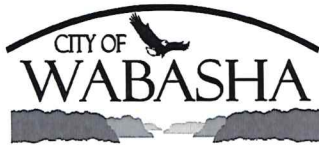


Wabasha Ambulance

2022 Annual Report





WABASHA AMBULANCE
SERVING SINCE 1984

129 HIAWATHA DR W
WABASHA, MN 55981



To: City Council, Ambulance Commission, and Wabasha Citizens.
From: Ryan T. Marking, Ambulance Director
Date: 3/29/23
Re: 2022 Annual Report

On behalf of the members of the Wabasha Ambulance Service, I proudly present the Wabasha Ambulance Service 2022 Annual Report. This report reflects on the hard work, dedication, professionalism of the Services' members and their accomplishments.

EMS services nationwide have seen an increase in calls for service since the start of Covid-19. The Wabasha Ambulance Service is no different. The Wabasha Ambulance responded to a record number of 588 calls for service in 2022. This is a 29.1% increase from 2020. With this increase it also puts an increase demand on our paid-on call staff, taking them away from their families and jobs more often. Their dedication to protecting the citizens we serve is beyond words.

The Wabasha Ambulance Service currently has 14 EMT's, 7 EMR's, and 1 Paramedic. The dedicated paid-on call members of the Wabasha Ambulance Service contributed 11,240.5 hours of time to solely cover the schedule. This does not include the time they dedicated to training, teaching CPR, or calls that they went on. This dedication saved the city \$207,162.42 just in salaries (not including benefits).

This report contains a brief description of some of the activities and statistics of the service. Future years will contain more in-depth information. You are encouraged to contact me for further information. We also would encourage you to stop by the ambulance garage for a tour.

Respectfully Submitted,

Ryan T. Marking, Ambulance Director



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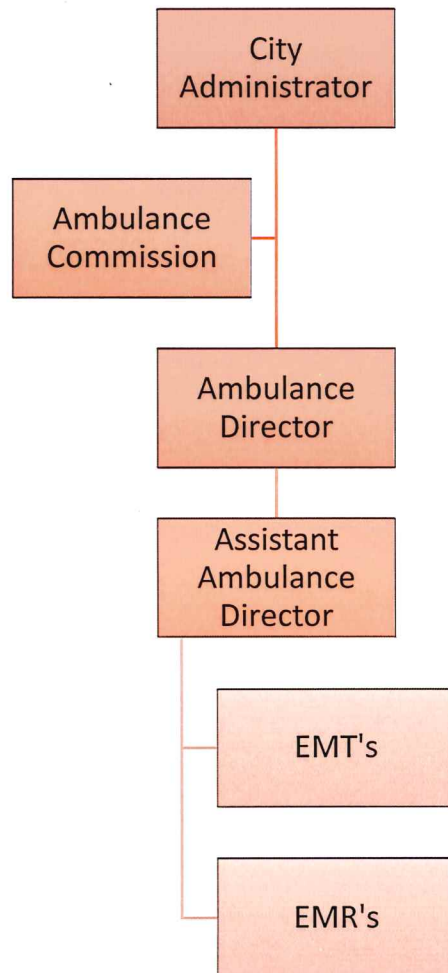
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Service Information

We provide services to the cities of Wabasha and Kellogg and the townships of Glasgow, Greenfield, Highland, Minneiska, Pepin, and Watopa. We cover approx. 135 square miles and serve approx. 8,000 residents. We operate 2 Basic Life Support Ambulances. We provide all in-house training for both our crew but also the Kellogg 1st Responders. We do a lot of community education as well. The Wabasha Ambulance Service is overseen by the Ambulance Commission.

Ambulance Service Organizational Chart



Ambulance Commission

Cindy Sheeley, Ambulance Association Member

Tim Wallerich, Council Member

Monica Walters, St. Elizabeth's Member

Tyler Hinrichs, Wabasha Citizen

Jane Glander, Wabasha Citizen

Dr. Dennis Spano, Medical Director, Liaison Member

7C.05 Powers, Duties and Responsibilities The Ambulance Commission is to advise the City Council and Ambulance Director regarding the operations of the City's ambulance service. The Ambulance Commission shall have the following responsibilities:

1. To make recommendations to the City Council and Ambulance Director with respect to the construction, maintenance, repair and management of the City's ambulance facilities, vehicles and equipment purchases;
2. To make recommendations to the City Council on the purchase of any budgeted items exceeding \$5000 or any unbudgeted items of more than \$500, in accordance with the City of Wabasha Purchasing Policy or as amended;
3. To advise the City Council and Ambulance Director regarding the operation of the City's ambulance service and facilities;
4. To make recommendations to the City Council and Ambulance Director with respect to rates to be charged for ambulance services;
5. To make recommendations to the City Council and Ambulance Director regarding ambulance service specific policies and operating procedures; and
6. To make recommendations to the City Council and Ambulance director regarding opportunities for mutual aid agreements, regional cooperation, level of service, business and financial analysis of the service; and
7. Assist or provide input at the request of the City Council and/or Ambulance Director regarding the hiring of Ambulance personnel in accordance with the City's Staff Hiring Policy
8. Review ambulance service quarterly or annual reports on expenditures and revenues and provide recommendations
9. Ambulance funds. All amounts charged by the City and collected for ambulance services are to be deposited in the ambulance department of the general fund. No indebtedness is to be incurred by the City with respect to the ambulance service except as is necessary and incidental to the carrying on of the ambulance service and has been authorized in advance by the City Council. No alterations, repairs or improvements shall be made to any ambulance service facilities, vehicles or equipment unless authorized by the City Council.

Wabasha Ambulance 2022 Highlights

- Busiest year ever with 588 calls for service.
- Delivered 10 CPR Classes.
- Hired an Ambulance Director.
- Teenager saves father's life due to a high school CPR class that was taught by the ambulance.
- Crew delivered a baby in the back of the ambulance.
- Created Mutual Aid contracts with Pepin Ambulance and Western Buffalo County Ambulance.
- Had our EMSRB State Inspection with no deficiencies.

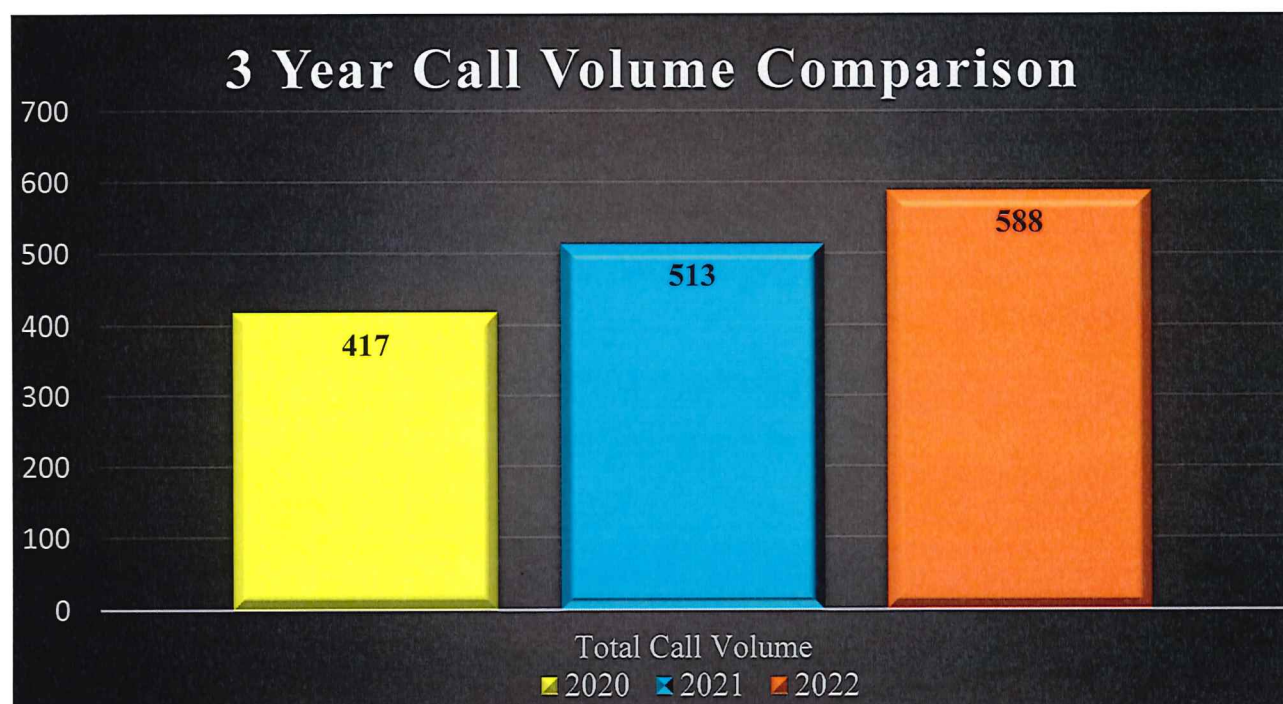
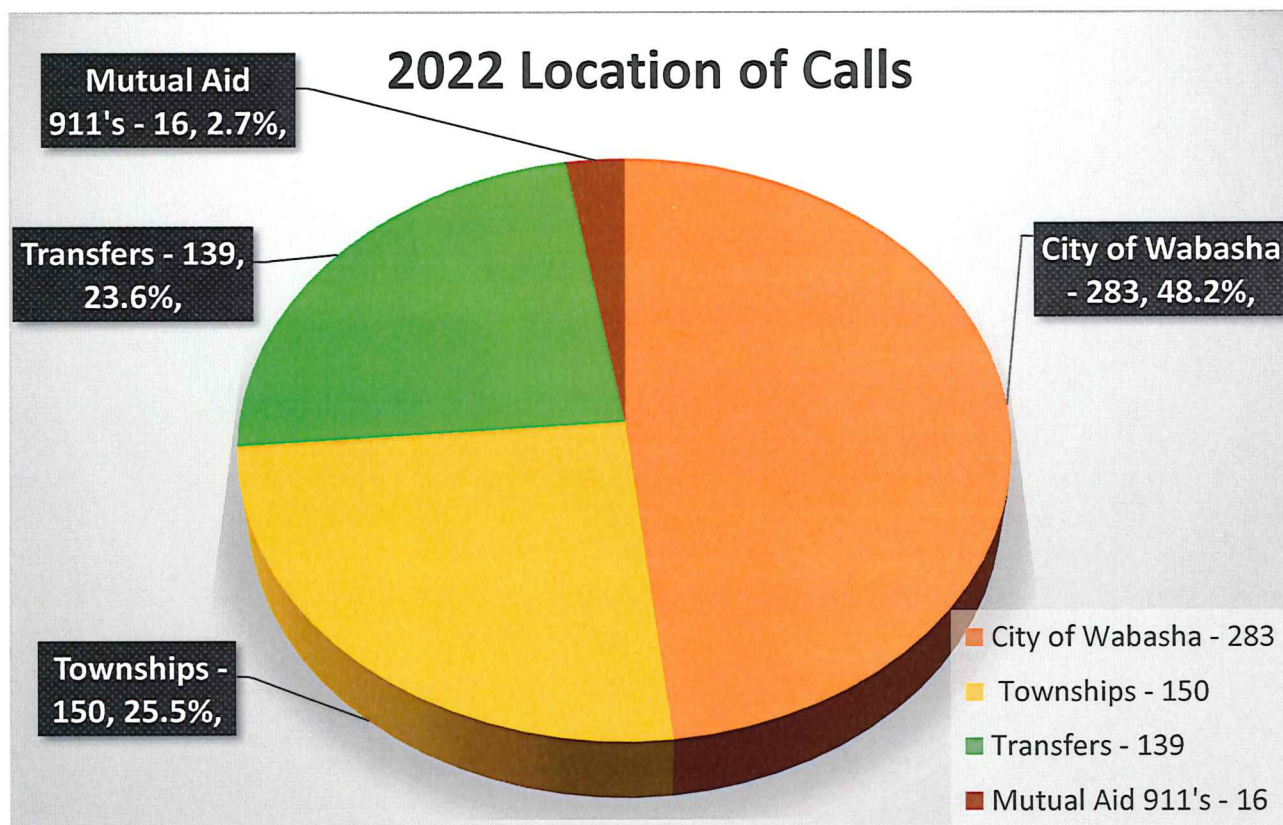


2022 Call Data

In 2022, Wabasha Ambulance Service received a record number of calls for service. Of the 588 calls for service, Wabasha Ambulance was requested for 139 total transfers but due to the lack of staffing we were only able to accommodate 53 of the transfers or 38.1% of those requests.

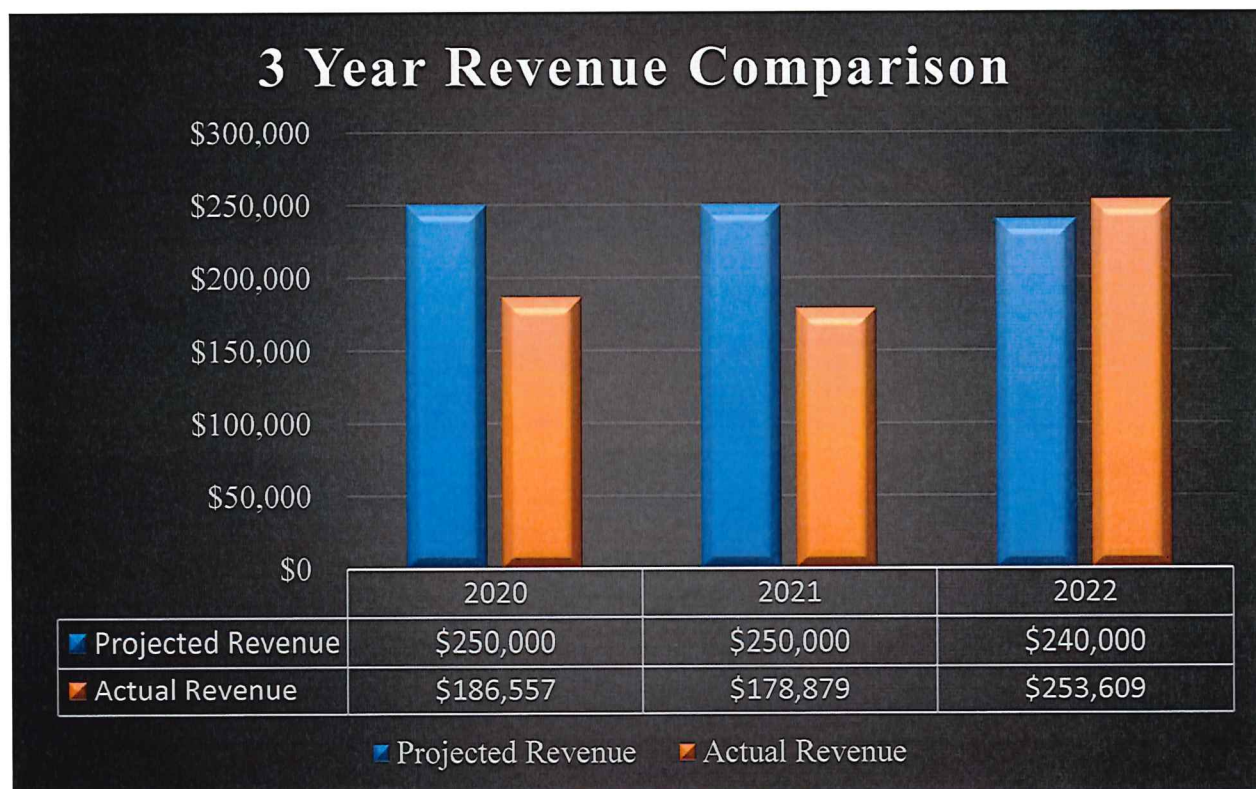
<u>Location</u>	<u>Number of calls</u>
City of Wabasha	283
St. Elizabeth's	123
Greenfield Twp	79
City of Kellogg	25
Pepin Twp	15
Watopa Twp	13
Pepin, Wisconsin (MA)	10
Minneiska Twp	7
MCHS-LC (MA)	7
Glasgow Twp	6
MCHS-RW (MA)	6
Highland Twp	5
West Albany Twp (MA)	2
City of Lake City (MA)	2
Winona Health (MA)	2
Lake Twp	1
City of Plainview (MA)	1
Mayo-LaCrosse (MA)	1
Total Calls	588

2022 Call Data



2022 Financial Data

We use a 3rd party billing company to handle all of our billing for our calls for service. We switched billing companies in November of 2021. So, 2022 was our first full year with our new billing company ECP Services. With the switch we went from paying a flat fee per call to paying a percentage of what is collected. Switching the billing company, along with changing some billing and documentation practices on the services end has shown to have a positive correlation to the increase in revenue in 2022. Our average monthly collection was \$21,134.07. However, in 2022 we saw 262 of our 588 calls or 44.6% that were not billable. Things that can contribute to that are turning down transfers, accidental medical alarm pushes, standbys, and lift assist. The goal going forward is to be able to accommodate more transfer requests. This will bring up our billable calls and also increase revenue. Ambulance Training Center revenue has been stagnant the last 2 years due to Covid with only \$430 being collected. We will look to rebound in 2023.



SHIP Grant

Wabasha Ambulance applied for a Wellness Grant through Wabasha County SHIP (Statewide Health Improvement Partnership). We were awarded \$2,269 to purchase workout equipment for the ambulance staff and city staff. We were able to buy some free weights, kettle bells, a rowing machine, and a treadmill. We have formed a Wellness Committee and will be working with Wabasha County's Wellness Committee to provide staff with useful tools to maintain a healthy lifestyle. Physical activity is not just good for your physical health but also your mental health. Mental health has become a big initiative in EMS. Taking care of the people who take care of you is very important.



Business Analysis Initiatives

The City of Wabasha undertook a Business Analysis of the Ambulance Service in 2022. Even though the final report was presented in 2023, I felt it was important to include the recommendations into this report as some of them were completed before the report was finalized. Below are recommendations of the report and their current status.

Completed

1. Participate in Savvik buying group – **Completed prior to September 2022**
2. Establish a contract with a collection agency – **Completed 11/02/22**
3. Develop a mutually agreed upon policy which determines when delinquent accounts are transferred to collections. – **Completed 1/17/23**
4. Move EMR on call pay to the same as EMT's – **Completed 3/7/23**
5. Participate in the Supplemental Medical Assistance Payments program. – **Completed 3/9/23**
6. Set up Revenue Account for Township Revenue – **Completed 3/21/23**
7. Wabasha County participating in EMD – They have the ability to send any call to Mayo for pre-arrival, but it is generally just for cardiac calls. - **Completed prior to 3/28/23**

In Progress

1. Create a charity care policy.
2. CMS (Centers for Medicare and Medicaid Services) cost collection data entry
3. Upgrade to Part-Time ALS
4. Obtain financial support from Townships. – **Received financial commitments from Greenfield and Pepin. Minneiska, Watopa, and Highland pending. Kellogg is on the same budget cycle as Wabasha and approves their budget at the end of the year. Glasgow is not going to participate this year.**
5. Move from term volunteer to POC.
6. Recommend maintaining a Paid-on call staffing level of 24. – **Currently at 22**
7. Team Building activities.
8. Look into re-organizing the Ambulance Commission Make up. – **On Council Agenda for 4/4/23**
9. Continue to prioritize EMT and ERM recruitment.

Business Analysis Initiatives

Not Started

1. Establish Revenue Recapture with the State of Minnesota
2. Monthly/Quarterly meeting with billing company in which the ambulance director, city administrator, and city financial director review the previous months revenue and collection activity.
3. Ambulance Director should be trained in billing and reimbursement principles.
4. Obtain a Service License in Wisconsin
5. Hold EMR and/or EMT Class

Not Feasible

1. Create a Capital Funding Account for the Ambulance – **Per Finance Director Our Capital Improvement Plan (CIP) is already very detailed and can easily be filtered by department. Auditors and staff find it more practical to have one CIP fund, rather than several.**
2. Move all Ambulance Revenue and Expenses into a separate accounting unit away from General Funds and other activities. - **Per Finance Director the Ambulance department has many revenue and expense accounts to track revenue and expenses for the Ambulance department. The auditors only approve creating new funds for very specific projects, but not for departments within the city.**