

## 2023 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 Ambulance

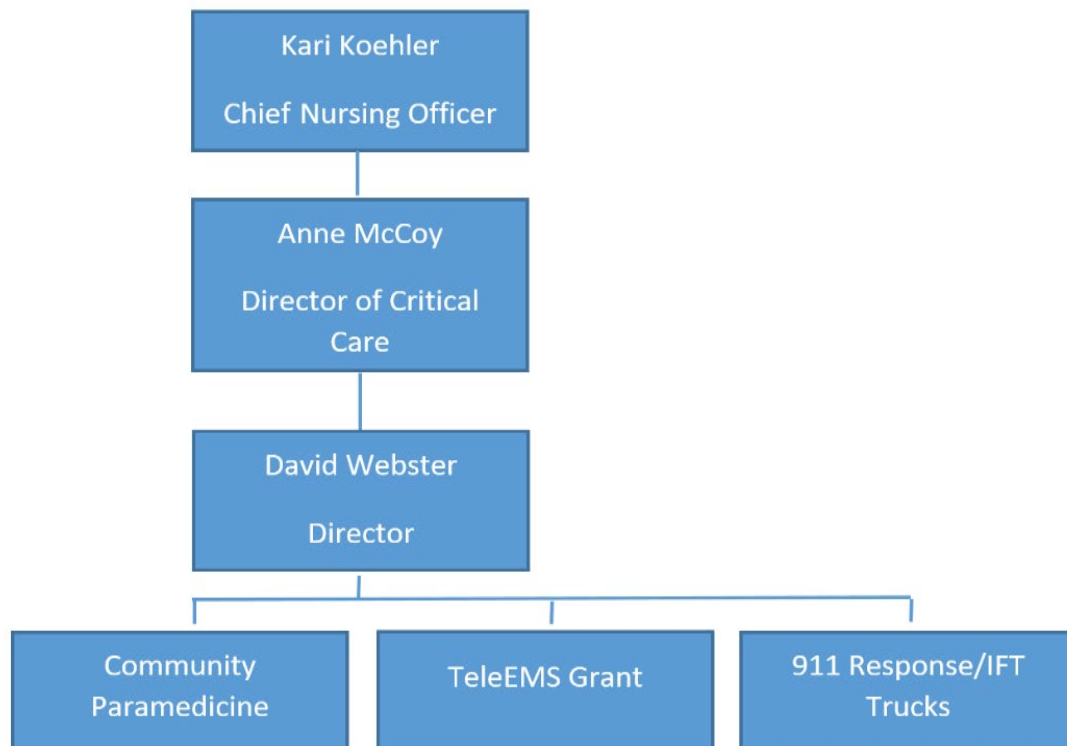
St. Peter's Health Ambulance is a part of the greater Health System that serves an estimated 97,000 residents from a five-county area. Our main response area includes the City of Helena, Lewis and Clark County, as well as parts of Broadwater, Powell and Jefferson Counties.

During 2023, St. Peter's Health Ambulance was not immune to the trends in turnover and vacancy rates that EMS services as well as healthcare have seen over the last several years. We have seen a significant need to remain flexible and innovative with our approach to providing Emergency Response to our community. We saw an increase need for the use of contract paramedic labor to help stabilize our service. We take pride in the care we deliver as well as the community outreach that we can provide with our service.

Our team at St. Peter's Health remains committed to our community and constant evaluation of our service, recruitment and retention strategies as well as our community partnerships and support for events. Each day we strive to ensure our values of safety, excellence and stewardship are met. We value the opportunity to continue serving the greater Helena area and look forward to another year of growth.

-Anne McCoy, Director of Critical Care, St. Peter's Health

### 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

### 58 Frontline ECP's

- 14 Critical Care Paramedics
- 12 Paramedics
- 3 Contract Paramedics
- 7 Advanced EMTs
- 19 EMTs
- 1 Community Paramedic
- 1 Community Advanced EMT
- 1 Community EMT
- 2 Departmental Leadership

### 20 New Team members - 15 departures

(32% turn over compared to 10% the previous year national average of 20.7%)

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.

## 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, we have received one but are still awaiting the remaining new vehicles.

## Ambulance Operations

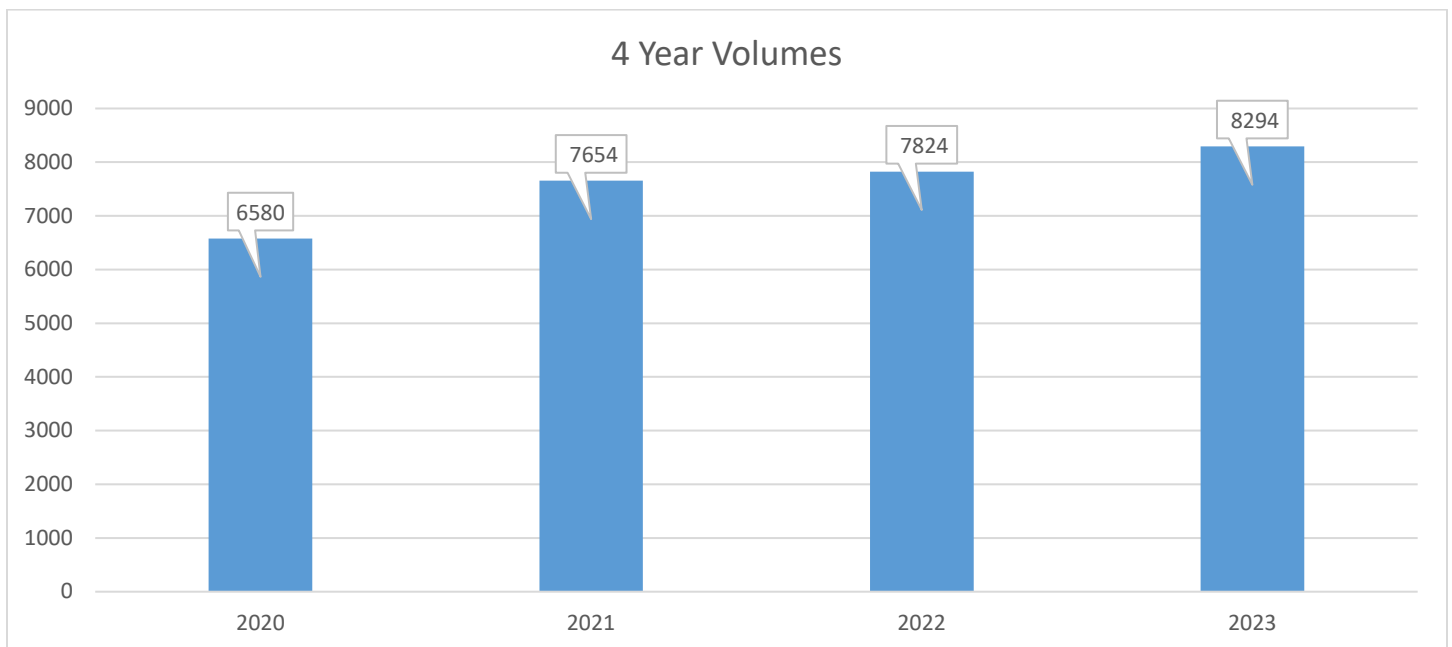
Full time crews work 12 hour shifts that rotate on a 3 day on-3 day off/3 day on 5 day off schedule.

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)

## Call Volumes



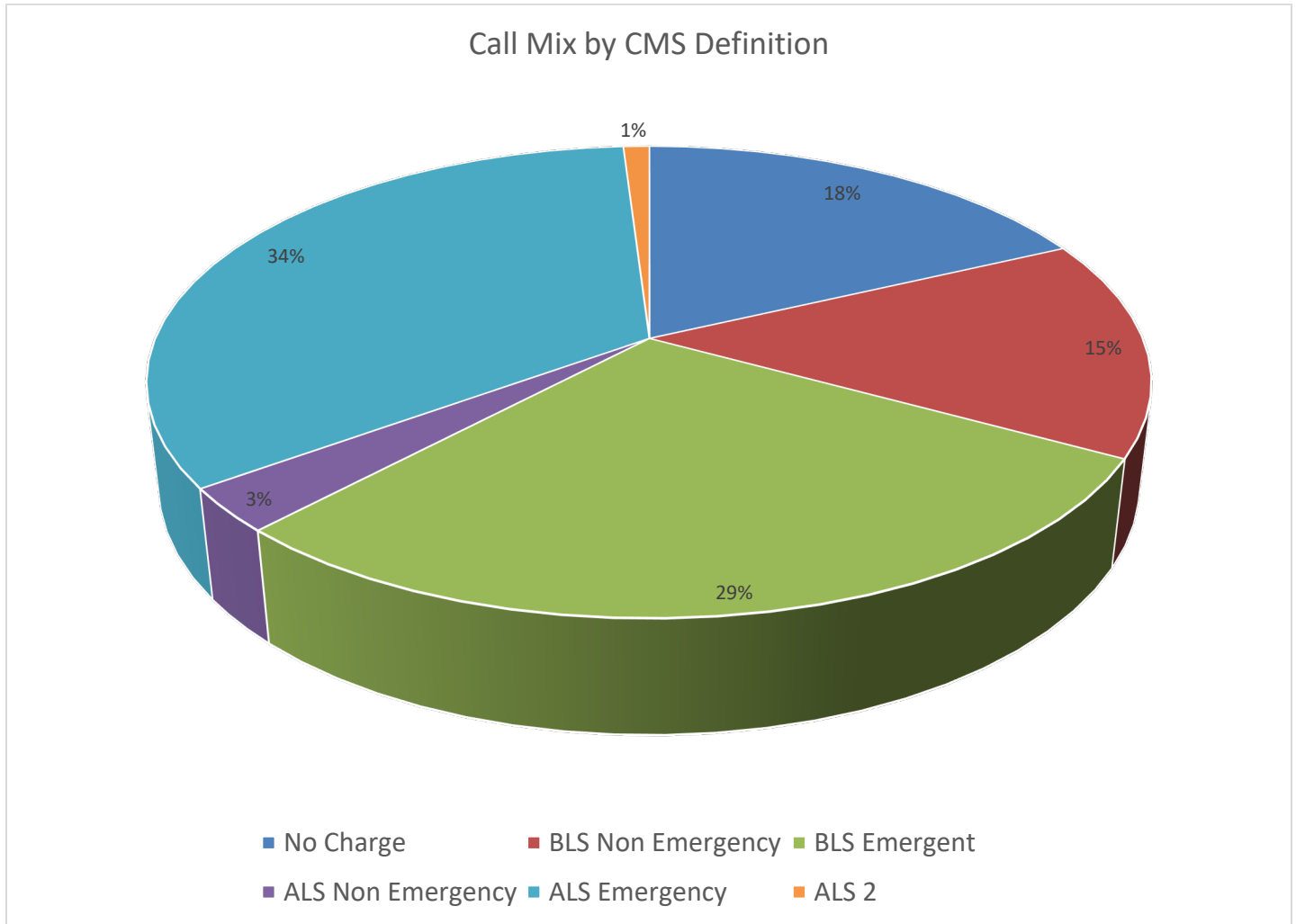
16% increase 20->21

1% increase 21->22

6% increase 22-> 23

26% increase over 4 years

## Call Mix



### Community Benefit hours:

351 hours of event/standby coverage

### Community Education hours:

Provided resources for two EMR classes and annual refresher.

### Response times

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

Average notified to enroute: 3.44 minutes

Average enroute to arrived on scene: 9.65 minutes

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	7	49.2	4	26.3	16		7	
Birdseye	4	43	4	35	13		3	
Canyon Creek					3			
East Gate	21	33	16	24.3	18		9	
East Helena	35	27.1	20	24.6	40		42	
East Valley	57	33.7	48	32.5	93		55	
Fort Harrison	6	30.6	4	22.5	35		8	
Marysville	3	99			3			
Tri-Lakes	14	162.5	10	161.5	40		27	
VA Medical Center								
West Helena Valley N. Lincoln	40	39.3	22	33.8	41		24	
West Helena Valley S. Lincoln	81	29.7	60	26.8	121		80	
Wolf Creek/Craig	6	152	4	85.6	6		4	
York	2	45	4	100	4		2	
<b>Zone 1</b>								
Zone 1	1	11					1	
<b>Zone 2</b>								
Zone 2	7	12.7	1	6	18		11	
<b>Zone 3</b>								
Zone 3	76	24.4	23	23.9	90		70	
<b>Zone 4</b>								
Zone 4	28	21.9	17	18.9	47		31	
<b>Zone 5</b>								
Zone 5	2	8	1	6	3		2	
<b>Custer Corridor</b>								
<b>Zone 8</b>								
Zone 8	13	29.7	8	37.1	7		8	
<b>Zone 9</b>								
Zone 9	46	31.9	32	26.9	80		97	
<b>Zone 10</b>								
Zone 10	47	27.7	23	22.7	71		64	
<b>Zone 11</b>								
Zone 11	38	20.9	24	22.3	66		40	
<b>Cedar Corridor</b>								
<b>Zone 12</b>								
Zone 12	3	19			10		3	
<b>Zone 13</b>								
Zone 13	1	10			1			
<b>Zone 15</b>								
Zone 15								
<b>Zone 16</b>								
Zone 16	3	28	4	38	7		3	
<b>Zone 17</b>								
Zone 17	147	25.9	134	23.6	255		175	
<b>Zone 18</b>								
Zone 18	118	20.5	69	19.9	144		101	
<b>Zone 19</b>								
Zone 19	131	17.0	75	13.3	352		282	
<b>Zone 20</b>								
Zone 20	38	27.5	31	23.5	49		47	
<b>Prospect Corridor</b>								
<b>Zone 24</b>								
Zone 24	8	20	4	13	8		5	
<b>Zone 25</b>								
Zone 25	11	15.7	14	16.8	25		27	
<b>Zone 26</b>								
Zone 26	134	16.8	99	20	144		109	
<b>Zone 27</b>								
Zone 27			3	14	2		3	
<b>Zone 28</b>								
Zone 28	2	7.5			1		5	

\* Avg times is under production in new EMR.

## New System wide EMR

In June of 2023, St. Peter's Health transitioned to a new electronic medical record system, EPIC. This was a large project that required extensive additional resources within the organization as well as strong commitment and time from our crews. We are grateful to all of our team members who put in the work and long hours to make this a successful transition. We are encouraged by the functionality and are adapting to the new workflows. With the transition, we are also navigating the new capabilities in data collection and appearance. While our benchmarks remain largely the same, we are adapting to the new variables within the system.

## 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. We have seen success with this program and continue to support its mission in alignment with our St. Peter's values and mission.

CY2023: 1066 visits for 352 patients. This is a 32% increase from CY 22

### 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 classes and collaborated with our rural fire partners to help Emergency Medical Responder classes.