

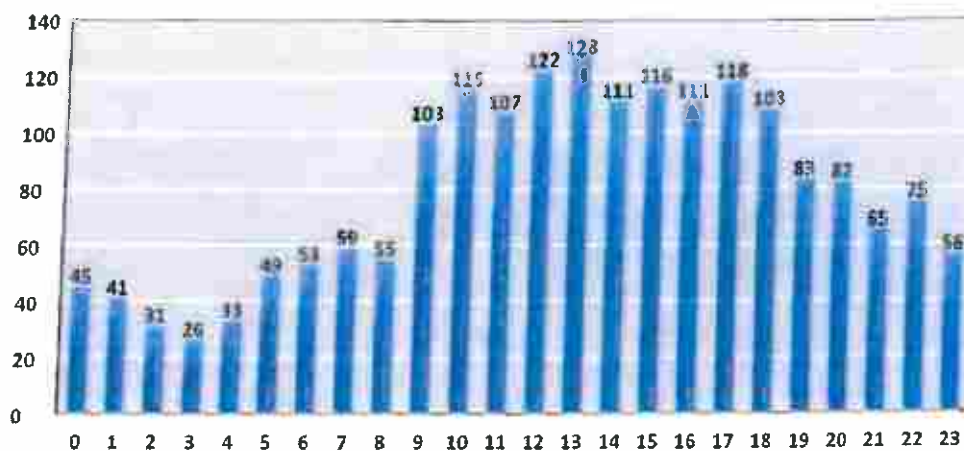


Lumberton Emergency Squad

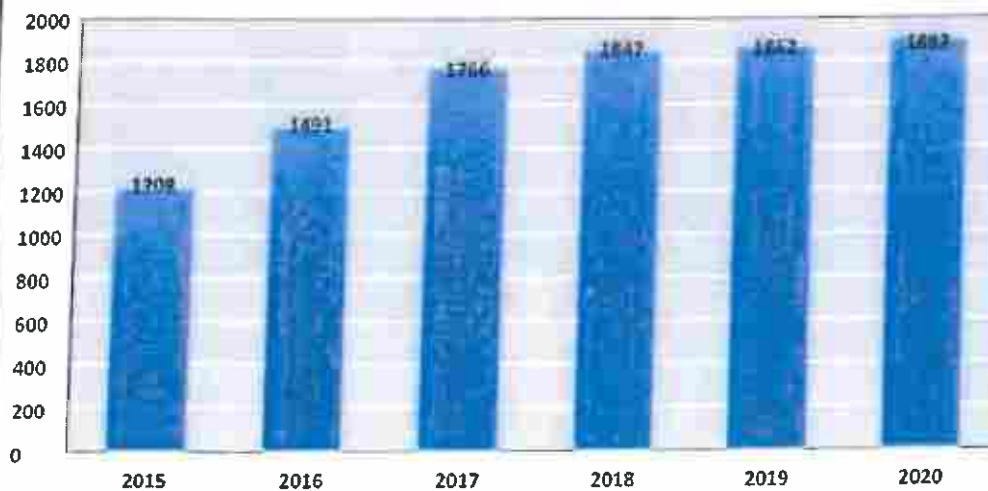
2020

End of Year Operations Report

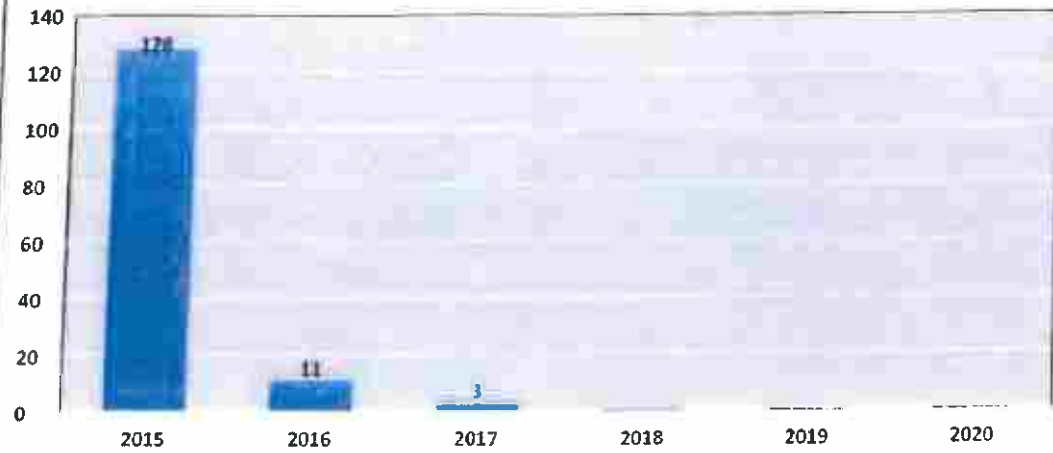
Calls by Hour



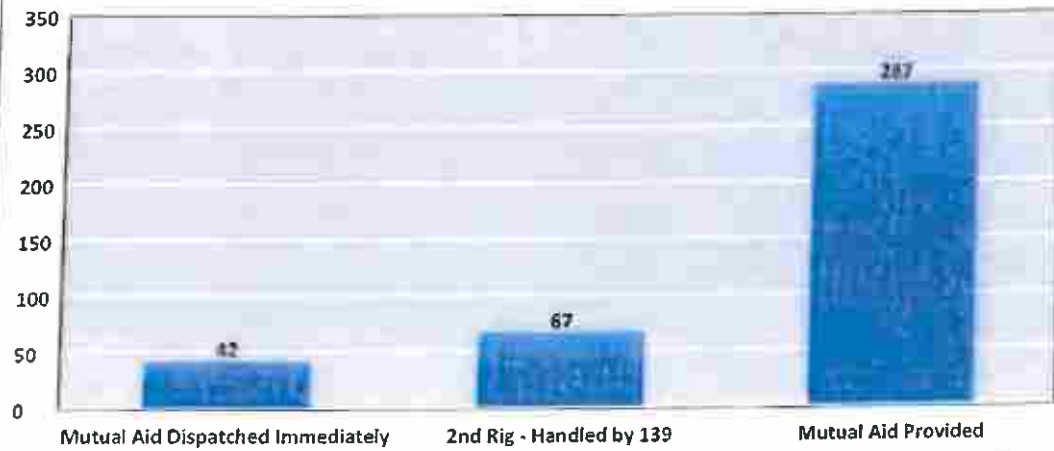
Calls by Year



Missed Calls

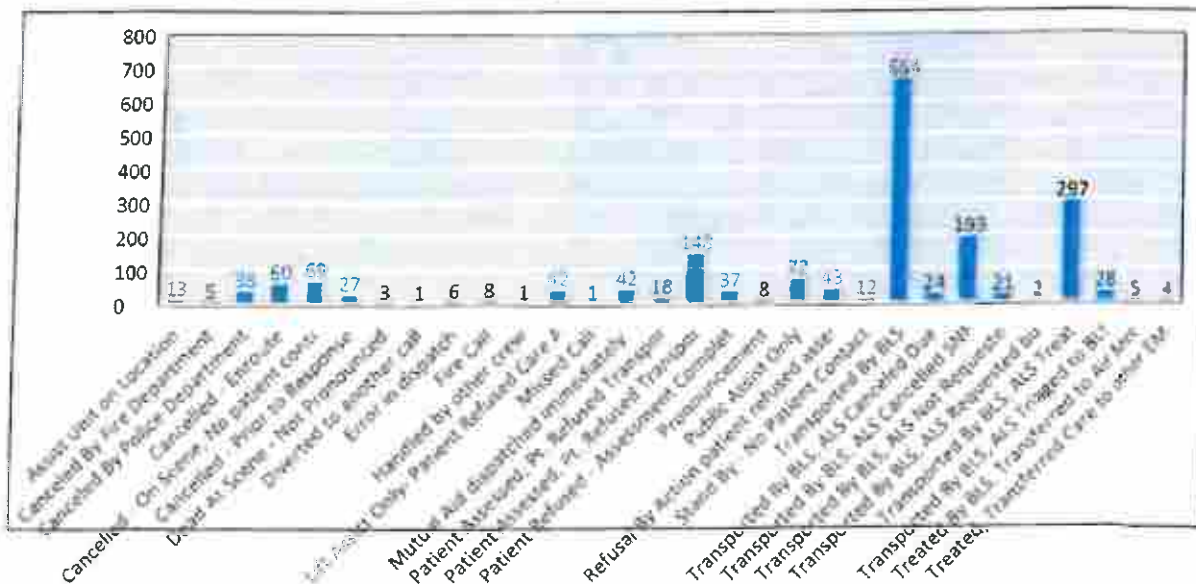


Mutual Aid - Provided and Received

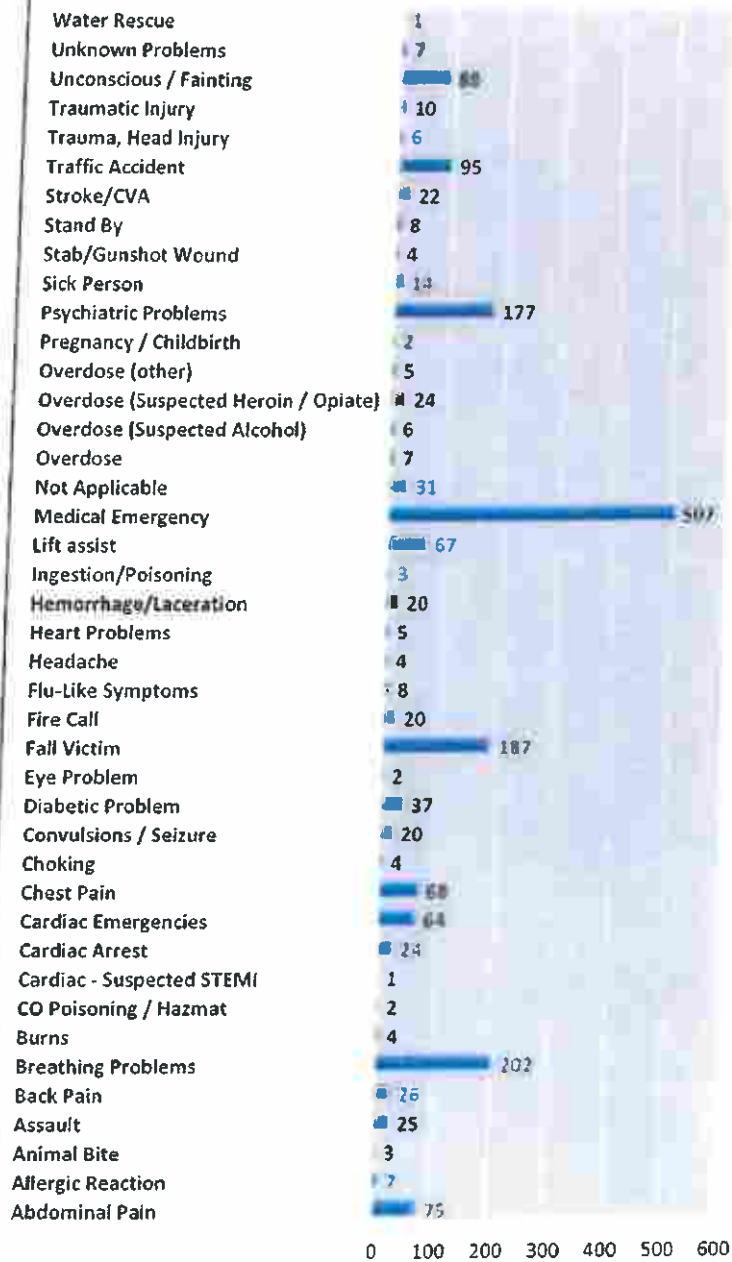


2020 Calls by Outcome

Group	Count	Pct
Assist Unit on Location	13	0.7
Cancelled By Fire Department	5	0.3
Cancelled By Police Department	38	2.0
Cancelled - Enroute	60	3.2
Cancelled - On Scene, No patient contact	69	3.6
Cancelled - Prior to Response	27	1.4
Dead At Scene - Not Pronounced	3	0.2
Directed to another call	1	0.1
Error in Dispatch	6	0.3
Fire Call	6	0.4
Handled by other crew	1	0.1
Lift Assist Only- Patient Refused Care AMR	42	2.2
Missed Call	1	0.1
Mutual Aid dispatched immediately	42	2.2
Patient Assessed, Pt. Refused Transport-Guto	18	1.0
Patient Assessed, Pt. Refused Transport-Medical	148	7.8
Patient Refused - Assessment Completed at Discretion of BLS	37	2.0
Pronouncement	8	0.4
Public Assist Only	72	3.8
Refusal By Action patient refused assessment	43	2.3
Stand By - No Patient Contact	12	0.6
Transported By BLS	664	35.1
Transported By BLS, ALS Cancelled Due to Priority	24	1.3
Transported By BLS, ALS Cancelled Still	193	10.2
Transported By BLS, ALS Not Requested Due to Priority to Hospital	21	1.1
Transported By BLS, ALS Requested but Unavailable	2	0.1
Transported By BLS, ALS Treat	297	15.7
Transported By BLS, ALS Treated to ALS	28	1.5
Treated By BLS, transferred to Air Medical Unit	5	0.3
Treated, Transferred Care to other EMS	4	0.2
Total:	1892	



Calls by Medical Category



Response Times
1/1/20 to 12/31/20
Dispatched to enroute

Time Frame (Mins)	Count	Percentage
0-1	239	19.64 %
1-2	454	37.30 %
2-3	361	29.66 %
3-4	107	8.79 %
4-5	29	2.38 %
5-6	16	1.31 %
6-7	8	0.66 %
7-8	2	0.16 %
8-10	0	0.00 %
10-15	1	0.08 %

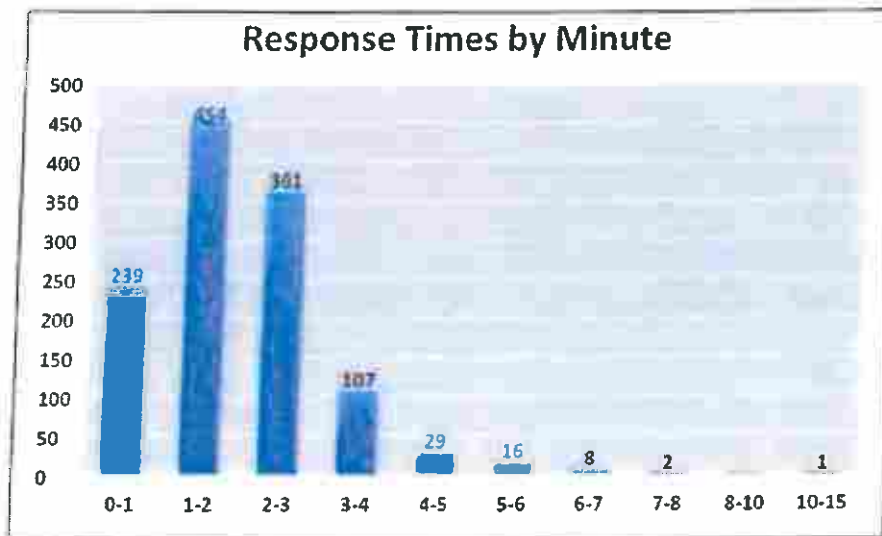
Count: 1217

Average: 2.45

Average (0-15 times): 2.45

Min.: 1.000

Max.: 15.000



Four Year Average Response Time Comparison				
2016	2017	2018	2019	2020
2.72	2.24	2.10	2.24	2.45

Lumberton Emergency Squad End of Year Report 2020

Lumberton Emergency Squad (LES) has had quite a year with COVID-19. We had to manage the difficulty of ensuring the safety of our residents and members with the proper PPE. Thankfully, we were able to secure the supplies we needed through various avenues to keep everyone safe.

We faced struggles with volunteers being apprehensive to run during COVID. Some of the volunteers made career changes and moved on to other avenues that were not within the medical field due to the virus. Unfortunately, they canceled the spring semester EMT class (January-May) in 2020 which hurt our recruitment for new volunteers and reconvened in the fall (August-December). We ended up with less volunteer hours in total but still managed a good base to weather the storm through COVID. Last year, Lumberton volunteers were on duty 6,977.92 hours. We were able to supplement the hours with career staff to ensure a prompt and professional response to Lumberton residents and visitors. Thankfully, by the end of 2020 we were able to begin our recruitment efforts again and gained 9 new dedicated volunteers.

LES still continues a stringent field training program. We are lucky enough to have an EMT instructor be a member of our organization. This afforded us the ability to continue our training with the EMT's. The purpose of this program is to ensure all EMT's are trained at the same level and have the necessary skills needed to be proficient. This program also aids in making sure that all EMT's are aware of policy and procedure of daily operations. On average, EMTs stay for 1 to 2 years until they move on to be doctors, physician's assistants, paramedics, nurses and other noble professions. Because of those facts we recognize we will be a revolving door, due to work and school schedules. We have been lucky enough to have a core group continue to be dedicated to LES in combination with their other responsibilities.

Most of the year was spent on proper donning and doffing of PPE, ensuring all proper PPE was worn at all times even in the building and decontaminating the ambulances and building several times a day. We were able to secure a regional grant for PPE for the squad. The township administrator asked me to be the health safety officer. Due to this position, I have monitored all of Lumberton Township employees in every department to ensure everyone was following CDC guidelines. We have provided education on when to quarantine, what an exposure is and how to protect all employees from contracting the virus in the workplace. To date 137 employees have been screened and EMS has assisted all departments in whatever their needs were during this pandemic to ensure the health and safety of everyone. Sadly, COVID is going to continue to be a part of our lives for the near future. We will continue to do everything we can to ensure the safety of everyone that works in Lumberton.

LES has performed quite a bit of community EMS helping residents with various needs during COVID. Even something as simple as going over to talk to them as they were very lonely. LES holds numerous blood drive's throughout the year. Every spot is filled enabling many lives to be saved. Our last blood drive the Red Cross collected 34 units of blood with the potential to save 103 lives. Community events looked very different in 2020 but all emergency services made the best of 2020 by participating in birthday drive bys, Santa, range days, fire prevention and horse shows just to name a few. I am proud of everyone. All walks of life have come together to support each other and ensure the safety of everyone as a community.