BEHN	PARAMEDIC	06/2014	WAUPACA AMBULANCE / PC RRU	EMS LIEUTANT
F/T	PATRICK QUIMBY	PARAMEDIC	06/2014	GOLD CROSS AMBULANCE	FIRE LIEUTANT / TEMS TRAINED
F/T	JOSHUA RUSSELL	PARAMEDIC	06/2014	TEMS TRAINED	FIRE / RESCUE
	DARINA DAHMS	ADVANCED EMT	06/2014	PORTAGE COUNTY LTE RRU STAFF	EMS CAPTAIN
	SHIRLEY ALLEN	PARAMEDIC	06/2014	GOLD CROSS AMBULANCE	CPR INSTRUCTOR / CRITICAL CARE INDORSEMENT
	AARON BOODLE	PARAMEDIC	06/2014		CAMPUS SECURITY
	TIM CISEWSKI	ADVANCED EMT	06/2014	PLOVER EMS	CPR INSTRUCTOR
	ROBERT DAHMS	ADVANCED EMT	06/2014	AMHERST EMR	ASSISTANT FIRE CHIEF
	JERRY ERON	ADVANCED EMT	06/2014	STOCKTON EMR	
	BRIAN FELTZ	PARAMEDIC	06/2014	RUDOLPH EMR	
	JASON OLDS	PARAMEDIC	06/2014	AMHERST EMR	FIRE / RESCUE
	HAZEL PACKER	ADVANCED EMT	06/2014	AMHERST EMR	CPR INSTRUCTOR
	JESSICA RUSSELL	PARAMEDIC	06/2014	GOLD CROSS AMBULANCE	
	GAVIN SCHABERG	PARAMEDIC	06/2014	AMHERST EMR	ATTENDING SCHOOL FOR PHYSICAN ASSISTANT
	EMILY STEWART	PARAMEDIC	06/2014	SPIRIT FLIGHT MEDIC	GOLD CROSS AMBULANCE

F/T = FULL TIME EMPLOYEES

Attachment

Acronyms	
AAR	After Action Review
ACLS	Advanced Cardiac Life Support
AED	Automated External Defibrillator
AEMT	Advanced Emergency Medical Technician
AFD	Amherst Fire District
ALS	Advanced Life Support
BLS	Basic Life Support
BP	Blood Pressure
CAST	Cardiac Arrest Survival Team
CHF	Congestive Heart Failure
COPD	Chronic Obstructive Pulmonary Disease
CPAP	Continuous Positive Airway Pressure
CPR	Cardiopulmonary Resuscitation
CQI	Continuous Quality Improvement
CVA	Cerebral Vascular Accident
EMD	Emergency Medical Dispatch
EMR	Emergency Medical Responder
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
EVOC	Emergency Vehicle Operator Course
FAP	Funding Assistance Program
FF	Firefighter
GI	Gastrointestinal
MSMH	Ministry Saint Michael's Hospital
NR	Non Resident
NT	Non Transfer
PALS	Pediatric Advanced Life Support
PCEM	Portage County Emergency Management
PM	Paramedic
QA	Quality Assurance
RES	Resident
RLS	Red Lights and Siren
RRU	Rapid Response Unit
SOG	Standard Operating Guideline
SPFD	Stevens Point Fire Department
STEMI	ST segment Elevation Myocardial Infarction

Attachment G
