



CHS

MOBILE INTEGRATED
HEALTHCARE



2018 ANNUAL REPORT



About Us

Vision Statement

We are a sustainable community-based Emergency Medical Services and Health Care organization that is professional, innovative, proactive and provides exceptional services, while honoring our history and building our future.

CHS was created as part of the merger between Chili Volunteer Ambulance Service, Henrietta Volunteer Ambulance, Scottsville Rescue Squad and Caledonia Ambulance.

Members of the merged agency include a mix of volunteers and employees from all towns. CHS provides emergency medical services (EMS) to the residents of Henrietta, Chili, Scottsville, Caledonia, Mumford, York, Wheatland, Rush, RIT and surrounding communities. We respond 24 hours-per-day with a fleet of 20 vehicles and over 100 volunteers and employees. We cover 193 square miles and responded to 10,800 requests for service in 2018. In addition to 911 EMS response, we provide a number of other services to the community including a free loan closet for residents, blood pressure clinics, a corporate AED placement program and multiple training programs for community members as well as healthcare professionals.



2018 CHS Agencies





As we reflect on fiscal year 2018, it has been an exciting and productive one to say the least. CHS MIHC has been recognized as the EMS Agency of the Year for the Monroe-Livingston region. This award recognizes one agency within the two-county area that stands apart from the others. We are honored and humbled by this recognition. CHS Mobile Integrated Health Care also achieved the **Gold Plus** Mission Lifeline®

EMS Recognition Award from the American Heart Association (AHA). In short, this means that we have top-notch caregivers that excel in timely recognition and care of those suffering a heart attack. The recognition we received from both the AHA and the Monroe-Livingston Regional EMS Council is a testament to the dedication of our caregivers who give of themselves every day to care for our community.

As the landscape of Emergency Medical Services (EMS) continues to evolve, we continue to evolve as well. A sobering statistic—as reported by the NYS Department of Health (DOH)—is that 20 EMS agencies in New York State closed their doors in 2018. Ryan Greenberg, NYS DOH Director of EMS, stated that if the current trend continues, the same number of EMS agencies will close their doors in 2019. As EMS agencies across the State and the Nation continue to struggle due to limited financial resources and personnel shortages, we are ever diligent in staying on course for long-term survival. In March of 2018, we began providing service for the west side of the Town of Wheatland, as well as, the Village and Town of Caledonia. As CHS MIHC was already serving most of the Town of Wheatland, having Caledonia Ambulance join the CHS family was a natural fit to ensure continued EMS coverage for rural areas of Monroe and Livingston Counties.

In addition to forming alliances so that we can continue to provide community-based EMS for years to come, we are also active in working with our State and Federal legislators by supporting legislation that will benefit all EMS organizations. One example of these efforts is the Medicare Extender that provides supplemental funding for EMS services. The funding from Medicare is already less than our cost to provide service. Removal of this Extender would have further reduced funding from Medicare. The NYS Governor also attempted to reduce EMS funding in the 2019 budget. Again, EMS agencies across New York State came together, worked with our respective State Legislators, and were successful in maintaining the funding.

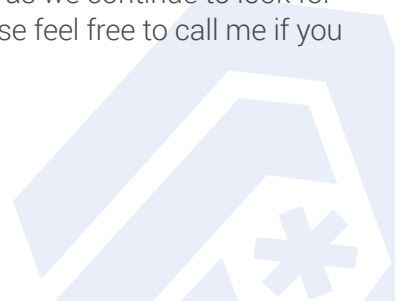
The cornerstone of our agency is providing compassionate, high-quality, community-based pre-hospital care. It appears that 2019 is shaping up to be a challenging year for all EMS agencies.

I know that our team of caring and skilled caregivers is up for the challenge as we continue to look for opportunities to improve our services while welcoming your feedback. Please feel free to call me if you have any questions or comments.

Sincerely,

Reginald J. Allen Jr., BS, NREMT-P
CEO

Message from the Chief/CEO



CHS at-a-Glance

+ **10,846**
RESPONSES

+ **9**
EMERGENCY
DEPARTMENTS SERVED

+ **7,264**
TRANSPORTS

+ **81,592**
RESIDENTS IN
THE SERVICE AREA

+ **132**
EMPLOYEES

+ **193**
SQUARE MILES
COVERED



WE ADDED
2 NEW
AMBULANCES
TO OUR FLEET
IN 2018

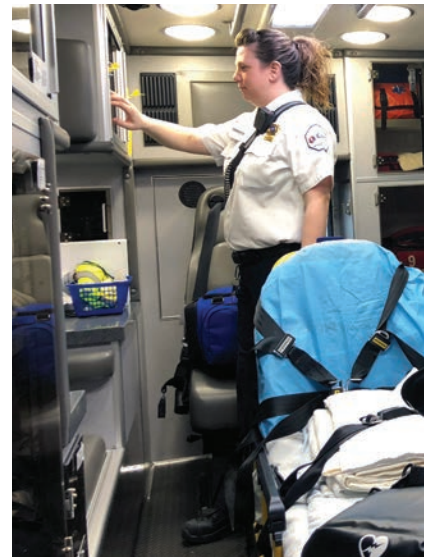
did
YOU
know





Clinical Excellence

The hands-on skills, compassion and bedside manner of our caregivers are driving principles of excellent clinical care. The providers at CHS have access to world class training opportunities. Keeping continued professional and personal growth at heart, the team strives to provide the absolute best clinical care in the region.

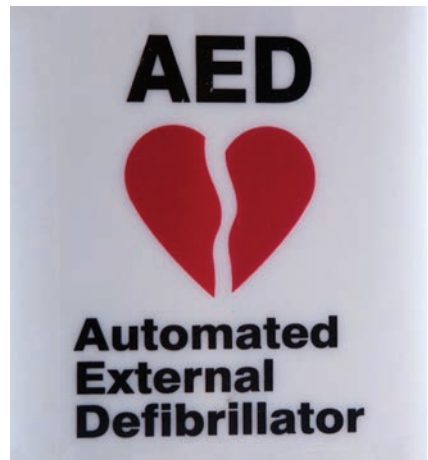


American Heart Association Award

CHS Mobile Integrated Health Care (CHS) has received the American Heart Association's Mission: Lifeline® EMS Gold Award for implementing quality improvement measures for the treatment of patients who experience severe heart attacks.

Return of Spontaneous Circulation (ROSC)

ROSC happens when a victim suffering cardiac arrest is successfully resuscitated to a point where they regain a pulse. We closely monitor each incident of cardiac arrest and compare our patient survival rate against a national average.



% Patients With ROSC
30.43%
 GOAL: 23% ⁽¹⁾ (MET)

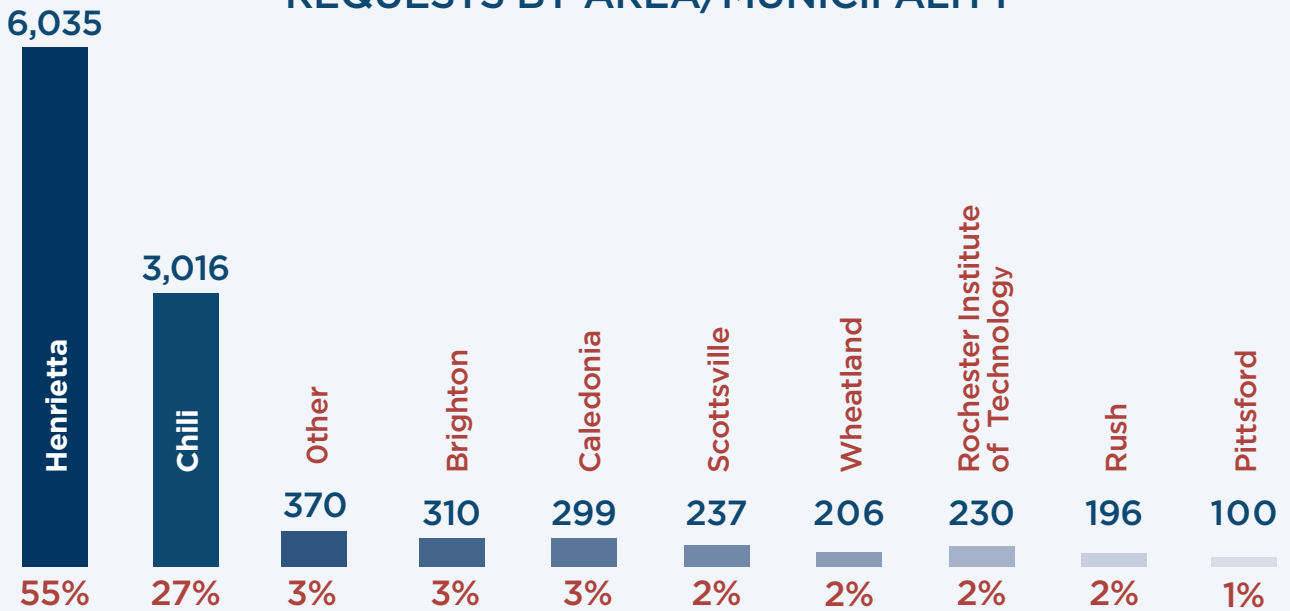
% Patients Discharged Neurologically Intact
13.0%
 GOAL: 8.3% ⁽²⁾ (MET)

⁽¹⁾ American Heart Association - As of 2015, 23% of patients nationally. ⁽²⁾ American Heart Association - As of 2015, 8.3% of patients nationally.

Demand Breakdown



REQUESTS BY AREA/MUNICIPALITY



9.24%
Requests for CHS
into Other Districts
(1,002)

66.97%
Total Patients
Transported
(7,264)

10,846
Total Requests
for Service

99.09%
Requests Handled
by CHS
(10,747)

0.91%
Requests Handled
by Other Agencies
(99)

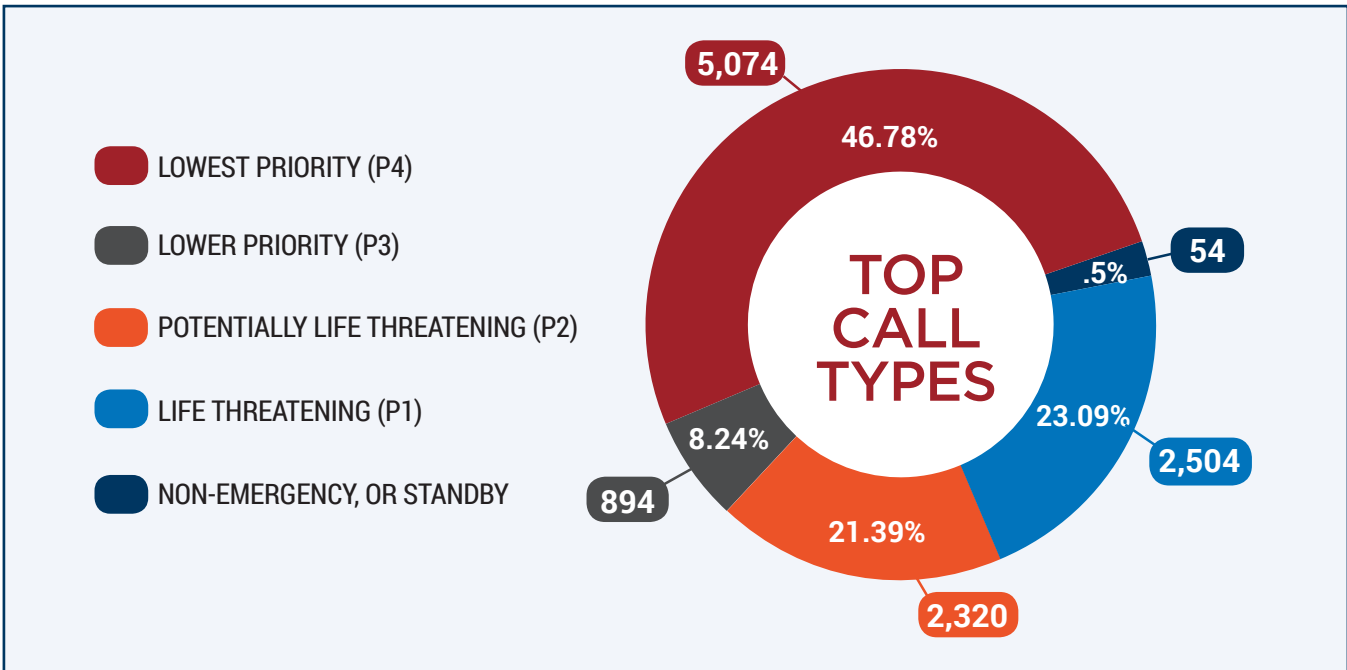


Demand Breakdown

TOP 10 REQUESTS BY TYPE

INJURY/TRAUMA	1,757	16.20%
GENERAL ILLNESS/MALAISE	1,306	12.04%
PAIN	968	8.93%
PSYCHIATRIC	756	6.97%
CARDIAC RELATED	726	6.69%
SHORTNESS OF BREATH	688	6.34%
LIFT ASSIST / FALL	510	4.70%
SYNCOPE	373	3.44%
SEIZURE	249	2.30%
DIZZINESS	208	1.92%

IN 2018,
CHS ADDED
IN-HOUSE
DISPATCHERS
TO OUR
STAFF

Response Time Metrics

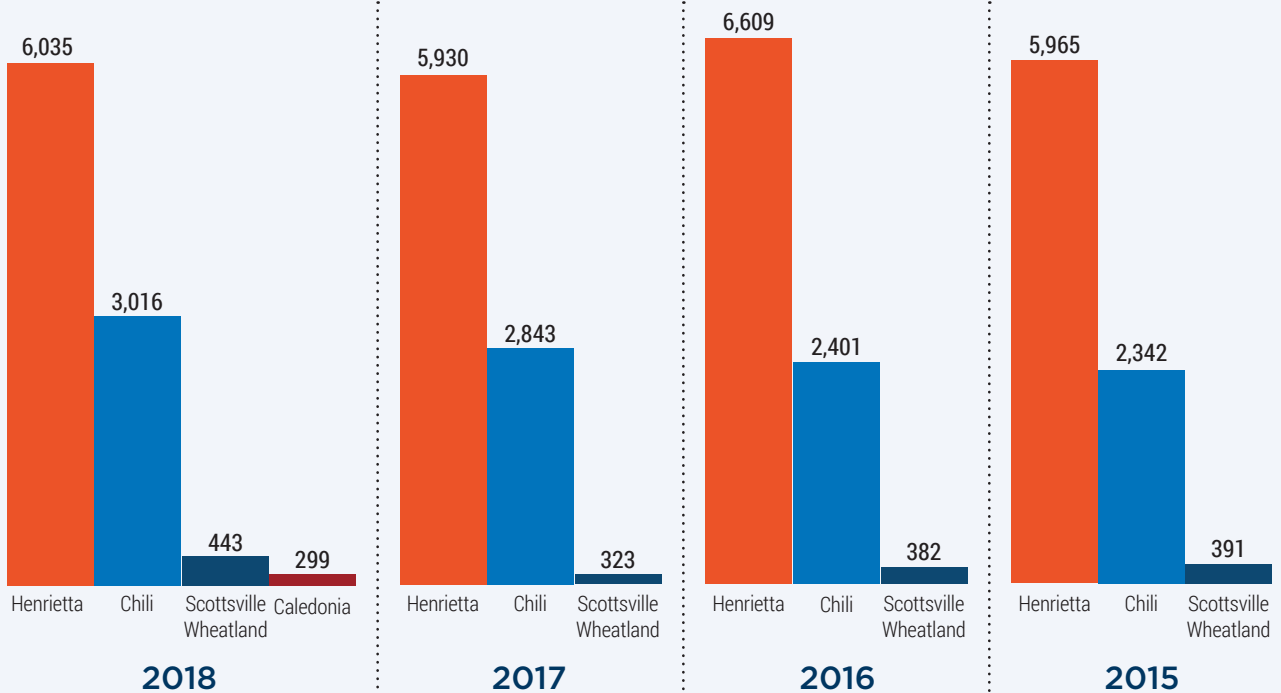
OUR CAREGIVERS GO THROUGH QUARTERLY SIMULATION TRAINING



AREA/PRIORITY	MINUTES	RESPONSE TIME GOAL	GOAL MET
HENRIETTA			
Life Threatening	8:55	≤10:00	✓ Met
Potentially Life Threatening	9:46	≤12:00	✓ Met
Lower Priority	11:18	≤17:00	✓ Met
Lowest Priority	12:14	≤25:00	✓ Met
CHILI			
Life Threatening	9:45	≤10:00	✓ Met
Potentially Life Threatening	10:44	≤12:00	✓ Met
Lower Priority	12:47	≤17:00	✓ Met
Lowest Priority	13:03	≤25:00	✓ Met
SCOTTSVILLE			
Life Threatening	9:45	≤17:00	✓ Met
Potentially Life Threatening	10:44	≤19:00	✓ Met
Lower Priority	12:47	≤24:00	✓ Met
Lowest Priority	13:03	≤32:00	✓ Met
WHEATLAND			
Life Threatening	10:58	≤17:00	✓ Met
Potentially Life Threatening	10:49	≤19:00	✓ Met
Lower Priority	10:44	≤24:00	✓ Met
Lowest Priority	12:23	≤32:00	✓ Met
CALEDONIA			
Life Threatening	7:46	≤17:00	✓ Met
Potentially Life Threatening	7:52	≤19:00	✓ Met
Lower Priority	6:28	≤24:00	✓ Met
Lowest Priority	9:55	≤32:00	✓ Met

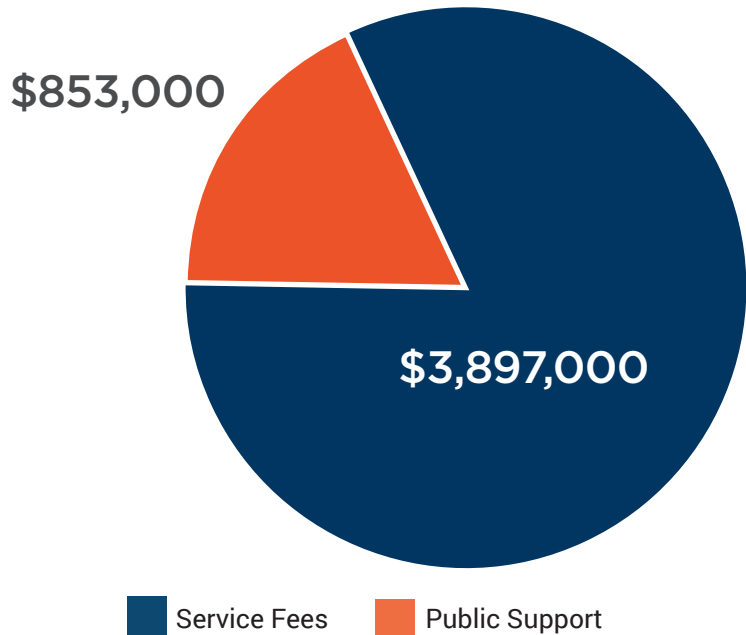


Response Growth

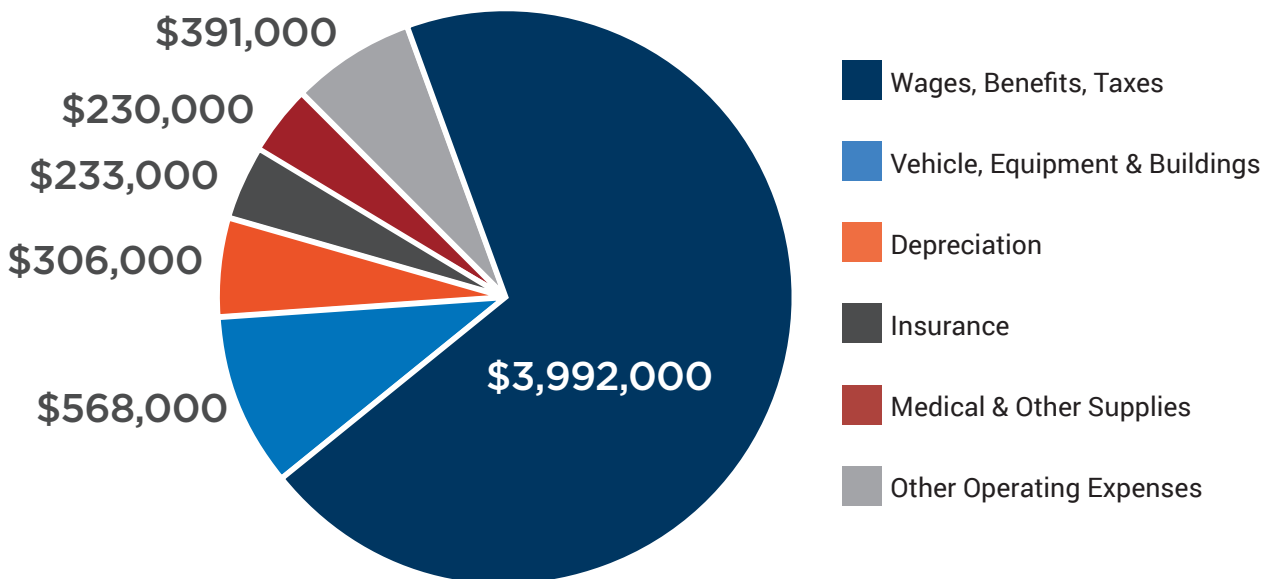


2018 Fiscal Year Financial Performance

2018 INCOME TOTAL: \$4,750,000



2018 EXPENSES TOTAL: \$5,720,000



2018 OPERATING INCOME (DEFICIT): (\$970,000)

This operating deficit was due to a one-time infrastructure investment.

Awards and Accolades

Every member of CHS is dedicated to providing the highest level of care—whether in the ambulance or in an office — it’s a team that makes it all happen. Our caregivers want to become a better provider than they were the day before. From office and billing staff to fleet and facility maintenance, the team at CHS is second to none.

2018 Agency of the Year

CHS proudly received the 2018 Agency of the Year award from the Monroe Livingston/EMS Council. This prestigious award is given to a local department that excels in furthering the mission of EMS in the area. CHS remains a leader in the Monroe-Livingston system, offering numerous training opportunities for its staff, the greater community and other healthcare providers.

The Following Awards were Presented to CHS Members in FY '2018:

Jenna Cirincione – EMT of the Year for Monroe/Livingston & American Ambulance Association Star of Life

Steven LaDue – CHS Paramedic of the Year & American Ambulance Association Star of Life

Charles Vitale – Communications Specialist of the Year for Monroe/Livingston



Chief Reg Allen with Jenna Cirincione



Chief Reg Allen with Steven LaDue



Chief Reg Allen with Charles Vitale



Our Patients

The residents and visitors CHS serves in southwest Monroe and northern Livingston counties are the primary reason for the agency's existence. CHS cares for an average of 30 patients per day through its 911/EMS response. CHS sees individuals from all walks of life. Patients are newborns, elderly and everywhere in between. Caregivers see people at their worst and take pride in comforting them; putting their mind at ease as they're cared for—calmly, efficiently and professionally. Sometimes a comforting hand and words of reassurance are all that are needed.

Clinical outcomes certainly matter. Equally powerful is the feedback CHS receives directly from patients and family members. CHS contracts with a third-party company who conducts random independent quality assurance calls. All of the information gathered through these interactions helps CHS continue making improvements to the overall patient experience—a goal that helps ensure the department remains focused on the people who matter most.

“ So very grateful for the very professional, caring assistance from CHS. You took care of my 95 year-old father who had fallen. The crew was very astute in assessing the situation and very kind and courteous in helping my father. ”

Community Engagement

Community EMS Standbys:

- ROC Dome Center
- RIT Men's Club Hockey Team
- Imagine RIT
- Chil-E Fest
- Numerous Health Fairs
- Boy & Girl Scout Events
- July 4th Fireworks
- Summer Camps
- Soccer Tournaments
- 5K Run
- Wegmans

WE SERVE
OVER 80,000
RESIDENTS



Meet Marley – Our Therapy Dog!

Marley is our therapy dog that comes to work with her owner/handle and our office manager Gabrielle. She is a mixed breed rescue who completed an 8-week rigorous training and became certified through Therapy Dog International. Marley offers support and comfort on some of our more stressful days. She has also started attending such events as our Community Blood Pressure Days.



2018 Training Classes Conducted by CHS:

- Veterans Outreach Center
- Navy Reserve Center
- Town of Henrietta Staff
- Town of Chili Staff
- Town of Wheatland Staff
- Hampton Inn
- SMP-Corp
- Horizon Group
- Medline Industries
- DDS Companies
- Sydor Optics
- Unither
- Margaret's House
- Chili Vision Group
- Penn-Diesel
- Lumetrics
- We Care Transportation
- Optipro
- Benefit Resource
- Arconic
- Homewood Suites
- Rochester Precision Optics
- The Province
- Norman Howard School
- 111 on East
- General Welding
- Henrietta Building Supplies
- Shire Senior Living
- Call Vista



Community Engagement

+ 2,233
PEOPLE TRAINED

+ 127
TOTAL CLASSES

+ 3 EMT CLASSES
HOSTED FOR 56 STUDENTS

+ 77 NUMBER
OF EVENTS IN 2018

**+ HANDS-ON SIMULATION
TRAINING CLASSES FOR:**
CHS PROVIDERS, UR MEDICINE
EMERGENCY MEDICINE
RESIDENTS AND VICTOR
FARMINGTON AMBULANCE

**+ HOSTED
NUMEROUS OBSERVERS**
THROUGHOUT THE YEAR
INCLUDING EMCC EMT
STUDENTS AND UR MEDICINE
EMERGENCY MEDICINE
RESIDENTS



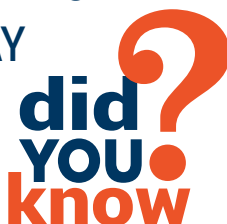
**WE PROVIDED ON-SITE MEDICAL
COVERAGE FOR 77 STANDBYS
AND COMMUNITY EVENTS.**



Our 2018 Leadership



WE RESPOND
TO OVER
30 REQUESTS
FOR SERVICE
PER DAY



2018 Leadership

Chief / CEO

Reginald Allen

Executive Deputy Chief

James J. Bucci

Battalion Chief

Greg Dunn

Asst. Chief, Training

Linda Missel

Clinical Care Manager

Frank Manzo

Captains

Jason Draper

Michael Hoskins

Chris Murtaugh

Mark Philippy

Lieutenants

Jennifer Flickner

Alexander Gibson

Michael Lopez

Jesse Merdak

Eric Thomas

Tyler Tornstrom

2018 Board of Directors

Chairperson

Tracey Wenzel

Vice-Chairperson

Chris Tanski

Secretary

Kimberly Stankey

Treasurer

Stephen M. Winner

Recording Secretary

Susan Hanson

Directors

Cheryl Arilotta

Jason Aymerich

Brett Benedict

John McParlin

Summer O'Brien

Mark Schroeder

Michael Smith

Medical Direction

Dr. Jeremy Cushman

Dr. Christopher Harmon

While 911 response remains the mainstay of our service, CHS offers numerous additional services to the community including:

- Community Paramedicine Program
- Complimentary blood pressure checks & clinics
- Equipment loan closet – walkers, canes, crutches, wheelchairs
- CPR & First Aid training classes
- Corporate AED placement
- Standby Events
- Hands-only CPR training
- Facility tours
- Show & tell for local youth
- Explorer Post
- Complimentary AED Checks
- Public & Healthcare Provider Ride-alongs



Explorer Post

The Explorer Post is a great opportunity for teens aged 14-18 to experience EMS first-hand. Our Post involved 15 youth members from the community in a number of exciting and educational events last year. We offered active learning drills, procedure review and taught about advancements in the field. CPR/AED and First Aid training is offered to all members.





CHS Mobile Integrated Health Care, Inc.

280 Calkins Road | Rochester NY 14623 | (585) 334-4190
info@chsmobilehealth.org | chsmobilehealth.org