

Foxwall Emergency Medical Service

2018 Year End Report



Serving Aspinwall and Fox Chapel Boroughs

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Letter from the Commander



Foxwall EMS has experienced many significant changes in 2018. We have grown exponentially in the last year, adding many programs and initiatives that will further strengthen the service's ability to serve the communities of Aspinwall and Fox Chapel. This year we have increased revenue, purchased new equipment and recruited new volunteers. We have increased the number of paid providers servicing the area while continuing to support the volunteer model we were founded on. All of this is not easy, EMS in Pennsylvania is in a crisis. With decreased funding streams and increased costs, we rely more than ever on the generous donations and support of our communities and residents. In the last year we have seen many services across the state fall victim to low revenue and dwindling staff. We are proud to say that despite some rough years in the past, we have survived, and, we are stronger than ever!

This year we implemented programs to combat the opioid epidemic, trained community members in CPR, and bleeding control, placed bleeding control kits on all service owned vehicles, and placed a bike unit in service to further decrease response times to the area. We continue to strive to be a leader in the EMS community, and through participation in various county level committees we will continue to advocate for EMS in the North Hills.

Much of this strength is due to the excellent Emergency Medical Technicians and Paramedics that have dedicated their time to serving these communities. Without them we would not be able to provide the level of compassionate, clinically excellent care that the residents expect from a professional ambulance service. This year those dedicated professionals attended hundreds of hours of EMS and Rescue training and staffed thousands of hours of duty time at the station. Their selfless sacrifices continue to amaze me, and I am proud to work with each and every one of them.

The 2018 year end report will detail provide you with insight into the operation of your EMS system. We hope you enjoy this attempt at the highest possible level of transparency. Please feel free to contact me directly at worth@foxwall.org, or (412) 963-6611 x1001 with any questions or concerns about the EMS system.

Respectfully Submitted,

Joshua A Worth Sr.

Joshua A. Worth Sr.

Commander

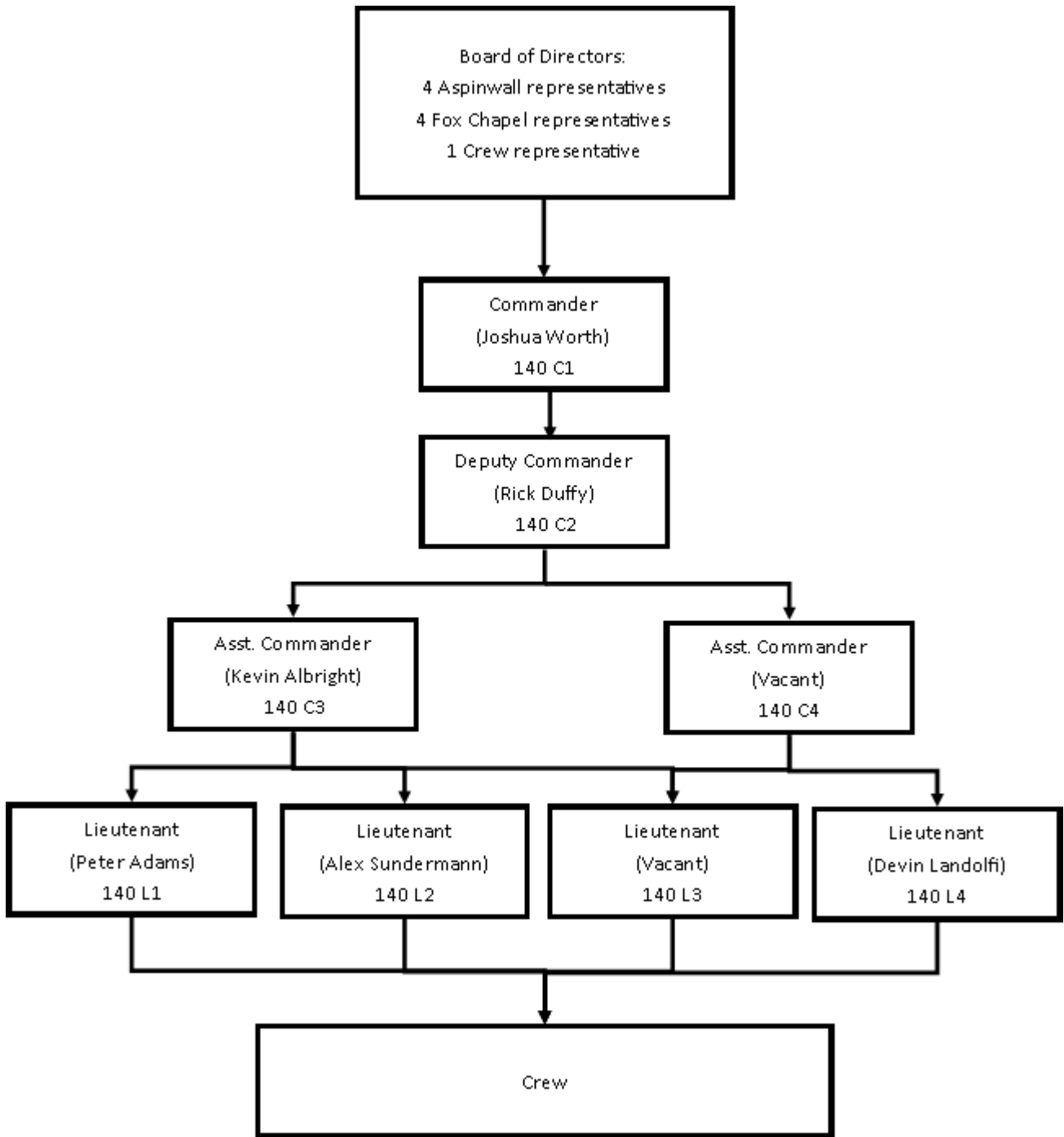
MISSION STATEMENT:

Foxwall EMS is dedicated to providing the best possible emergency coverage to the Fox Chapel and Aspinwall communities in north Allegheny County, Pennsylvania.

VISION STATEMENT:

Foxwall EMS will be a leader in the EMS community by advocating for the highest levels of professionalism and education in EMS. EMS providers will always provide prompt, compassionate, clinically excellent care to every patient they encounter regardless of creed, age, sex, race, religion, sexual orientation or national origin.

Organizational Structure:



Budget:

Foxwall EMS' operations budget is derived mainly from EMS billing revenue and donations. In 2018 Foxwall EMS received \$33,000 dollars in municipal support from Aspinwall and Fox Chapel. Foxwall generated \$200,000 in revenue from Insurance payments for EMS services. Foxwall EMS assisted the Center for Organ Recovery and Education and the City of Pittsburgh Bureau of EMS which generated \$25,000 in revenue. Over 60% of the budget went to provider salaries and benefits and the remaining 40% funded operation costs.

Gross Income: \$508,000

Total Expenses: \$490,000

Net Income: \$ 18,000

Top 3 revenue sources:

1. 3rd Party Billing
2. Subscriptions
3. Fundraising

Top 3 Expenses:

1. Salaries and benefits
2. Ambulance (Loan payments, equipment, maintenance)
3. Liability insurance

Strategic Planning

The strategic planning process is a constantly evolving plan of how the service will continue to grow and lead the EMS community for years to come. The process involves analysis of the current EMS system as well as forecasting where the system will be in future years both financially and operationally. The plan is divided into short-term goals and long-term goals.

Short term goals (within the next 12 months):

1. Continue to evaluate all clinical care and response statistics to ensure the service meets its vision statement.
2. Continue to discuss way to improve the EMS system in the north eastern area of the North Hills.
3. Continue to grow relationships with community leaders and public safety partners to ensure the highest levels of response.
4. Obtain a Squad Vehicle.
5. Participate in clinical research.

Long Term Goals (within the next 24-36 months)

1. Obtain national accreditation from the Commission on the Accreditation of Ambulance Services (CAAS).
2. Obtain Gold Plus level with the American Heart Association: Mission Life Line program.
3. Move from combination status to career with volunteer supplement.
4. Maintain <5% "scratch" rate.
5. Purchase a replacement to Medic 142.
6. Obtain and place in service a fire scene rehabilitation unit.

Programs implemented:

1. Became a member of the North Hills Technical Rescue Team.
2. Placed Bleeding Control Kits on all service owned vehicles.
3. Purchased new, state of the art cardiac monitors.
4. Placed 2 quick response bikes in service.
5. Implemented new Quality Assurance and Quality Improvement measures.

2018 Statistics:

Calls by Municipality 2018:

Municipality	Calls	Pct.
Aspinwall	187	27.8
Blawnox	33	4.9
Cheswick	1	0.1
Fox Chapel	308	45.8
Harmar	9	1.3
Indiana	17	2.5
O'Hara	30	4.5
Pittsburgh (City Of)	48	7.1
Shaler	1	0.1
Sharpsburg	15	2.2
Springdale (Township/Boro)	2	0.2

Calls by Outcome 2018:

Outcome	Count	Pct.
ALS Assist	3	0.4
Assist EMS only	2	0.3
Cancelled	24	3.6
DOA	7	1.0
False Call	10	1.5
Lift Assist, No transport	24	3.6
No Patient Found	17	2.5
No Treatment Required	7	1.0
Patient Refused Care	16	2.4
Referred to Mutual Aid	1	0.1
Refused	50	7.4
Scheduled	1	0.1
Standby-Committed	3	0.4
Standby-Fire	37	5.5
Standby Only	2	0.3
Transported	1	0.1
Treated, Transported (ALS)	317	47.1
Treated, Transported (BLS)	131	19.5
Treatment, No Transport	19	2.8

Response Times	Time	Goal
Dispatch to En Route	2.39 Minutes	<2 minutes
En Route to On Scene	6.70 Minutes	<10 minutes

2018 Year call total: 1,160

2017 Year call total: 950