



**FY21 ANNUAL REPORT**

## Summary

- FY21 call volume 1537, an increase of 5 calls from FY20.
- Much of the year was consumed with our response to the COVID-19 Pandemic.
  - The year began with the struggle to find adequate PPE and ended with the struggle to store all the PPE.
  - Temporary policies were enacted to respond to increase in call volumes and employee illness.
  - We had to manage with decreased staffing levels due to both illnesses and employees leaving for other jobs.
  - We worked with public health to provide a vaccine clinic
  - We purchased an online EMS Education platform to provide EMS Continuing Education.
- A new Ambulance was received in December of 2020 and it included a built in UV light.
- Changed our electronic file storage over to Office 365 so we could access files from any location.
- Received ICCF grant for a generator at the Marengo Station.
- Implemented a Drug & Alcohol testing policy for the department.
- Began planning and recruitment for an EMT class to support our volunteer first responder teams.

## Challenges

- COVID-19: PPE, Cleaning, Staffing, and Psychological Challenges
- Recruiting and retention of both volunteer and paid EMS providers.
- Staffing a backup ambulance in emergencies with lack of staff living in the county.

## FY21 Financial Summary

- Actual Expenses: \$1,763,866
- Actual Revenue: \$987,528
- Difference: \$776,339

**AMBULANCE PERSONNEL**

**FY21**

Paramedic: 20  
 Advanced EMT: 0  
 EMT: 3  
 Full Time: 14  
 Part Time: 9  
 Total: 23

**FY20**

Paramedic: 19  
 Advanced EMT: 0  
 EMT: 3  
 Full Time: 14  
 Part Time: 10  
 Total: 24

**AMBULANCE CALL VOLUME**

	<b>Transports/Billable</b>		
	<b>Dispatched Calls</b>	<b>Calls</b>	<b>Cancels/Refusals</b>
FY21 Total	1537	1251	277
FY21 MO Avg.	128	104.25	23.08
FY20 Total	1532	1218	314
FY20 MO Avg.	127.67	101.5	26.17

**AMBULANCE TIMES ANALYSIS**

	Marengo	Williamsburg	Backup	Primary Unit Totals
Avg. Chute Time	3 min. 02 s	3 min. 10 s	3 min. 11 s	3 min. 06 s
Avg. Response Time	9 min. 47 s	13 min. 04 s	11 min. 06 s	11 min. 53 s
Avg. Scene Time	16 min. 16 s	16 min. 33 s	16 min. 07 s	16 min. 24 s
Avg. Scene Time (Trauma)	16 min. 32 s	19 min. 56 s	NA	18 min. 31 s
Avg. Transport Time	27 min. 55 s	30 min. 16 s	30 min. 51 s	29 min. 01 s

**TIMES COMPARED TO PREVIOUS YEARS**

	Goal	FY18	FY19	FY20	FY21
Avg. Chute Time	3 min. day / 4 min. night	2 min. 24 s	2 min. 54 s	2 min. 37 s	3 min. 06 s
Avg. Response Time	15 min.	10 min. 30 s	11 min. 23 s	11 min. 5 s	11 min. 53 s
Avg. Scene Time	None	15 min. 17 s	15 min. 02 s	15 min. 15 s	16 min. 24 s
Avg. Scene Time (Trauma)	15 min.	14 min. 37 s	20 min. 55 s	14 min. 46 s	18 min. 31 s
Avg. Transport Time	None	28 min. 55 s	30 min. 07 s	29 min. 17 s	29 min. 01 s

**VOLUNTEER QRS PERSONNEL**

	Paramedic	AEMT	EMT	EMR	Driver	Total
Amana			1	1	2	4
Ladora			1	0	0	1
Millersburg			2	3	0	5
North English	1		4	0	0	5
Victor	1		4	1	3	9
Williamsburg	1	0	4	3	0	8

	<u>FY21</u>	<u>FY20</u>	<u>FY19</u>	<u>FY18</u>	<u>FY17</u>	<u>FY16</u>	<u>FY15</u>
Total Volunteers:	32	37	36	40	39	47	51

**QRS TIMES AND RESPONSES**

	# of Responses	# of Requests	Response Rate %	Avg. Response Time
Amana	8	134	6%	9 min. 24 s.
Ladora	26	36	72%	12 min. 04 s.
Millersburg	37	37	100%	8 min. 30 s.
North English	96	119	81%	8 min. 48 s.
Victor	76	102	75%	12 min. 42 s.
Williamsburg	56	67	84%	10 min 42 s.
County-Wide	299	495	60%	10 min. 33 s.

**VEHICLES**

	Total Mileage	FY21 Mileage	FY21 Repair & Mnt. Costs	Lifetime Repair & Mnt. Costs	Lifetime per mile repair costs
2020 Ford	22,763	22,763	\$167.13	\$167.13	\$0.01
2018 Ford	122,897	52,829	\$1,958.36	\$4,222.93	\$0.03
2016 Ford	160,060	18,728	\$3,064.68	\$22,067.4	\$0.14
2013 Chevy	173,101	5,257	\$864.61	\$13,809.18	\$0.08
2020 Explorer	4,584	3,187	\$39.89	\$39.89	\$0.01

**MAJOR VEHICLE REPAIRS**

2020 Ford

- Deer Accident

2018 Ford

- Derecho Damage from flying debris

**NEW EQUIPMENT**

- New computer for classroom
- Ballistic vests

**FY21 TRANSPORT (AMBULANCE) GOALS**

- Maintain patient satisfaction at 96% or greater measured by patient surveys: 98.33%.
- Maintain a chute time (page to out the door) of 3 minutes or less from 6:00AM to 6:00PM on 85% on all 911 Emergencies: 85.33%.
- Maintain a chute time (page to out the door) of 4 minutes or less from 6:00PM to 6:00AM on 85% on all 911 Emergencies: 81.33%.
- Improve the average scene time on for traumatic injuries that were Emergencies to 15 minutes or less: 15 minutes, 51 seconds..

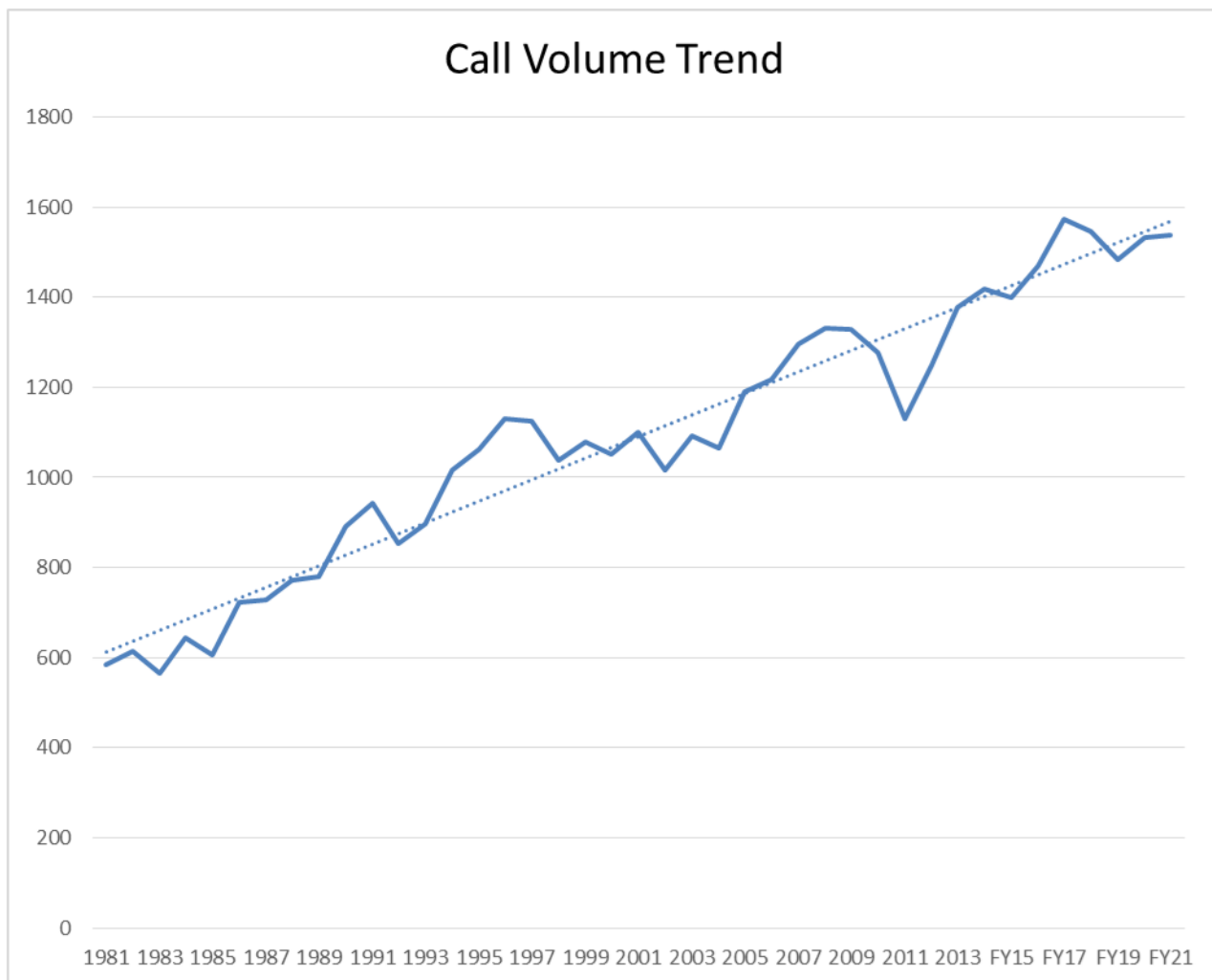
**FY21 NON-TRANSPORT (QRS) GOAL**

Maintain a county-wide non-transport response rate of at least 75% for 911 Emergencies: 60.8%

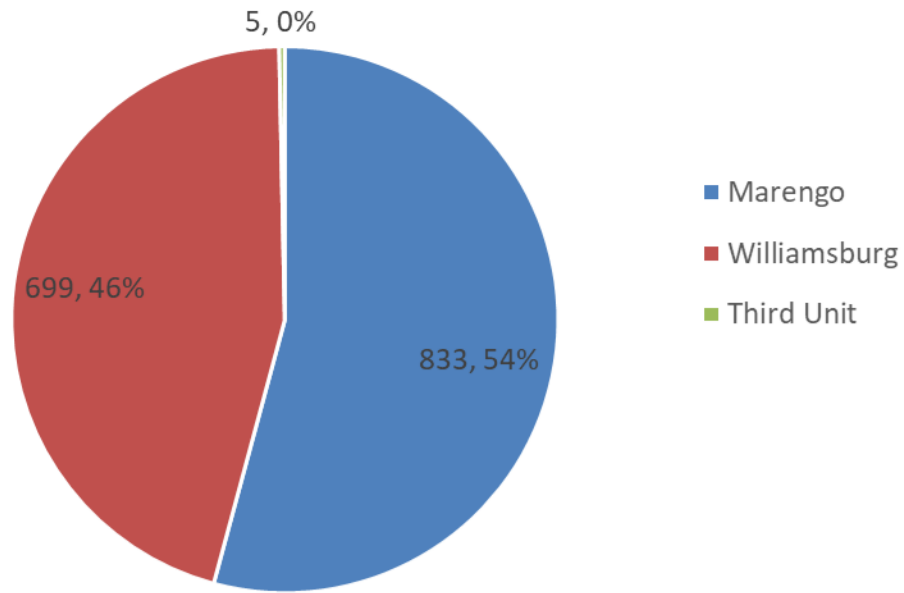
**FY21 Community Events**

Description	Hours
Marengo July 3rd Celebration	8
Williamsburg July 4th Celebration	14
Iowa County Fair	36
Football Games	140
Tractor Pull	11
EV Cross Country Meets	4
CPR for IV Seniors	4
Kids Gateway Fishing Tournament	9

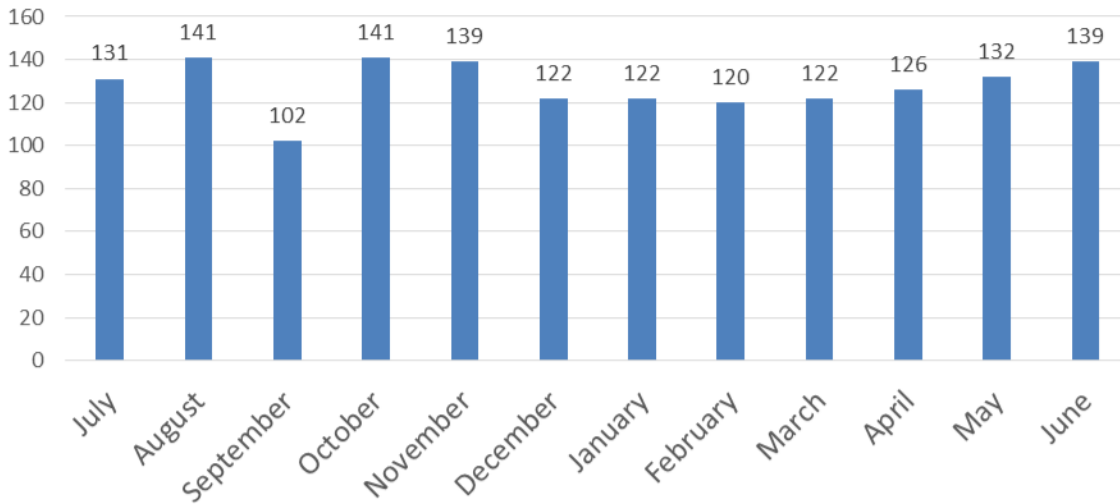
Total 226



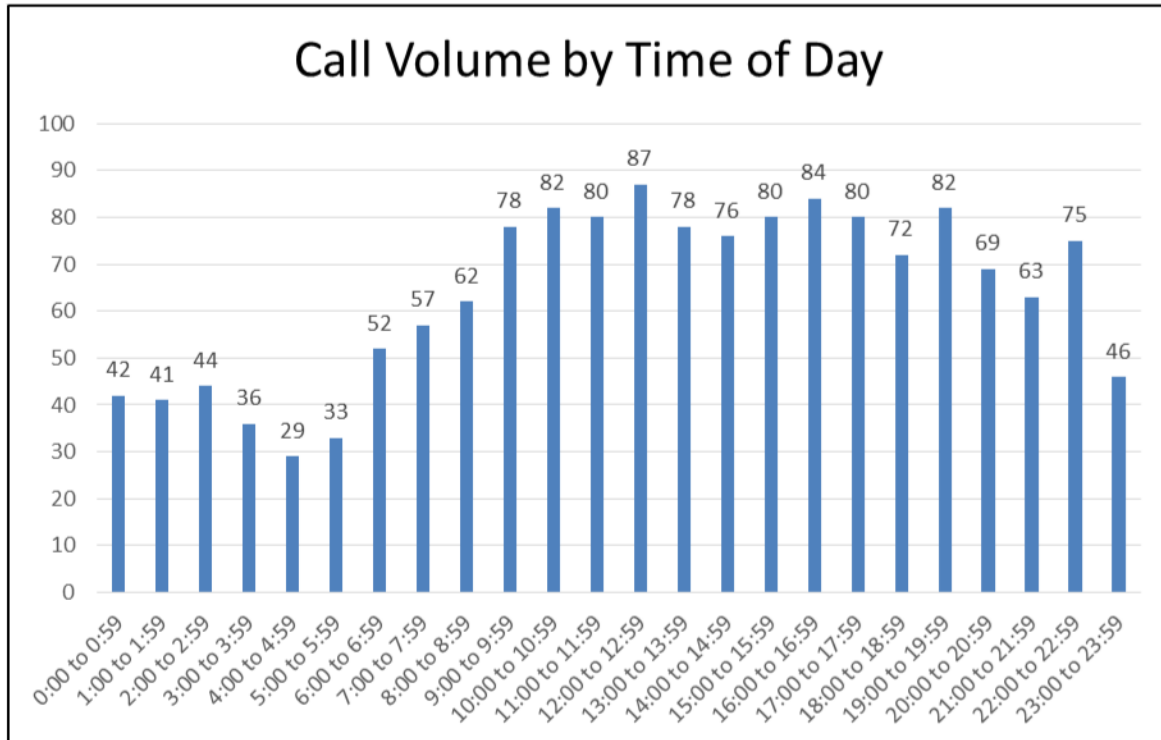
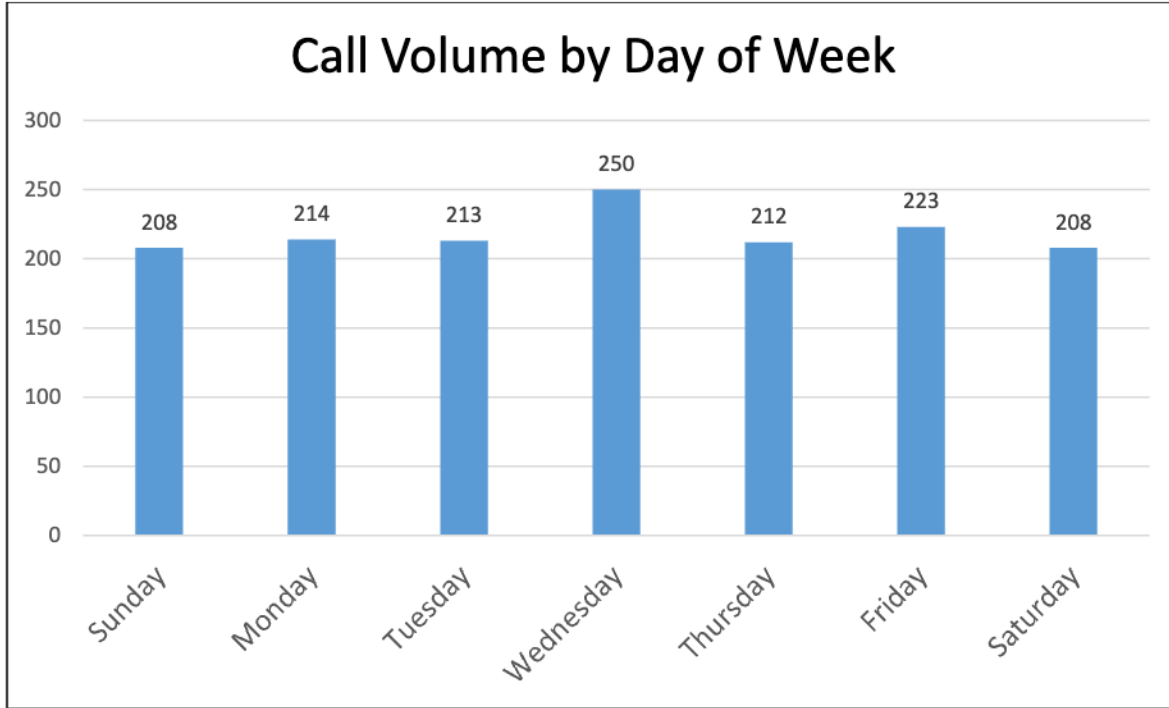
### Dispatched Calls by Unit FY21



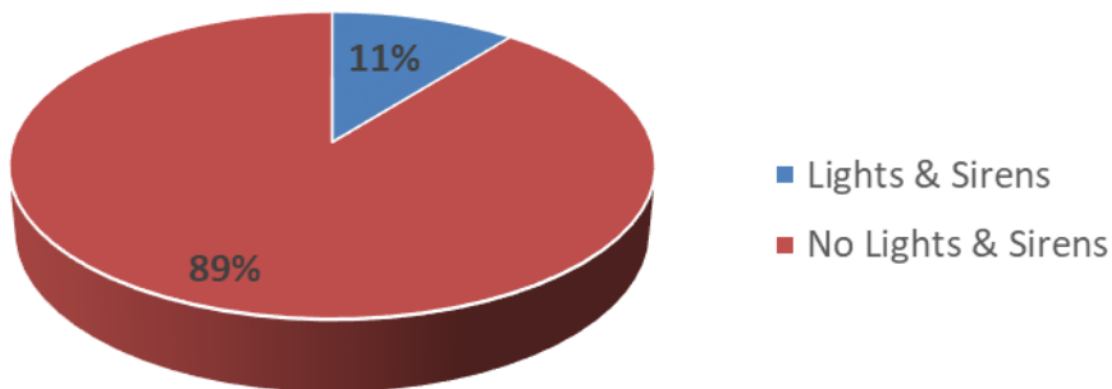
### FY21 Monthly Call Volume



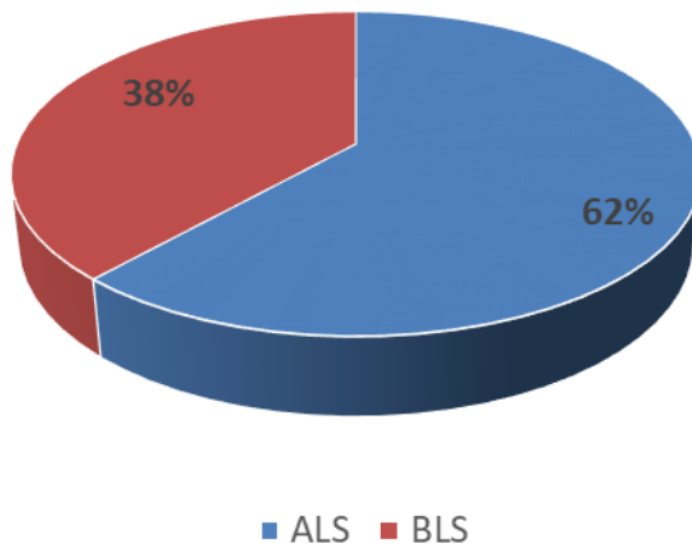




### Transport Priority



### Advanced Life Support vs. Basic Life Support



## Disposition Type Breakdown

Assist, Agency	0	0.0%
Assist, Public	6	0.4%
Assist, Unit	2	0.1%
Cancelled (No Patient Contact)	20	1.3%
Cancelled (Prior to Arrival at Scene)	55	3.5%
Cancelled on Scene/No Patient Found	16	1.0%
Patient Dead on Scene - No Resuscitation Attempted (With Transport)	0	0.0%
Patient Dead on Scene - No Resuscitation Attempted (Without Transport)	6	0.4%
Patient Dead on Scene - Resuscitation Attempted (Without Transport)	5	0.3%
Patient Evaluated, No Treatment/Transport Required	76	4.8%
Patient Refused Evaluation/Care (Without Transport)	70	4.4%
Patient Treated, Released (AMA)	45	2.9%
Patient Treated, Released (per protocol)	9	0.6%
Patient Treated, Transferred Care to Another EMS Professional	6	0.4%
Patient Treated, Transported by Law Enforcement	2	0.1%
Patient Treated, Transported by Private Vehicle	7	0.4%
Standby - Public Safety, Fire, or EMS Operational Support Provided	17	1.1%
Transported Lights/Siren	127	8.1%
Transported Lights/Siren, Downgraded	1	0.1%
Transported No Lights/Siren	1,102	69.9%
Transported No Lights/Siren, Upgraded	5	0.3%
<b>Total</b>	<b>1577</b>	<b>100.0%</b>

## Transport Destination Summary

Destination Name	Total patients transported	Total transferred from CMH
ALLEN MEMORIAL HOSPITAL	1	1
COMPASS MEMORIAL HOSPITAL	344	
ENGLISH VALLEY CARE CENTER	4	4
GRINNELL REGIONAL MEDICAL CENTER	9	
HIGHLAND RIDGE	5	4
KEOKUK COUNTY HEALTH CENTER	1	
MERCY HOSPITAL - IOWA CITY	163	22
MERCY MEDICAL CENTER - CEDAR RAPIDS	77	19
METHODIST MEDICAL CENTER	1	1
PATIENT'S HOME	4	3
ROSE HAVEN NURSING HOME	15	11
ST. LUKES	168	79
THE BIRD HOUSE-HOSPICE	1	
UNIVERSITY OF IOWA HOSPITALS & CLINICS	419	97
VA HOSPITAL - IOWA CITY	22	3
WASHINGTON COUNTY HEALTH CENTER	1	
<b>Totals</b>	<b>1235</b>	<b>244</b>

Primary Impression Breakdown		
No Complaints or Injury/Illness Noted	107	7.26%
Generalized Weakness	88	5.97%
Abdominal Pain	64	4.34%
Altered Mental Status	54	3.67%
Chest Pain / Discomfort	53	3.60%
Injury	53	3.60%
Acute Respiratory Distress (Dyspnea)	45	3.05%
Behavioral/psychiatric episode	44	2.99%
Injury of Head	40	2.72%
Injury of Hip	36	2.44%
Back Pain	34	2.31%
Pain (Non-Traumatic)	34	2.31%
Stroke	34	2.31%
Shortness of breath	33	2.24%
Syncope / Fainting	29	1.97%
Anxiety reaction/Emotional upset	27	1.83%
Injury of Lower Leg	27	1.83%
Cardiac arrhythmia/dysrhythmia	24	1.63%
Dizziness	22	1.49%
Injury of Shoulder or Upper Arm	22	1.49%
Seizures	22	1.49%
Diabetic Hyperglycemia	19	1.29%
Diabetic Hypoglycemia	18	1.22%
Injury of Face	17	1.15%
Respiratory disorder	17	1.15%
Injury of Neck	16	1.09%
Nausea	15	1.02%
COVID-19 - Confirmed by testing	13	0.88%
Fever	13	0.88%
Injury of Wrist, Hand, or Fingers	13	0.88%
Kidney stones	13	0.88%
Overdose - Unspecified	13	0.88%

Primary Impression Breakdown		
Confusion/Delirium	12	0.81%
Congestive heart failure (CHF)	12	0.81%
Laceration/Abrasion/Hematoma (minor surface trauma)	12	0.81%
Alcohol use	11	0.75%
Injury of Ankle	10	0.68%
Malaise	10	0.68%
Non-ST elevation myocardial infarction (NSTEMI)	10	0.68%
Sepsis/Septicemia	10	0.68%
Urinary Tract Infection (UTI)	10	0.68%
Allergic Reaction	9	0.61%
Cardiac arrest	9	0.61%
Headache	9	0.61%
Injury of Thigh (Upper Leg)	9	0.61%
Injury of Thorax (Upper Chest)	9	0.61%
Alcohol dependence with withdrawal	8	0.54%
Cellulitis	8	0.54%
COVID-19 - Suspected - no known exposure	8	0.54%
Diarrhea	8	0.54%
Injury of Lower Back	8	0.54%
Chest Pain, Other (Non-Cardiac)	7	0.48%
Obvious Death	7	0.48%
Pneumonia	7	0.48%
Renal Failure	7	0.48%
Cough	6	0.41%
Dehydration	6	0.41%
Gastrointestinal hemorrhage	6	0.41%
Hypertension	6	0.41%
Hypotension	6	0.41%
Vomiting	6	0.41%
Acute abdomen	5	0.34%
Injury of Foot	5	0.34%
Injury of Nose	5	0.34%
Injury of Pelvis	5	0.34%

Primary Impression Breakdown		
ST elevation myocardial infarction (STEMI)	5	0.34%
Fatigue	4	0.27%
Hemorrhage	4	0.27%
Injury of Elbow	4	0.27%
Injury of Forearm	4	0.27%
Need for continuous medical supervision	4	0.27%
Patient assist only	4	0.27%
Suicidal Ideation	4	0.27%
Visual Disturbance	4	0.27%
Epistaxis	3	0.20%
Febrile Seizures	3	0.20%
Generalized edema	3	0.20%
Hypothermia	3	0.20%
Infectious Disease	3	0.20%
Mental disorder	3	0.20%
Migraine	3	0.20%
Palpitations	3	0.20%
Poisoning / Drug Ingestion	3	0.20%
Respiratory Failure	3	0.20%
Skin infection	3	0.20%
Transient Cerebral Ischemic Attack (TIA)	3	0.20%
Brain Injury	2	0.14%
Chest pain on breathing	2	0.14%
Chronic Obstructive Pulmonary Disease (COPD)	2	0.14%
Common Cold	2	0.14%
Concussion	2	0.14%
COVID-19 - Exposure to confirmed patient	2	0.14%
Edema	2	0.14%
Eye Injury	2	0.14%
Eye Pain	2	0.14%
Heat Exhaustion	2	0.14%
Injury of Abdomen	2	0.14%
Labor and delivery, uncomplicated	2	0.14%

Primary Impression Breakdown		
Metabolic Shock	2	0.14%
Overdose - Alcohol	2	0.14%
Pregnancy related conditions	2	0.14%
Rhabdomyolysis	2	0.14%
Spontaneous abortion (Miscarriage)	2	0.14%
Suicide attempt	2	0.14%
Traumatic Circulatory Arrest	2	0.14%
Vaginal Hemorrhage	2	0.14%
Acute appendicitis	1	0.07%
Anaphylactic Shock	1	0.07%
Anaphylaxis	1	0.07%
Anemia	1	0.07%
Asthma	1	0.07%
Cancer	1	0.07%
Dysphagia	1	0.07%
Electrocution	1	0.07%
End stage renal disease (ESRD)	1	0.07%
Foreign Body in Respiratory Tract	1	0.07%
Hallucinogen related disorders	1	0.07%
Health hazard contact /Suspected exposure	1	0.07%
Heatstroke and Sunstroke	1	0.07%
Hematemesis	1	0.07%
Hematoma (Non-Traumatic)	1	0.07%
Hyperventilation	1	0.07%
Hypoglycemia (Not Diabetic)	1	0.07%
Hypovolemia / Shock	1	0.07%
Inhalation Injury (Toxic Gas)	1	0.07%
Intracranial hemorrhage	1	0.07%
Labor and delivery complications	1	0.07%
Other stimulant related disorders	1	0.07%
Overdose - Acetaminophen	1	0.07%
Pitting Edema	1	0.07%
Pregnancy with contractions	1	0.07%



Primary Impression Breakdown		
Preterm labor without delivery	1	0.07%
Pulmonary Embolism	1	0.07%
Respiratory Condition due to Chemicals, Gases, Fumes, and Vapors	1	0.07%
Respiratory Shock	1	0.07%
Seizures with status epilepticus	1	0.07%
Septic Shock	1	0.07%
Severe Acute Respiratory Syndrome (SARS)	1	0.07%
Subdural Hemorrhage (Traumatic)	1	0.07%
Toothache	1	0.07%
Tracheostomy problem	1	0.07%

## Medication Breakdown

Medication	Doses	% of Total
Fentanyl	228	38.58%
Zofran	120	20.30%
Nitro Spray	53	8.97%
Aspirin	47	7.95%
Epinephrine 1:10	19	3.21%
Duoneb	17	2.88%
Dextrose 50%	15	2.54%
Other - Medication	14	2.37%
Valium	13	2.20%
Ketamine	8	1.35%
Oral Glucose	8	1.35%
Nitro Infusion	6	1.02%
Toradol	6	1.02%
Benadryl	4	0.68%
Epinephrine 1:1	4	0.68%
Heparin Infusion	4	0.68%
Narcan	4	0.68%
Solu-Medrol	4	0.68%
Glucagon	3	0.51%
Ketorolac	3	0.51%
Albuterol	2	0.34%
Magnesium Sulfate Infusion	2	0.34%
Nitrostat	2	0.34%
Adenosine	1	0.17%
Amiodarone	1	0.17%
Atropine	1	0.17%
Epinephrine Infusion	1	0.17%
Versed	1	0.17%