



Lumberton Emergency Squad 2023

End of Year Operations Report

Lumberton Emergency Squad Year End Report 2023

Throughout 2023, The Lumberton Emergency Squad (LES) worked tirelessly around the clock, responding to emergencies and supporting our communities with efficiency, professionalism, compassion and the highest clinical standard. The dedication of our crews have played a crucial role in safeguarding our community during challenging times.

LES closed out 2023 by responding to a record 3,650 calls this year. This has been our busiest year of service with 668 more calls than in 2022. Our agency continues to grow, not only in size but in professionalism, serving the Township of Lumberton and providing mutual aid to surrounding communities. Our partnership with Tabernacle Rescue Squad has enabled LES to staff 3 ambulances during the weekdays. We staff a 24-hour truck and a second 9am-5pm truck to assist in Lumberton Township. We also staff a 6am-6pm truck Monday - Friday housed in Tabernacle's Station 439, which serves Shamong, Tabernacle and surrounding communities.

These are some of our team's notable achievements, highlights and challenges from 2023:

Rapid Response Times: LES consistently demonstrated impressive response times ensuring that help reaches those in need as quickly as possible. Our average response time is 1 minute and 4 seconds from being dispatched.

Respiratory Illness: The fall and winter of 2023 has seen a resurgence of contagious airborne diseases such as Covid, Flu and Respiratory Syncytial Virus (RSV). We have had to resume wearing masks to keep our crews and patients safe. Masks are uncomfortable, limit our ability to effectively communicate with our patients who often need to read lips, and for those of us who wear glasses, it makes it difficult to see during the winter months. The resurgence of these illnesses has also impacted Emergency Departments, extending the length of time it takes for our crews to drop off patients and for patients to receive treatment because of the number of people seeking care.

Community Outreach: Our squad actively engages in community outreach programs that provide valuable education on emergency preparedness and safety measures. LES offers community CPR classes and a food drive for the Lumberton Cares Pantry. LES hosted multiple blood drives with the American Red Cross. In partnership with Lumberton Fire and the Burlington County Sheriff's office free car seat inspections were offered to our community.

LES was the first county EMS organization to participate with the Burlington County Prosecutor's Office's Straight to Treatment program, conducting health screenings and treatment for people suffering from addiction and housing insecurity.

Our crews also complete well-being checks on many of our homebound patients to ensure they are safe and secure.

Patient Advocacy: At LES we stress to our crews we are not simply a ride to the hospital; we are advocates for our patient's care whether they decide to go to the emergency room or not. No one wants to go to the hospital but sometimes, for their health and safety, they must be seen by a physician. Our crews work with the patient and family to help them get the services they need.

Addiction comes in many forms and at LES we are passionate about helping people receive the resources the patient or their family need for recovery. If they want help, we will wait until the peer recovery coach arrives, whether it be at home or in the hospital. Our compassion and support also extends to those who are disabled, neglected, those with housing and food insecurities and victims of domestic violence. Lumberton EMT's are trained to contact the proper resources to help all residents.

As Chief, I am quite proud of our group of EMT's. Everyone goes the extra mile caring for whomever they encounter.

Training and Skill Development: All crew members participate in regular training sessions and skill development programs to stay up to date with the latest techniques and technologies. Our commitment to excellence and continuous improvement significantly enhances our capabilities and patient care.

The Rescue Task Force team participated in active shooter response drills with other local departments. We continue to host State mandated EMT refresher courses in our station. In 2023, we also had the opportunity to host local Emergency Department nurses to give them a better perspective of pre-hospital emergency care, which ultimately provides better services to our patients in the hospital.

At LES, our leadership understands that in order to sustain the organization and continue to provide outstanding patient care, we must support the development of our staff. We are proactive in supporting individual and organizational development by offering multi-day EMS leadership programs for our staff.

We have a strong field training program to ensure all new EMT's entering the workforce have a high level of preparedness for clinical skills and patient advocacy.

Collaboration with other Agencies: The squad fostered strong partnerships with other emergency response agencies, creating a seamless network of support in times of crises. This collaborative approach has proven invaluable in managing emergency situations effectively.

Recognition and Appreciation: LES received numerous accolades and expressions of gratitude from community members, highlighting the positive impact we have had on individual lives. Many LES members had numerous CPR saves this year, some of which we had the opportunity to meet after being discharged from the hospital.

Challenges in EMS: While LES finished 2023 strong, going into 2024 is going to be very challenging. There is a large shortage of EMTs. We have 6 EMT's leaving our department in May to go on to Medical, Physician's Assistant and Nursing school. Due to the lack of funding for EMS, the salaries are too low to keep people long term for a career. There is not enough income from billing revenue to offer EMT's health benefits. Due to this, most EMT's leave EMS by the age of 26. According to a recent study, in September 2023 there were 21,086 EMT's and in January 2024 there were 19,704 EMT's in the state of NJ. There is a large portion of EMT's that have an EMT card but no longer run on the ambulance. These EMT's still count in the statistics as an active EMT. According to NAEMT, the incidents of violence against EMS providers is up 75%. When EMS enters someone's home they have no idea if it's going to be a hoarder house, a bug infested house or an unstable person. EMS is also subject to communicable diseases. People are unaware measles and monkeypox are on the rise; and of course, we still have the flu, covid, and many other diseases that EMTs are exposed to everyday. We are usually not even informed of this until after diagnosis.

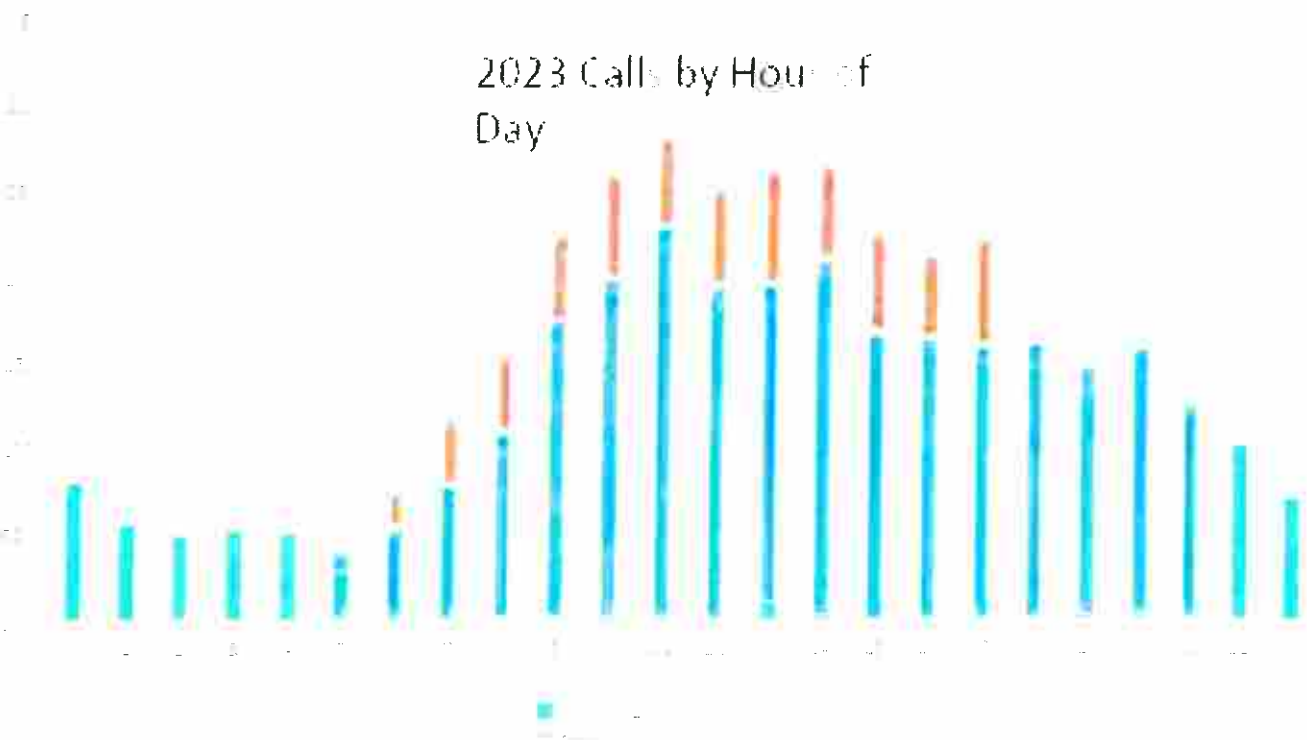
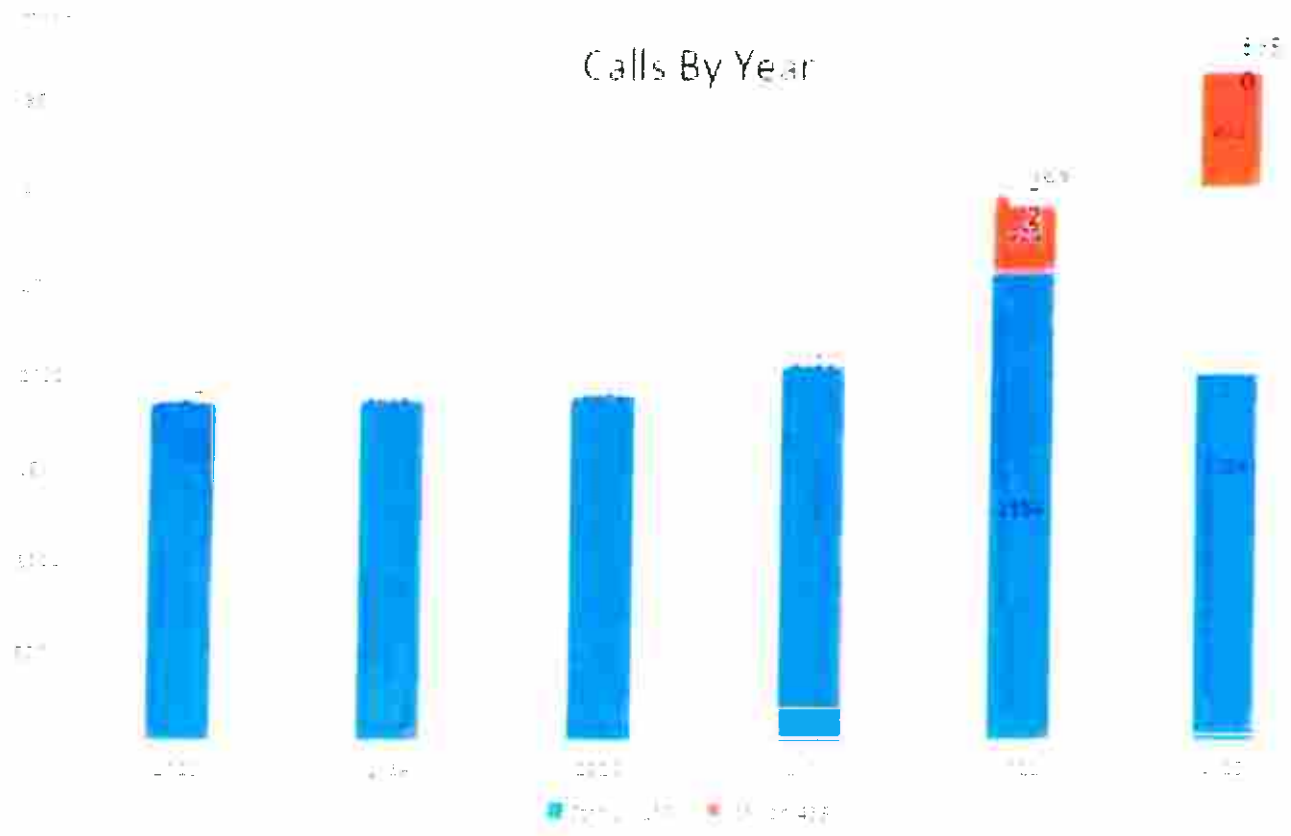
EMS is no longer just a ride to the hospital. EMS providers save lives everyday with strong clinicians, prompt responses and medications that EMS is now able to carry on our ambulances.

There will be a new documentary that explores the impact of EMS funding and challenges, called Honorable but Broken narrated by Sarah Jessica Parker. I urge all of you to preview this trailer for the documentary.

<https://vimeo.com/716475197>

Thank you for your support and we proudly look forward to serving our community 24/7, 365 days a year!

Jamie Wood, Chief



2023 Mutual Aid Received and Provided by LES

0%

20%

40%

60%

80%

100%

120%

Mutual Aid Received as
a % of all LES calls.

2018 4.49%

2019 2.36%

2020 2.27%

2021 3.13%

2022 2.82%

2023 1.86%



History of Mutual Aid Provided by LES

0%

20%

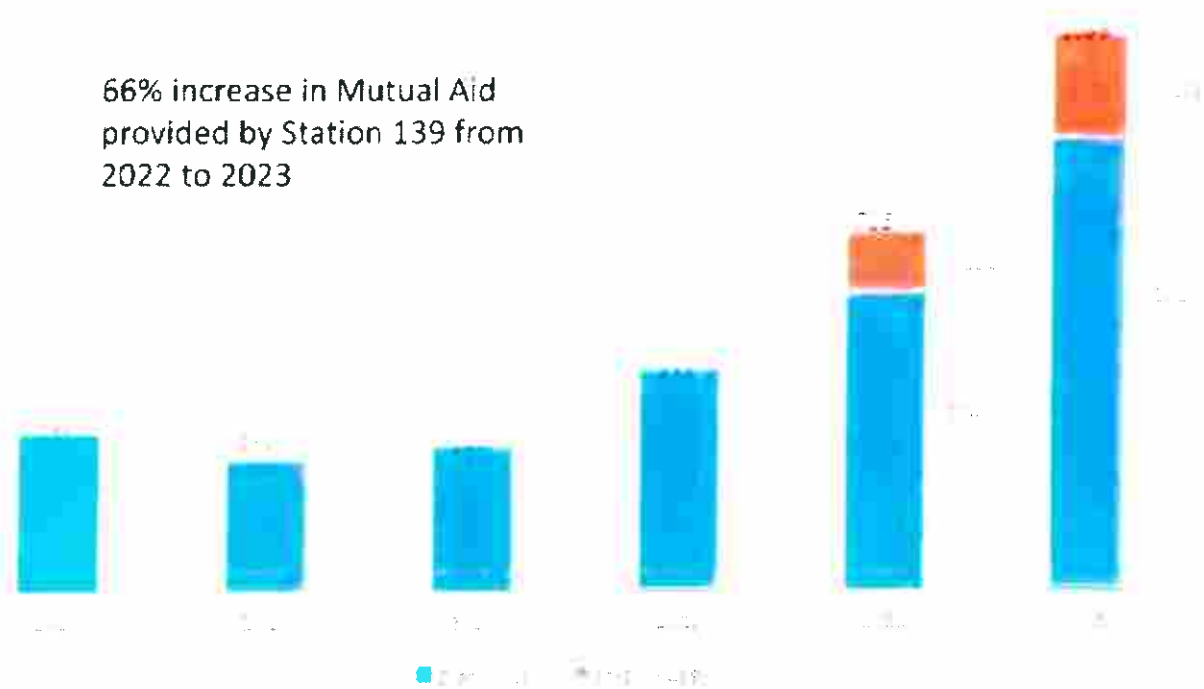
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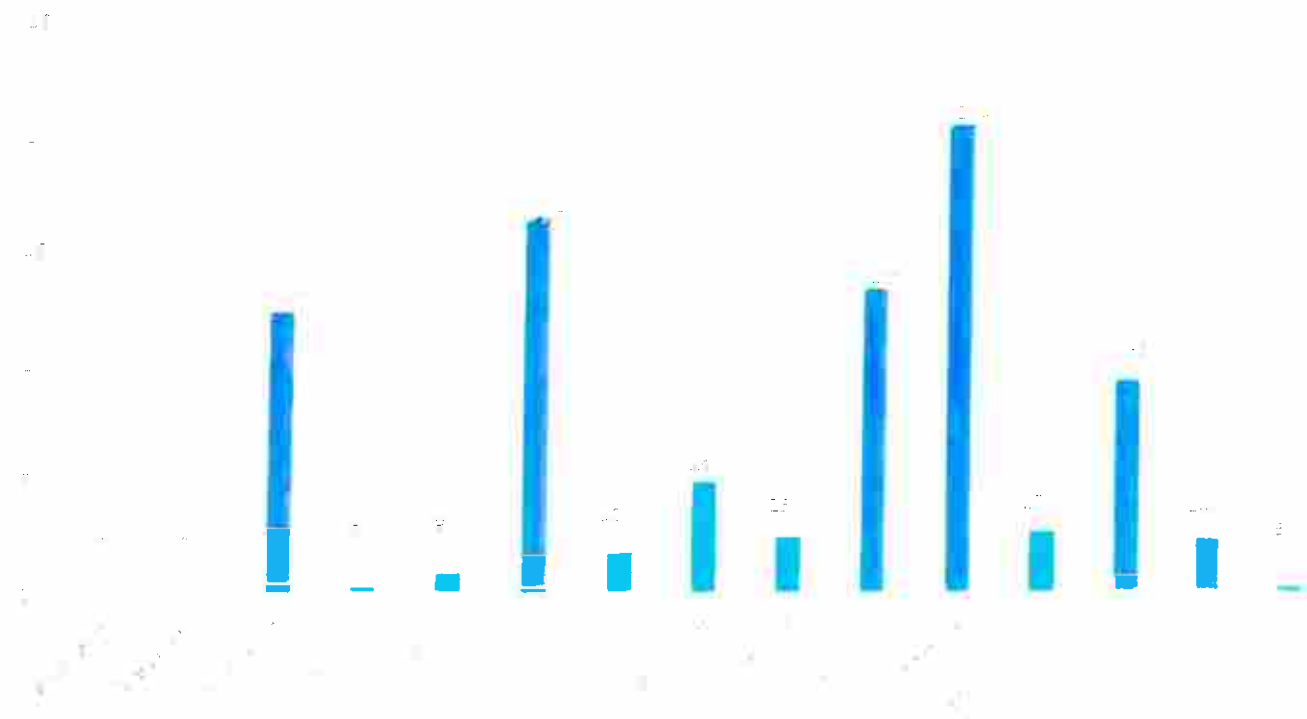
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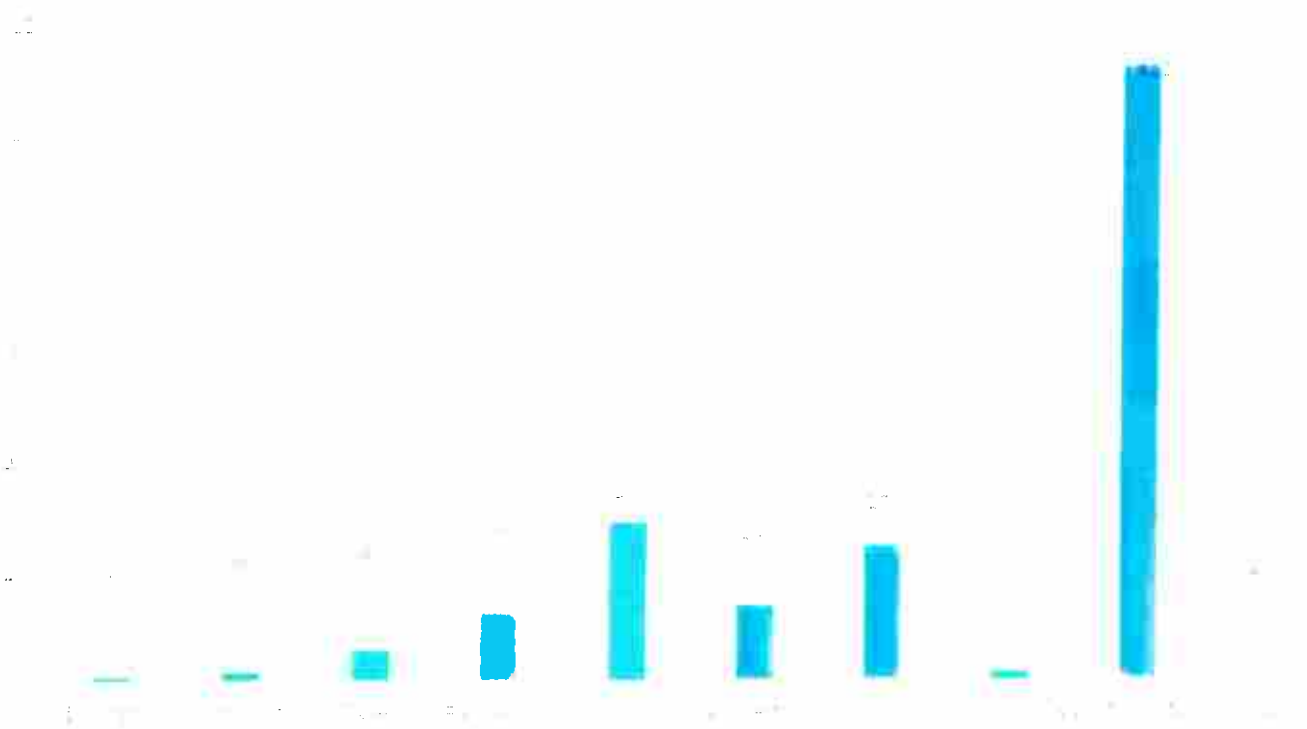
66% increase in Mutual Aid
provided by Station 139 from
2022 to 2023



How is Police using Mutual Aid from State - 15% (Lumberton PD)



Twinn Revenue & Not at All Form Station - 4th Trimester - 2016



Response Times 2023

Dispatch to Enroute

Time Frame (Mins)	Count	Percentage
0-1	2283	66.02 %
1-2	1043	30.16 %
2-3	119	3.44 %
3-4	3	0.09 %
4-5	3	0.09 %
5-6	3	0.09 %
6-7	1	0.03 %
7-8	1	0.03 %
8-10	1	0.03 %
10-15	1	0.03 %

Count:	3478
Average:	1.04
Average (without zero times)	1.58
Response time (0-15 times)	1.06
Min:	0.000
Max:	12.000

2023 Calls by Medical Category

Row Labels	Count	Percentage
Medical Emergency	1338	36.66%
Fall Victim	504	13.81%
Psychiatric Problems	243	6.66%
Cardiac Emergencies	233	6.38%
Traffic Accident	220	6.03%
Unconscious / Fainting	157	4.30%
Abdominal Pain	115	3.15%
Stroke/CVA	82	2.25%
Convulsions / Seizure	82	2.25%
Breathing Problems	81	2.22%
Cardiac Arrest	58	1.59%
Assault	57	1.56%
Back Pain	54	1.48%
Chest Pain	50	1.37%
Diabetic Problem	45	1.23%
Hemorrhage/Laceration	37	1.01%
Fire Call	36	0.99%
Lift assist	34	0.93%
Other - Transport	28	0.77%
Unknown Problems	26	0.71%
Stand By	18	0.49%
Allergic Reaction	18	0.49%
Medical Alarm	18	0.49%
Not Applicable	18	0.49%
Traumatic Injury	14	0.38%
Headache	12	0.33%
Overdose	12	0.33%
Overdose (Suspected Heroin / Opiate)	10	0.27%
Animal Bite	8	0.22%
Overdose (other)	7	0.19%
Choking	5	0.14%
Pregnancy / Childbirth	5	0.14%
Trauma, Blunt	4	0.11%
Heart Problems	3	0.08%
Stab/Gunshot Wound	3	0.08%
Sick Person	3	0.08%
CO Poisoning / Hazmat	2	0.05%
Trauma, Head Injury	2	0.05%
Trauma, Penetrating	2	0.05%
Burns	2	0.05%
Overdose (Suspected Alcohol)	1	0.03%
Heat/Cold Exposure	1	0.03%
Water Rescue	1	0.03%
Trauma, Cardiac Arrest	1	0.03%
Grand Total	3650	100.00%

2023 Calls by Outcome

Transported By BLS (3201)	1482	40.60%
Transported By BLS, ALS Treat (3202)	499	13.67%
Transported By BLS, ALS Cancelled SNN (3205)	341	9.34%
Cancelled - Enroute (1945)	228	6.25%
Patient Assessed, Pt. Refused Transport-Medical (23933)	185	5.07%
Public Assist Only (23937)	118	3.23%
Refusal By Action patient refused assessment (30208)	90	2.47%
Transported By BLS, ALS Canceled Due to Proximity (23930)	70	1.92%
Mutual Aid dispatched Immediately. (28468)	68	1.86%
Cancelled - On Scene, No patient contact (1943)	67	1.84%
Cancelled - Prior to Response (1944)	67	1.84%
Transported By BLS, ALS Not Requested Due to Prox. to Hospital (23929)	65	1.78%
Canceled By Police Department (23935)	46	1.26%
Diverted to another call (36650)	42	1.15%
Transported By BLS, ALS Triage to BLS (23924)	37	1.01%
Patient Refused - Assessment Completed at Discretion of BLS (29679)	34	0.93%
Patient Assessed, Pt. Refused Transport-Auto (24158)	32	0.88%
Lift Assist Only- Patient Refused Care AMA (30207)	28	0.77%
Error in dispatch (28470)	22	0.60%
Assist Unit on Location (25938)	21	0.58%
Stand By - No Patient Contact (23928)	21	0.58%
Fire Call (24131)	14	0.38%
Handled by other crew (38562)	14	0.38%
Dead At Scene - Not Pronounced (23925)	13	0.36%
Canceled By Fire Department (25751)	10	0.27%
Pronouncement (2135)	10	0.27%
Treated, Transferred Care to other EMS (30211)	9	0.25%
Dead at Scene - Resuscitation Attempted - No Transport (50331)	5	0.14%
Treated By BLS, Transferred to Air Medical Unit (23932)	5	0.14%
Transported By BLS, ALS Requested but Unavailable (30210)	4	0.11%
Transported By BLS, ALS Unavailable (23931)	3	0.08%
Grand Total	3650	100.00%