

Northwest EMS, Inc.



ANNUAL REPORT

2017



From the desk of the President

At Northwest EMS we believe it is a privilege to serve the communities in which we live and work. We are grateful to the municipalities, businesses and residents for your support to help us close the gap between our operating expenses and the payments we receive for our services.

As we reflect on 2017, the payment structure for EMS under the current Healthcare System continues to be a challenge. Our reimbursement rates go down, yet the cost of business continues to go up rapidly with staffing and equipment. This has motivated us to put our Management Team through Leadership Training and Team Building Exercises to help increase our efficiency and effectiveness. Our continuous efforts toward excellence in all areas of our organization along with your support will provide 24/7 EMS service to our communities in 2018.

As we look forward to 2018 and beyond, we will continue to refine our services as we pursue our mission of providing the high quality emergency medical care to each municipality we serve. We will also continue to be proactive in the rapidly changing landscape of healthcare and EMS seeking what is best for the people we serve.

We are providing you with this Annual Report for your records and information and we welcome any inquiries you may have about our services. We once again thank you for your support of Northwest EMS.

*Respectfully,
Dale E. Ressler, Board of Director's Chairman*

Northwest EMS is a not-for-profit 501C3 corporation with oversight provided by a 15-member Board of Directors. Our board members are local community leaders who offer a wide variety of professional business experience. Each Board member voluntarily offers his/her expertise to the corporate management and oversight of the operation of Northwest EMS.

In addition to their role on the corporate board, each member is asked to serve on at least one working committee. Committees include the Finance & Properties Committee, the Personnel Committee, the Long-Range Planning Committee, the Municipality Committee and the Public Relations Committee.



2017 Board of Directors:

Dale Ressler, Chairman	Owner, Dream Maker Bath & Kitchen
Robert Enck, Vice Chairman	Retired, Susquehanna Bank/BB&T
Bill Prazenica, Treasurer	Chief Financial Officer, Masonic Villages
Greg Gobrecht, Secretary	Codes Compliance, Elizabethtown Borough
Jay Bell	Retired, Senior System Engineer/SME
Kathy Burkhart	Quality Assurance Director, Pharmaloz Manufacturing, Inc.
Julie Cooper	Attorney, Gingrich, Smith, Klingensmith & Dolan
Nancy Florey	Vice President of Human Resources at Pennsylvania College of Health Sciences
Scott Kingsboro	Executive Director, Northwest EMS (not pictured)
James Leaming, MD FACEP	Director, John R. Dietz Emergency Ctr, Holy Spirit Hospital/Geisinger Affiliate
Wayne Martin, EdD	Retired Superintendent, Northern Lebanon School District
Julian Richter	Communications Specialist, Teach Beyond Global
Matt Shenk	Public Safety Trainer, APCO International
Pete Whipple	Government Program Administrator, The Benecon Group
Rose High	Retired, Nurse Manager, Visiting Nurse Association

Our Mission Statement:

To improve the quality of life within our service area by providing 24-hour basic and advanced life support coverage and offering educational programs relating to emergency health services.

2017 By the Numbers

Population Served (Based on 2010 census)	63,285 64,563	Population in BLS primary response area Population in ALS primary response area																																
Square Miles	173.07	Square miles represent primary response area in Lancaster County																																
Municipalities (Primary response area in a municipality may include all, or only portions of, the municipality. For information on specific addresses within a response territory, please contact us)	12 Townships 3 Boroughs	Clay Twp Conoy Twp E. Donegal Twp W. Donegal Twp Elizabeth Twp Mount Joy Twp Penn Twp Rapho Twp Conewago Twp (Dauphin County) Heidelberg Twp (Lebanon County) Londonderry Township (Dauphin County) S. Londonderry Twp (Lebanon County) Elizabethtown Borough Manheim Borough Marietta Borough																																
# of Stations	4	Elizabethtown, Manheim, Maytown & Brickerville																																
# of Licensed Vehicles	12	10 Ambulances 2 Squads																																
Special Use Vehicles	3	1 Car for travel/training use 1 Cub Cadet/Utility Vehicle 1 MCI Trailer																																
Services	<ul style="list-style-type: none"> • Emergency Response (Basic and Advanced Life Support) • Non-Emergency Basic Life Support Transports • Stand-By Services • Education, Prevention, and Outreach Services 																																	
Staff	41 Full Time Staff	36 Part Time Staff 12 Volunteer Staff																																
Operating Budget	\$ 3,315,533																																	
Amount Sent To Collection	\$ 592,228.99																																	
911 Dispatched Calls	7,415																																	
Number of Patients Cared For – 8,204	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Elizabethtown Borough *</td><td style="text-align: right;">1,441</td></tr> <tr><td>West Donegal Twp *</td><td style="text-align: right;">1,306</td></tr> <tr><td>Penn Twp * +</td><td style="text-align: right;">744</td></tr> <tr><td>Mount Joy Twp *</td><td style="text-align: right;">590</td></tr> <tr><td>East Donegal Twp *</td><td style="text-align: right;">560</td></tr> <tr><td>Manheim Borough +</td><td style="text-align: right;">501</td></tr> <tr><td>Rapho Twp * +</td><td style="text-align: right;">405</td></tr> <tr><td>Conoy Twp *</td><td style="text-align: right;">233</td></tr> <tr><td>Clay Twp *</td><td style="text-align: right;">229</td></tr> <tr><td>Marietta Borough</td><td style="text-align: right;">219</td></tr> <tr><td>Elizabeth Twp *</td><td style="text-align: right;">202</td></tr> <tr><td>Londonderry Twp (Dauphin Co)</td><td style="text-align: right;">87</td></tr> <tr><td>Conewago Twp (Dauphin Co)</td><td style="text-align: right;">46</td></tr> <tr><td>South Londonderry Twp (Lebanon Co)</td><td style="text-align: right;">13</td></tr> <tr><td>Other Locations</td><td style="text-align: right;">1,628</td></tr> <tr><td>Total patients cared for</td><td style="text-align: right;">8,204</td></tr> </table>		Elizabethtown Borough *	1,441	West Donegal Twp *	1,306	Penn Twp * +	744	Mount Joy Twp *	590	East Donegal Twp *	560	Manheim Borough +	501	Rapho Twp * +	405	Conoy Twp *	233	Clay Twp *	229	Marietta Borough	219	Elizabeth Twp *	202	Londonderry Twp (Dauphin Co)	87	Conewago Twp (Dauphin Co)	46	South Londonderry Twp (Lebanon Co)	13	Other Locations	1,628	Total patients cared for	8,204
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Total patients cared for	8,204																																	
Number of Routine Wheelchair Transports	715																																	
Average Response Time	2.04 minutes from dispatch to response 7.30 minutes from response to on-scene																																	
Subscription Membership	48.75 % of community purchased a subscription membership in 2017																																	

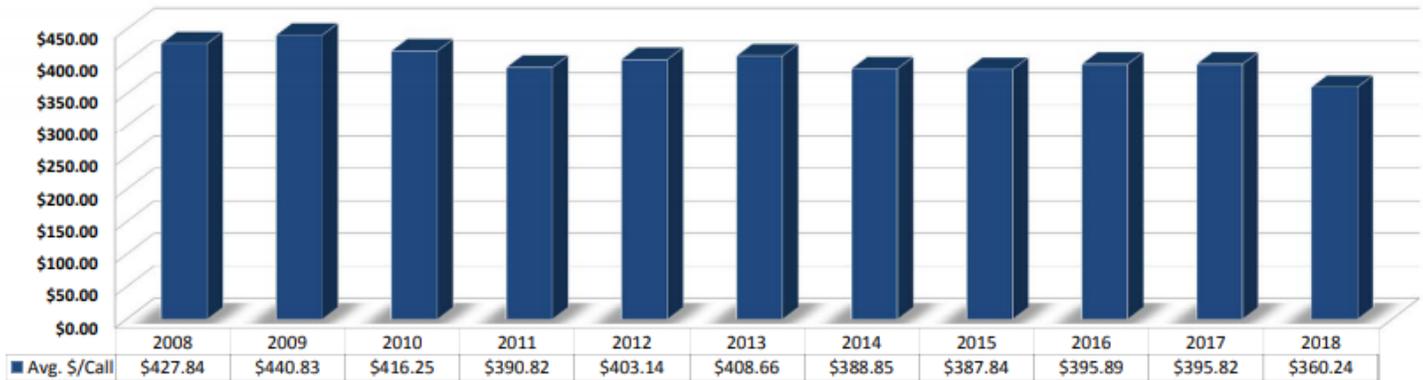
*Indicates municipalities that supported NWEMS with a financial contribution to annual operating costs in 2017

+Indicates municipalities that have committed to a Pledge to our Campaign To Save Lives, capital fundraising campaign toward construction of our new station in Manheim

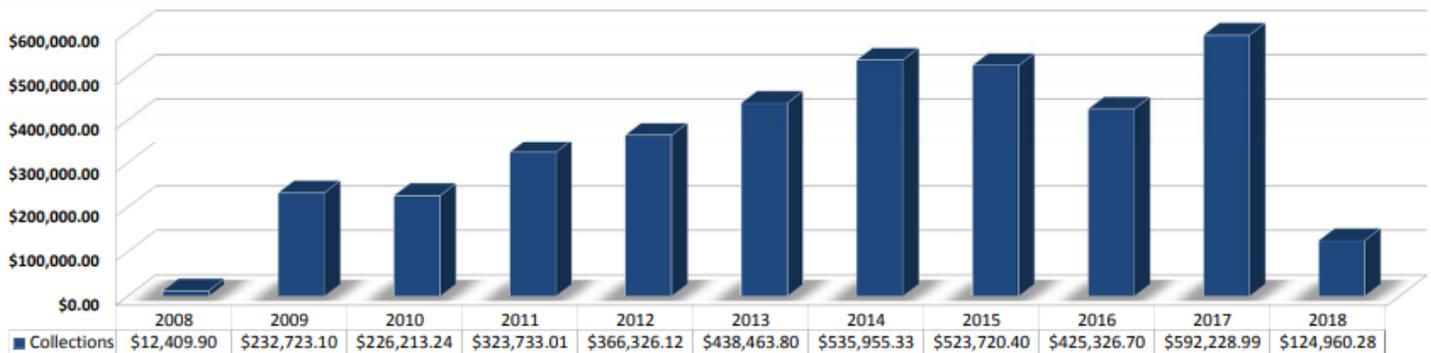
When you are sick or injured and need an ambulance, there is nothing more comforting than to hear our sirens as we respond to you. Our ability to be there when you call is what we call ‘*at the ready*’, meaning that we have staff, equipment and ambulances that are operational 24/7. Our cost to operate our stations *at the ready* requires that our reimbursement be sufficient to cover the cost of staff, equipment and ambulances.

These graphs reflect a decade of data that includes the first quarter of 2018.

Average Payment per Call



Amount Sent to Collections *

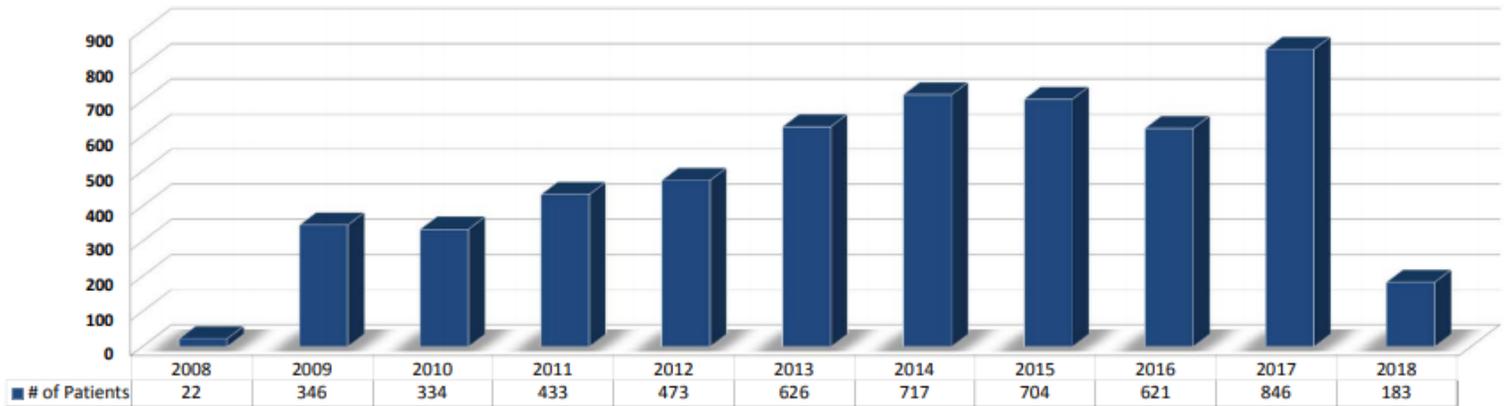


*The Amount Sent to Collections is *potentially* recoverable income, however, not all collection efforts are successful. Recovered collection monies are subject to collection fees, further reducing full recovery.

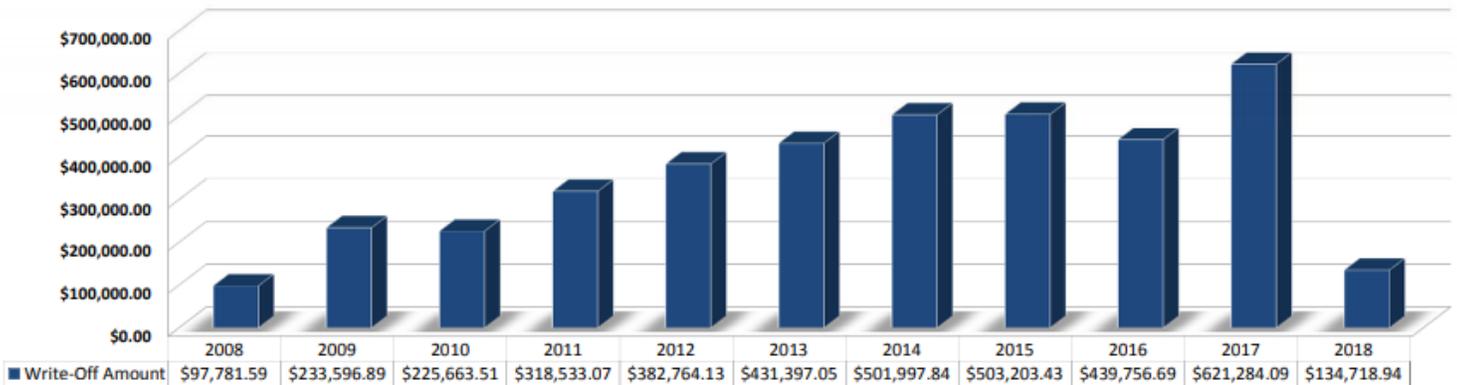
Our graphs document an alarming trend and are a reminder to us that, across the Commonwealth, many communities are realizing what it means when their ambulance company can no longer remain in service due to a lack of funding.

We need the support of our municipalities, businesses and residents to fill the gap if we are to continue to operate at the ready.

Number of Patients Sent to Collections



Write-off Amount **



****The Write-Off Amount is not recoverable**

The Write-Off Amount represents dollars written off due to contractual obligation or federal mandate for which Northwest EMS has no control.

What if no one answered the call?

Our hope is that our communities never need to know that answer.
Your support is critical to us to fill the gap.

Services

Northwest EMS is licensed by the Pennsylvania Department of Health as both a Basic (BLS) and an Advanced (ALS) Life Support provider. **BLS** services are provided by EMT's who provide basic care and treatment such as stabilizing fractures, controlling bleeding, simple airway management and other basic treatments. **ALS** services are provided by a Paramedic who can provide more advanced care and treatment, including cardiac monitoring, IV interventions and the administration of medication. EMT's and Paramedics are trained to a National Standard and are certified by the Pennsylvania Department of Health/Bureau of EMS. Certification levels for EMS providers in Pennsylvania include:

- Emergency Medical Responder (EMR)
- Emergency Medical Technician (EMT)
- Advanced EMT (A-EMT)
- Paramedic (EMT-P/NREMT-P)
- Pre-Hospital RN
- Physicians

In 2017, Northwest EMS was dispatched to over 7,400 calls where our providers treated more than 8,000 patients requiring treatment for traumatic injury or medical emergencies. We compliment our emergency services with outreach services intended to provide education, safety and prevention information to the community, and we host several outreach events throughout the year, such as a Food Drive, an Allergy-Free Trick-or-Treat event and as a Toys For Tots collection site, allowing us to interact throughout the year with our community in a variety of ways. For more information on our outreach services, education and events, please see Page 5 of this Report.

Lancaster County-Wide Communications (LCWC)

LCWC dispatches all fire, police and EMS calls in Lancaster County. Medical calls are prioritized as Class 1, Class 2, or Class 3.

Class 1 emergencies are those calls where the caller has indicated that the victim, or patient, is suffering a life-threatening situation. Class 1 emergencies require the dispatch of a paramedic and response by the EMS crew would include the use of lights and sirens.

Class 2 emergencies are those calls where the caller has indicated to the 911 dispatcher that the victim, or patient, is in an emergency situation, but the patient's condition does not appear to be life-threatening or require ALS interventions. Response by the EMS crew would include the use of lights and sirens.

Class 3 emergencies are those calls where the caller indicates to the 911 dispatcher that the victim, or patient is in need of an ambulance, but their condition is stable. Response to Class 3 calls does not require the use of lights and sirens.

Depending on the scope and scale of an incident, Unified Command may be necessary, and in times of disaster, the Lancaster County Emergency Operations Center may be activated. These responses are critical to the support and coordinate of responders, communications and information sharing. Interoperability is achieved through the LCWC CAD dispatch system, the radio system and is supported by the use of a Mobile Communications unit.

For more information on LCWC and its operations, please visit <http://www.lcwc911.us/lcwc/>.



LCWC Radio Room



LCWC Mobile Field Communications Unit

Proudly Serving our Communities ~ Outreach Education

Northwest EMS compliments our emergency services with prevention education. We want to be seen as a trusted resource for health and safety. Some of our education services include:

CPR
First Aid
Scout Badge or similar merit achievements
Hands Only CPR®
Stop The Bleed
Farm and Home Safety

Poisoning Prevention
Cribs For Kids® safe sleep education
Concussion Awareness
Distracted Driving Awareness
Prom Promise Demonstrations
Fall Risk Awareness



Cribs For Kids®
education materials



Hands Only CPR®
training



Prom Promise
crash demonstration



Distracted Driving
education material



Poisoning Prevention &
Look Alike Dangers
presentation



Stop The Bleed
Flow Chart



Farm Safety
education material

Proudly Serving our Communities ~ Outreach Events

Each year Northwest EMS hosts several outreach events in which we get to interact with our community and demonstrate our commitment to our mission of serving our communities. Our Outreach Events include:

Annual February Food Drive
Ambulance Show and Tell Presentations
Teal Pumpkin Project® (Allergy-Free Trick-or-Treat)
Annual National Night Out™
Toys For Tots toy collection site



National Night Out



Sorting donations for our
Annual Food Drive



Ambulance Show & Tell



Teal Pumpkin Project



Toys For Tots
fill one of 2 ambulances!

Preparing the Next Generation

We are committed to serving our community as a leader and a mentor. Our Junior Academy is a unique opportunity for us to demonstrate that commitment. Individuals age 14 – 21, are welcome to join our Junior Academy where they will receive basic first aid training, CPR and other first aid skills.

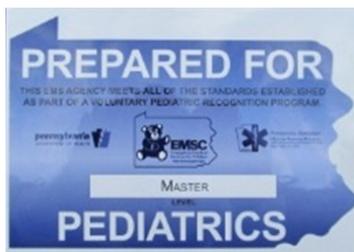
Similar to a Junior Firefighting program, the Junior Academy meets twice a month for training and members are encouraged to schedule time on our ambulances where they can observe, Depending on the training they have received, Junior Academy members will be permitted to assist the EMT or Paramedic. They are also encouraged to volunteer time at standby's and community events where they will be given opportunity to practice their skills with non-critical patients. The Junior Academy is a unique investment in our community and provides a young person thinking about a career in EMS the opportunity to see what the job entails. Many of our Junior Academy members have continued their education and become EMT's and Paramedics.

Interested persons can contact Rich Snyder at richsnyder@nwems86.org to learn more.



Above - Members of our Junior Academy train for medical and trauma responses

Northwest EMS is a Master Level EMS for Children provider



Northwest EMS meets or exceeds the minimum ambulance licensure requirement set forth by the Pennsylvania Department of Health and the Bureau of EMS.

The mission of this program is to ensure that all children and adolescents, no matter where they live, attend school, or travel, receive appropriate care in a health emergency. Some of the programs goals are to ensure the safe transport of children when riding in an ambulance, educating EMS providers on the unique medical and trauma presentations of our youngest patients and to develop a cohesive response to athletic injuries.

Participation in the program is voluntary and there are five levels of eligibility. To be recognized as a Master Level agency, the agency must:

1. Demonstrate that it has additional pediatric equipment and devices above what is normally required
2. Show proof that all providers have submitted to the Pennsylvania Childline background check process*
3. Show proof that all providers have successfully completed at least 4 credits of pediatric-related continuing education
4. Provide a minimum number of educational and preventative outreach opportunities in their communities that focus on the health, welfare and safety of children.

**Northwest EMS is fully compliant with all State and Federal Background checks as mandated by Act 15, the Child Abuse Clearance legislation*

Achieving the Master Level Recognition is important to Northwest EMS for us to demonstrate to our communities that we are committed to excellence, and that all of our providers are specifically trained to handle pediatric emergencies.

Company History

Northwest EMS is a regional EMS system made up of several community ambulance services that wanted to be able to provide the highest level of care available while still functioning with a small-town feel. The merger of those community ambulances into Northwest EMS allows us to efficiently and effectively serve all of our communities by operating from four stations (featured on the cover page). Our response area includes more than 200 square miles in Lancaster, Lebanon and Dauphin Counties and we are the primary ambulance service for more than 64,000 residents. The communities we serve are a mixture of rural, agricultural, urban and industrial areas. A timeline of our mergers:

2000

The first merger of our community ambulances took place in 2000, when the Elizabethtown Fire Company Ambulance and the Northwest Advanced Life Support Unit joined forces to become **Northwest EMS, Inc.**



2004

In 2004 Bainbridge Fire Company Ambulance and the Maytown-East Donegal Township Ambulance joined Northwest EMS.



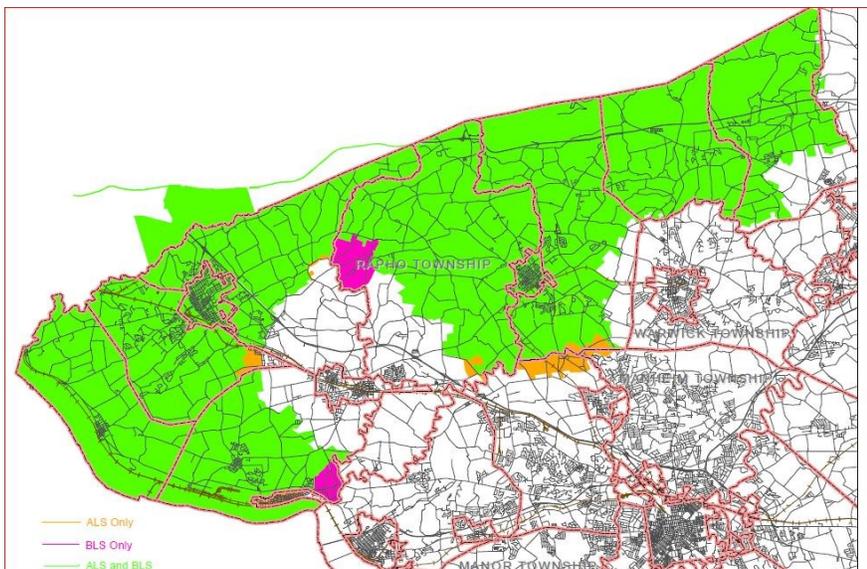
2013

In 2013, the Manheim Veterans Memorial Ambulance Association (in Manheim Borough) merged their operations to become a part of Northwest EMS.



2016

In 2016, the Brickerville Fire Company merged their ambulance services with Northwest EMS.



Map displays the current Northwest EMS response area

Making A Difference ~ One patient at a time

Battling the Opioid Epidemic: While it might surprise you to know that the opioid epidemic has touched your community, it is more likely that you know of someone who has battled, or is battling, an opioid addiction. In fact, in 2017, Lancaster County-Wide Communications dispatched EMS units to 1925 overdose related emergencies in Lancaster County. 170 of them were handled by Northwest EMS. Those numbers are up from 2016 (1907 and 152 respectively).

Whether the overdose was intentional, accidental, from use of a prescription medication for pain management or from the result of an illegal recreational activity, the consequences are tragic and we are past the days of judgment, denial and embarrassment. Treating this epidemic demands assertive and aggressive measures.

In January, 2018, Governor Wolf issued a first-of-its-kind statewide disaster declaration in an attempt to expand access to care and treatment. The disaster declaration opens up Federal funding and allows front-line responders to expand care and treatment beyond that of our State-Wide Protocols. For more information about Governor Wolf's efforts and what initiatives and resources are available to you, please visit, www.pa.gov and search for 'Treating and Preventing Opioid Addiction'.

Northwest EMS wants you to know that you are not alone in the battle and there are resources to help you. Fighting the opioid epidemic is complicated and multi-faceted and there is no simple solution. You may have heard about Naloxone administration, but we want you to know that Naloxone is only one small part of the possible solutions.

At Northwest EMS we encourage EVERYONE to be certified in CPR, or at least have Hands Only CPR® training. Don't wait until you witness someone collapse or overdose to think about what you could have done to respond and help.

What our Patients are Saying:

"Most professional"

"Very caring"

"I am always confident they will take care of me"

"Care that was given to me was excellent"

"I felt comfortable putting my husband in their care"

"Response time was excellent"

"Very helpful and gave my mother excellent care"

"Excellent job!"

"Great job – Thank you"

"I received excellent care"

"The crew was exceptionally caring and friendly"

"Thanks for all that you did!!"

"Thank the Lord for people like you!"

"The crew was wonderful!"

"We appreciate knowing you are there"

"Could not have been more caring"

"The crew was top notch great!"

"They showed deep concern which was appreciated"

These comments were copied as quotes from Patient Satisfaction Surveys that have been returned to us from the patients we have cared for.

Our Core Values ~

Northwest EMS encourages all staff to operate under a set of Core Values:

TRUST – *Trust is the cornerstone of all relationships and we will continuously strive to build and earn trust both within the unit and community we serve*

COMMITMENT – *Committed to the community we serve. In all things, we do what we say we are going to do*

INTEGRITY – *Adherence to high principles and professional standards. We do what we say we will do, the right thing, not the easy thing*

PARTNERSHIP – *Teamwork is of the utmost importance in all that we do, in both our interaction with the community and with each other*

COURAGE – *Having the courage to do what is right, even in the face of personal or professional adversity*

ACCOUNTABILITY – *Being responsible for our actions*

QUALITY – *Commitment to provide quality services through positive change and continuous improvement*

PROFESSIONALISM – *Following the highest standards of ethical conduct*

TEAMWORK – *Achieving more by working together than we can achieve as individuals*

COMMUNICATION – *Communicating expectations to employees or volunteers, and providing honest and timely feedback on performance*

EMPOWERMENT – *Developing and retaining individuals who continually excel in their performance; we will empower people to successfully accomplish goals*

COMMUNITY – *To be caring and compassionate to those who we serve and to strive to make the place we live and work or volunteer better for all*

RESPECT – *To respect each other and those we serve*

STAFF – *The members of our organization are valued as our most vital asset*

Northwest EMS wishes to thank you for trusting Northwest EMS, Inc. to be your emergency ambulance provider. If you have any questions about our corporate structure or the services we provide, do not hesitate to contact us:

Scott Kingsboro, Executive Director
skingsboro@nwems86.org
717-361-8220 x