

# TOWN OF GUILDERLAND EMS 2023 ANNUAL REPORT



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## Goals and Visions:

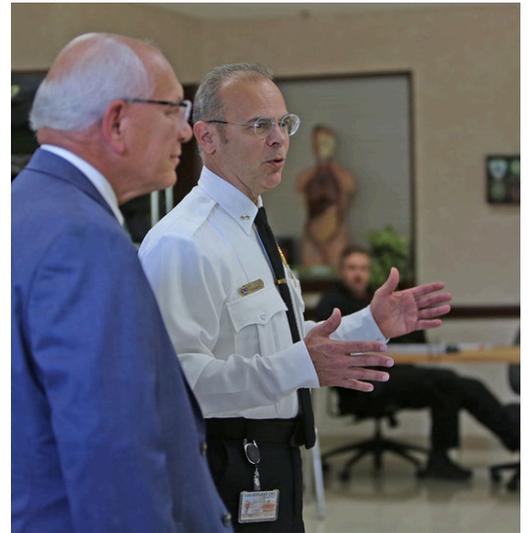
The goals and vision for Emergency Medical Services in the Town of Guilderland are to preserve life, prevent further injury or illness, and promote a resilient community. GEMS accomplishes these goals by focusing on early detection, early reporting, quick response, excellent on-scene and field medical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

## Note From The Director of EMS:

I am honored to present the annual report for the Town of Guilderland Emergency Medical Services (EMS) for the year 2023. It has been a year of tremendous growth, dedication, and service to our community.

In 2023, our agency responded to over 6700 calls at the advanced life support level, ensuring timely and high-quality medical care to those in need. This reflects the dedication and commitment of our EMS providers who work tirelessly to serve the residents of Guilderland. One of our significant accomplishments in 2023 was assuming a larger responsibility in Zone 3, encompassing the Village of Altamont and the Town of Knox. This expansion of our services allowed us to reach more residents and provide critical medical assistance when needed. Furthermore, we took a proactive stance on addressing important EMS issues such as hospital offload delays and direct pay legislation.

By leading initiatives and advocating for change, we aimed to improve the efficiency and effectiveness of our emergency medical services for the benefit of our community.



In 2023, our agency was the recipient of both the Legislative Member Initiative Grant and the Gary Sinise Foundation Grant. These grants, made possible through the sponsorship of Assembly member Phil Steck, greatly enhanced our capabilities and allowed us to better serve our community. With the generous funding, we were able to make substantial improvements, including the acquisition of vital medical

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equipment such as Zoll ventilators for each ambulance, ensuring precise airway management during emergencies. Additionally, the Legislative Member Initiative Grant facilitated the acquisition of a power load and power stretcher, ensuring the safe movement and transportation of patients.

Moreover, we expanded our fleet with the addition of ambulances 5685 and 5682, enabling us to bolster our emergency response capabilities. To support this expansion, we added staff to complete a fourth crew from 12 pm to 12 am, seven days a week. In addition to our equipment upgrades and fleet expansion, significant progress has been made on the construction of our new EMS station, strategically located in the center of our town. This new facility will serve as a central location for our operations, allowing us to respond to emergencies more efficiently and effectively.

Our training center has been at the forefront of providing essential training to our EMS providers. In 2023, we conducted vital training sessions, ensuring that our team remains equipped with the latest skills and knowledge necessary to address evolving medical challenges. I am especially proud to highlight that all our EMS providers are certified mental health first responders. This certification underscores our commitment to addressing not only the physical but also the mental well-being of our community members during times of crisis.

In closing, I want to express my gratitude to our dedicated staff whose hard work and unwavering commitment have made these accomplishments possible. Our community's resilience and support have been instrumental in driving our efforts forward. As we look forward to 2024, we remain committed to serving the residents of Guilderland with compassion, professionalism, and excellence in emergency medical care. We extend our heartfelt gratitude to Supervisor Peter Barber and the Town Board members for their unwavering support and advocacy. We eagerly anticipate the continued growth and improvement of our agency as we move towards operationalizing our new facility.

*Jay Tyler*  
Director of EMS

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## Medical Direction:

Dr. Donald Doynow FACEP, FACP, BCEMS, EMT-P provides medical direction for the emergency services that the Town of Guilderland provides. Dr. Doynow has held the title of Medical Director in the Town of Guilderland since 1988, shortly after the inception of the original Guilderland Paramedic services.

As an emergency room physician at St. Peter's Hospital in Albany and Bassett Hospital in Cooperstown and Cobleskill, Dr Doynow brings decades of knowledge



and experience to the Town of Guilderland. In addition, he is the Medical Director for both Hudson Valley Community College and SUNY Cobleskill's Paramedic programs. He also has the distinction of being the Chairman of the State Emergency Medical Advisory Committee (SEMAC) which provides statewide standards in emergency medical services and is a distinguished member of the Regional Emergency Medical Advisory Committee serving a six-county region surrounding Albany. Dr. Doynow

provides direct oversight of guidelines for Guilderland EMS and Guilderland Police Dept patient care related services. Active in the quality improvement and policy review for the Guilderland EMS department, Dr Doynow oversaw the expansion of Guilderland EMS as it became a full ALS transport agency for the Town of Guilderland. Throughout the COVID-19 pandemic and continuing today, he continues to be a central figure in developing guidelines for the Town of Guilderland employees and community. As a part of the Town of Guilderland EMS system outside the office setting, Dr. Doynow also responds to the scene of high acuity emergencies when requested.

Over the last three decades, Dr. Doynow's guidance has been vital to the success that Guilderland EMS enjoys today.

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## **Mission Statement:**

### **Mission Statement, One Mission, One Team**

Guilderland EMS is dedicated to providing the citizens of the Town of Guilderland, Town of Knox 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 and Provide the Highest Quality of Patient Care:**

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

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## Historical Background:

### A Brief History

Beginning with the Altamont Rescue Squad that was founded in 1937 and Western Turnpike Rescue Squad (WTRS) two years later, EMS has been a part of the Town of Guilderland for nearly 90 years. Both rescue squads were staffed by community volunteers that provided basic life support to patients.



In the 1960's the need for prehospital emergency care was more recognized on a national level. Published in 1966, the formative white paper titled "Accidental Death and Disability: The Neglected Disease of Modern Society" gave way to the National Highway Safety Act put in place that same year. This act paved the way for improvements made to the safety of automobiles reducing injuries furthered a growing need to treat injuries in the prehospital setting. Building on the momentum of the prior decade, prehospital care in the 1970's and into the '80s continued to evolve and a new level of care was developed to better meet the growing needs of patients in communities.

The level of Paramedic was created in New York State and providers were trained at what is known as advanced life support. Starting in 1986 a group of Guilderland Police officers trained as paramedics began providing Advanced Life Support level of care in the Town of Guilderland. Responding in police cars with their EMS equipment, Guilderland Police paramedics provided ALS care alongside BLS providers responding on ambulances.

As a specialized unit in the Guilderland Police Department, the then paramedic unit transitioned to civilian paramedics starting in the early 1990's. Known as a "Fly Car" system, the units known as the Guilderland Paramedics, answered EMS calls in first response vehicles with volunteer-based agencies WTRS, Altamont RS, and in 2003 Helderberg Ambulance in the Town of Knox.



Addressing community requirements and the needs of surrounding agencies, the Town of Guilderland purchased its first ambulance in July of 2018 and hired its first EMTs. With the dissolution of WTRS in December of 2018, Guilderland Paramedics assumed the role of primary transport agency for the Town, responding to increased

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call volumes. As the Paramedic Unit expanded, it relocated from Town Hall to Station One at 200 Centre Drive and concurrently expanded to Station 2, located at 3686 Carman Rd. Guilderland Paramedics officially transitioned into Town of Guilderland EMS, establishing itself as a separate department within the Town's jurisdiction, known as the Department of Emergency Medical Services. Operating as an agency under the Town's purview, this transition marked the evolution of emergency medical services in Guilderland, addressing the community's healthcare needs comprehensively.

Today, Guilderland EMS operates a fleet of advanced life support ambulances, comprising seven ALS ambulances and five ALS fly cars, which fully serve the 911 needs of the Town of Guilderland, Village of Altamont in the Town of Guilderland, Town of

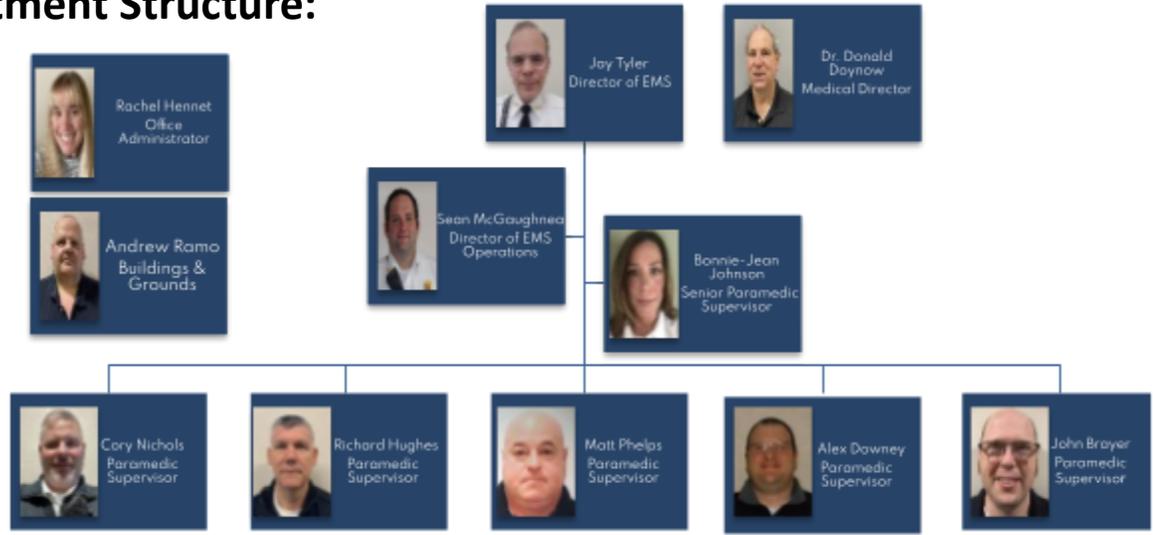


Knox, parts of the SUNY Albany Campus, and NYS Thruway. Guilderland EMS remains a crucial component of EMS in Albany and surrounding counties, offering mutual aid to municipalities such as Albany County, Town of Colonie, Rotterdam, Duanesburg, City and County of Schenectady, City of Cohoes, and City of Albany. Each Guilderland EMS ambulance is staffed minimally with a two-person team consisting of an Emergency Medical Technician and Paramedic. First response SUVs provide additional support facilitated by the Paramedic Supervisor, the Senior Paramedic Supervisor, the Director of EMS Operations, and the Director of EMS, and the Medical Director. EMS Administrators are on-call 24/7.

Initially divided into three separate EMS zones, 2024 ushered in a change to four zones, allowing for quicker response times due to their strategic locations. Guilderland EMS worked closely with Altamont Rescue Squad (ARS), and when ARS ceased operation at the end of 2023, Guilderland assumed responsibility for all treatment and transportation for EMS calls in the area.

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## Department Structure:



FULL  
TIME  
PARAMEDICS

- |  |  |  |   |  |  |  |  |
|--|--|--|---|--|--|--|--|
| <br>TJ<br>Broderick  | <br>Kelly<br>Brooks  | <br>Bob<br>Bump          | <br>Mike<br>Colacino    | <br>Pete<br>Austin      | <br>Alex<br>Bump       | <br>Noah<br>Ekstein    | <br>Jim<br>Harnett       |
| <br>Nick<br>Deso    | <br>Steve<br>Lord   | <br>Dominick<br>Padilla | <br>Matt<br>Dombrowski | <br>Nate<br>Hinz       | <br>Jeff<br>Laudano   | <br>Alex<br>Macdonald | <br>Arthur<br>Magnuson  |
| <br>Kelly<br>Dorman | <br>Matt<br>Gionet  | <br>Mikayla<br>Holden   | <br>Rich<br>Reuther    | <br>Nixon<br>Mercado   | <br>Patrick<br>O'Hare | <br>Emily<br>Peters   | <br>Bethany<br>Sterritt |
| <br>Marc<br>Scholer | <br>Harjup<br>Singh | <br>Dave<br>Spangler    | <br>Linsky<br>Lundy    | <br>Michael<br>Gilmore |  |  |  |

FULL  
TIME  
EMTS

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## PART TIME PARAMEDICS



Pete Annely



Greg Lambert



Dave O'Hehir

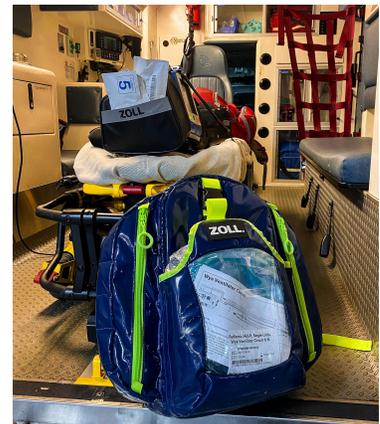


Genna VanCort

### Zoll Z Series Vent's:

Each duty ambulance is equipped with Zoll Z Series ventilators. The Zoll Z Series ventilator provides cutting-edge respiratory support to patients in need. Its advanced features allow crews to precisely control and monitor breathing parameters, ensuring optimal oxygenation and ventilation tailored to each patient's needs.

These ventilators are designed to adapt to a wide range of patient scenarios. Whether it's providing support during transport or managing critical respiratory conditions in the field, the Zoll Z Series offers versatility that empowers our EMS teams to deliver top-notch care in diverse situations.



With its innovative technology, the Zoll Z Series contributes significantly to improved patient outcomes. Its capabilities enable our crews to respond effectively to respiratory distress, cardiac events, and various emergencies, ultimately enhancing the quality of care we provide to our community.

### Pulsara Implementation:

GEMS saw the implementation of the computer and mobile device application Pulsara to aid in Hospital communication. As an outcome of the EMS Offload Committee, chaired by GEMS Director of EMS, Pulsara was adopted by area hospitals and EMS agencies with the overall goal to decrease EMS wait times and increase efficiency in Emergency Rooms.

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The Pulsara App connects our EMS teams seamlessly with hospitals and healthcare providers. It's a one-stop platform for sharing real-time patient information, vital signs, and even EKGs, ensuring that everyone involved in a patient's care is on the same page from the moment we're dispatched.

With Pulsara, our crews can initiate pre-hospital alerts, allowing hospitals to prepare and mobilize resources before the patient even arrives. This means quicker transitions upon arrival, reducing critical moments in the care process.



The app facilitates efficient communication and collaboration among EMS, emergency departments, and specialists. It enables us to share updates, exchange images, and securely transmit critical data, fostering a cohesive approach to patient care. By expediting the flow of information and optimizing coordination, Pulsara directly contributes to better patient outcomes. It streamlines the entire process, ensuring that patients receive timely, well-coordinated care right from the initial response through to hospital treatment.

## Lucas 3 CPR Devices:

The department acquired four new state-of-the-art LUCAS 3 mechanical CPR devices in December of 2023 utilizing the Gary Sinise First Responder Grant. As a result, all ambulances in the Town of Guilderland, including our on shift Paramedic Supervisor fly car, are equipped with LUCAS Mechanical CPR devices.

What is LUCAS 3? It's a cutting-edge device designed to provide consistent, high-quality chest compressions during cardiac arrests. With its precision and reliability, LUCAS 3 ensures that our dedicated EMS team can deliver optimal care to our community when every second counts.



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How it Impacts Day-to-Day Operations: These devices are more than just tools; they're a lifeline. The LUCAS 3 enhances the efficiency of our CPR efforts, allowing our responders to focus on other critical aspects of patient care. With this advanced technology, we're raising the bar in emergency medical service and reinforcing our commitment to the well-being of the residents of the Town of Guilderland.



We extend our heartfelt gratitude to the Gary Sinise Foundation for making this possible. Together, we're shaping a safer and healthier future for our community.

## Newly Constructed Station 3:

Town of Guilderland broke ground in 2023 on what is called Station Three, located near the geographic center of the town. A need was identified in 2020 to have ambulance units based out of the area of town located in the Hamlet of Guilderland. A partnership was formed with the Guilderland Fire Dept where for three years GEMS operated an ambulance out of their facility. The newly constructed Station Three grew out of the need to have a more permanent base site for EMS operations. Now fully enclosed and weathered in, contractors are working to finish the new 3,800 sq/ft station in early 2024.



The building will house EMS and Town of Guilderland emergency services apparatus in a three-bay 2400 sq/ft garage space and provide an additional 1400 sq/ft space for operations and training. Station Three serves to meet the needs of the community and will be an essential part of GEMS EMS operations.

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## Village of Altamont Station:

GEMS system added a fourth station site at Altamont Fire Dept. Responding to a request for a base of operations in the Village of Altamont, Altamont Fire Dept graciously welcomed the use of their station located on Mains Street in the Village of Altamont. This fourth location allows GEMS to have an ambulance and full ALS crew standing by in order to continue our ALS responses to calls in the Village of Altamont and Town of Knox .



## Fleet Additions:

Guilderland EMS proudly introduces Ambulances 5682 and 5685, enhancing our fleet to seven ambulances serving the Town of Guilderland. Ambulance 5682, A 2022 Ford F-550 with a Lifeline module will replace the old 5682, a 2008 Ford E-series ambulance. Ambulance 5685, a 2014 Chevy Express 4500 with a lifeline module is an added addition to our now

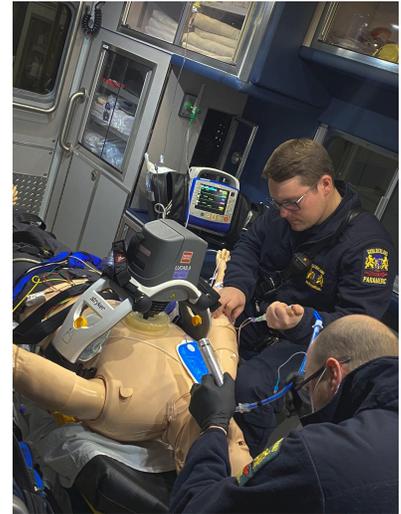


seven ambulance fleet providing care to the residents of the Town of Guilderland. Ambulance 5682 boast 4-wheel drive capabilities for severe weather conditions and both feature Stryker Performance Pro-XT stretchers and Stryker Power-LOAD systems. Ambulances 5682 and 5685 are equipped with cutting-edge medical technology and equipment. From advanced life support equipment to enhanced monitoring capabilities, these ambulances ensure that our crews can deliver top-notch care during emergencies.

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## Laerdal Essential SimMan 3G Mannequin:

Guilderland EMS took delivery of a Laerdal SimMan Essential Human Patient Simulator. Prior grant funding from the American Rescue Plan Act and community support allowed for the purchase of this state-of-the-art simulation device. Now in operation, the Laerdal Essential SimMan 3G mannequin has been utilized in various training simulations to allow our EMT's and Paramedics opportunities to refine and perfect their skills in a controlled setting before going out in the field. Beyond its operational impact, the mannequin plays a crucial role in elevating patient care and allowing Guilderland EMS to deliver services with precision and compassion.



## Guilderland EMS In The Media:

### Direct Pay Legislation

The EMS Direct Payment Bill works to regulate cost control for health insurance plans billing patients out of network and requires insurers to reimburse ambulance providers immediately. Patients will also no longer serve as intermediaries for payments depending on if an ambulance service provider is 'in-network' or out-of-network.' The bill ensures that reimbursement is sent directly from the health insurance company to the EMS provider.



Article Links:

[CBS 6 WRGB Albany, Oct. 17th 2023](#)  
[Empire State Weekly Oct 27th 2023](#)



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## Guilderland Town Offload Delay Policy, 200.40

2023 marked the passage of the GEMS Policy as a Town of Guilderland policy that specifically outlined its position on offloading patients at area hospitals. Patient offload includes both the time it takes after arrival of the hospital for



EMS to turnover care to Emergency Dept (ED) staff and the care/report given to ED staff. Beginning in 2022, increased offload times were highlighted as having a negative effect on EMS operations provided by several agencies in the Capital Region. In 2023, Guilderland's Director of EMS, Jay Tyler, brought together and chaired the EMS Offload Committee made up of several EMS agencies in the region and hospital liaisons from two area hospitals. The policy that came out of

this committee and approved by the Town Board can be described as pioneering in the region as it directly addressed the issue of offloading patients in a timely manner at area hospitals.

Article Links:

[CBS 6 WRGB Albany, Jan. 20th 2023](#)



## Assemblymember Phil Steck

In a partnership made up of the Town of Guilderland, Town of Colonie and Clifton Park, New York State Assemblymember Phil Steck helped to secure a \$2.4 million federal grant to pilot a safety initiative focused on preventing avoidable crashes and improving post-crash care. His website outlined that the grant will be used to research and identify the most significant roadway safety concerns in the area and develop comprehensive safety action plans to prevent deaths and injuries on our roadways.



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Assemblyman Phil Steck played a crucial role in securing a \$50,000 grant for the purchase and installation of a Power Stretcher and Power-LOAD stretcher mounts in the latest addition to the Guilderland fleet. Thanks to the Legislative Initiative Member Grant program, ambulance 5685 now joins the rest of the Guilderland EMS Fleet equipped with Power Stretchers and Power-LOAD systems. These systems are proven to decrease the risk of injuries related to stretcher loading and unloading while increasing the safety of the patient during transport. In a November 2023 press release by Assemblymember Steck, he is quoted in saying, "As your Assemblymember, I have always been committed to ensuring that our first responders have what they need to serve our community." We here at Guilderland EMS are thankful for his continued dedication and support to the Town of Guilderland and surrounding communities.

## Article Links:

[US Dept of Transportation. Safe Streets and Roads for All \(SS4A\) Grant Program EMSI.com New York State Assembly Priority Project Grant. Nov. 14th 2023](#)



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## Training:

### Mental Health First Responder Training

In 2023, Guilderland EMS focused on Mental Health Training. Guilderland EMS contacted Sara Borenko of Montgomery County Social Services to provide our entire department with Mental Health First Aid – Adult training. This course addresses common mental health concerns encountered by adults, reduces the stigma and focuses on techniques to recognize signs and symptoms of mental health and substance abuse. This 8- hour certified course provided the valuable tools needed to address the increasing mental health challenges in our community.



**Mental Health**  
**FIRST AID**

from NATIONAL COUNCIL FOR  
MENTAL WELLBEING

### Supervisor Boot Camp

Jon Politis of Synergism Associates Ltd. is an engaging instructor with years of experience as a Provider, Educator, Autor and Leader in the Paramedic Community. Jon was invited to provide a 16 hour workshop focusing on the “Front Line Supervisor”, leadership skills, teamwork, effective communication, employer expectations, ethics in the workplace and improving the workplace environment. This workshop was sponsored by Guilderland EMS and provided to agencies around the region. Members of the administration and Guilderland Paramedic Supervisors attended.



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## Emergency Medical Technician Training

In 2023 Guilderland EMS conducted two New York State Emergency Medical Technician (EMT) courses with a total of 37 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 2023 were led by NYS Certified Instructor Coordinator Emily Peters and NYS Certified Lab Instructor Michael Gilmore.

## CPR and 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.



**American  
Heart  
Association®**

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In 2023, Guilderland EMS trained over 200 members of our community in CPR. In addition to CPR, Guilderland EMS provides advanced AHA courses such as ALCS, ACLS EP, and PALS. Guilderland EMS is also a training site for the National Association of Emergency Medical Technician Courses. NAEMT courses include Advanced Medical Life Support, Pre-Hospital Trauma Life Support and Emergency Vehicle Operator Safety courses. Skills validation for online-based learning HeartCode courses and offered NAEMT courses are scheduled by appointment.

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

## Call Volume:

# 6,717

 Calls For Service in 2023

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## Goals For 2024:

### Vision for 2024:

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 2024:

**1. Early Response and Advanced Care:** GEMS will continue to focus on providing excellent patient care to the residents of the Town of Guilderland and Town of Knox. Patients will receive the most advanced medical interventions while in our care and we will continue to strive for seamless transitions at 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. Ongoing Community-Centric Support:** EMS in the Guilderland community has become more than just 911 medical responses. Guilderland EMS will continue to provide knowledge and expertise to help guide policies and services for the people in the community.

**4. Comprehensive Everyday Readiness:** GEMS will work tirelessly to ensure the Town of Guilderland and Town of Knox have 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.

**5. 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.

**6. Expansion and Growth:** GEMS will continue to rise and meet the needs set forth with the expansion of services in the Village of Altamont and Town of Knox. GEMS will renew its commitment and dedication to excellence in providing pre-hospital and out-of-hospital care.

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 2024 and beyond.