

2022

2022 Guilderland EMS Annual Report

The goals and vision for Emergency Medical Services in the Town of Guilderland are to preserve life, prevent further injury or illness, and promote a resilient community. GEMS accomplishes these goals by focusing on early detection, early reporting, quick response, excellent on-scene and field medical care, delivering the most advanced care possible in transit, and ensuring that the patient is delivered to the most appropriate definitive care.



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Note from Director Tyler

Emergency Medical Services address every medical and trauma emergency that happens to people at any time of day or night, and in any location. We have the honor of overseeing this critical public health issue for the residents, business owners and the public at large for the town of Guilderland. The EMS system in Guilderland responded to over 6,500 EMS emergency calls in 2022.

Our agency represents some of the most experienced providers in our specialty – medical director, command staff, field supervisors, paramedics, EMTs, and instructors. We continually refine the standard of care we provide through experience and clinical practice pushing the boundaries of emergency medicine and public health to improve the outcomes for the people of the communities we serve. Our department coordinates prehospital emergency medical services for over 36,000 people in the Town of Guilderland and surrounding areas in partnership with other town first responders. This system encompasses ambulances, advanced life support first response, and non-emergency telemedicine, which offers patients an alternative to transport to an often overcrowded Emergency Department.

To address the hospital overcrowding crisis, with the guidance from the Town Board and Supervisor, Guilderland EMS has led the state in constructing a policy which will mitigate patient offload and delays in the Emergency Departments. The effort garnered attention from high-level officials and has already made a positive impact on the regional EMS system.

Jay Tyler
Guilderland EMS

Medical Direction

Dr. Donald Doynow, FACEP, FACP, BCEMS, EMT-P, provides medical direction (reviews and approves the written guidelines) for the Advanced Life Support services that the Town of Guilderland provides. Dr. Doynow is an emergency room physician at St. Peter's Hospital in Albany, and Bassett Hospital in Cooperstown and Cobleskill. In addition, he is the Medical Director for both Hudson Valley Community College and SUNY Cobleskill's Paramedic programs. He is Chairman of the State Emergency Medical Advisory Committee (SEMAC), as well as a member of the Regional Emergency Medical Organization, which provides medical oversight for a six-county area in New York State. He is a vital part of the town EMS system and responds to the scene of high acuity emergencies when requested. Dr. Doynow's guidance has been vital to the success that Guilderland EMS enjoys.



- Fun fact: Dr. Doynow enjoys private piloting in his spare time.

Mission Statement

One Mission, One team

Guilderland EMS is dedicated to providing the citizens of Guilderland and surrounding communities the highest possible level of prehospital or out-of-hospital medical care. We will provide quality patient care through Basic and Advanced Life Support during response, while on scene, and while in transit to a hospital.

We will uphold our commitment of high-quality service delivery with rapid intervention by highly trained EMS professionals to provide care to those in need.

Our values are critical to our operation and image:

We Will Be Part of a Positive Work Environment:

- Embrace diversity
- Treat each other with dignity and respect
- Display honesty, integrity, loyalty, and fairness
- Be team oriented during daily routine and emergency incidents
- Value each other's input to make us better at what we do
- Display compassion and empathy for each other and our customers
- Communicate openly at all levels of the organization

We Will be Professional in Our Actions and Strive for Excellence:

- Display professional appearance and behavior
- Be courteous to each other and to our customers
- Provide unity, teamwork, and leadership
- Provide personal development, training, and maintain a high level of preparedness
- Maintain personal wellbeing and fitness
- Prevent injury and illness through public education and community involvement

Our vision is vital for our survival and our future:

We Will Be Progressive with Delivering Customer Service, Providing the Highest Quality of Patient Care:

- The latest advanced equipment, apparatus, and training
- Embrace of innovations in advanced life support technology
- Continuous strategic planning and improvement evaluating, "How can we do it better?"

Our EMS System

What is EMS? EMS refers to a comprehensive system designed to provide pre-hospital emergency medical care and transportation for individuals experiencing various medical emergencies or traumatic injuries. The primary goal of EMS is to offer immediate medical attention, stabilization, and transportation to appropriate healthcare facilities for further treatment. EMS care is provided by Emergency Medical Dispatchers, Emergency Medical Technicians, Paramedics, and sometimes even doctors.

Aren't EMTs and Paramedics the same? EMTs and Paramedics are both crucial members of the EMS team, but they have different levels of training, scope of practice, and responsibilities. EMTs undergo training that allows them to provide basic care such as bandaging, CPR, and administering a few limited lifesaving medications. EMT training takes a few months to complete.

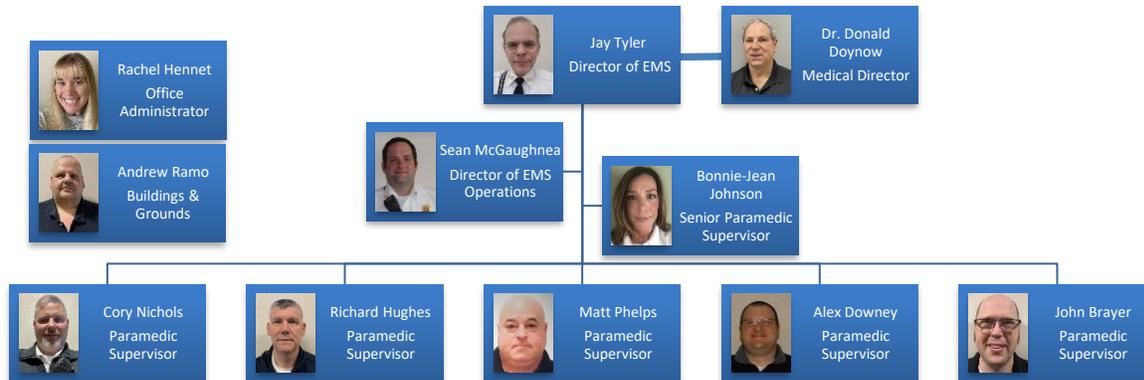
Paramedics must be certified as EMTs prior to undertaking advanced paramedic training, where they learn more in-depth medical knowledge and learn to perform advanced medical procedures such as interpreting electrocardiograms (ECGs), administering many different medications, managing respiratory and cardiac emergencies, and much more. Paramedic training is extensive and takes anywhere between one to two years to complete at a college. Paramedics have more autonomy and are allowed to make independent decisions in critical situations in order to reverse life-threatening disease processes to ensure better patient outcomes.

How does Guilderland EMS work? Guilderland EMS is a town-owned ambulance service that provides Paramedic level care to the sick and injured of Guilderland, NY, and to the surrounding areas. This care is spread evenly throughout the geographic area in order to provide the most timely, safe, and effective response possible. Each Guilderland EMS ambulance is staffed minimally with an Emergency Medical Technician and Paramedic team. We also provide Paramedic level care aboard agile first response SUVs in several roles.

The town is divided into four separate zones EMS zones, and each zone is assigned a Paramedic level ambulance, with the exception of the Zone 3 (Altamont) area, in which Altamont Rescue Squad provides a BLS level ambulance service. Paramedic level service in Zone 3 is provided by a Guilderland EMS Paramedic responding aboard either a first response SUV or an ambulance for every Zone 3 call. Guilderland EMS also provides Paramedic level service to the neighboring Town of Knox, which is included in the Zone 3 area.

Back-up support is provided by the Paramedic Supervisor, the Senior Paramedic Supervisor, the Director of EMS, and the Director of EMS Operations. EMS Administrators are on-call 24/7.

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Full Time Employees

Paramedics



Kelly Brooks Bob Bump Mike Colacino Nick Deso



Steve Lord Dominick Padilla Matt Dombrowski Kelly Dorman



Matt Gionet Mikayla Holden Rich Reuther Marc Scholer



Harjup Singh Dave Spangler

EMTs



Pete Austin TJ Broderick Alex Bump Noah Ekstein



Jim Harnett Jeff Laudano Alex MacDonald Arthur Magnuson



Patrick O'Hare Emily Peters Bethany Sterrit

Part Time Employees

Paramedics



Pete Annely Amy Boccuto Greg Lambert Dave O'Hehir



Ashley Schnore Genna VanCort

EMTs



Michael Gilmore Linsky Lundy Harrison Somer

What's New In 2022

King aBlade System



In 2015, Guilderland EMS purchased and placed in service the King Vision Video Laryngoscope system, which expanded the tools available to our practitioners to effectively and efficiently manage compromised airways in critical patients. In 2022, Guilderland EMS upgraded this system to the King Vision aBlade, which reduces the cost per use of the device while retaining the effectiveness and accuracy. Guilderland EMS carries the King Vision aBlade in each front-line EMS unit.

Binder Lift

One of the most common requests for service for any EMS system is when a person falls and is unable to get back up. In some cases, a fall can cause significant injury, but more frequently fall victims are either uninjured or only mildly injured, and EMS is requested to assist the victim up as well as evaluate them for injury. Lifting fall victims of any size can be challenging for responding EMS crews, and this challenge may be further compounded by the area the victim may have fallen in.

To assist our crews in lifting fall victims up safely and efficiently, Guilderland EMS has purchased and placed in service the Binder (pronounced bind3r) Lift. This device provides 32 handles to allow for team lifting in an ergonomic manner, to avoid harm to the patient and EMS crews. Guilderland EMS has placed in service two standard sized Binder Lifts as well as two bariatric sized Binder Lifts, allowing our crews to more safely and effectively lift patients ranging between 90 to 800 pounds.



Binder Lift in action

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Laerdal SimMan Essential

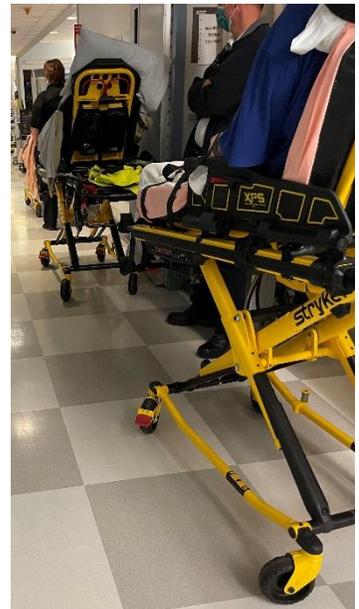
Thanks in part to a grant, Guilderland EMS purchased a Laerdal SimMan Essential Human Patient Simulator. The SimMan is a high-fidelity manikin that is computer controlled and programmable to interact with EMS providers and students in simulated patient care scenarios. This patient simulator will enhance the training that Guilderland EMS conducts to keep our providers on the razor edge of prehospital care, and will allow EMT students the opportunity to practice clinical skills and interventions in a more realistic setting.



Offload Delay Policy

It is no secret that aspects of American daily life have shifted in infinite ways since the COVID pandemic, and healthcare systems have been impacted and overwhelmed in ways never previously imagined. EMS crews nation-wide have experienced delays in turning over their patients to receiving hospital staff, sometimes in excess of several hours or more. Guilderland EMS has been no exception, experiencing wait times at area hospitals that have impacted our ability to return to service in a timely fashion.

To address this unexpected challenge, in 2022 Guilderland EMS developed a policy to provide guidelines for maximum expected wait times once a patient has been safely delivered to the hospital but has not yet been accepted for treatment at that hospital. In order to balance the needs of the hospital with the availability of ambulances in the Town of Guilderland, the policy lays out a variable timeframe for the maximum amount of time an ambulance crew can wait at a hospital, depending on how many ambulances are available for response in the area that Guilderland EMS serves. Guilderland EMS ensures at all times that an ambulance is available for response.



Ambulance crews await a place to place their patients at a local hospital

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Powered Air Purifying Respirators



In the beginning phases of the COVID-19 pandemic, Guilderland EMS went to great lengths to source and acquire Personal Protective Equipment (PPE) to keep our providers safe and ensure our continued ability to respond when we are needed. Respiratory PPE, such as N95 facemasks, was especially important, and to supplement these disposable PPE options Guilderland EMS purchased three Sundstrom SR500 Powered Air Purifying Respirator (PAPR) units. In 2022, Guilderland EMS was able to expand the number of available PAPR units to make them available to every front-line unit. These PAPR units will keep our crews healthy and safe from not just COVID-19, but all airborne pathogens.

Vests

Another initiative which began in 2020 and was expanded in 2022 was provision of bullet-and-stab resistant ballistic vests to every front-line unit. Guilderland EMS providers are trained in providing care in intermediary “warm zone” areas of active incidents in the event that our providers are tasked with such an undertaking.



Vehicles

Thanks in part to a grant, Guilderland EMS purchased two vehicles to replace aging units in our fleet.



Ambulance 5682

5682 is a 2022 F550 LifeLine, which replaces a 2009 E450 PL Custom ambulance. The configuration of this ambulance is modernized to facilitate provision of critical care to one single patient. This ambulance also boasts 4x4 drive, to facilitate access to all patients at all times regardless of weather conditions or roadway impediment.

5694 is a 2022 Ford Police Interceptor Sedan flycar. Flycars non-transporting EMS vehicles which respond to and provide emergency medical care without the ability to transport patients. This vehicle is used to provide Paramedic service or assistance to ambulances as necessary.



Flycar 5694



Supervisor Flycar 5692

In addition to adding vehicles, supervisor flycar 5692's livery was updated to a more modern look.

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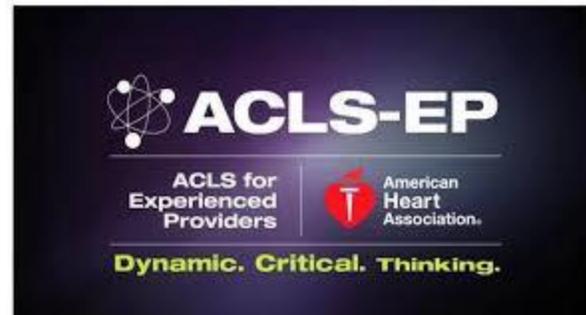
Billing Company & Training

Guilderland EMS, as part of an ongoing effort to reduce the financial burden on the taxpayer, bills medical insurance for services provided. To this end, in 2022 Guilderland EMS transitioned to a new third-party medical billing company, Emergency Management Resources. EMR provides increased two-way communication and feedback on billing matters in order to maximize payment from medical insurance. In 2022, EMR provided training to every employee of Guilderland EMS on medical documentation best practices.



Advanced Cardiac Life Support for Experienced Providers

Every paramedic is responsible for maintaining several concurrent certifications, including American Heart Association Advanced Cardiac Life Support (ACLS). This standardized course trains medical caregivers in the science and methodology of urgent and emergent treatment of life-threatening cardiovascular conditions that cause or have caused cardiac arrest. This course is designed for prehospital providers as well as in-hospital providers such as nurses and doctors. The standard ACLS course is designed for new providers and must be recertified on a two year cycle. AHA offers an expanded, more complex course known as Advanced Cardiac Life Support for the Experienced Provider (ACLS EP) for providers who are experienced and proficient in the basic tenets taught in the standard ACLS course. In 2022, Guilderland EMS provided ACLS EP training for each of our paramedics, as well as upgraded several of our existing ACLS instructors to ACLS EP instructors, so that we may continue to offer this enhanced course to our team of experienced paramedics in the future.



Prehospital Trauma Life Support



Prehospital Trauma Life Support is a course designed by the National Association of Emergency Medical Technicians and is a world-recognized continuing medical education program. The course focuses on the treatment of multi-system trauma patients and promotes critical thinking while reviewing core concepts of trauma care. The course covers a range of topics related to trauma care, including airway management, ventilator support, hemorrhage control, circulation and shock, and special patient populations, emphasizing application of trauma education through case studies, skills practice, and patient simulations. Guilderland EMS provided PHTLS training

for all of our Emergency Medical Technicians in 2022.

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Training

Emergency Medical Technician Training



EMT Students in a lab session

In 2022, Guilderland EMS conducted two New York State Emergency Medical Technician (EMT) courses with a total of 40 students. This course prepares students to provide emergency medical care to sick and injured people, and successful completion of the course results in NYS certification. Once certified, EMTs are able to staff an ambulance and respond to emergency calls. The Guilderland EMS EMT course places an emphasis on team building, community spirit, and hands-on practical learning.

Guilderland EMS EMT students are provided with a student uniform and must complete a field internship, assisting our EMS crews with real-life patient care. The goal of our EMT program is to train EMTs who are ready and prepared to take care of

patients by the time they are certified, without substantial field training. Guilderland EMS is proud to offer an experienced core team of New York Certified instructors and lab staff. Both spring and fall sessions in 2022 were led by NYS Certified Instructor Coordinator Emily Peters.



EMT Class of Fall 2022

CPR and American Heart Association



**American
Heart
Association®**

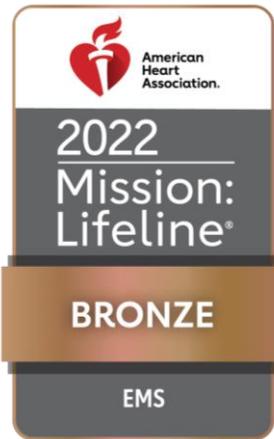
Guilderland EMS is an American Heart Association training center and is able to provide a range of AHA courses and trainings. Our experienced instructors deliver these courses in accordance with AHA standards to a wide range of audiences, from the layperson to our own EMS staff to nurses or doctors in need of recertification. We are able to provide HeartSaver CPR training, which is geared towards non-medical staff, as

well as Basic Life Support CPR, which is aimed towards medical staff. In addition to CPR, Guilderland EMS provides advanced AHA courses such as ALCS, ACLS EP, and PALS. Skills validation for online-based learning HeartCode courses are available by appointment.

Guilderland EMS is proud to offer medical training to our providers, other town departments, and to our community!

Awards

American Heart Association Mission: Lifeline



Mission: Lifeline EMS is the American Heart Association’s program that recognizes prehospital agencies for their quality of care for heart attack (STEMI), Acute Coronary Syndrome (ACS), and stroke patients. This recognition program focuses on transforming the quality of care by connecting all the components of heart attack and stroke care into a smoothly integrated system that reinforces the use of evidence-based guidelines, measures performance, identifies gaps, and engages in quality improvement at a systems level.

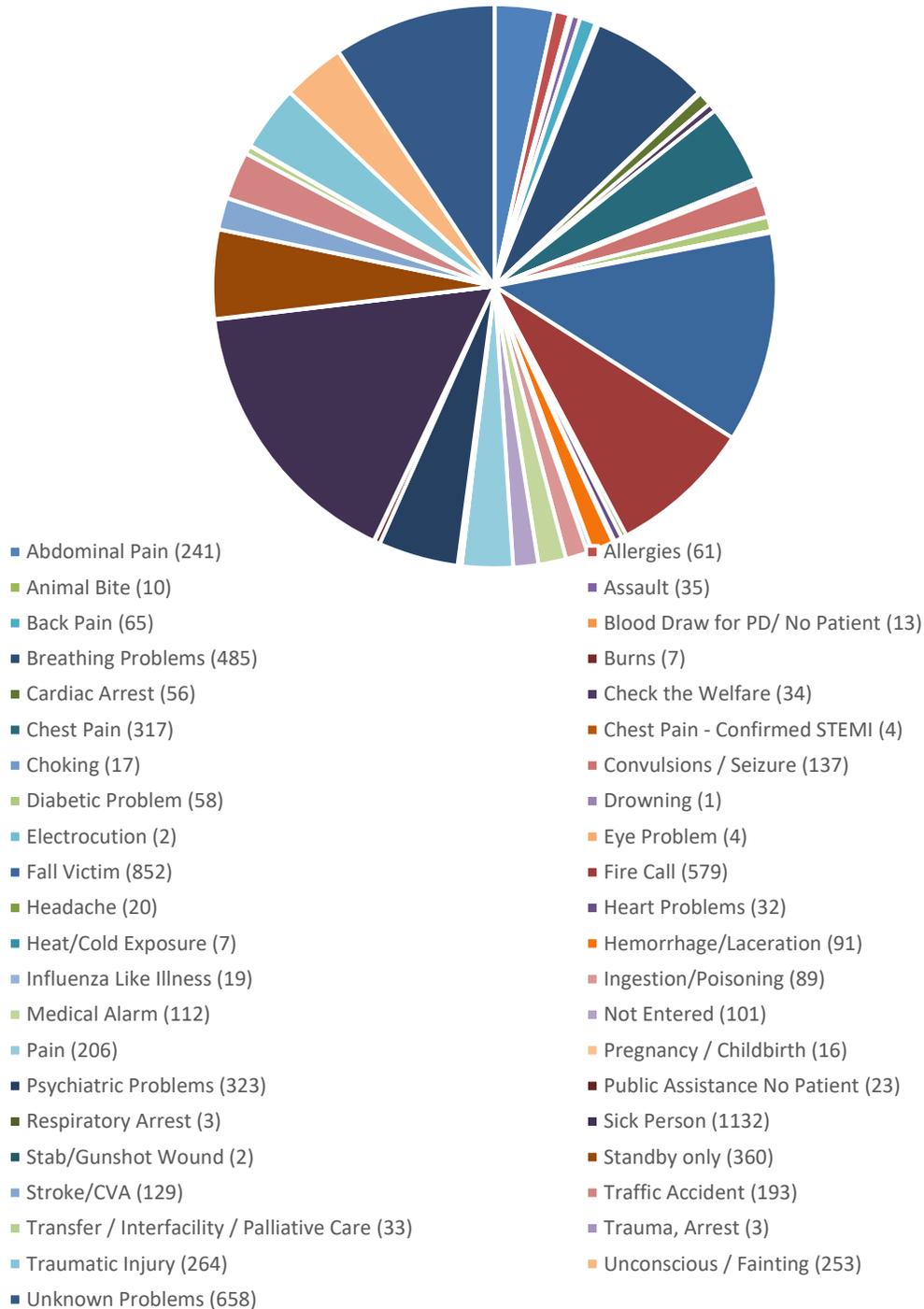
Guilderland EMS received the 2022 Mission: Lifeline Bronze award in recognition for response and treatment measures which meet AHA requirements for heart attack, Acute Coronary Syndrome, and stroke patients.

Annually, over 250,000 people experience a type of heart attack, known as a ST Elevation Myocardial Infarction or STEMI, which is caused by a blockage of blood flow to the heart. This life-threatening emergency requires timely intervention to restore blood flow to the heart. Mission: Lifeline’s EMS program recognizes those emergency responders whose efforts advance STEMI systems of care and the quality of life for these patients.

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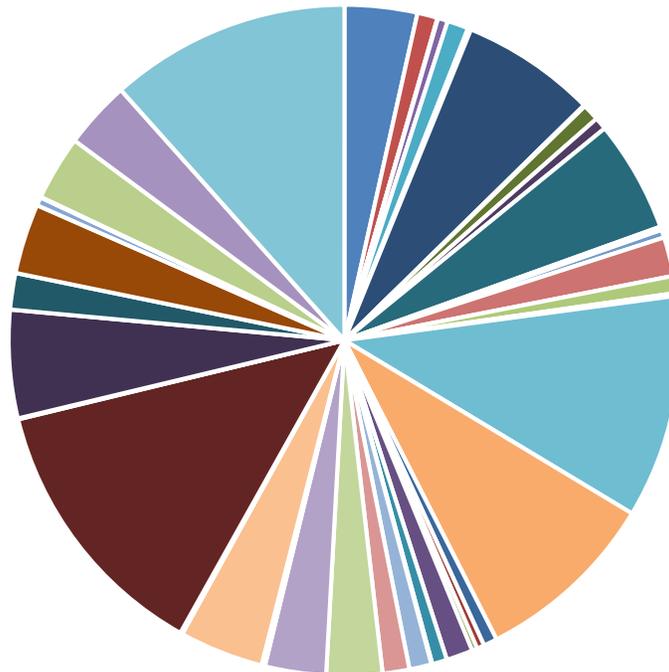
Call Volume 2022

Call Volume 2022 - Total 7,047



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Call Volume 2021 - Total 6,666



- | | |
|---|---|
| ■ Abdominal Pain (233) | ■ Allergies (65) |
| ■ Animal Bite (2) | ■ Assault (32) |
| ■ Back Pain (68) | ■ Blood Draw for PD/ No Patient (10) |
| ■ Breathing Problems (433) | ■ Burns (4) |
| ■ Cardiac Arrest (54) | ■ Check the Welfare (40) |
| ■ Chest Pain (359) | ■ Chest Pain - Confirmed STEMI (11) |
| ■ Choking (25) | ■ Convulsions / Seizure (125) |
| ■ Diabetic Problem (55) | ■ Eye Problem (9) |
| ■ Fall Victim (717) | ■ Fire Call (592) |
| ■ Headache (44) | ■ Heart Problems (24) |
| ■ Heat/Cold Exposure (17) | ■ Hemorrhage/Laceration (85) |
| ■ Influenza Like Illness (48) | ■ Influenza Like Illness - NO TRANSPORT (3) |
| ■ Ingestion/Poisoning (71) | ■ Medical Alarm (86) |
| ■ Not Entered (179) | ■ Pain (196) |
| ■ Pregnancy / Childbirth (11) | ■ Psychiatric Problems (270) |
| ■ Respiratory Arrest (7) | ■ Sick Person (872) |
| ■ Stab/Gunshot Wound (3) | ■ Standby only (347) |
| ■ Stroke/CVA (117) | ■ Traffic Accident (225) |
| ■ Transfer / Interfacility / Palliative Care (27) | ■ Trauma, Arrest (2) |

Goals for 2023

Vision for 2023: Guilderland EMS (GEMS) envisions a future where out-of-hospital care is met with swift and effective solutions. By maintaining a forward-looking perspective, GEMS aims to achieve its mission of preserving life, preventing further injury or illness, and promoting a resilient community.

Goals for 2023:

- 1. Early Response and Advanced Care:** GEMS will uphold its commitment to early detection, early reporting, and quick response. The focus remains on providing excellent on-scene and in-the-field care, delivering the most advanced medical interventions during transit, and ensuring seamless transitions to appropriate definitive care facilities.
- 2. Continuous Training Excellence:** Building upon its legacy, GEMS will prioritize ongoing training initiatives. Investment in specialized training programs for advanced life support equipment and techniques will empower EMS personnel with the skills needed to excel in critical situations.
- 3. Fleet Reliability Enhancement:** GEMS will set its sights on acquiring an additional ambulance, and reinforcing the reliability of its fleet. This proactive measure ensures optimal readiness and resource availability to respond promptly to emergencies.
- 4. Community-Centric Pandemic Support:** GEMS remains at the forefront of future pandemic responses. The organization will continue providing accurate information, and support the Guilderland community as needed.
- 5. Comprehensive Everyday Readiness:** GEMS will work tirelessly to ensure the Town of Guilderland has a comprehensive EMS system ready for every kind of emergency, twenty four hours a day, and seven days a week. This unwavering dedication assures the community that dependable emergency medical services are available whenever needed.
- 6. Collaboration and Resilience:** GEMS recognizes the value of collaborative efforts. Through partnerships with medical experts, institutions, and the community, GEMS will strengthen its resilience and capacity to adapt to evolving healthcare needs.

As we pursue these goals, GEMS remains steadfast in its dedication to preserving life, providing high-quality care, and contributing to the well-being of the Guilderland community. With a focus on vision, strategy, and continuous improvement, GEMS is poised to achieve new heights in 2023 and beyond.