

Albuquerque Ambulance Service

Community Report 2015

A division of
PRESBYTERIAN



We hope these statistics deepen your understanding of the active and essential role Albuquerque Ambulance Service plays in the health of our community.

Our Team

- Our team of 328 includes paramedics, EMTs, dispatchers, and office personnel.
- We hired 88 paramedics and EMTs in 2015.

Our Equipment

- We purchased eight new Advanced Life Support-equipped ambulances, two new command support SUVs, and one 10-passenger van for the Public Inebriate Intervention Program.
- We have expanded our total fleet size to 64 ambulances.
- We are completing the upgrade to LifePak 15 cardiac monitors.
- We purchased eight Stryker XPS gurneys that provide for more space and comfort for larger patients.
- Every ambulance now has the latest computer hardware navigation and patient-charting systems to increase speed and efficiency.
- Each ambulance has a new patient thermometer with shorter readout time, which allows for earlier recognition of life-threatening infections.
- We added a new electronic lift to the bariatric ambulance.

Our Services

- We responded to 117,383 requests for service in 2015, including:
 - 101,175 responses in Albuquerque,
 - 15,666 responses in Bernalillo County, and
 - 542 responses in the Village of Corrales.
- We transported 88,486 people in need of emergency medical services.
- In response to 911 calls, we provided:
 - Advanced Life Support to 73,402 people
 - Basic Life Support to 25,404 people





- We also provided:
 - 21,858 inter-facility transfers,
 - 130 bariatric unit responses,
 - 138 community paramedic responses, and
 - 920 critical care transports.
 - Transport to Presbyterian Hospital for 144 people who had heart attacks. All heart attack patients who went straight to the cardiac catheterization lab met our EMS “first EKG to balloon” time goal of 144 minutes or less.
- Our clinical accomplishments include:
 - AAS is now able to electronically transmit EKGs to all core cardiac specialty hospitals in Bernalillo County, which helps to better manage patients having a heart attack.
 - Increased complex stroke management (changing to a 6-hour window from a 3-hour window based on medical evidence).
 - Expansion of Continuous Positive Airway Pressure (CPAP) indications for patients who have difficulty breathing or are short of breath.
 - Expansion of pain-management protocols.
 - Change in life-saving medications to help stabilize patients who are in shock.

Our Community

- Our team spent more than 300 hours at community events, career fairs, and CPR training.
- The AAS EMS Bike Team was deployed to 12 community and athletic events.
- We raised \$1,325 for breast cancer awareness.
- Our EMTs and paramedics spent more than 1,400 hours providing education throughout Albuquerque and Bernalillo County.
- We continued our partnership programs where UNM paramedic students work at AAS while completing their academic programs.

Dear citizens, colleagues, and friends:

Wow! What a year 2015 was. Albuquerque Ambulance Service (AAS) experienced an 11 percent growth in patient care transports over 2014 due to two main factors:

- While more people have health insurance due to the expansion of Centennial Care (Medicaid) and the provisions of the Affordable Care Act, limited community access to primary care providers means people continue to call 911 for non-emergency health concerns.
- The Baby Boomer generation is greying and its medical needs are increasing.

Looking forward to 2016, it appears that reaching new plateaus in demand for our services won't happen any time soon. Fortunately, we've brought four new ambulance units online to help meet our community's needs.

To maintain staffing levels proportional to those needs, we have continued into our second year of partnership with the UNM EMS Academy and the CNM paramedic program. We offer qualified and motivated students who are already EMTs the opportunity to work half-time while they are still in school. This provides the students rich practical experiences that they can bring back to the classroom and use to deepen their learning. It produces graduates who have mastered the operational aspects of high-performance ambulance service and helps them be more effective team members.

In healthcare, one of the core challenges is providing the right care, by the right provider, in the right location, at the right time. Also challenging is the increasingly high cost of providing preventive, routine, or non-emergency medical care in emergency rooms. We continue to address these challenges through innovative efforts like our EMS Connections program, which now is in its second year. The program, a partnership between AAS and UNM's Community Health Worker Initiative, allows our paramedics to connect patients who have social support needs with local resources that can help. AAS has made an average of two referrals each day since the program started in October 2014. In a similar program, our paramedics have begun collaborations with health insurance plans to do home visits with frequent emergency room users. These home visits allow our field staff to help educate people in better managing their health needs and medical care. Ultimately, these efforts will help reduce patient calls to 911 and emergency room visits as a primary means of getting care.

One other collaboration worth mentioning is the Public Inebriate Intervention Program (PIIP), in which Albuquerque Fire Department staff and AAS staff work together each night to staff a van that transports publically intoxicated individuals to the Metropolitan Assessment and Treatment program. This reduces these individuals' risk of exposure to dangerous weather and physical assault, and provides a safe environment for sobering up, which means fewer unnecessary visits to our local emergency rooms.

I am confident that 2016 will be another banner year. Our incredibly talented staff is committed to working with the Albuquerque, Bernalillo County, and Corrales Fire departments to provide even better and more innovative services to our community. Our patient satisfaction rate is 97.3 percent because our professionals are so dedicated to the people of the communities we serve. We are thankful to be given the responsibility to provide emergency medical services to central New Mexico.

Kurt Krumperman
Executive Director



[www.phs.org/
albuquerqueambulance](http://www.phs.org/albuquerqueambulance)