

City of Schertz
EMERGENCY MEDICAL SERVICES



Director's Report
2019

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EMS Director's Report

The EMS Department has seen its share of successes over the years and 2019 was no different. We responded to over 10,000 calls for service and transported over 6,700. This was an increase of overall call volume of 6.96% and an increase of 9.29% in transports compared to the previous fiscal year.

We welcomed several new management positions with the hiring of our Senior Administrative Assistant, Erica Abellas, Operations Manager, Brandon Hill, Community Health Coordinator, Tyler Bowker and MIH Paramedic, Denise Connors.

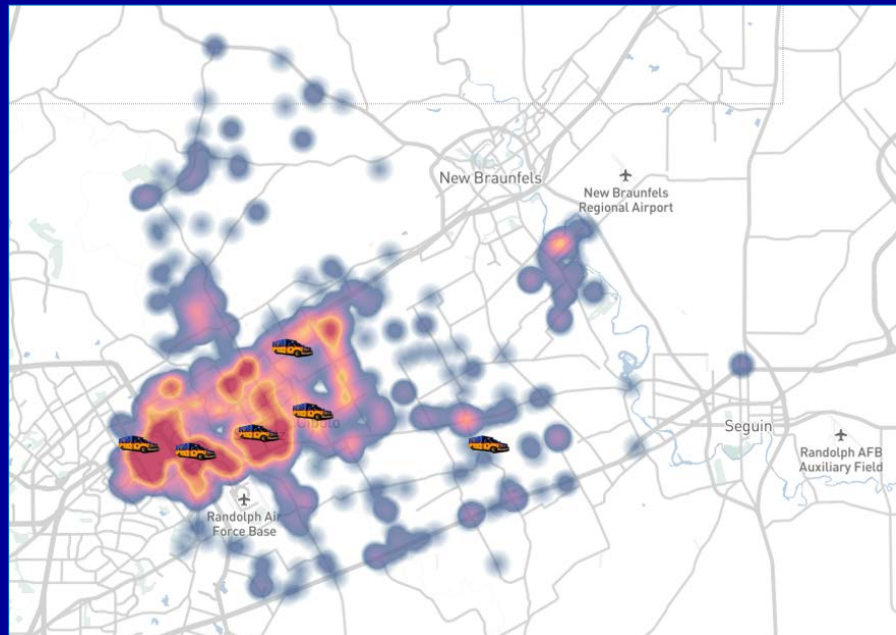
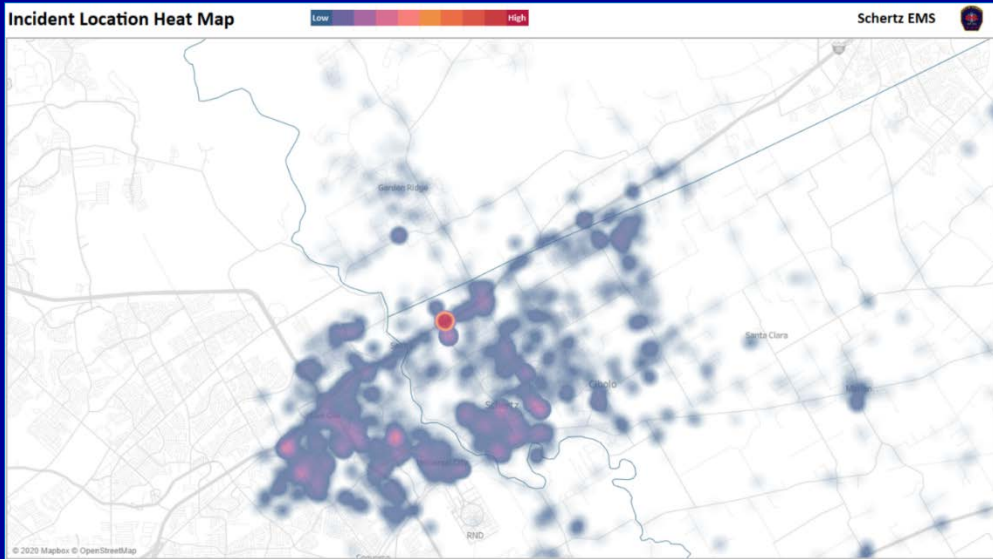
We continued our commitment to community education, providing several hundred hours of CPR, first aid and Stop the Bleed training. Our EMT program continues to lead the region with National Registry pass rates over 90%.

As the Director, I am very fortunate to be leading some of the best paramedics in Texas who provide some of the best care to the citizens we serve. We have a solid management team who is dedicated to make Schertz EMS one of the best organizations. I'm proud of our team.



Response Area

Schertz EMS' response area is considered the Greater Randolph area. Coverage includes eight cities, three counties, and one Emergency Services District (ESD). These response areas are determined through interlocal agreements with the eight cities and one county contract. The following heat map displays all calls in 2019. The brightest area is Schertz Baptist Hospital, also known as Emerus. This large concentration of calls is due to an agreement that Schertz EMS provides all transfers from the hospital. Also shown is a heat map with the hospital removed to determine best locations for stations which are indicated by ambulances.



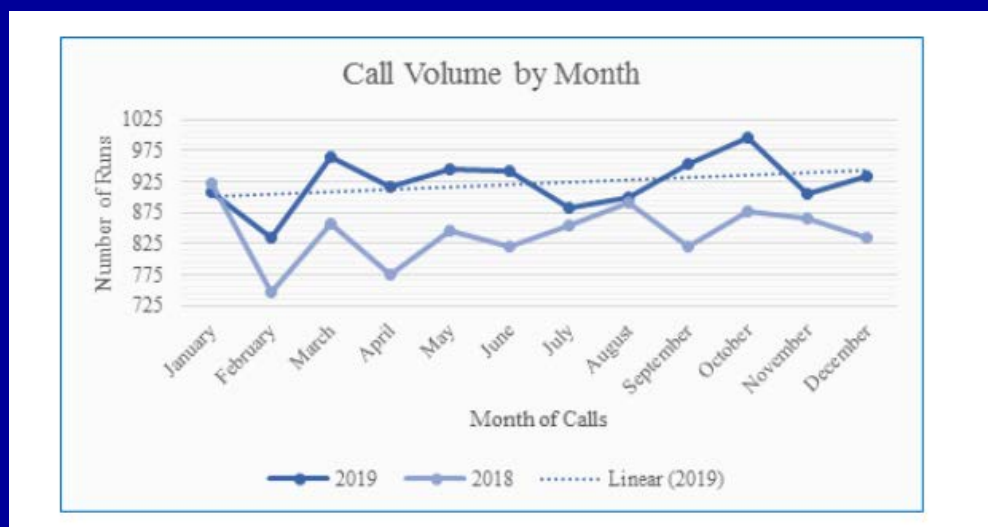
There are currently six stations that house Schertz EMS, four being 24-hour trucks. Station 1 is central headquarters at 1400 Schertz Parkway. Station 2 is housed in Universal City Fire Department. Station 3 is housed in Schertz Fire & EMS Station off IH-35. Station 4 is a standalone location in Marion. Stations 5 and 6 are 12-hour trucks housed in Live Oak Fire Department and Cibolo Fire Department, respectively. In 2019, we began staffing Medic 6 in Cibolo.

Staffing & Scheduling

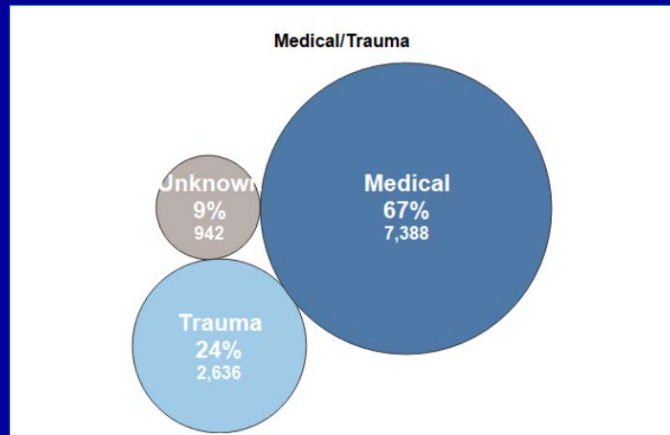
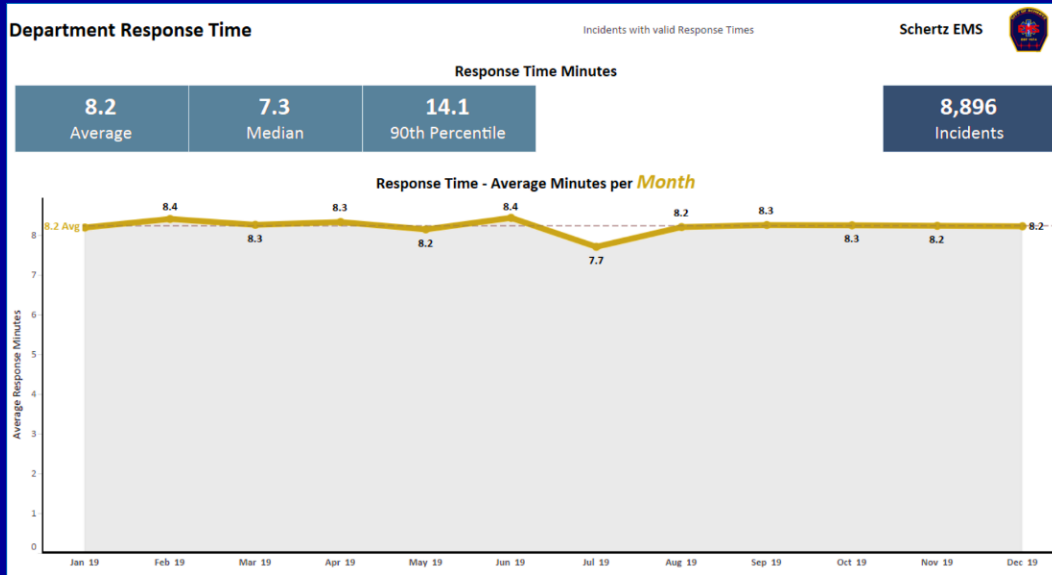
Staffing in 2019 was full with 40 full-time employees and 20 part-time employees. Full-time employees include one Director, one Operations Manager, one Clinical Manager, three Medical Shift Commanders (MSC), three Field Training Officers (FTO), twenty 24-hour Paramedics, six 12-hour Paramedics, one Training Coordinator, one Mobile Integrated Health (MIH) Paramedic, and one Community Health Coordinator. There was some turnover in both full- and part-time employees. There was a 17.5% turnover rate for full-time, losing 7 employees, and 30.0% of part time with 6 employees leaving. Of the 7 full-time employees included in the turnover rate, two remained on staff part-time. There were two paramedics hired, one internal promotion of paramedic and two EMTs hired during the year.

Annual Call Volume

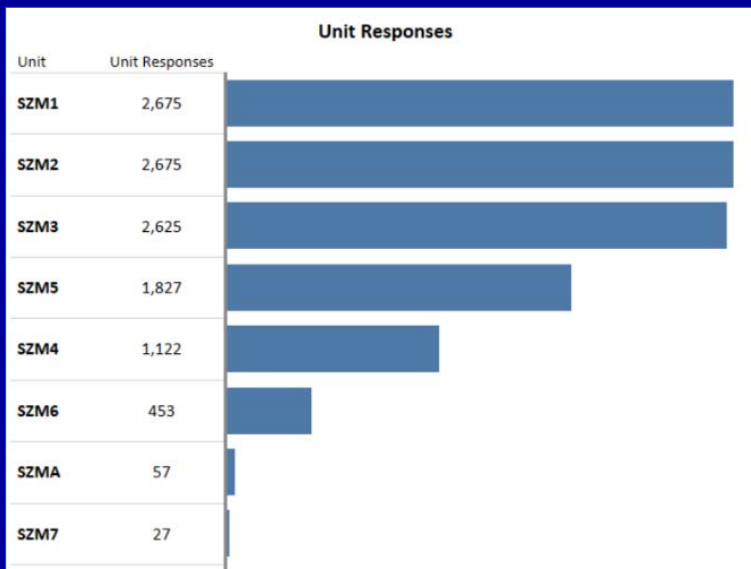
Call Volume. This past year, 2019, has proven to be one of Schertz EMS’ busiest yet. Whereas most months in 2018 were below 900 calls per month, 2019 saw most months above 900.



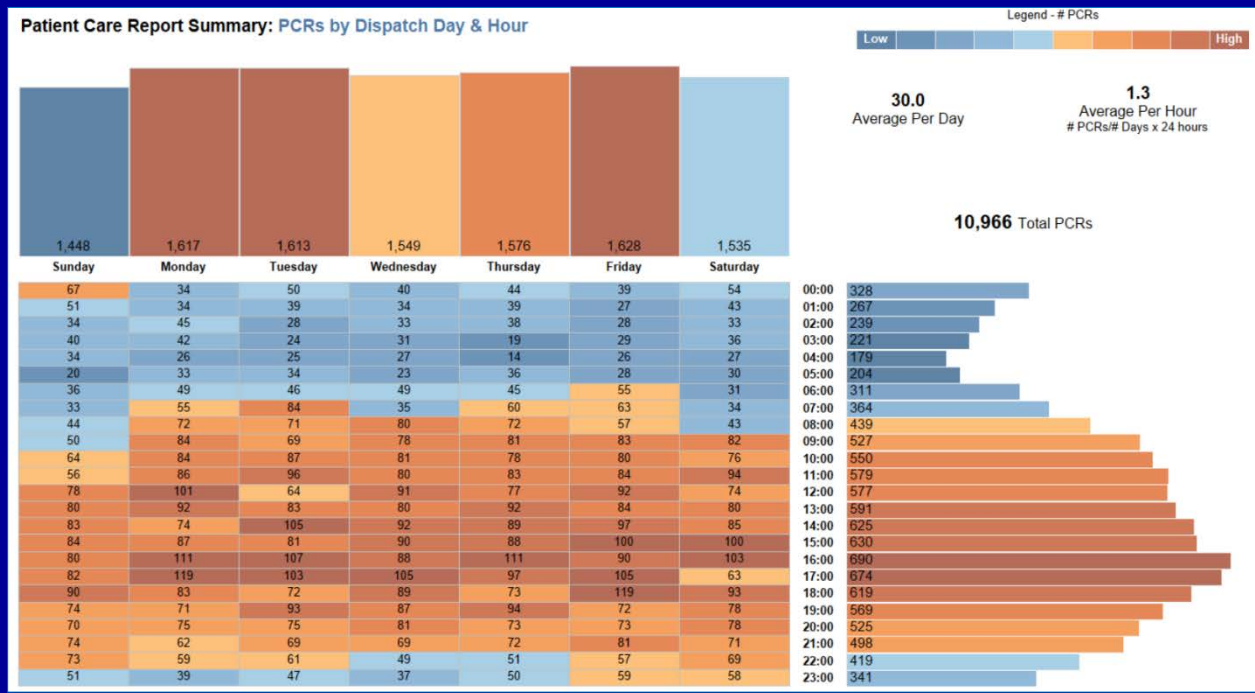
The average response time for 2019 was 8.2 minutes. Charted by month, response times remain consistent throughout the year.



Medic 1, 2, and 3 had the highest response volume in 2019. These are three of the four 24-hour trucks. Medic 5 is a peak hour truck running every day accounting for the higher responses.



The below chart is a great representation of call volume by day and time. This includes all Patient Care Reports for 2019.



Equipment

Ambulances. There are currently nine ambulances in service with Schertz EMS. There's an average of 1,800 miles put on the ambulances in any given month. Already budgeted, a new ambulance will join the fleet in 2020. This will help reduce excess wear on higher mileage ambulances that will remain in service for back up and events. Also available for use is an AMBUS, one of two in the region. This is used for events, deployments or large-scale incidents that is dispatched by MEDCOM.

Ambulance	Year	Mileage as of December 31
266	2008	112,157
274	2013	162,318
275	2013	154,764
276	2015	135,162
277	2015	117,472
278	2015	187,486
279	2015	116,193
280	2017	55,341
281	2017	38,211
AMBUS	2011	21,614

Staff Vehicles. Staff vehicles are take-home vehicles utilized by those that respond to calls on and off duty or are frequently in attendance at meetings away from the office. The MSC truck is not a take-home vehicle, it is left each shift for the on-duty supervisor and is used multiple times a day. There are currently no staff vehicles in reserve.

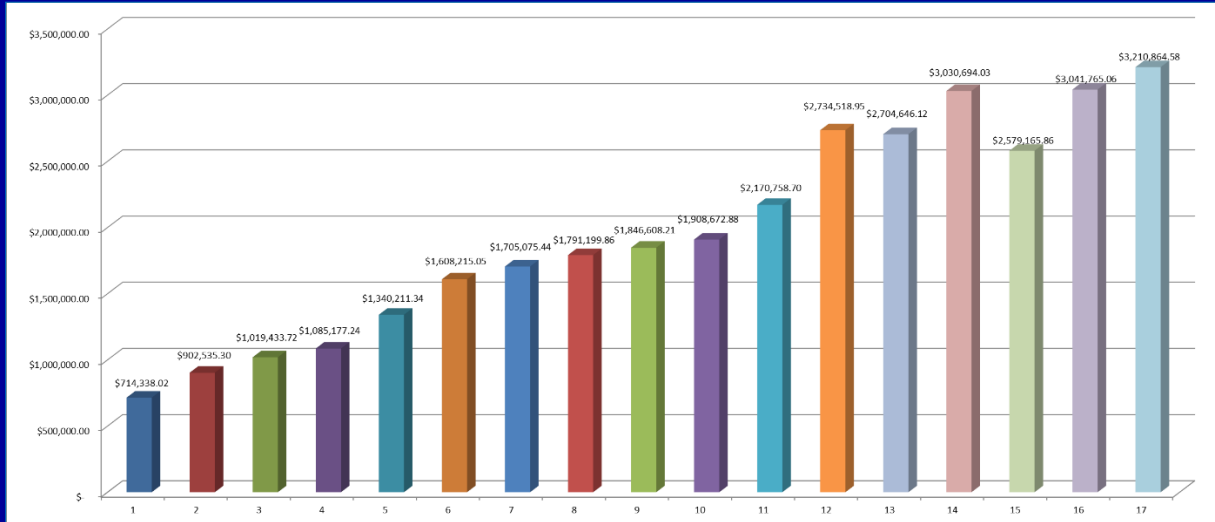
Vehicle	Year	Mileage
MSC	2015	121,028
Clinical	2016	46,296
Ops 1	2017	20,461
Ops 2	2008	91,761
MIH 1	2007	143,673
MIH 2	2016	39,315

Deployments. In September, our AMBUS and a crew of six were deployed as part of a heavy ambulance strike team when Tropical Storm Imelda threatened the Texas coast.



Financials

We saw our largest annual ambulance revenue collected and our largest cash collection of \$353,725.24 in August. We exceeded our predicted revenue over \$140,000 and had an overall increase of 5.56% from the previous fiscal year.

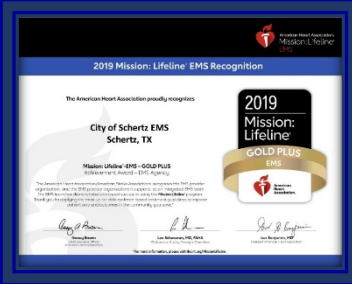


Medical Direction



Dr. Donovan Butter is the medical director for Schertz EMS. He has held this position since 1992. Board certified in emergency medicine and family medicine as well as undersea and hyperbaric medicine, Dr. Butter has practiced emergency medicine since 1987 and hyperbaric and wound care medicine since 1999. Prior to his medical education, Dr. Butter also served as a Paramedic with several EMS systems in Texas. He was the recipient of the Texas EMS Medical Director Award for personal and professional dedication to EMS in Texas in 1994.

Awards & Recognition



Mission Lifeline Gold Plus. For the third year in a row, Schertz EMS has received Gold Plus status with Mission: Lifeline EMS, the highest recognition. This program showcases Emergency Medical Service agencies across the nation for excellent STEMI care. These agencies use the most up-to-date evidence-based treatment guidelines to improve care and outcomes in the communities served.

Whole Blood donation. After viewing the lifesaving possibilities of low titer O positive whole blood in surrounding communities, Mr. Twist graciously offered to donate funds to Schertz EMS to get their own equipment. Mr. Twist was able to observe the low titer O positive whole blood training conducted at Schertz EMS and see the equipment his donation purchased. At a special Cibolo city council presentation in October, Mr. Twist, surrounded by family, presented Schertz EMS with the donation. The equipment has already been put to use enhancing the patient care and outcomes.



Commendations. The department receives many commendations throughout the year through notes on ambulance bills, thank you cards, food deliveries, and comments on Facebook. There is also a link available through our website for patients or first responders to provide feedback. Some of the commendations received are:

- *You guys did a great job comforting me and staying with me in the Emergency Department.*
- *Prompt, professional, kind EMTs*
- *Very competent, professional and charming crew. They were wonderful.*
- *Wonderful this early in the morning and appreciate the bedside manner.*
- *These responders were awesome and I'm so grateful for their service.*
- *Your quick response and treatment helped him to survive. Mighty fine folks working there!*
- *Thank you so much for your compassion and kindness.*

Outreach

Blood Drive. Quarterly, Schertz EMS hosts a blood drive. This year, all four blood drives were scheduled without a hitch. This is the first year we needed two buses to handle all of the appointments.

Car Seats. This past year was busy for car seat inspections. The department added a second trained Certified Car Seat Technician in the third quarter. This was much needed as there was a 38% increase in car seat inspections in 2019. This team evaluates the current installation, makes necessary changes, and educates the parent on both the car seat installation and babies fit in the car seat. These are by appointment only, though drops-ins are seen if a technician is available. Over 100 car seats were inspected in 2019 between the two technicians.

CPR, First Aid and Stop the Bleed. May is the busiest month for teaching CPR in the community. The Community Health Department visits the elementary, middle and high schools in the Schertz area providing CPR demos. In 2019, over 7,000 people were trained in CPR, First Aid or Stop the Bleed. The total trained for the year was 9,197, a 21% increase from 2018.



Immunizations. The Schertz EMS Community Health Department provides flu immunizations each year to Schertz city employees and dependents, and employees of the cities in our service area. Clinics are also held at area locations throughout the city, library, senior center, and assisted living, to provide better access for residents and generating revenue for the department. There was also an increase in businesses requesting a flu clinic. This provided one easy location for all employees to get vaccinated. In 2019, there were 664 immunizations provided, a 12% increase over 2018. Although most are for flu vaccines, the Community Health department also offers Hepatitis A and B, Pneumonia, Tetanus, Rabies, and Shingles.



MIH. The Mobile Integrated Health (MIH) division has had a steady increase in visits. In 2019, there were 186 visits with MIH patients, an increase from the 173 visits conducted in 2018. The increase in visits results in a decrease in 911 calls and transports. The MIH team works with high utilizers of emergency services to help coordinate their healthcare and become more self-sufficient.

Public Events. The department participated in many public events throughout the year. There were multiple open houses, Schertz EMS, Universal City Fire Department and Schertz Fire Department. Annual events that we participated in again this year included Moving on Main, National Night Out, Trunk or Treat, and Holidazzle. Employee Wellness Fairs are a great place for outreach, we attended Schertz Employee Wellness Fair, CALTEX Wellness Fair, and The Chamber’s health and wholeness fair.



Standbys. Schertz EMS participates in many different standby events throughout the year. The largest revenue producing events are football game standbys. In 2019, Schertz EMS provided standby in either an ambulance or gator with a staff of two for 51 football games between Marion, SCUCISD, OLPH and Randolph. Standby is also provided to anyone that requests it, including local police or fire department testing, marathons, or other one-time sporting events. Revenue in 2019 was just over \$20,000 for standby events.

Training



EMT Academy. The EMT Academy continues to strive. Holding three courses a year, 16 weeks each, the course sees around 90 students a year. In 2019, we successfully added an online application process and electronic payments. This streamlined the entire process and ended the line of students camping outside the morning before. This past year two classes had a 95% pass rate with the state. The third class has a current pass rate of 79% with three others scheduled to take the test.