



FY23 ANNUAL REPORT

Summary

- FY23 call volume 1769, an increase of 74 calls from FY22.
- We completed second phase of our Medicare Audit on 6/27/23 with a claim error rate of 0.00%.
- All staff completed the Certified Ambulance Documentation Specialist (CADS) certification as part of the Medicare Audit training.
- We migrated all our policies to the county website in September 2022.
- An Employee Assistance Program (EAP) was implemented in October 2022.
- A county-wide Active Shooter Exercise was held in North English in September 2022.
- The Iowa County EMS Advisory Council held their inaugural meeting in December 2022.
- A Narcan program for our First Responder teams was implemented in January 2022.
- All county EMS services had State inspections in February 2022 and were re-authorized for another 3 years.
- We took delivery of a new 2023 Lifeline Ambulance in April 2023.

Challenges

- Increasing call volume frequently stresses our resources. In October 2022 dispatch started tracking how often we request outside ambulance services to cover our calls. This data will help us evaluate our future staffing needs.
- Recruiting and retention of both volunteer and paid EMS providers is an ongoing challenge. Employee turnover is trending down since implementation of a new wage scale in FY22 and the free family health insurance offered in FY23.
- Facilities: With increasing call volume we need to keep additional supplies on hand and finding storage is a challenge. As we grow staffing to keep up with increased demand, we will need additional space.
- Medication Shortages: We continue to struggle to obtain some medications because they are not available from distributors. Unfortunately, this has not recovered from Covid like we had hoped.

FY23 Financial Summary

- Actual Expenses: \$2,183,095
 - Actual Revenues: \$1,164,246
 - Difference: \$1,018,849
- Budgeted Expenses: \$2,275,869
 - Budgeted Revenues: \$1,019,000
 - Difference: \$1,256,869

AMBULANCE PERSONNEL

FY23

Paramedic: 21
 Advanced EMT: 0
 EMT: 8
 Full Time: 16
 Part Time: 13
 Total: 29

FY22

Paramedic: 21
 Advanced EMT: 0
 EMT: 6
 Full Time: 16
 Part Time: 11
 Total: 27

AMBULANCE CALL VOLUME

| | Transports/Billable | | |
|--------------|----------------------------|--------------|-------------------------|
| | Dispatched Calls | Calls | Cancels/Refusals |
| FY23 Total | 1769 | 1364 | 401 |
| FY23 MO Avg. | 147.42 | 113.67 | 33.42 |
| FY22 Total | 1695 | 1308 | 387 |
| FY22 MO Avg. | 141.25 | 109 | 32.25 |

AMBULANCE TIMES ANALYSIS

| | Marengo | Williamsburg | Totals |
|--------------------------|------------------------|--------------|--------------|
| Avg. Chute Time (Day) | Goal: 3 minutes | | 3 min. 00 s |
| Avg. Chute Time (Night) | Goal: 4 minutes | | 3 min. 44 s |
| Avg. Chute Time | 3 min. 08 s | 3 min. 17 s | 3 min. 12 s |
| Avg. Response Time | 10 min. 24 s | 13 min. 39 s | 11 min. 54 s |
| Avg. Scene Time | 15 min. 09 s | 16 min. 13 s | 15 min. 40 s |
| Avg. Scene Time (Trauma) | 14 min. 32 s | 15 min. 21 s | 15 min. 12 s |
| Avg. Transport Time | 24 min. 17 s | 27 min. 16 s | 25 min. 45 s |

TIMES COMPARED TO PREVIOUS YEARS

| | Goal | FY21 | FY22 | FY23 |
|--------------------------|---------------------------|--------------|--------------|--------------|
| Avg. Chute Time | 3 min. day / 4 min. night | 3 min. 06 s | 3 min. 05 s | 3 min. 12 s |
| Avg. Response Time | 15 min. | 11 min. 53 s | 11 min. 53 s | 11 min. 54 s |
| Avg. Scene Time | None | 16 min. 24 s | 15 min. 28 s | 15 min. 40 s |
| Avg. Scene Time (Trauma) | 15 min. | 18 min. 31 s | 16 min. 32 s | 15 min. 12 s |
| Avg. Transport Time | None | 29 min. 01 s | 28 min. 16 s | 25 min. 45 s |

VOLUNTEER QRS PERSONNEL

| | Paramedic | AEMT | EMT | EMR | Driver | Total |
|---------------|-----------|------|-----|-----|--------|-------|
| Amana | 1 | | 3 | 1 | 1 | 6 |
| Ladora | | | 1 | 0 | 0 | 1 |
| Millersburg | | | 3 | 3 | 0 | 6 |
| North English | 1 | | 5 | 0 | 0 | 6 |
| Victor | 1 | | 6 | 1 | 4 | 12 |
| Williamsburg | 1 | 0 | 3 | 2 | 0 | 6 |

| | FY23 | FY22 | FY21 | FY20 | FY19 | FY18 | FY17 | FY16 | FY15 |
|-------------------|------|------|------|------|------|------|------|------|------|
| Total Volunteers: | 37 | 36 | 32 | 37 | 36 | 40 | 39 | 47 | 51 |

QRS TIMES AND RESPONSES

| | # of Responses | # of Requests | Response Rate % | Avg. Response Time |
|---------------|----------------|---------------|-----------------|--------------------|
| Amana | 118 | 142 | 83% | 12 min. 51 s. |
| Ladora | 19 | 60 | 32% | 13 min. 59 s. |
| Millersburg | 43 | 44 | 98% | 8 min. 43 s. |
| North English | 153 | 169 | 91% | 8 min. 17 s. |
| Victor | 79 | 94 | 84% | 10 min. 33s. |
| Williamsburg | 89 | 99 | 90% | 10 min 33 s. |
| County-Wide | 501 | 608 | 82% | 9 min. 33 s. |

QRS FIVE YEAR RESPONSE RATE HISTORY

| | FY19 | FY20 | FY21 | FY22 | FY23 |
|---------------|------|------|------|------|------|
| Amana | 34% | 19% | 6% | 40% | 83% |
| Ladora | 97% | 67% | 72% | 50% | 32% |
| Millersburg | 96% | 96% | 100% | 84% | 98% |
| North English | 77% | 77% | 81% | 86% | 91% |
| Victor | 91% | 93% | 75% | 78% | 84% |
| Williamsburg | 90% | 91% | 84% | 83% | 90% |
| County-Wide | 77% | 73% | 60% | 71% | 82% |

VEHICLES

| | Total Mileage | FY23 Mileage | FY23 Maintenance Costs | Lifetime Maintenance Costs | Lifetime per mile Maintenance costs |
|---------------|---------------|--------------|------------------------|----------------------------|-------------------------------------|
| 2023 Ford | 10401 | 10401 | \$69.63 | \$69.63 | \$0.0067 |
| 2020 Ford | 82940 | 33,387 | \$1,673.73 | \$4,793.43 | \$0.06 |
| 2018 Ford | 170,176 | 32,265 | \$1,615.11 | \$11,962.89 | \$0.07 |
| 2016 Ford | 169,690 | 9630 | \$1256.67 | \$25,028.50 | \$0.15 |
| 2020 Explorer | 8123 | 3001 | \$53.21 | \$151.40 | \$0.02 |

MAJOR VEHICLE REPAIRS

2018 Ford

- Deer accident 11/12/22

2020 Ford

- Deer accident 5/2/23

2023 Ford

- Deer accident 5/30/23

NEW EQUIPMENT

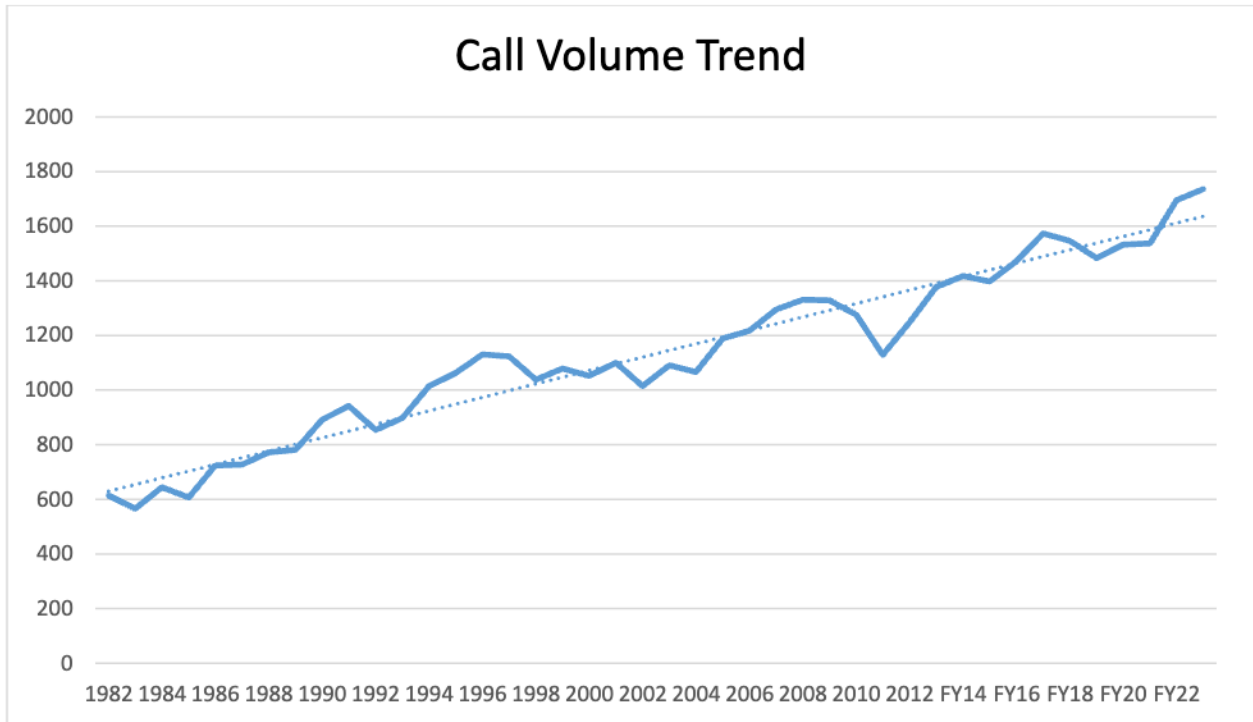
- Full body vacuum splints (Iowa County Community Foundation Grant)

FY23 TRANSPORT (AMBULANCE) GOALS

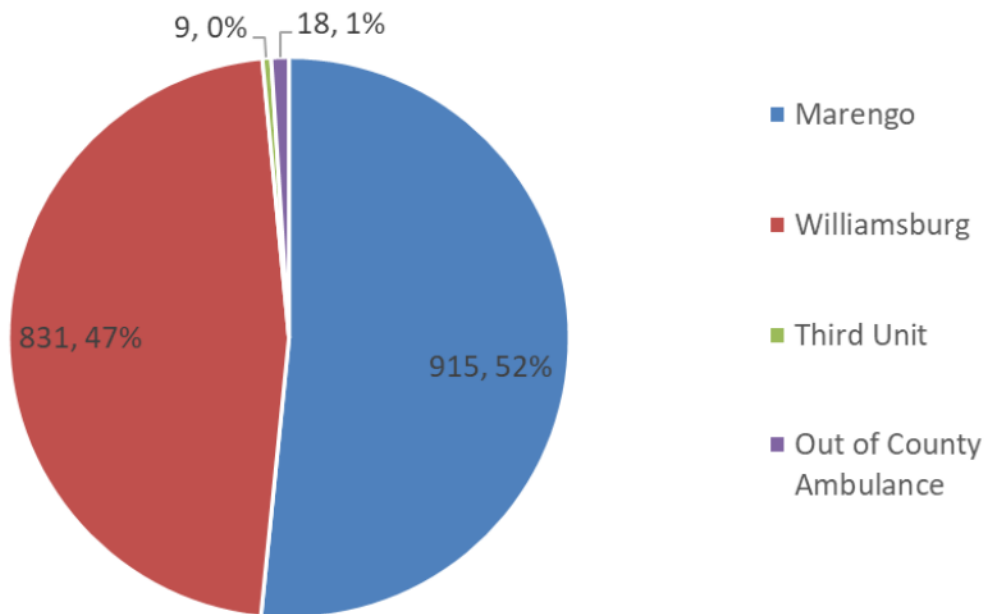
- Maintain patient satisfaction at 96% or greater measured by patient surveys: 98.25%.
- Maintain a chute time (page to out the door) of 3 minutes or less from 6:00AM to 6:00PM on 85% on all 911 Emergencies: 81.00%.
- Maintain a chute time (page to out the door) of 4 minutes or less from 6:00PM to 6:00AM on 85% on all 911 Emergencies: 76.67%.
- A 12-Lead EKG will be completed within 10 minutes of arrival on scene when chief complaint is Chest Pain: 11 min. 25s.

FY23 Community Events

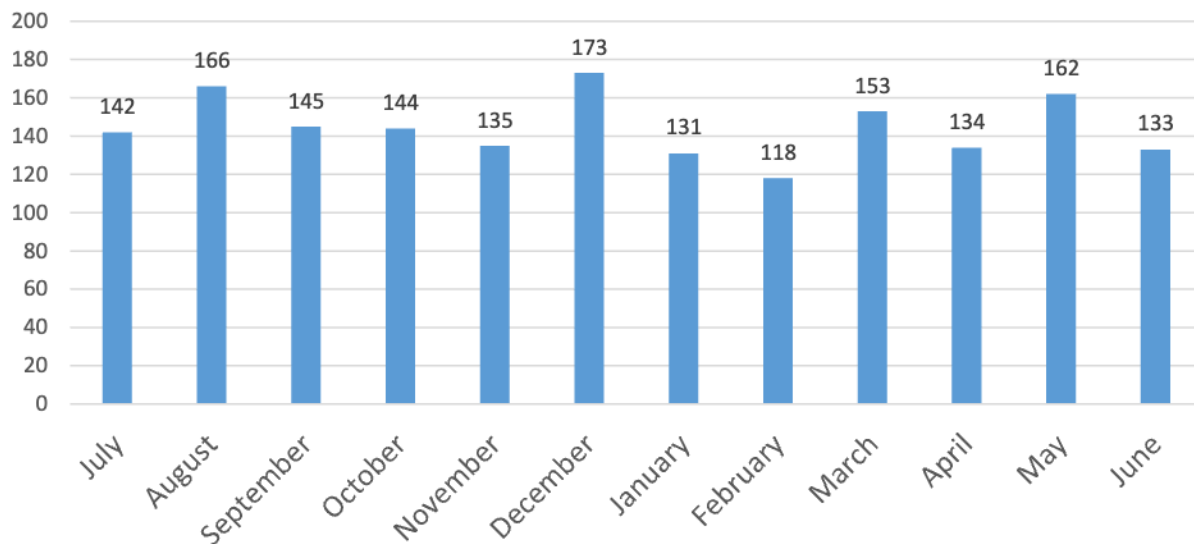
| Description | Personnel Hours |
|-----------------------------------|-----------------|
| Marengo July 3rd Celebration | 16 |
| Williamsburg July 4th Celebration | 16 |
| Iowa County Fair | 94 |
| Football Games | 160.5 |
| Gateway Challenge Triathlon | 8 |
| Tractor Pull | 5 |
| EV Cross Country Meet | 5.5 |
| CPR for IV Seniors | 4 |
| Daycare Presentation | 1 |
| Rodeo | 8 |
| Octoberfest | 26 |
| | |
| Total | 344 |

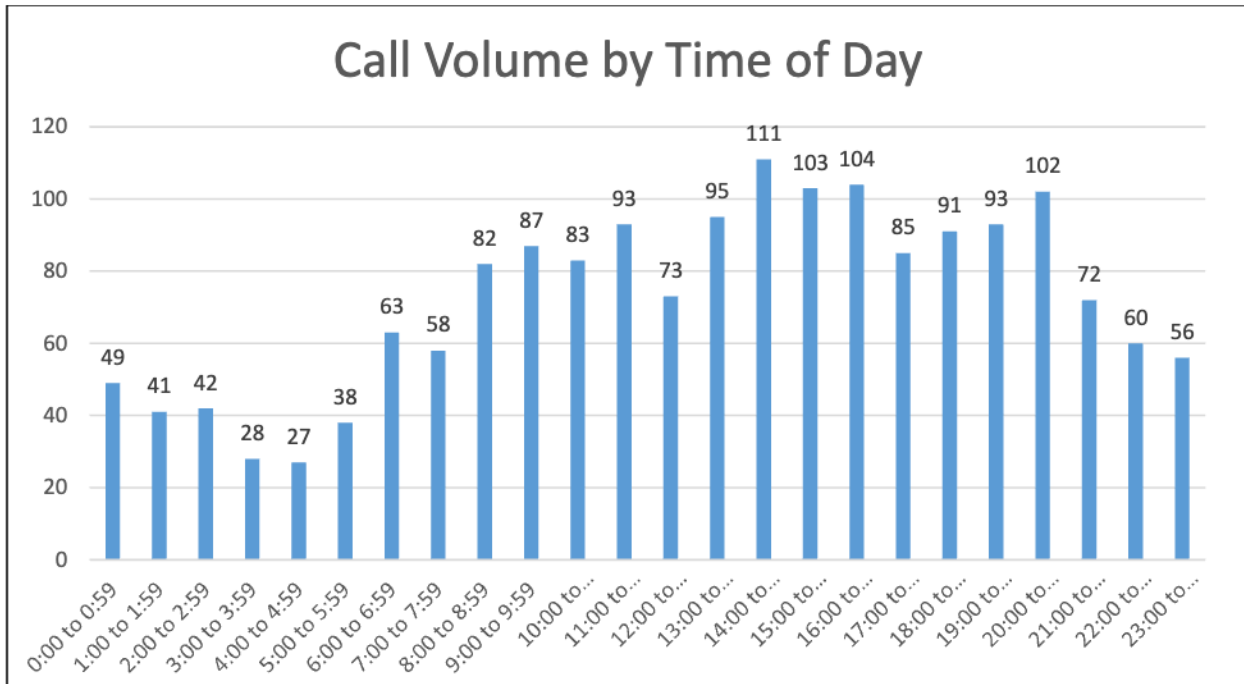
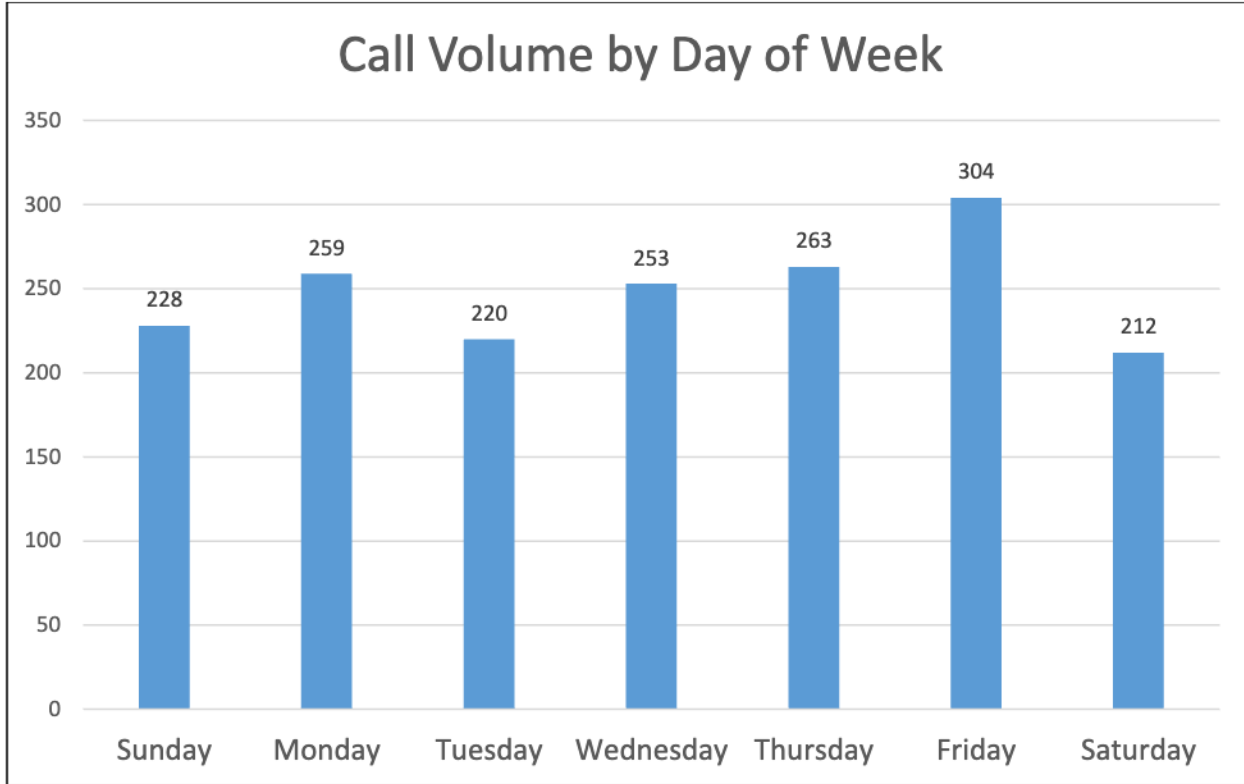


Dispatched Calls by Unit FY23

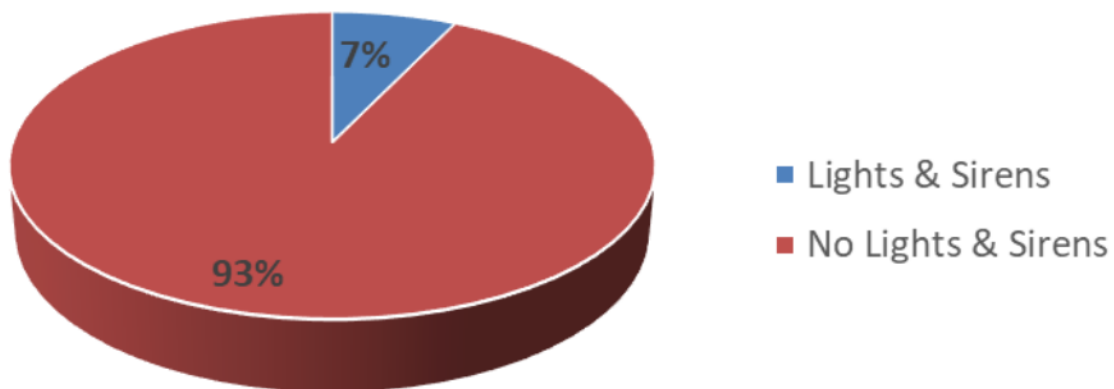


FY23 Monthly Call Volume

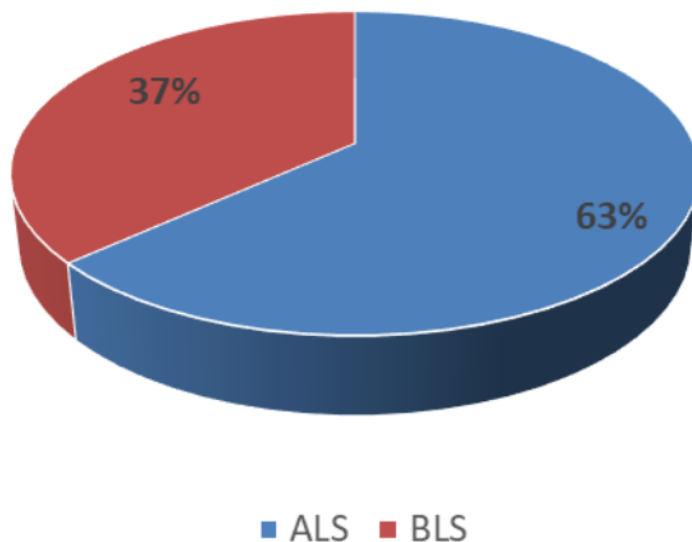




Transport Priority



Advanced Life Support vs. Basic Life Support



Disposition Type Breakdown

| | | |
|--|--------------|-------------|
| Assist, Public | 12 | 0.67% |
| Assist, Unit | 1 | 0.06% |
| Cancelled (No Patient Contact) | 49 | 2.72% |
| Cancelled (Prior to Arrival at Scene) | 77 | 4.28% |
| Cancelled on Scene/No Patient Found | 7 | 0.39% |
| Patient Dead on Scene - No Resuscitation Attempted (Without Transport) | 2 | 0.11% |
| Patient Dead on Scene - Resuscitation Attempted (Without Transport) | 2 | 0.11% |
| Patient Evaluated, No Treatment/Transport Required | 54 | 3.00% |
| Patient Refused Evaluation/Care (Without Transport) | 160 | 8.89% |
| Patient Treated, Released (AMA) | 45 | 2.50% |
| Patient Treated, Released (per protocol) | 13 | 0.72% |
| Patient Treated, Transferred Care to Another EMS Professional/Unit | 6 | 0.33% |
| Patient Treated, Transported by Law Enforcement | 2 | 0.11% |
| Patient Treated, Transported by Private Vehicle | 3 | 0.17% |
| Standby - No Service or Support Provided | 5 | 0.28% |
| Standby - Public Safety, Fire, or EMS Operational Support Provided | 5 | 0.28% |
| Transported Lights/Siren | 97 | 5.39% |
| Transported Lights/Siren, Downgraded | 2 | 0.11% |
| Transported No Lights/Siren | 1,257 | 69.83% |
| Transported No Lights/Siren, Upgraded | 1 | 0.06% |
| Total | 1,800 | 100% |

Transport Destination Summary

| Destination Name | Total patients transported | Total transferred from CMH |
|--|----------------------------|----------------------------|
| ALLEN HEALTH SYSTEM, WATERLOO | 3 | 3 |
| BELLE PLAINE NURSING & REHAB | 7 | 6 |
| COLONIAL MANOR OF AMANA | 4 | 2 |
| COMPASS MEMORIAL HOSPITAL | 550 | NA |
| ENGLISH VALLEY CARE CENTER | 10 | 9 |
| GRINNELL REGIONAL MEDICAL CENTER | 6 | 0 |
| HIGHLAND RIDGE | 9 | 9 |
| KEOKUK COUNTY HEALTH CENTER | 2 | 0 |
| KEYSTONE CARE CENTER | 1 | |
| MERCY HOSPITAL - IOWA CITY | 126 | 22 |
| MERCY MEDICAL CENTER - CEDAR RAPIDS | 40 | 7 |
| MERCY ONE - WATERLOO | 1 | 0 |
| ROSE HAVEN NURSING HOME | 22 | 20 |
| ST. LUKES | 129 | 62 |
| UNIVERSITY OF IOWA HOSPITALS & CLINICS | 431 | 130 |
| VA HOSPITAL - IOWA CITY | 24 | 2 |
| Totals | 1365 | 272 |

| PRIMARY IMPRESSION BREAKDOWN | | |
|---------------------------------------|----|------|
| No Complaints or Injury/Illness Noted | 97 | 5.9% |
| Shortness of Breath | 90 | 5.4% |
| Generalized Weakness | 89 | 5.4% |
| Abdominal Pain | 74 | 4.5% |
| Chest Pain/Discomfort | 62 | 3.7% |
| Injury of Hip | 54 | 3.3% |
| Injury of Head | 53 | 3.2% |
| Altered Mental Status | 42 | 2.5% |
| Behavioral Episode | 41 | 2.5% |
| Acute Respiratory Distress (Dyspnea) | 39 | 2.4% |
| Stroke | 37 | 2.2% |
| Syncope / Fainting | 37 | 2.2% |
| Injury | 31 | 1.9% |
| Injury of Face | 31 | 1.9% |
| Cardiac arrhythmia/dysrhythmia | 27 | 1.6% |
| Pain, acute due to trauma | 26 | 1.6% |
| Pain (Non-traumatic) | 25 | 1.5% |
| Back Pain | 24 | 1.5% |
| Injury of Shoulder or Upper Arm | 24 | 1.5% |
| Seizure | 24 | 1.5% |
| Dizziness | 21 | 1.3% |
| Confusion/Delirium | 20 | 1.2% |
| Fever | 18 | 1.1% |
| Nausea | 18 | 1.1% |
| Injury of Lower Leg | 17 | 1.0% |
| Vomiting | 17 | 1.0% |
| Diabetic Hyperglycemia | 16 | 1.0% |
| Diabetic Hypoglycemia | 16 | 1.0% |
| Urinary Tract Infection (UTI) | 16 | 1.0% |

| PRIMARY IMPRESSION BREAKDOWN | | |
|---|----|------|
| Headache | 15 | 0.9% |
| Suicidal Ideation | 15 | 0.9% |
| Injury of Wrist, Hand, or Fingers | 14 | 0.8% |
| Chest Pain Other (Non-Cardiac) | 13 | 0.8% |
| Alcohol Use | 12 | 0.7% |
| Anxiety Reaction/Emotional Upset | 12 | 0.7% |
| COVID-19 - Confirmed by testing | 12 | 0.7% |
| Hypertension | 12 | 0.7% |
| Limb/Hand Pain | 12 | 0.7% |
| Non-ST elevation myocardial infarction (NSTEMI) | 12 | 0.7% |
| Acute Abdomen | 11 | 0.7% |
| Sepsis/Septicemia | 11 | 0.7% |
| Cardiac Arrest | 10 | 0.6% |
| Gastrointestinal hemorrhage | 10 | 0.6% |
| Injury of Ankle | 10 | 0.6% |
| Injury of Neck | 10 | 0.6% |
| Lower back pain | 10 | 0.6% |
| Overdose - Unspecified | 10 | 0.6% |
| Laceration (minor surface trauma) | 9 | 0.5% |
| Malaise | 9 | 0.5% |
| Multiple Injuries | 9 | 0.5% |
| Patient assist only | 9 | 0.5% |
| Unconscious | 9 | 0.5% |
| Hemorrhage | 8 | 0.5% |
| Injury of Foot | 8 | 0.5% |
| Injury of Thigh (Upper Leg) | 8 | 0.5% |
| Need for continuous medical supervision | 8 | 0.5% |
| Pneumonia | 8 | 0.5% |
| ST elevation myocardial infarction (STEMI) | 8 | 0.5% |

| PRIMARY IMPRESSION BREAKDOWN | | |
|--|---|------|
| Congestive Heart Failure (CHF) | 7 | 0.4% |
| Convulsions | 7 | 0.4% |
| Cough | 7 | 0.4% |
| Respiratory disorder | 7 | 0.4% |
| Cancer | 6 | 0.4% |
| Chronic Obstructive Pulmonary Disease (COPD) | 6 | 0.4% |
| Depression | 6 | 0.4% |
| Diarrhea | 6 | 0.4% |
| Muscle Weakness | 6 | 0.4% |
| Pain Chronic | 6 | 0.4% |
| Renal Failure | 6 | 0.4% |
| Respiratory Failure | 6 | 0.4% |
| Skin Infection | 6 | 0.4% |
| Alcohol Dependence with Withdrawal | 5 | 0.3% |
| Cellulitis | 5 | 0.3% |
| Heat Exhaustion | 5 | 0.3% |
| Hypotension | 5 | 0.3% |
| Injury of Lower Back | 5 | 0.3% |
| Allergic Reacion | 4 | 0.2% |
| Burn | 4 | 0.2% |
| Chest Pain on Breathing | 4 | 0.2% |
| Dehydration | 4 | 0.2% |
| Edema | 4 | 0.2% |
| Extremity Pain | 4 | 0.2% |
| Fatigue | 4 | 0.2% |
| Injury of Forearm | 4 | 0.2% |
| Injurty of Thorax (Upper Chest) | 4 | 0.2% |
| Kidney Stones | 4 | 0.2% |
| Poisoning / Drug Ingestion | 4 | 0.2% |

| PRIMARY IMPRESSION BREAKDOWN | | |
|--|---|------|
| Pregnancy with contractions | 4 | 0.2% |
| Seizures with status epilepticus | 4 | 0.2% |
| Septic Shock | 4 | 0.2% |
| Smoke Inhalation | 4 | 0.2% |
| Suicide Attempt | 4 | 0.2% |
| Vaginal Hemorrhage | 4 | 0.2% |
| COVID-19 - Exposure to confirmed patient | 3 | 0.2% |
| Generalized Edema | 3 | 0.2% |
| Injury of Elbow | 3 | 0.2% |
| Injury of Nose | 3 | 0.2% |
| Intestinal Obstruction | 3 | 0.2% |
| Pelvic and Perineal Pain | 3 | 0.2% |
| Pulmonary Embolism | 3 | 0.2% |
| Common Cold | 2 | 0.1% |
| End Stage Renal Disease (ESRD) | 2 | 0.1% |
| Eye Injury | 2 | 0.1% |
| Hypothermia | 2 | 0.1% |
| Injury of Abdomen | 2 | 0.1% |
| Injury of Pelvis | 2 | 0.1% |
| Mental disorder | 2 | 0.1% |
| Palpitations | 2 | 0.1% |
| Pregnancy related conditions | 2 | 0.1% |
| Reduced Mobility | 2 | 0.1% |
| Respiratory Syncytial Virus (RSV) | 2 | 0.1% |
| Visual Disturbance | 2 | 0.1% |
| Acute Bronchitis | 2 | 0.1% |
| Acute Bronchospasms | 2 | 0.1% |
| Acute Coronary Syndrome | 1 | 0.1% |
| Acute Appendicitis | 1 | 0.1% |

| PRIMARY IMPRESSION BREAKDOWN | | |
|--|---|------|
| Amputation of Limb | 1 | 0.1% |
| Anaphylaxis | 1 | 0.1% |
| Angina, unstable | 1 | 0.1% |
| Asthma | 1 | 0.1% |
| Brain Injury | 1 | 0.1% |
| Carbon Monoxide Poisoning | 1 | 0.1% |
| Concussion | 1 | 0.1% |
| Ear Problem | 1 | 0.1% |
| Eye Pain | 1 | 0.1% |
| Febrile Seizures | 1 | 0.1% |
| Foreign body in Ear | 1 | 0.1% |
| Foreign Body in Nostril | 1 | 0.1% |
| Foreign Body in Trachea | 1 | 0.1% |
| Foreign Body on External Eye | 1 | 0.1% |
| Gastroesophageal Reflux Disease (GERD) | 1 | 0.1% |
| Hematoma (Non-traumatic) | 1 | 0.1% |
| Hyperglycemia (Not Diabetic) | 1 | 0.1% |
| Hyperkalemia | 1 | 0.1% |
| Hyperventilation | 1 | 0.1% |
| Hypoglycemia (Not-Diabetic) | 1 | 0.1% |
| Infectious Disease | 1 | 0.1% |
| Influenza | 1 | 0.1% |
| Injury of Ear | 1 | 0.1% |
| Medical Device Failure | 1 | 0.1% |
| Migraine | 1 | 0.1% |
| Obesity | 1 | 0.1% |
| Obvious Death | 1 | 0.1% |
| Orthostatic Hypotension | 1 | 0.1% |
| Other Stimulant Related Disorders | 1 | 0.1% |

| PRIMARY IMPRESSION BREAKDOWN | | |
|--|---|------|
| Overdose - Alcohol | 1 | 0.1% |
| Overdose - Synthetic Narcotics | 1 | 0.1% |
| Pneumothorax (Traumatic) | 1 | 0.1% |
| Pulmonary Edema, Acute | 1 | 0.1% |
| Quadriplegia | 1 | 0.1% |
| Rhabdomyolysis | 1 | 0.1% |
| Subarachnoid Hemorrhage (Traumatic) | 1 | 0.1% |
| Subdural Hemorrhage (Traumatic) | 1 | 0.1% |
| Toothache | 1 | 0.1% |
| Transient Cerebral Ischemic Attack (TIA) | 1 | 0.1% |

Medication Breakdown

| Medication | Doses | % of Total |
|---------------------|-------|------------|
| Fentanyl | 158 | 28.42% |
| Zofran | 106 | 19.06% |
| Nitro Spray | 67 | 12.05% |
| Duoneb | 48 | 8.63% |
| Aspirin | 41 | 7.37% |
| Epinephrine 1:10 | 33 | 5.94% |
| Albuterol | 14 | 2.52% |
| Toradol | 13 | 2.34% |
| Valium | 12 | 2.16% |
| Dextrose 50% | 9 | 1.62% |
| Ketorolac | 7 | 1.26% |
| Oral Glucose | 7 | 1.26% |
| Solu-Medrol | 6 | 1.08% |
| Versed | 5 | 0.90% |
| Glucagon | 4 | 0.72% |
| Ketamine | 4 | 0.72% |
| Narcan | 4 | 0.72% |
| Amiodarone | 3 | 0.54% |
| Other - Medication | 3 | 0.54% |
| Benadryl | 2 | 0.36% |
| Epinephrine 1:1 | 2 | 0.36% |
| Lopressor | 2 | 0.36% |
| Amiodarone Infusion | 1 | 0.18% |
| Atropine | 1 | 0.18% |
| Dextrose 25% | 1 | 0.18% |
| Levophed | 1 | 0.18% |
| Midazolam | 1 | 0.18% |
| Nitrostat | 1 | 0.18% |

Call Volume by Zip Code Summary

