

2022 Annual Ambulance Report



Mission

To improve the health, wellness and quality of life of the people and communities we serve.

Vision

To be the gold standard for healthcare in Montana

Values

We will:

- Treat every person the dignity, respect, and loving-kindness
- Keep colleagues and patients safe in every sense of the word
- Empower and invest in our people to help them grow and thrive
- Inspire collaboration to cultivate joy, pride and a sense of belonging
- Drive excellence through learning, innovation and continuous improvement
- Steward our resources wisely so we can fulfill our mission

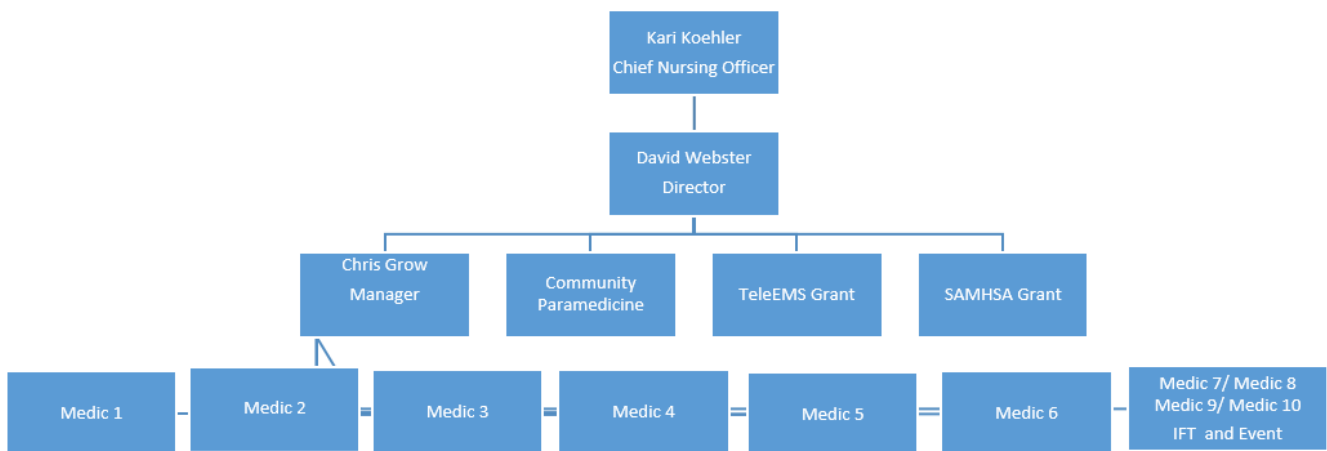
St. Peter's Health –Ambulance takes a great deal of pride in the work that we do. It is our privilege to serve those who call on us during an emergency. We are proud of the exceptional care that we provide to the residents of the communities that we serve.

In addition to serving the residents in our community, we also serve St. Peter's Health Regional Medical Center multiple hospitals, nursing homes, and other health care facilities in the area. Growth of the Helena Valley and surrounding area has also added to the complexity of the health care system's medical transportation needs.

Covid-19 has weighed heavily on ambulance operations, not unlike the rest of the United States. Each call posed a disease exposure risk for ambulance staff. Each call took extra effort to ensure staff and patient safety. Each call required enhanced decontamination to get the ambulance ready for the next patient. I'm proud of our staff at St. Peter's Health, our partnering EMS/responder agencies, our Law Enforcement partners and our Dispatchers for their stamina in battling a pandemic. Without their efforts, things would be far worse for our community.

-David Webster, Director –St. Peter's Health Ambulance

Organizational Chart



Medical Direction



Emergency Medicine

RELATED PROGRAMS

[Emergency Department](#)

Jared Phelps, DO received his Doctor of Osteopathic Medicine at the Arizona College of Osteopathic Medicine, Midwestern University in Glendale, AZ and completed his Emergency Medicine Residency at St. Luke's Hospital in Bethlehem, PA. He holds a Bachelors of Science in Microbiology from Weber State in Ogden, Utah. Dr. Phelps is married and the father of two girls. In his free time, he enjoys fly fishing, biking, mountain biking, skiing, running, hiking, backpacking, camping, rock climbing, canyoneering, and archery.

Education & Training

MEDICAL SCHOOL	Midwestern University - Arizona
RESIDENCY	St Lukes Hospital and Health Network
BOARD CERTIFICATIONS	American Board of Emergency Medicine

Staffing

64 Frontline ECP's

- 14 Critical Care Paramedics
- 21 Paramedics
- 9 Advanced EMTs
- 19 EMTs
- 1 Community Paramedic
- 1 Community Advanced EMT
- 1 Community EMT
- 2 Departmental Leadership (Manager/Director)

10 New Team members - 6 departures

(9% turn over compared to 11% national avg.-20-36% projected)

SPH-Ambulance has some of the highest paramedic standards in the region.

We require BLS, ACLS, PALS, NRP, and PHTLS

All staff participate in on going skill proficiency and evaluation.

In response to the ever-increasing gap of education and clinical experience, our Field Training program underwent a massive overhaul. The goal of which is to better prepare new EMS personnel to function independently within our system. A number of process were standardized. Evaluation tools have been reinvented. Our preceptors are training on coaching and mentoring. Field training hours were adjusted from 120 hours to 480 hours with two tracks, one for experienced providers and one for inexperienced provider.

Stations

SPH - Ambulance operates 3 stations within the area:

Main Station and office - 2475 Broadway St - St. Peter's Regional Medical Center

North Station - 4422 N. Montana Ave

East Station - 551 Fuente Dr., East Helena - In partnership with East Valley Fire Dept.

Ambulance Fleet

SPH-Ambulance operates:

10 Ambulances

6 of which are frontline - 911 response

2 are reserve

2 are Event and Driver training.

1 Resource vehicle (5R-1)

Currently 3 new ambulances are on order. Due to industry lag times, the first is expected to arrive July 2023.

5A1 '18 F450
5A2 '18 F450
5A3 '20 F450
5A4 '18 F450
5A5 '17 F450
5A6 '17 F450
5A7 '14 3500HD
5A8 '12 3500HD
5A-9 '14 F450
5A-10 '08 F350
5R1 '03 2500HD

Ambulance Operations

Full time crews work 12 hour shifts that rotate on a 3 day on-3 day off/3 day on 5 day off schedule.

Core shifts have an associated 12 on-call attached.

Daily response and patient care is provided across 6 shifts:

Medic 1	Day	(0600-1800)	On call (1800-0600)
Medic 2	Day	(0700-1900)	On call (1900-0700)
Medic 3	Day	(0900-2100)	
Medic 4	Split	(1200-0000)	
Medic 5	Night	(1800-0600)	On call (0600-1800)
Medic 6	Night	(1900-0700)	On call (0700-1900)
Medic 7	Day	(0800-2000)	Ad Hoc peek day staffing

Call Volumes

Community Benefit hours:

362 hours of event/standby coverage

Community Education hours:

94 CE hours to First Responders

321 hours of student clinical experience

Call Mix

2622 - No Charge (lift assist, refusals, treat and no transport, cancel) (34%)

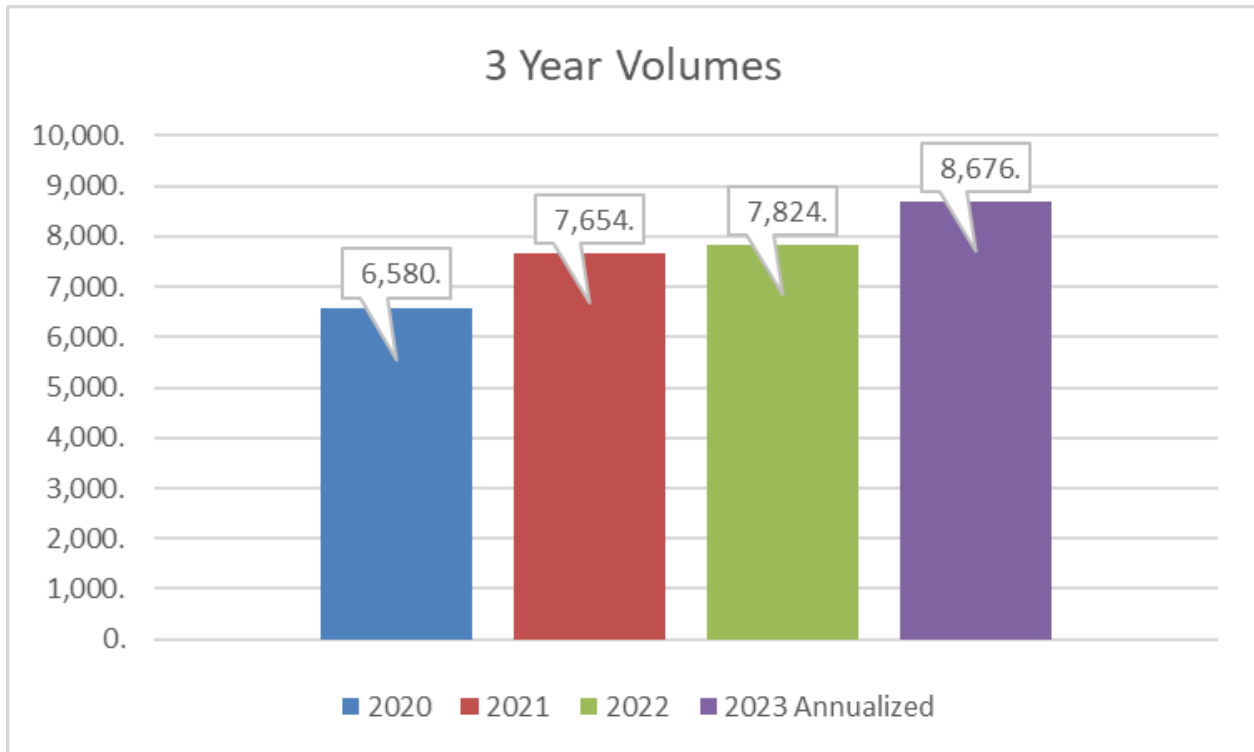
992 - BLS non-emergent

1948 - BLS emergent

272 - ALS non-emergent

1882 - ALS emergent

120 - ALS Class 5



16% increase 20->21

1% increase 21->22

19% increase over 3 years

11% increase 22->23 projected

Response times

Due to limitations of our data abstraction process, response times noted are calculated based on all responses; non-emergent, emergent, staging, and inter-facility transfers.

Average response time City of Helena 7.15 min

Average response time to City of East Helena 8.5 min

Average response time to East Valley Dist. 12.4 min

Average response time to West Valley Dist. 11 min

District	Total number of patients by district	Average times in min for each district	Total number of patients by district	Average times in min for each district	Total number of patients by district	Average times in min for each district	Total number of patients by district	Average times in min for each district
	Q1	Q1 Times	Q2	Q2 Times	Q3	Q3 Times	Q4	Q4 Times
Baxendale	6	16.8	5	17.5	8	16	8	16.4
Birdseye	10	23.6	8	23.7	8	24.7	5	17.1
Canyon Creek	2	17	3	27	0	0	2	29.0
East Gate	16	9.6	17	12.6	19	10	12	9.2
East Helena	38	8.8	34	7.8	42	8.5	39	9.2
East Valley	70	18.6	53	9.4	55	10.7	65	10.9
Fort Harrison	4	10	1	16	8	11.4	10	12.7
Marysville	4	29	1	63	0	0	5	25.6
Tri-Lakes	9	18.9	12	13.5	17	15.5	6	18.0
VA Medical Center			8	13.8	0	0	0	0.0
West Helena Valley N. Lincoln	51	12.2	32	13.8	36	13.1	42	14.9
West Helena Valley S. Lincoln	72	9.2	74	7.5	64	9.6	63	8.1
Westside (Zone 8/15)	13	7.4	18	7.6	6	10.4	11	10.9
Wolf Creek/Craig	6	40.1	9	38.8	12	48.8	12	40.3
York	4	15.7	12	29.4	1	38	7	21.9
City of Helena Zones								
Zone 1	2	7	1	7.3	3	9	1	9.0
Zone 2	7	6.7	2	6	12	8.3	4	7.3
Zone 3	57	8.1	58	6.8	63	7.6	70	7.8
Zone 4	38	5.6	16	5.7	22	6.9	21	6.9
Zone 5	4	10.7	14	5.8	3	9.5	3	7.0
Custer Corridor	108	7.6	91	6.3	103	8.3	99	7.6
Zone 8	8	9.6	12	9.8	6	10.4	9	10.8
Zone 9	58	9.6	45	10.1	56	9.8	84	10.1
Zone 10	34	7.3	45	8.7	62	5.8	42	8.6
Zone 11	44	6.8	27	6.6	41	6.8	40	6.1
Cedar Corridor	144	8.3	129	8.8	165	8.2	175	8.9
Zone 12	10	5.7	5	7.3	2	8.5	1	10.0
Zone 13	6	8	8	3.3	1	10	1	7.0
Zone 15	5	5	6	5.3	0	0	2	11.0
Zone 16	4	5.4	8	8.1	2	9.5	4	6.8
Zone 17	155	8.5	159	7	111	7.3	166	7.7
Zone 18	143	5.6	144	5.8	141	5.9	141	6.2
Zone 19	75	4.7	77	5.0	110	5.1	150	5.1
Zone 20	37	7.3	25	7.7	30	7.8	33	6.5
Prospect Corridor	435	6.3	432	6.2	397	6.8	498	7.5
Zone 24	3	4.3	4	6.8	5	9.8	6	7.3
Zone 25	14	7.4	11	4.7	10	8.5	10	5.2
Zone 26	99	5.2	110	5.4	116	5.9	132	6.0
Zone 27	1	8	2	4.5	0	0	0	0.0
Zone 28	1	5	2	11	3	10.6	1	13.0
Total in City of Helena	805	6.9	781	6.8	799	7.4	921	7.5

*Response times include all responses, Emergent, Standard, Staging, and Inter-facility.

Quality Assessment and Quality Assurance

The past practice of on-shift peer review has been phased out for a more efficient process. This year constituted a ground-up rebuild of our QA/QI system. Paramedic-Bill Ramsey, Paramedic-Nick Burkland, along with Nichole Steeneken –DPHHS constructed a new Continuous Quality Improvement system for SPH-Ambulance, within the confines of ImageTrend (DPHHS patient care reporting system)

This new CQI gives us the ability to audit 100% of reports for content, accuracy, interventions, provider actions, and timeliness.

We have continued involvement with in-hospital Cardiology committee, Critical Care committee, Emergency Department committee and Trauma committee, and the associated case review.

In addition, we stood up an EMS specific Trauma case review team, which provides direct feedback to our EMS providers.

Special Programs



Community Paramedicine Program (CP):

Functioning independently, but in concert with our Ambulance service, this program initially started as a pilot program at the behest of DPHHS. CP is designed to augment healthcare needs of mobility limited - high-risk population. The program bridges the healthcare gaps between 911 response, primary care, and hospitalization.

CY2022: 266 Patients

1148 Patient visits

reduced home safety hazards for (e.g., fall risks): 52

given home assistance to : 4

helped to manage their chronic health conditions: 156

helped to manage their medications (ASK-12): 35

helped improve quality of life of (PHQ9 score improvement from first to last assessment): 186

Resulting in a reduction of 128 911 calls and ED visits.

TeleEMS

Funded by the Federal Office of Rural Health Policy, this grant give helps to provide opportunity for real-time, live-stream Physician consults with some of our more rural EMS partnering agencies. The overall goal is to treat low acuity patients in their home, thereby reducing unnecessary ED visits.

SAMHSA EMS Training Grant

Funded by the Substance Abuse and Mental Health Services Administration, this program's goal is to provide support for First Responder recruitment and education. Beginning in the last quarter of this year, we have offered several EMT endorsement class and collaborated with East Valley Fire to support an Emergency Medical Responder class. More educational opportunities will come to fruition in 2023.