

NEPTUNE TOWNSHIP EMERGENCY MEDICAL SERVICES

Annual Report 2021



A Message from the EMS Manager

I am pleased to present to the Neptune Township Governing Body and the residents of Neptune our Annual Report of the Neptune Township Emergency Medical Services (NTEMS). Throughout this document you will find statistics, information, and initiatives that reflect the mission and vision of this department. NTEMS is made up of three volunteer squads, Neptune First Aid, Shark River Hills First Aid and Ocean Grove First Aid and the paid division all of who operate under the Neptune Township EMS umbrella. Each squad is integral to the success of responding to, caring for and transporting the residents and visitors of Neptune.

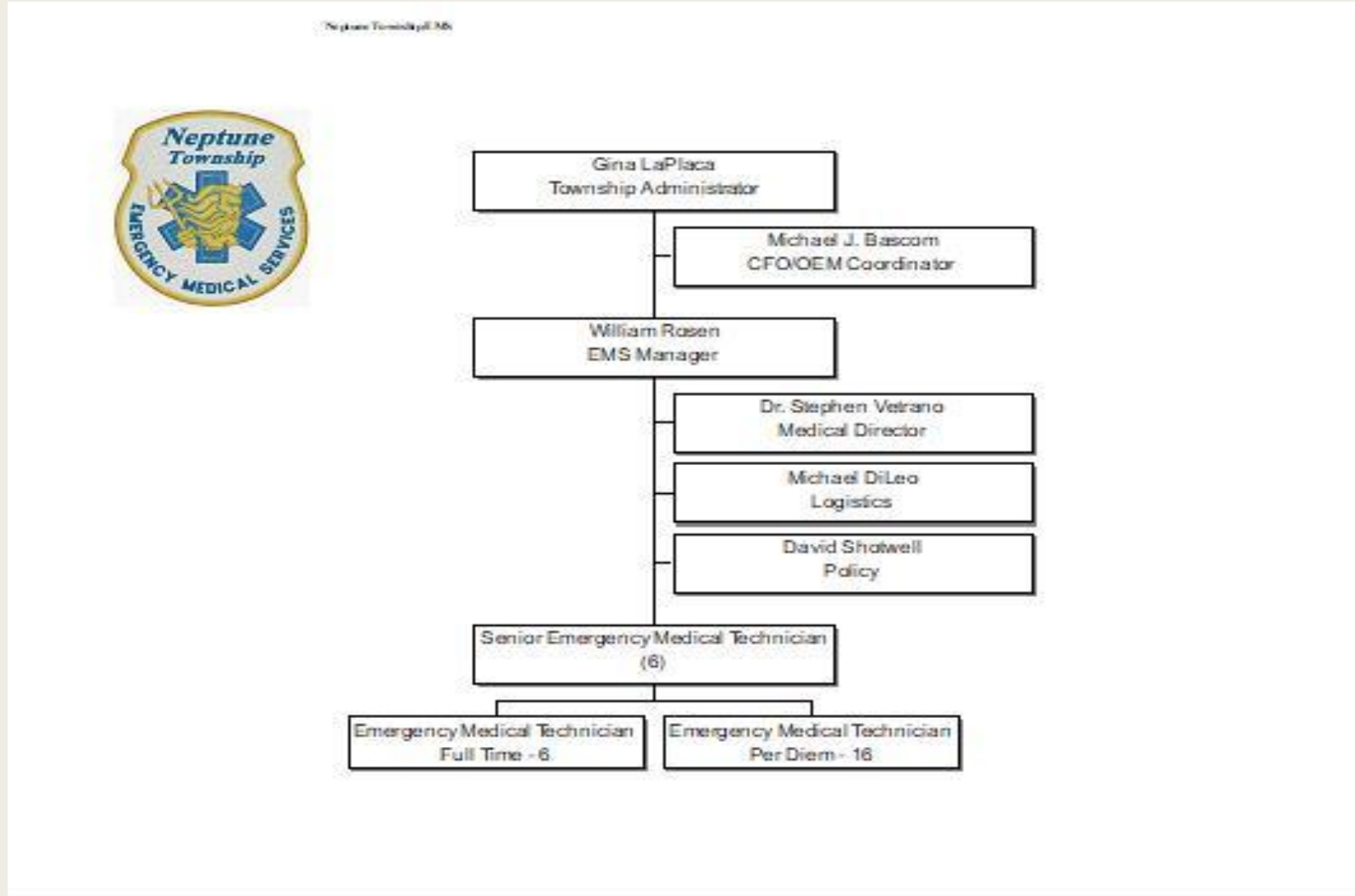
2021 was a year of tremendous growth. As you will read, Neptune EMS was a part of some usual events as well as some new ones. We have fostered meaningful relationships and strengthened existing ones. NTEMS has been instrumental in many new initiatives and is often contacted to assist other agencies based on our sound policies and best practices. This could not have been accomplished without the dedication and hard work of the volunteers and paid EMS staff of the Township of Neptune.

I remain extremely proud of the 26 Public Safety Officers and almost 100 volunteers who have all committed themselves to serving Neptune Township and who support the surrounding communities through Mutual Aid and Special Operations responses and operate in accordance with known best practices for a professional EMS system.



EMS Manager Bil Rosen

Table of Organization



Senior EMTs

Sgt. Brian Magnin



Sgt. J. Dan Doggett



Mission

- The Mission of the Neptune Township Emergency Medical Services is to provide clinically and operationally excellent response and emergency medical care to the residents and visitors of Neptune Township. Neptune Emergency Medical Services is dedicated to providing the highest quality pre-hospital and out of hospital treatment with prompt and safe transport. We will accomplish this while assuring appropriate response in emergency and non-emergency situations.
- We will have total regard for the best possible service. We recognize that each patient has individual needs which comprise the total person and we have the responsibility to assist patients with their healthcare needs.
- We are committed to appropriate and timely disaster and non-disaster medical response and integration with all other township departments and agencies to provide a comprehensive program of response, care, safety and coordination.

Vision

- Neptune EMS will be a professional, modern, and innovative organization. The scope of our mandate in providing emergency medical services will be both comprehensive and progressive. We support a positive work environment. We are a responsible and accountable team that values our employees and the community.
- Neptune EMS will assure a work environment that encourages employees to excel in their work and establish strong internal and external working relationships that will contribute to ensuring public trust and promoting quality patient care. The Neptune EMS' vision encompasses the following six components:
 - Dynamic and Effective Work Environment
 - Proactive Public Image and Information Sharing
 - Professional Pre-Hospital Personnel
 - Quality Systems and Services
 - Strong External Working Relationships
 - Technologically-Advanced Organization

Objectives

Respect: We support the intentional affirmation that all human beings are gifted with life and uniqueness and deserve to be treated with dignity.

Integrity: We create and maintain an atmosphere of trust, honesty, sincerity, and professional ethics. We work within a Just Culture atmosphere and follow Just Culture guidelines.

Compassion: We support the individualized caring and comforting offered as healthcare providers. We listen with sensitivity to others viewpoints, making every effort to hear rather than to judge, and using tact and diplomacy to resolve conflict.

Professionalism: We accept the challenge and responsibility to maintain the highest standard of excellence in Emergency Medical Services. We continually strive to determine and meet the needs of those we serve and measure our performance.

Principles and Values

It will be each employee's responsibility to uphold the following principles and values:

- Treat everyone with respect and in a courteous and professional manner
- Establish a partnership with constituents that will promote an enthusiastic relationship
- Continue to improve the way work is done by inviting suggestions
- Contribute innovative, timely and quality work
- Contribute to a climate of trust, respect and concern
- Strive to develop the full potential of every employee

Emergency Medical Services Provision

A snapshot of the activity of all divisions of NTEMS:

- **Total Calls for 2021** 5273 charts have been generated for incidents or calls for service in All NTEMS Divisions.
- The volunteer EMS Squads responded to 1648 calls for service. (~30%)
- The Paid program staff responded to 3628 calls for service. (~70%)
(Multiple call reports are generated for some incidents)
- Average response time is 6:58 by all Neptune EMS units.
(Nationally accepted = 8:59 on 90% of the calls)

Total Calls	Patients Assessed	Patients Treated	Transports	Stand-By/ Assist	Cancel Various Resons	Patient Assists	Total Refusals
5,273	4443	3910	3682	169	603	102	744

2021 Incident Dispositions

Incident Disposition	Call Outcomes
	7
BLS Interfacility/Non-Emergency Transfer	4
BLS Pt. Transport by ALS Providers	11
Canceled	127
Canceled - No Patient Found on Scene	104
Canceled - Call Reassigned	11
Canceled - Enroute	126
Canceled - On Scene by other, No Patient Contact	236
Dead at Scene – Not pronounced	4
Dead at Scene – Pronounced	40
Patient Evaluated, No Treatment/Transport Required (COVID only)	1
Patient Refusal by Action	44
Patient Refused Care / Transport	494
Patient/Lift Assist (Patient refused treatment or transport)	102
Public Relations	6
Specialized Unit Response	5
Standby	149
Treated & Transported by BLS	3,004
Treated, Pronounced	11
Treated, Refused Transport (AMA)	104
Treated, Transferred Care to other EMS Unit	25
Treated, Transported by ALS	11
Treated, Transported by BLS, ALS Treat (dual agency)	601
Treated, Transported by BLS, ALS Unavailable	30
Treated, Transported SCTU	3
Triaged by ALS, to BLS -(ALS USE ONLY)	6
Unit Assist	9

Out of Town Calls

Calls out of town: These include both mutual aid for EMS and Special Services such as Water Rescue (ANSWER) and Medical Ambulance Bus responses. Since 9/14/2016, NTEMS has provided primary EMS response to Neptune City Monday through Saturday from 6AM until 6PM

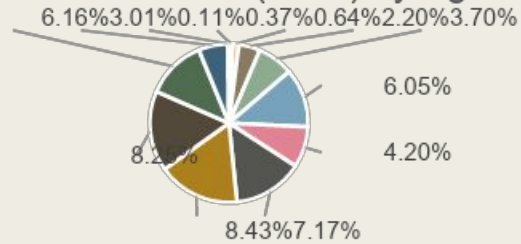
Month of:	January	February	March	April	May	June	July	August	September	October	November	December	Total
Borough of Neptune City	45	31	38	35	44	48	44	32	29	44	35	39	464
Borough of Bradley Beach	13	4	2	7	2	11	6	4	3	6	3	2	63
Borough of Belmar	0	0	0	0	1	0	3	0	0	0	0	0	4
City of Asbury Park	1	1	0	1	0	0	1	1	0	0	0	1	6
Borough of Tinton Falls	1	0	2	2	0	1	3	2	2	4	3	3	23
Township of Ocean	0	0	0	0	0	0	0	0	1	0	2	2	5
Township of Wall	0	0	0	0	0	0	0	0	1	0	0	0	1
Borough of Avon	0	1	0	0	1	0	2	4	1	2	0	0	11
Total	60	37	42	45	48	60	59	43	37	56	43	47	566

Finances

- **6860 hours of Emergency and Stand-By operations were provided by Volunteers of NTEMS.**
- **2021 Revenue-** \$641,415.77
 - *S&W Expenses* \$646,892.88
 - *OE-* \$120,000.00

Patient Contacts- Ages

Patients Treated (2286) by Age

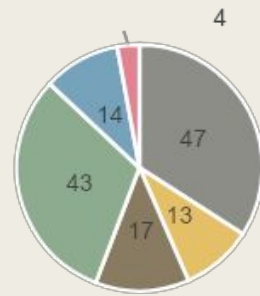


- < 1
- 1-9
- 10-19
- 20 - 29
- 30 - 39
- 40 - 49
- 50 - 59
- 60 - 69
- 70 - 79

Patient Age Range In Years	Number of Runs	Percent of Total Runs
< 1	17	0.37%
1-9	29	0.64%
10-19	100	2.20%
20 - 29	168	3.70%
30 - 39	275	6.05%
40 - 49	191	4.20%
50 - 59	326	7.17%
60 - 69	383	8.43%
70 - 79	375	8.25%
80 - 89	280	6.16%
90 - 99	137	3.01%
100 - 120	5	0.11%
Total	2286	

Out of Hospital Cardiac Arrests (OHCA)

Out of Hospital Cardiac arrests
Total=60



- Resuscitation
- No Resuscitation
- Transported
- Not Transported
- ROSC
- DNR Present

Total OHCA	60
Resuscitation	47
No Resuscitation	13
Transported	17
Not Transported	43
ROSC	14
DNR Present	4

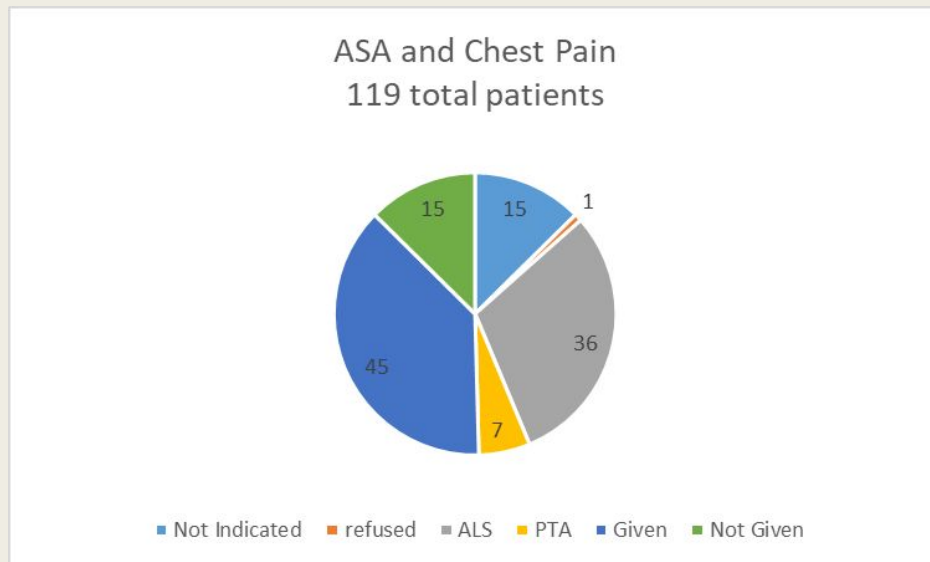
Cardiac Arrest “Save Rate”: 33%
National Average: 23%

Paul S. Chan, MD, MSc, Saint Luke’s Mid America Heart Institute

Aspirin Administration

Aspirin administration to those with suspected cardiac related chest pain is a national initiative with average (year 2020) compliance being under 60%.

NTEMS has provided these patients with Aspirin 75% of the time.



Naloxone (Narcan[®]) Deployments

Narcan Deployments 2021	48
Patient Count	42
Refusal of Transport	11
Pronounced on scene	4
Avg Pt Age	42
Age Extremes	25-73
Female	18 (43%)
Male	24 (57%)
Black or African American	10
Hispanic or Latino	3
Native Hawaiian or Other Pacific Islander	1
White	22
Not Entered	6
Average Dose	3.25mg
High Dose	8mg
DOA- No EMS	14

Narcan Deploemts 2020	29
Patient Count	23
Refusal of Transport	8
Pronounced on scene	0
Avg Pt Age	42
Age Extremes	24-75
Female	10 (43%)
Male	13 (57%)
Black or African American	7
Hispanic or Latino	0
American Indian or Alaska Native	1
White	8
Not Entered	7
Average Dose	2.78
High Dose	8
DOA- No EMS	12



Medical Facility Calls

Hope Tower- 270 calls for service

Allegria at Ocean Grove-199

King Manor Nursing Home- 198

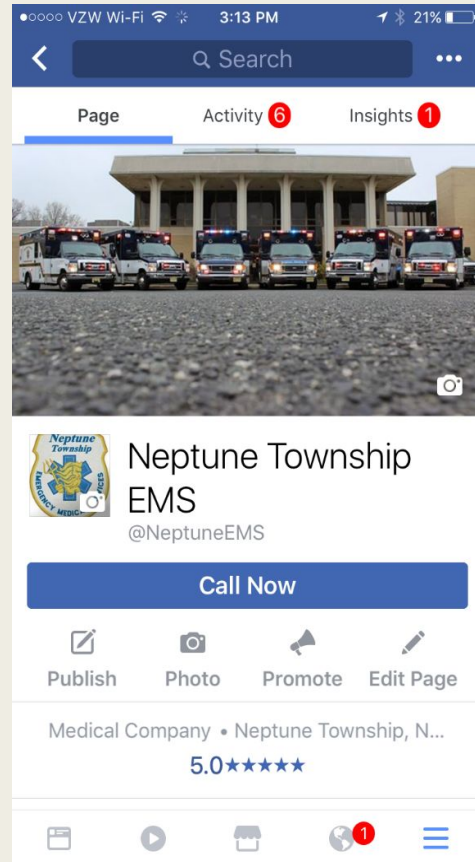
<u>TOTAL</u>	<u>Skilled Nursing Facility</u>	<u>Hotel/Motel</u>	<u>Dialysis</u>
1435	926	158	351

Public Information and Technology

Visit our Facebook Pages!



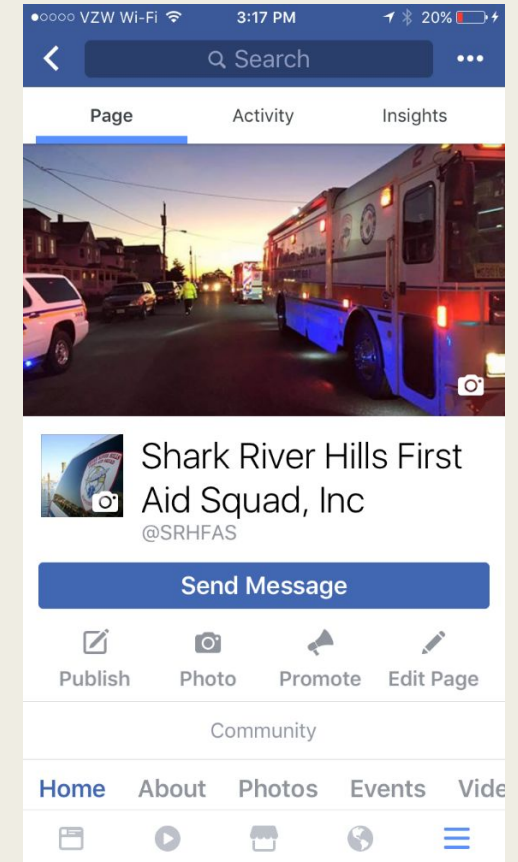
<https://www.facebook.com/OGFDFAS>



WWW.Facebook.com/NeptuneEMS



www.facebook.com/Neptune-First-Aid-Squad-202443559772282/



www.facebook.com/SRHFAS/

Social Media

- Website- www.NeptuneEMS.org
- <https://linktr.ee/NTEMS>
- <https://twitter.com/NeptuneEMS>



Community Outreach

All divisions of Neptune Township EMS are committed to maintaining a positive and productive relationship with the community. Paid and Volunteer staff have provided stand-by operations at many sporting events, provided instruction to our schools and community partners and make themselves available for any requests for community outreach.



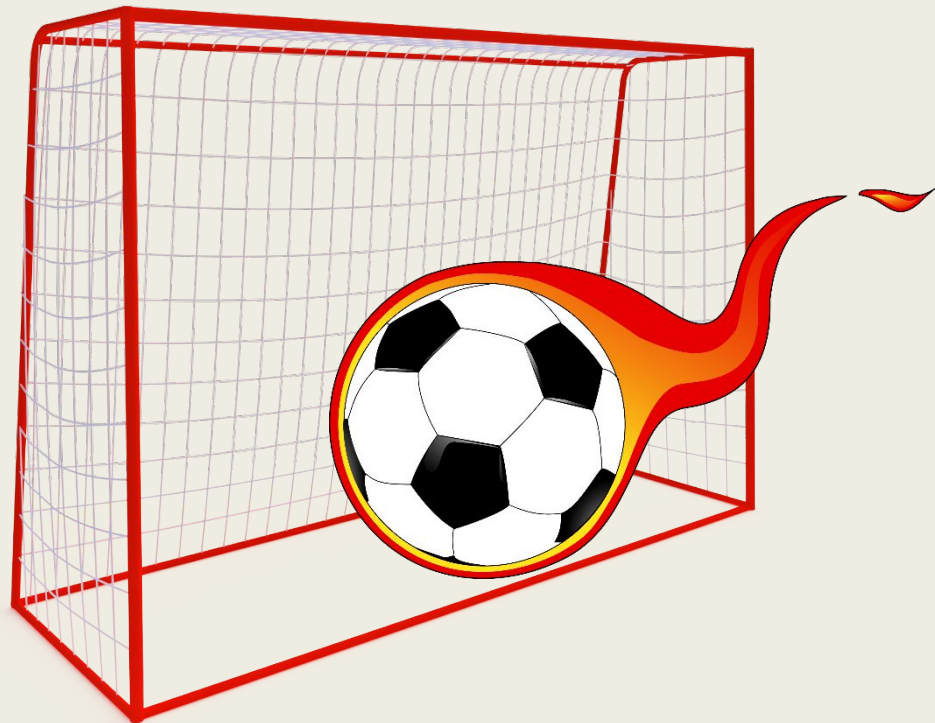
School Drills

- Neptune EMS “responded” to Nine (9) Medical drills in the various schools. The drills test the abilities and knowledge base of teachers and other school staff during an event in their school. This occurs annually.



NSA Annual Summer Kick Off

Neptune, Shark River Hills FAS and NTEMS participated in providing EMS coverage for the annual soccer tournament over the 3-day weekend.



Ocean Grove Activities



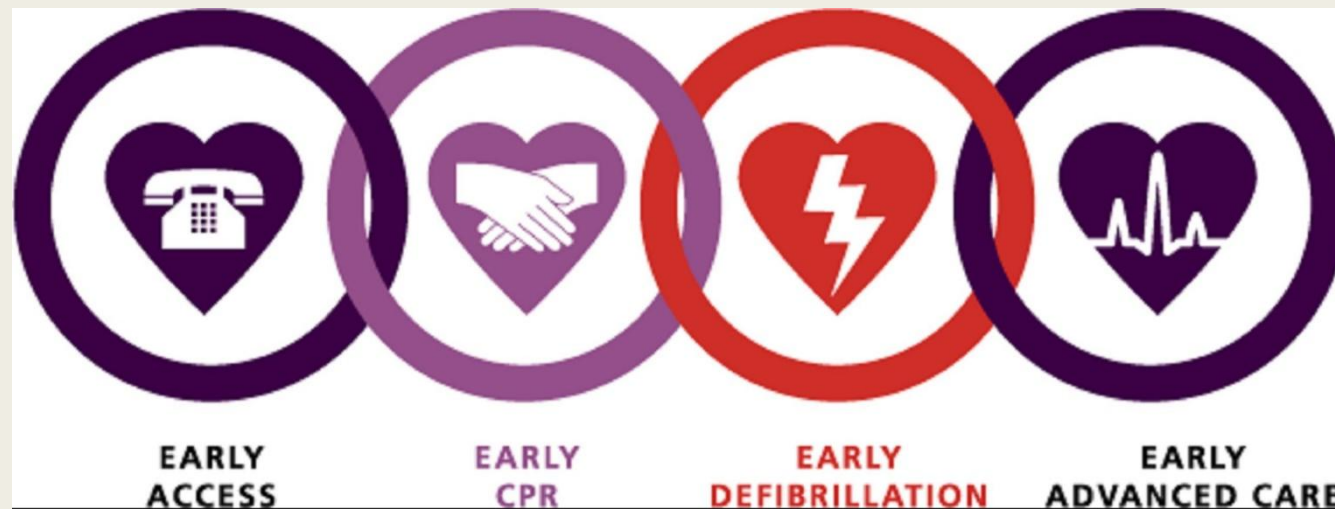
Ocean Grove FD/EMS covered the following events:

- Bridge Fest
- Giant Flea Markets (June and September)
- Choir Festival in The Great Auditorium

CPR Training

NTEMS staff provide bi-annual CPR Instruction to:

- All NTPD Officers
- Department of Public Works- 30 employees
- NTOEM- 6 members
- NTFD- 7 staff



Special Teams

NTEMS members and staff are active members of the following teams:

- NJ EMS Task Force
- Neptune Special Operations Team
- ANSWER Water Rescue Team
- SMCASP Rescue Task Force



Middlesex County- Floods

September 2021- Several members of NTEMS and NTOEM/SpecOps responded to floods throughout Middlesex County and performed rescues of stranded persons. There were three operational periods over two days.



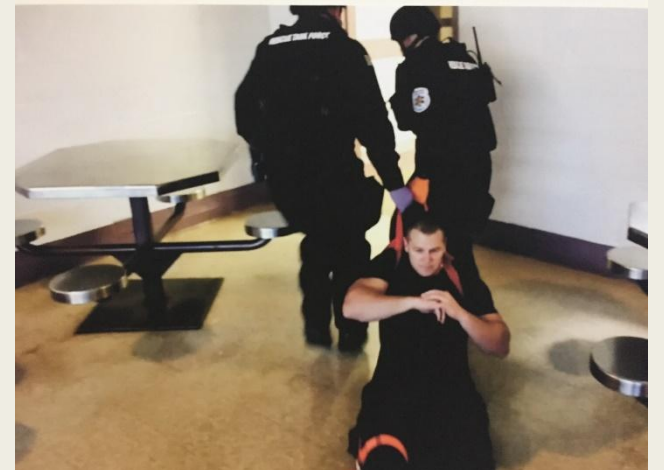
NJ EMS Task Force

- Tent Set Up in Brick, NJ (Hospital Surge)
- Tent Set-up and break down on Sandy Hook (COVID Vaccine and Testing)
- Tent Set up and Logistics in Little Silver (Drive Through Vaccines and Testing)
- MAB deployment to concert in Deal, NJ
- Vaccine Transfers throughout the State
- Equipment display for State Elected Officials
- New Equipment



Southern Monmouth County Active Shooter Partnership Rescue Task Force

- Monthly Training Postponed due to COVID
- EMS Manager Rosen attended the Instructor Update
- Team members attended RTF Drill in Hazlet, NJ



Stop The Bleed[®]

NTEMS Staff provides instruction throughout the community

- 50 Staff Neptune Board of Education
- Monmouth County Prosecutor's Office- 4 sessions



SAVE A LIFE

In The News

Several media outlets carried versions of our story regarding the new MEDS unit, on board disinfection sprayer. Some of them are below.

- <https://abc7ny.com/health/high-tech-spray-disinfects-ambulances-of-covid-in-2-minutes/10101733/>
- <https://emsrig.com/index.php/2021/01/25/neptune-township-nj-becomes-first-in-the-country-to-incorporate-on-board-disinfectant-spray-system/>
- <https://www.ems1.com/ems-products/infection-control/articles/nj-ems-equips-ambulances-with-system-that-disinfects-in-less-than-2-minutes-TYKwTrYjbnq5VdrU/>
- <https://www.app.com/picture-gallery/news/local/neptune-wall/2021/01/25/neptune-ems-demonstrate-s-new-covid-disinfecting-system/6669606002/>

Neptune Township EMS Earns Nationwide Recognition for Excellence in Using Health Care Technology to Improve Care Collaboration, Interoperability, Patient Outcomes [Click to read Read Article](#)

Shark River Hills FAS featured in news article about funding <https://cbsloc.al/3LIKDIq>

Committees

NTEMS serves as a consultant or Subject Matter Expert on the following committees.

- Monmouth County Fatal Overdose Review Team
- Monmouth County Prosecutor's Strangulation and Suffocation Evaluation Team (SSET)
- New Jersey Association of Paramedic Programs
- NJ BLS Subcommittee (NJDOH/OEMS)
- NJ Safety Committee (NJDOE/OEMS)

Goals for 2022

- Increase both paid and volunteer staffing and membership.
- Increase Shared Service Agreements with surrounding towns.
- Reinstate Community Outreach Programs that had been canceled due to Covid.
- Seek out new technology and equipment to assist with patient care.
- Training opportunities with which we can build skills and increase knowledge.

Contact Information

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- 732-776-9192 ext 615
- NeptuneEMS.org

