

**American Legion
Ambulance Association
Salem County Freeholder
Presentation**

2019

Mission Statement

To provide exceptional, timely, and safe emergency medical services and non-emergent transportation to the residents and facilities we serve, while remaining fiscally conscious and responsible, and promoting employee growth and success.

Vision Statement

To provide essential pre-hospital healthcare and medical transportation to the residents of Salem County using a fiscally responsible system while also providing a workplace that promotes employee growth and success.

Introduction Leadership

Board Of Directors

President	Joseph Valentine
Vice President	Robert Lovett
Treasurer	Ransom Willard
Secretary	Rebecca Roberts
Chaplain	Mohamed Elsayed
Member	Clare Turnbull
Member	Gene Cagle

Management Group

General Manager	Clare Turnbull
Cpt/Ops Manager	Nick Valentine
1st Lieutenant	Ryan Segrest
2nd Lieutenant	Hartley Kates
Transport Coordinator	Sharon MacGregor
Scheduler	Rebecca Roberts

Project History

2012-2013

In 2012 and 2013 our active volunteer base reached a critical low while our call volumes continued to increase.

Our response rate during this time period dropped to around 30%. Out of 1000 – 1100 calls per year we were only responding to approximately 300 of those.

This caused a delay in much needed emergency care to our residents.

We tried different approaches to gaining active volunteers, including lowering a recruitment age to 14, with the intention of getting groups involved and interested early.

We saw many come through and actually advance only to leave for needed paid jobs.

This was a low for our organization, and also a time that we realized the need for change.

Initial
American Legion Ambulance Association
(Woodstown Ambulance)
Proposal (2015)

Objective:

Improve county-wide ambulance
response through improved mutual aid
at minimal cost to Salem County

At Start of Our Model to Improve Services

- County-wide, ambulance response times are changing – for the better
 - Previously there were only three squads in the county with a paid crew on station (Pennsville, Carneys Point and Elmer)
 - Volunteer responses varied by time of day and by season
 - County reported 12-13 minute average response time(2015)
 - Woodstown ambulance initiated 10 hour paid crew in 2014 and beginning January 2015 maintains 24/7 EMT crews on standby
 - Crew is consistently rolling within 2 minutes
 - Provides timely response in the central county region (Woodstown-Pilesgrove, and mutual aid to Alloway, Mannington, Pedricktown and Salem)

Further improvement will be had by placing a paid crew for coverage and mutual aid in the southern region of Salem County

As we progressed

- Woodstown maintained a paid crew in Salem City(June 2015)
 - Employing current Salem EMTs, as available and supplement with other interested EMTs around the county
- Crew in Salem is available to respond to mutual aid in Quinton, Elsinboro, LAC, Mannington and Pennsville.
 - Salem-based crew can be responding on first tones to these municipalities
 - Woodstown-based crew is available to respond to other mutual aid calls north and east.
- Woodstown Ambulance bills for services to cover wages and operating expenses
 - Our goal was to be self sustaining after startup grant , growing at a methodical pace, providing jobs through private enterprise.

EMTs rolling at first tone to southern municipalities will significantly improve county response times

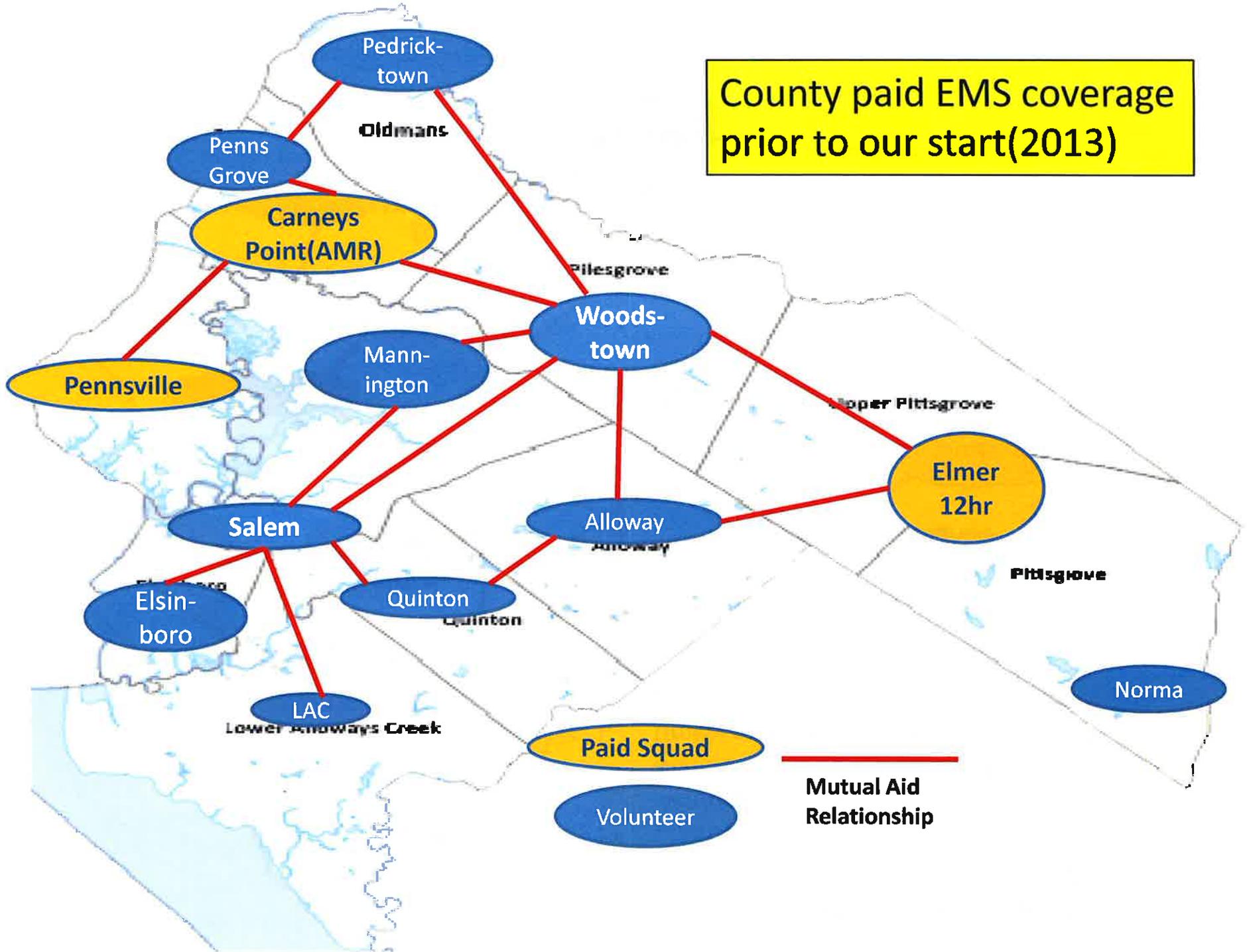
Benefits

- Beyond being sustainable and providing timely response to medical emergencies
 - Retains Hometown Service where EMTs have vested interest to provide these services to their community as they have for many years.
 - Provides jobs for EMTs in county and experience for students pursuing health care careers.
 - Using Major capital equipment already available
 - Physical building space in place.
 - System of medical direction, training and continuing education already in place with experienced providers.

Helping the volunteer organizations when they cannot respond and providing skilled jobs and experience for students

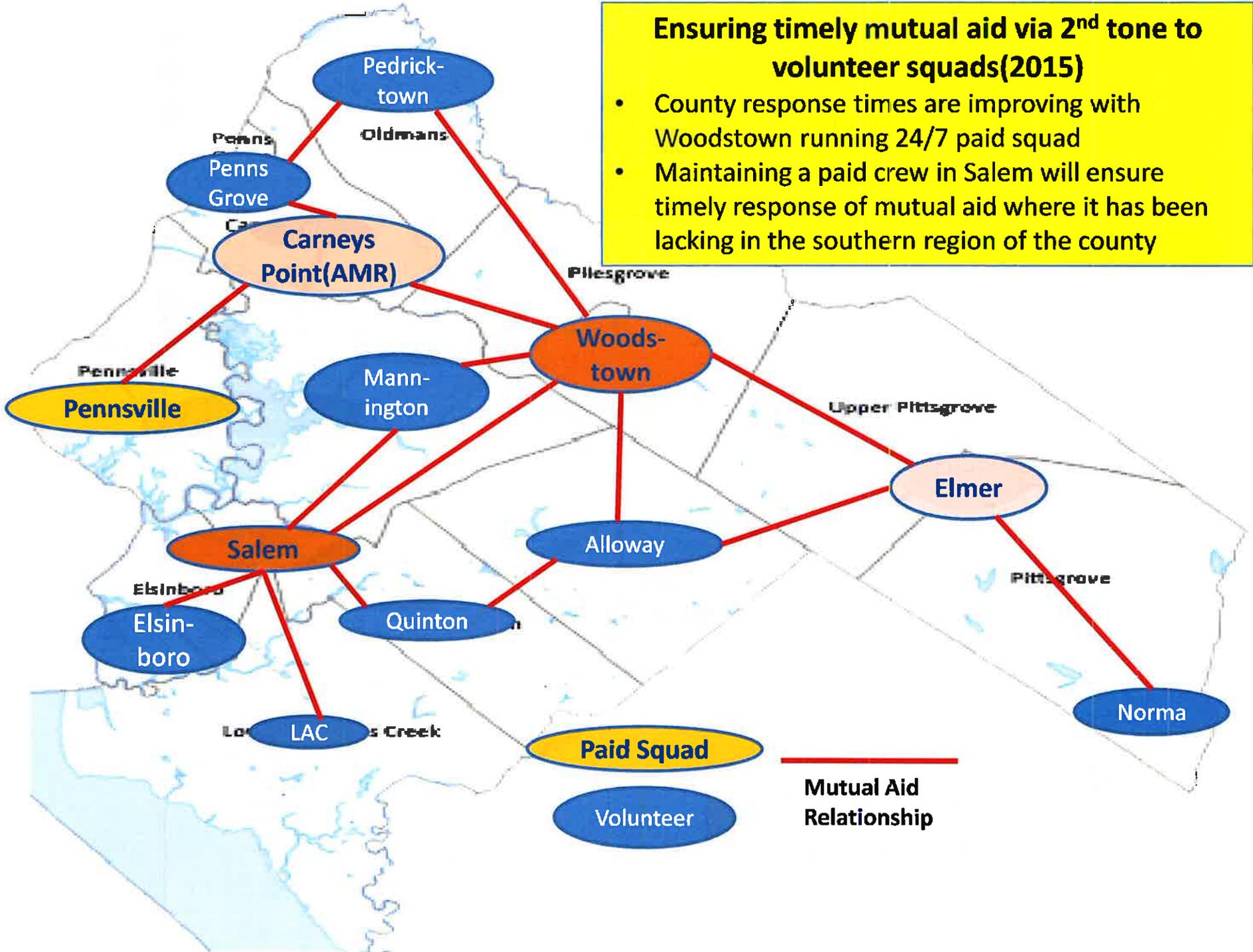
Maps Showing Visual of Progress since inception

County paid EMS coverage prior to our start(2013)

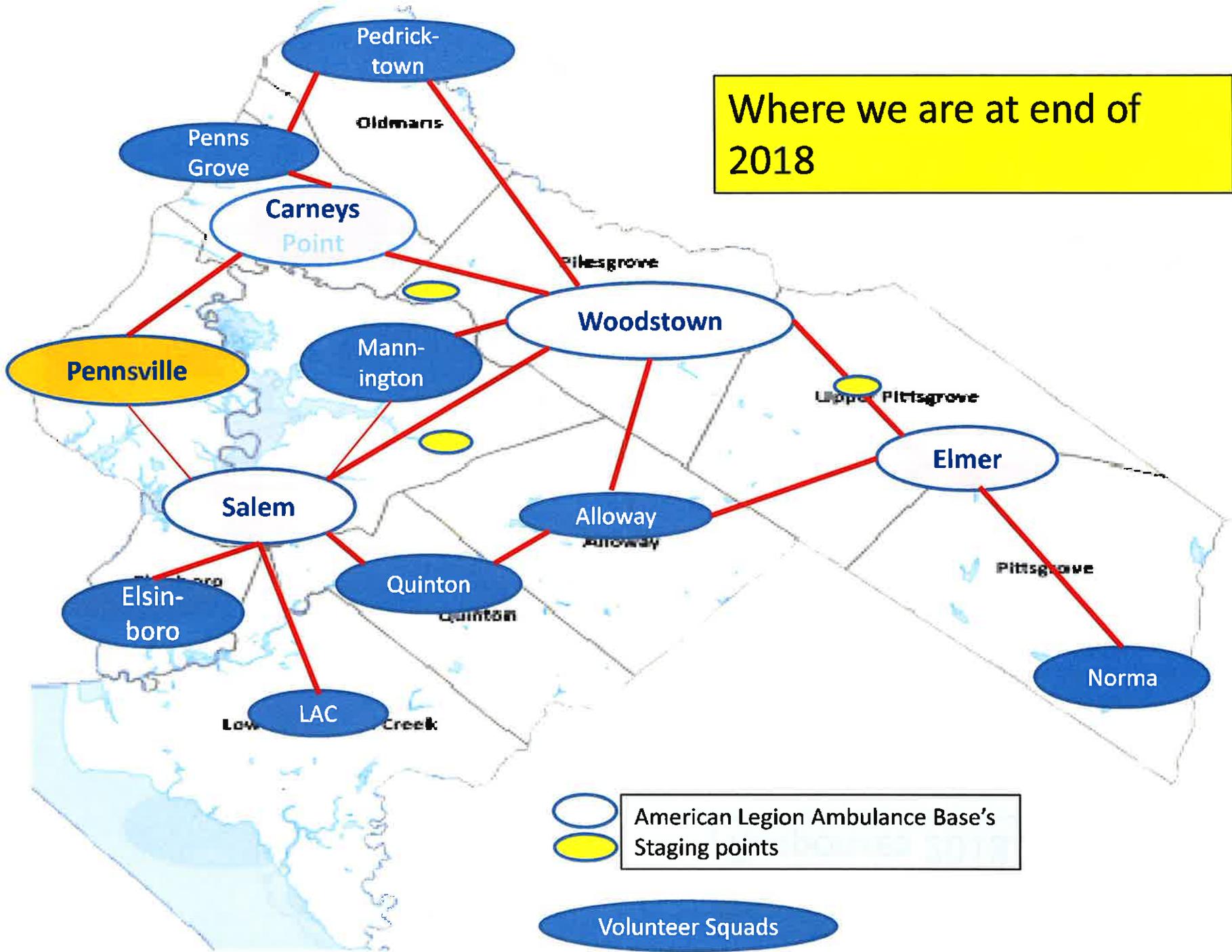


Ensuring timely mutual aid via 2nd tone to volunteer squads(2015)

- County response times are improving with Woodstown running 24/7 paid squad
- Maintaining a paid crew in Salem will ensure timely response of mutual aid where it has been lacking in the southern region of the county

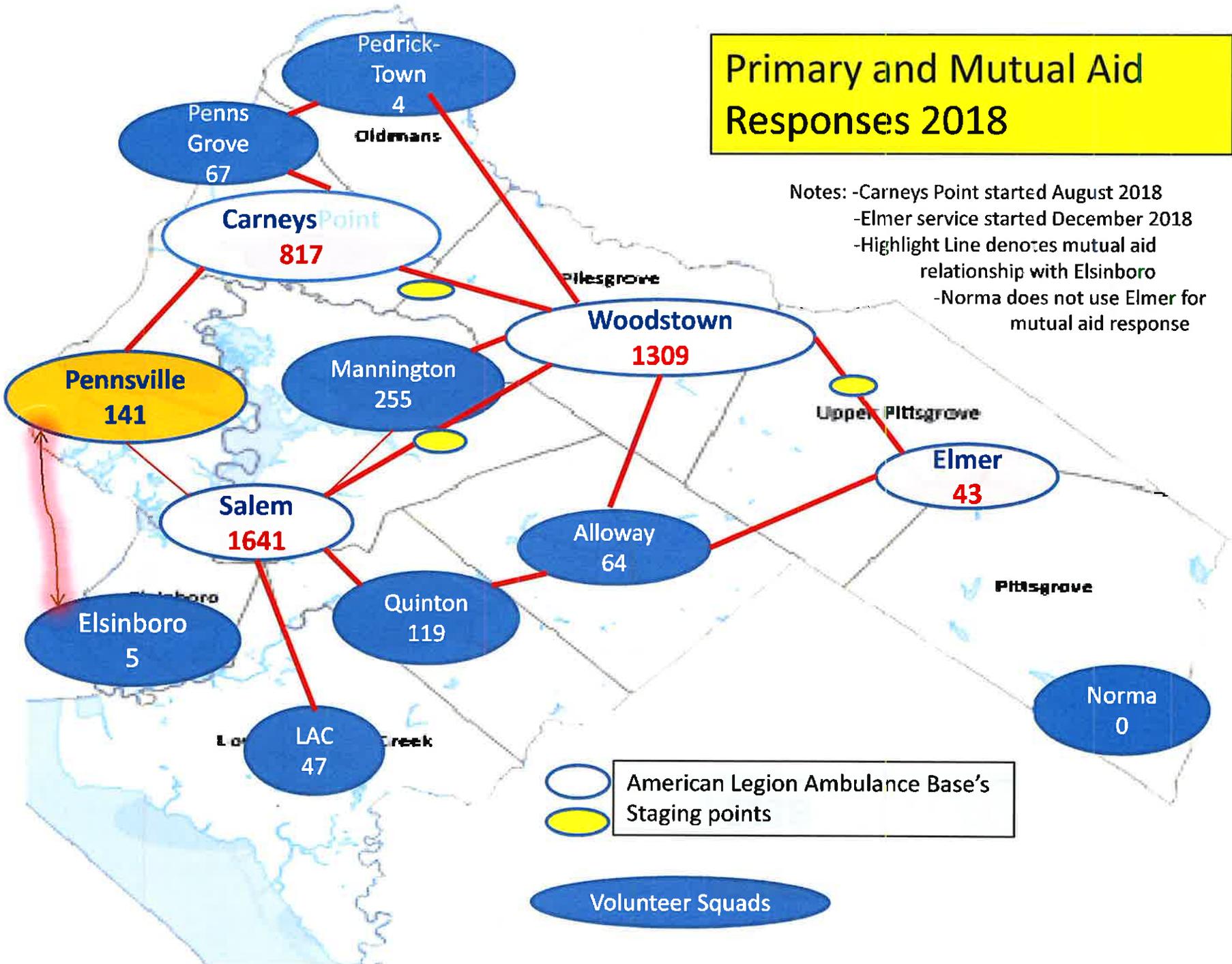


Where we are at end of 2018

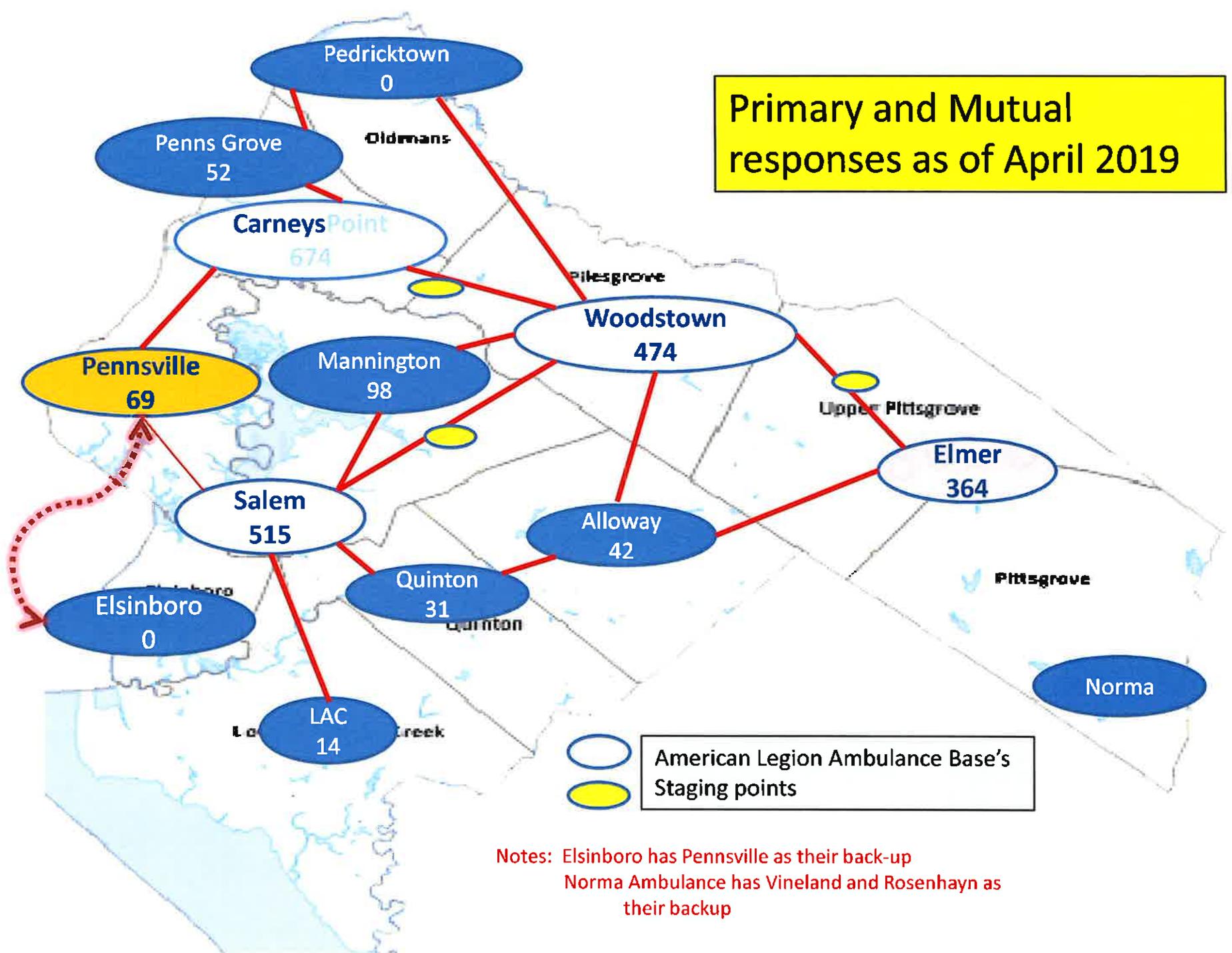


Primary and Mutual Aid Responses 2018

Notes: -Carneys Point started August 2018
 -Elmer service started December 2018
 -Highlight Line denotes mutual aid relationship with Elsinboro
 -Norma does not use Elmer for mutual aid response



Primary and Mutual responses as of April 2019

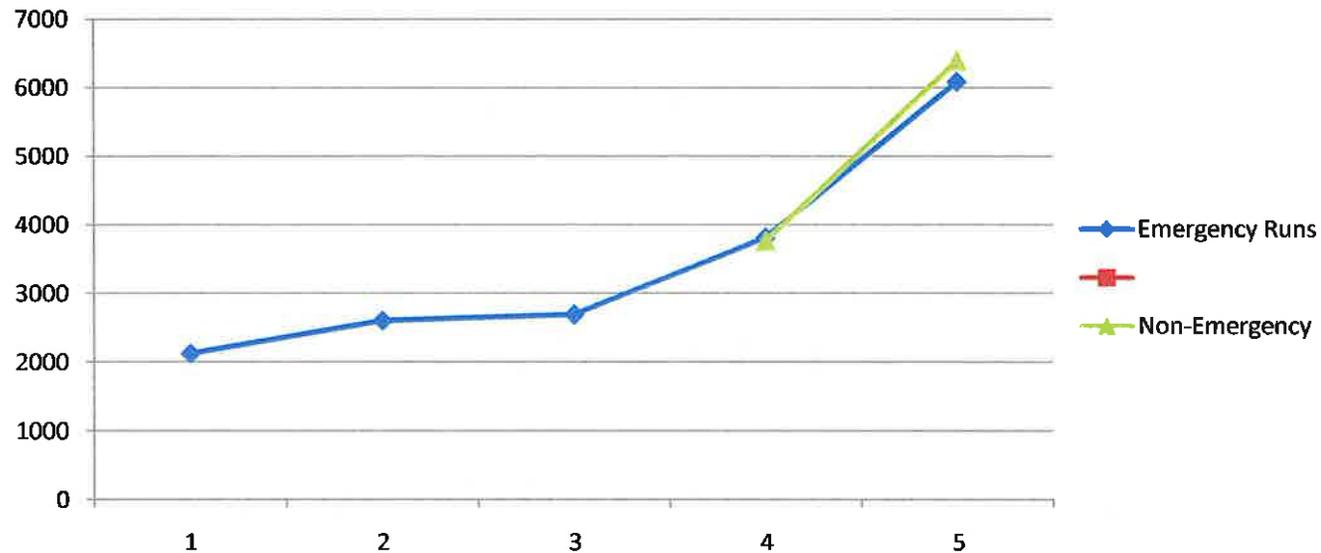


Current Overall Status Report

Total Call Volumes 2015 - 2019

Year	2015	2016	2017	2018	2019
Emergency Runs	2120	2600	2690	3810	6081
Non-Emergency				3759	6387

*2019 are projections based on first quarter



Primary Municipality Responses 2015 - 2019

		2015	2016	2017	2018	2019 as of April
Municipality						
Woodstown/Pilesgr ove		1000	1162	994	972	403
Salem City		876	1125	1215	1285	388
Carneys Point		n/a	n/a	n/a	654	575
Elmer/Upitts/Pitts		n/a	n/a	n/a	42	352

Mutual Aid Responses 2015 to 2019(as of April)

	2015	2016	2017	2018	2019 as of April
Municipality					
Alloway	10	23	39	64	42
Carneys Point	17	6	5	9	n/a
Elmer	4	10	4	2	n/a
Elsinboro	8	12	12	5	0
Gloucester County		3	1	1	3
LAC	1	6	38	47	14
Mannington	120	133	215	255	98
Oldmans	2	8	3	4	0
Pennsville	32	54	48	141	69
Pittsgrove	3	6	3		n/a
Quinton	10	24	23	119	31
Upper Pittsgrove	30	16	16	29	n/a
Pennsgrove	5	1	2	67	52

*n/a are now primary coverage areas

Response and On Scene Times

- 2018 Average Response Time
 - **.99 Minutes**
- 2018 Average On Scene from time of dispatch
 - **5.79 Minutes**
- 2018 Average Time On Scene
 - **12.79 Minutes****
- 2018 Average Time ALS Patient Dispatch to Hospital
 - **34.77 Minutes**
- 2018 Average Time Dispatch/On Scene for Cardiac Arrest
 - **5.48 Minutes**

**Disposition: Patient transported by
BLS

Non-Emergent Transports 2018

Total: 3747

- 2077 BLS (Stretcher)**
- 1335 MAV (Wheelchair/Ambulatory)**
- 347 Logisticare MAV***

*** Beginning September 2018**

2019 Run Projections

Emergency 911 Calls: 6081

Non-Emergent Transports: 6387

-3069 BLS (Stretcher)

-1446 MAV (Wheelchair/Ambulatory)

-1872 Logisticare (Wheelchair/Ambulatory/Stretcher)

***Numbers based on 1st quarter without additional growth**

Current Project Status Update

Accomplishments

- Current Paid Ambulance Coverage
 - 5 24hr/7days ambulance crews
 - 1 12hr/6days ambulance crew

- Awarded Contract for EMS services in Carneys Point
 - Started services August 1, 2018
 - 60,000.00 per year income

- Elmer Ambulance Squad
 - Services started on 12/16/18
 - We have worked out a deal with Elmer, and at their request this will be in the form of an acquisition
 - Final acquisition date June 2019 lawyers currently working on details
 - 90,000.00 per year additional income (divided by call volume for each of their municipalities)

Current Project Status Update

Accomplishments (cont.)

- Elmer acquisition (cont.)
 - 16 Elmer employees will be coming on board to date
 - Equipment includes
 - One building and grounds
 - 3 ambulances
 - 1 rescue truck (this will be sold)
 - All other leftover equipment and supplies

- Non Emergent Transport Update
 - Southgate Nursing and Rehab Center
 - Contract awarded as of 6/1/18 as primary provider
 - Continuing service to Salem Medical Center
 - Partnership with Inspira

- Logisticare Status
 - As of September wheelchair/ambulatory wheelchair transports started
 - Currently working on certification of EMT's for BLS services to start.

Current Project Status Update

Accomplishments (cont.)

- Bariatric Ambulance Update
 - One Ambulance has been outfitted with the bariatric equipment
 - Currently awaiting final inspection by the state to be placed in service
 - (Current Bariatric Ambulance responding from Gloucester County)

- Additional Support Personnel Added
 - As planned we have added a transport coordinator M-F 8 hour shift
 - This was necessary to coordinate the increase in non-emergent transport

- Officer In Charge(OIC)/Supervisors
 - Starting September 1, 2018; 24/7 OIC was added.
 - This was due to the increase in EMS coverage area, and increase in non-emergent transports.
 - These individuals are EMT's and have also added a first response availability in the case all ambulances are on calls. It also has provided a system of direction for our active staging of personnel.

Resources

- Vehicles

- Ambulances: 16

- Everyday Use: 13

- Carneys Point: 2

- Bariatric/Special Use: 1

- MAV Vans 7

- Command 1

Daily Staffing

Peak 0700-1900 M-F

- On Duty Supervisor (1)
- Office Staff (2)*
- EMTs (12) Staffing 6 Trucks
- MAVO (5) Staffing 5 Trucks*

*Staggered Shifts

Weekend Day Staffing

Saturday:

- On Duty Supervisor (1)
- EMTs (12) Staffing 6 Trucks
- MAVO (1) Staffing 1 Truck*

Sunday:

- On Duty Supervisor (1)
- EMTs (10) Staffing 5 Trucks

*Staggered Shifts

Daily Staffing Night

- On Duty Supervisor (1)
- EMTs (10) Staffing 5 Trucks

Building Space

- Woodstown
 - Temporary Office trailers (Tentative Rebuild start date Sept 2019)
- Elmer
 - One fully functioning EMS operations center
- Carney's Point
 - CP fire and Rescue
 - Space allotted in building for EMS operations
- Salem City
 - Fenwick ambulance building
 - Used for paid operations

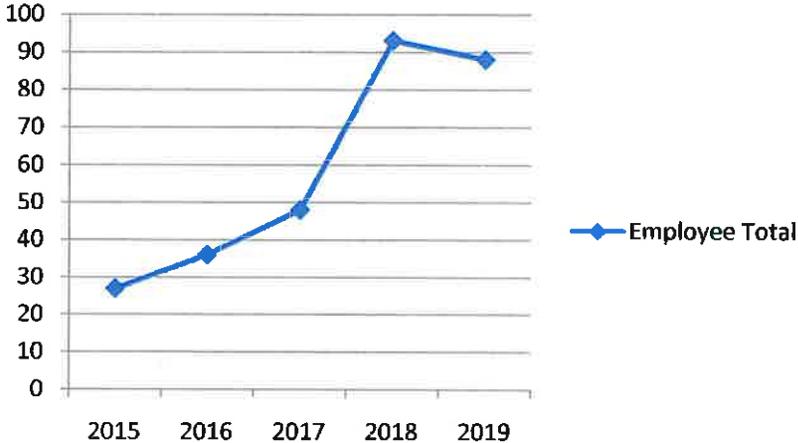
Available Personnel

- EMT's
 - FT 43
 - PT/PD 40
- MAV drivers
 - FT 6
- Administration
 - GM 1
 - Office Staff 1
 - Officers
 - Captain 1
 - Lieutenants 2
 - Transport Coordinator 1

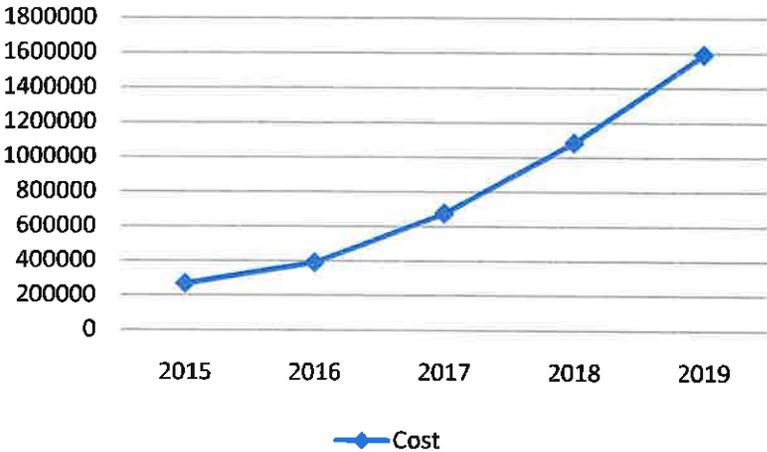
Employee Growth and Cost

	2015	2016	2017	2018	2019
Cost	265718.2	388733.6	675022.1	1082881	1590292
Employee Total	27	36	48	93	88

Employee Total



Cost



Organizational Restructure

March 2019

- In March 2019 the voting members of the organization successfully voted to change the structure for improved strength and flexibility to move forward with services .
- This created a typical board of directors and also an advisory board.
- Allows for creation of partnerships between our County and Municipalities.
- Improves oversight of organization moving forward and increased accountability to municipalities served.

Organizational Flow Chart



Sources of income

How do we become sustainable

Municipality Cost based on population

Municipality	Population	fee/resident	Total Cost
Carneys Point	8020	8	64160(60000)
Elmer	1322	8	10576
Upper Pittsgrove	3500	8	28000
Pittsgrove	6345	8	50760
Salem	5111	8	40888(0)
Woodstown	3507	8	28056(0)
Pilesgrove	4301	8	34408(10000)
Total			256848
Total Paid in RED			159,336

*This is our current requested funds from each municipality. Carneys Point already in contract for 60,000. 90,000 divided between Elmer, Pitts, and Upitts. Pilesgrove 10000 annual donation amount. Both Woodstown and Pilesgrove have received request for these funds. Salem City request pending.

Other Municipality Cost on Current population if interested

Municipality	Population	Cost/Resident		Total
Alloway	3450	8		27600
Elsinboro	1046	8		8368
LAC	1719	8		13752
Mannington	1769	8		14152
Oldmans	1940	8		15520
Pennsgrove	5100	8		40800
Quinton	2655	8		21240
Total				141432
Pennsville	13310	8		106480
Total				247912
	add primary			256848
Total				504760

population numbers based on 2016 report

Business Sources

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graph TD; A[Business Sources] --> B[911 services]; A --> C[Non emergent transports (Medicare)]; A --> D[Logisticare provider]; C --> E[Stand-bys];
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911 services

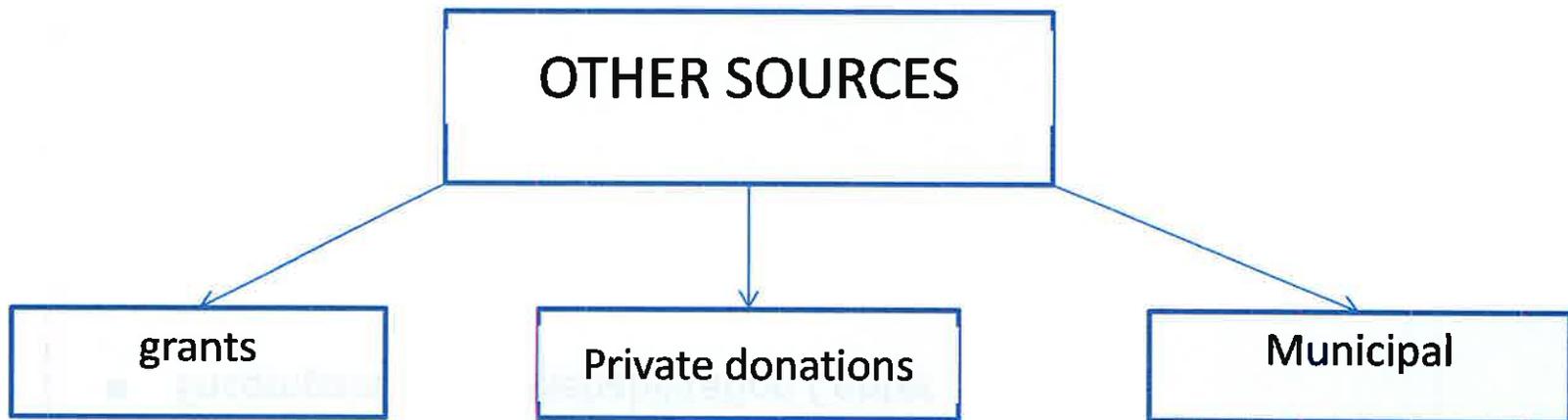
Non emergent
transports (Medicare)

Logisticare provider

Stand-bys

Contracts & Partnerships

- Contract with Southgate Rehab
- Contract with Carneys Point Township
- Partnership with Exceptional Medical Transport (Primary provider for Salem Medical Center)
- Partnership with Inspira EMS/Transport
- Encompass Health Rehabilitation Center



- Health & Wellness

- Wawa

- Annual Fund drive

- Bequest

- Woodstown
- Pilesgrove

- Pittsgrove
- Upper Pittsgrove
- Elmer
- Carneys Point
- Salem

Challenges

- Municipal funding
- Staffing
- Building completion
- Public Relations
- Grant Funding
- County Support
- Operations Costs

How Has the Model Improved EMS Service in Salem County

Increased number of paid ambulance coverage in Salem County by

- 6 paid crews during the day time

- 5 paid crews during overnight hours

Improved mutual aid responses to volunteer covered municipalities when requested

Has improved the response times and on scene times for emergencies.
This has improved overall emergency care to our residents

Summary

- We are now in our 5th year since the start of our project. We had grown gradually the first three years and then we were met with the challenge of losing almost everything in March of 2018. Since that time we have worked very hard to not only survive, but continue to improve and expand the services we provide.
- We are very thankful for the support of our communities we serve over the years, and especially over the past year since the fire.
- We also are thankful for the support from the Salem Health and Wellness Foundation for their support (\$875,000) over a three year period which enabled this project to get started.
- We have made strides with some of the municipalities receiving primary service giving financial support, but still have more work to do with those who are not contributing.
- As we continue forward our hope is to work with our county leaders to develop a long term and lasting service and become sustainable with the income from the services provided, municipal support, and other sources of funding.

Sincerely,

Joe Valentine RN, EMT-B, President

American Legion Ambulance Association

Thank You