

# Warren County EMS

The state of our system and how we can help.



## Micki Guy

- Warren County EMS Coordinator
- Regional Council Chair
- Paramedic with Lake George EMS
- FF / Paramedic with City of Glens Falls FD
- EMS Instructor
- EMS Billing Coder and EPCR Trainer for Emergency Management Resources

## Patrick Mellon

- Warren County Deputy EMS Coordinator
- Captain at Colonie EMS
- Fire Chief at Bay Ridge Volunteer Fire Company
- Paramedic with Luzerne EMS / Lake George EMS
- Instructor

## Travis Howe

- Warren County Deputy EMS Coordinator
- EMT at E5 Support Services and Warrensburg EMS
- Executive Director of Mountain Lakes Regional EMS Council
- Course Sponsor Administrator for Mountain Lakes
- EMS Instructor

*\* Speaking from position within County*

*\* Coordinators were asked to look into issues and solutions*

*\* Have spent many hours investigating other EMS systems, such as Albany County, Greene County and Livingston County*



## Agency Owned Vehicles in Service

**Bay Ridge - 2 ALS Ambulances**  
**Bolton - 2 ALS Ambulances**  
**Glens Falls - 2 ALS Ambulances, 1 Reserve Ambulance**  
**Hague - 2 BLS Ambulances**  
**Johnsburg - 3 ALS Ambulances**  
**Lake George - 2 ALS Ambulances, 1 ALS Fly Car**  
**Luzerne - 2 ALS Ambulances**  
**North Queensbury - 2 ALS Ambulances, 1 ALS Fly Car**  
**North Warren - 3 ALS Ambulances**  
**Stony Creek - 1 BLS Ambulance**  
**Warrensburg - 3 ALS Ambulances**  
**West Glens Falls - 3 ALS Ambulances, 1 ALS Fly Car**

**ALS Ambulances - 26**  
**BLS Ambulances - 4**  
**ALS Fly Cars - 3**



## ALS Providers / Staffing

Total Number of Providers by Level and County for (Based on County of Residence)

County	CFR	EMT		Advanced EMT		AEMT-CC		EMT-P		Total
Clinton	7 0.0%	202	65.8%	3	1.0%	87	28.3%	8	2.6%	307
Essex	4 1.9%	159	74.0%	5	2.3%	37	17.2%	10	4.7%	215
Franklin	2 0.9%	162	75.0%	5	2.3%	37	17.1%	10	4.6%	216
Warren	3 1.1%	192	71.1%	1	0.4%	41	15.2%	33	12.2%	270
Washington	19 8.7%	139	63.5%	7	3.2%	39	17.8%	15	6.8%	219
<b>Total</b>	<b>35</b>	<b>854</b>		<b>21</b>		<b>241</b>		<b>76</b>		<b>705</b>

**EMT - 192**  
**AEMT - 1**  
**Critical Care - 41**  
**Paramedic - 33**  
**Total ALS Providers - 75**

- Not all of the 75 ALS providers are active.
- Some of the 75 ALS providers have primary work in Capital District.
- 338 ALS providers in region but only 306 are active - down from 368 in 2010.
- **7 of the 75 ALS Providers are Volunteer only. 93% are Paid.**

## **A Hurting EMS System**

1. **Steady decrease in volunteerism.**
2. **Steady increase in paid shifts with a simultaneous decrease in providers, regardless of paid or volunteer status.**
3. **Lack of leadership in areas.**
4. **Second and third calls and weekend coverage.**
6. **Finances - EMS can't control supply and demand like a traditional business. We can only control our resources and how they are used.**
7. **Burnout! It is typical for our EMS providers, to work at multiple agencies and put in long hours. Some work 48 to 72 hours per week to provide for their families. The majority do not have access to benefits and do not make enough money to retire.**
8. **Our young people are leaving for work in municipal services in the southeastern US. We can not compete until we have something more to offer.**

## **How Can We Collaborate and Help?**

- **Pass a resolution to allow the County to become an EMS agency. This is a quick process and can be managed through the Office of Emergency Services.**
- **Utilize the current EMS Coordinators for coverage and administrative duties and hire per diem help.**
- **Operate 1 ALS fly car on an as needed basis or per agency agreements and 1 ALS ambulance 24/7/365. This will immediately mitigate any fallout from unstable agencies and others with schedule gaps and second calls.**
- **This model would be the most efficient measure to assist agencies. It can easily expand as needed. A similar program was started by Livingston County several years ago as a support network for existing agencies and it steadily grew over time.**
- **Financially support agencies that can't sustain volunteer staffing.**
- **A County EMS agency would allow for us to focus on specialty response with WCSD, Hazmat and Marine Rescue Teams.**
- **Support initiative to start a paramedic program in the region. This will begin in 2017 and we must be prepared to recruit / retain.**

## Longterm Goals

- **Better utilization of resources.** All of our ALS agencies currently staff and equip themselves to the same level, regardless of seasonal populations changes, call volume and geography. They are unable to share an ALS provider or conduct other initiatives due to state policy and billing regulations. There is real opportunity to save money through better resource management under a county umbrella.
- **Agreements and collaboration** could lead to immense purchasing power and savings.
- **Standardization of resources and the ability to bulk order and replace large ticket items,** such as ambulances and cardiac monitors.

## Approximate Initial Costs & Considerations

- **Ambulance Operating Authority / Municipal Certificate of Need - \$0**
- **1 Fly Car - TBD** based on used, new, what is in current county fleet.
- **1 Ambulance - TBD** based on used, new, what is in current county fleet and agreements with exiting agencies.
- **Initial ALS and BLS supplies, medications and equipment - TBD**
- **Cardiac Monitors, ventilators and other advanced equipment - TBD** based on new, refurbished, and agreements with existing agencies.
- **Salaries and Fringe Benefits - TBD**
- **Medical Director - TBD**
- **Billing revenue will help to offset costs.** This process involves the use of an outside vendor due to the immense man-hours and regulatory issues involved. Billing companies typically charge a percentage of how much money is collected.
- **We should start small and focus on assisting current agencies.**



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**EMS Abbreviations and Lingo**

**AEMT** - Advanced Emergency Medical Technician

**ALS** - Advanced Life Support

**BLS** - Basic Life Support

**CCT** - Critical Care Technician

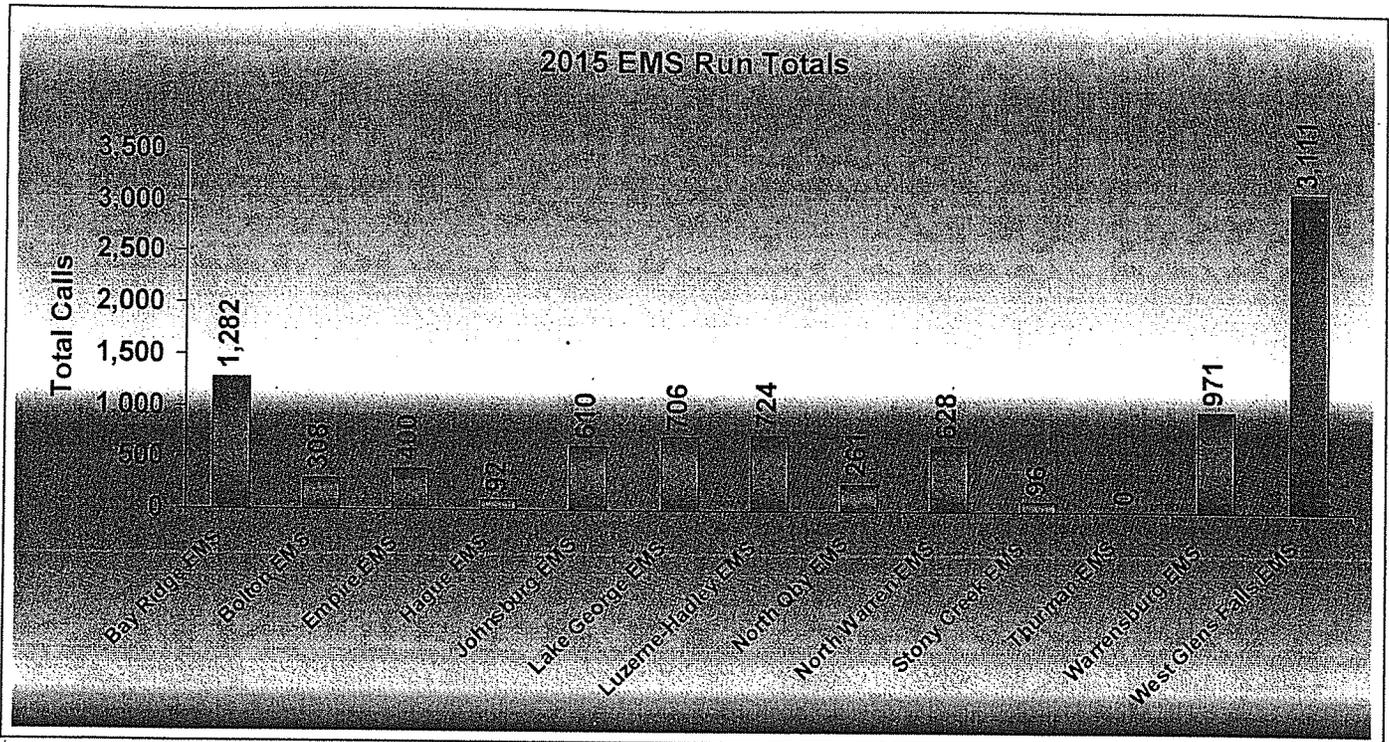
**CFR** - Certified First Responder

**EMT** - Emergency Medical Technician

**Medical Director** – Emergency physician who oversees patient care.

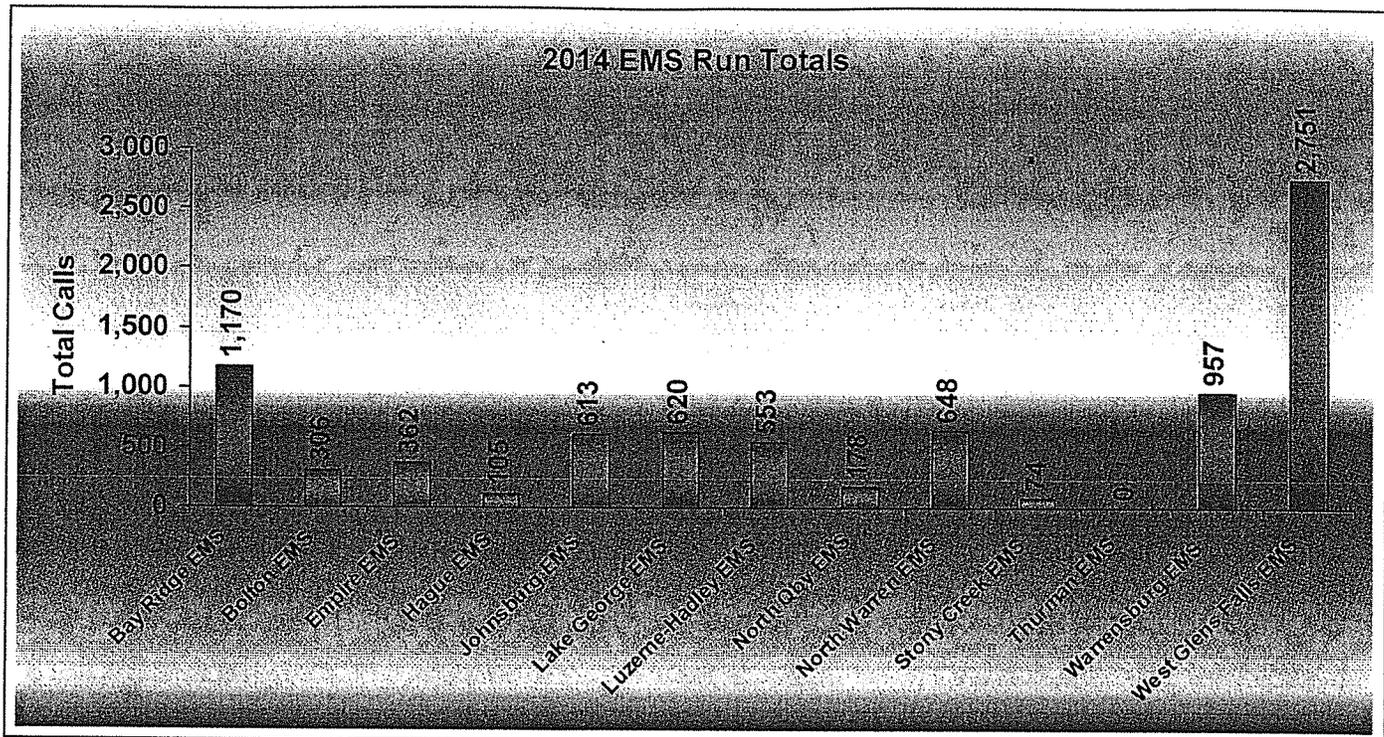
**NYS DOH BEMS** - New York State Department of Health Bureau of EMS

**Rig / Bus** - Ambulance



Agency	Incidents	Percentage (%)
Bay Ridge EMS	1,282	13.95%
Bolton EMS	308	3.35%
Empire EMS	400	4.35%
Hague EMS	92	1.00%
Johnsburg EMS	610	6.64%
Lake George EMS	706	7.68%
Luzerne-Hadley EMS	724	7.88%
North Qby EMS	261	2.84%
North Warren EMS	628	6.83%
Stony Creek EMS	96	1.04%
Thurman EMS	0	0.00%
Warrensburg EMS	971	10.57%
West Glens Falls EMS	3,111	33.86%
<b>Total</b>	<b>9,189</b>	<b>100.00%</b>

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Agency	Incidents	Percentage (%)
Bay Ridge EMS	1,170	14.03%
Bolton EMS	306	3.67%
Empire EMS	362	4.34%
Hague EMS	105	1.26%
Johnsburg EMS	613	7.35%
Lake George EMS	620	7.44%
Luzerne-Hadley EMS	553	6.63%
North Qby EMS	178	2.14%
North Warren EMS	648	7.77%
Stony Creek EMS	74	0.89%
Thurman EMS	0	0.00%
Warrensburg EMS	957	11.48%
West Glens Falls EMS	2,751	33.00%
<b>Total</b>	<b>8,337</b>	<b>100.00%</b>

Respectfully Submitted,

Lawrence E. Jeffords  
 Communications Supervisor