

# NEPTUNE TOWNSHIP

## EMERGENCY MEDICAL SERVICES

Annual Report 2022



# 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 referred to as The Career Emergency Medial Technicians. Each squad is integral in the success of responding to, caring for and transporting the residents and visitors of Neptune.

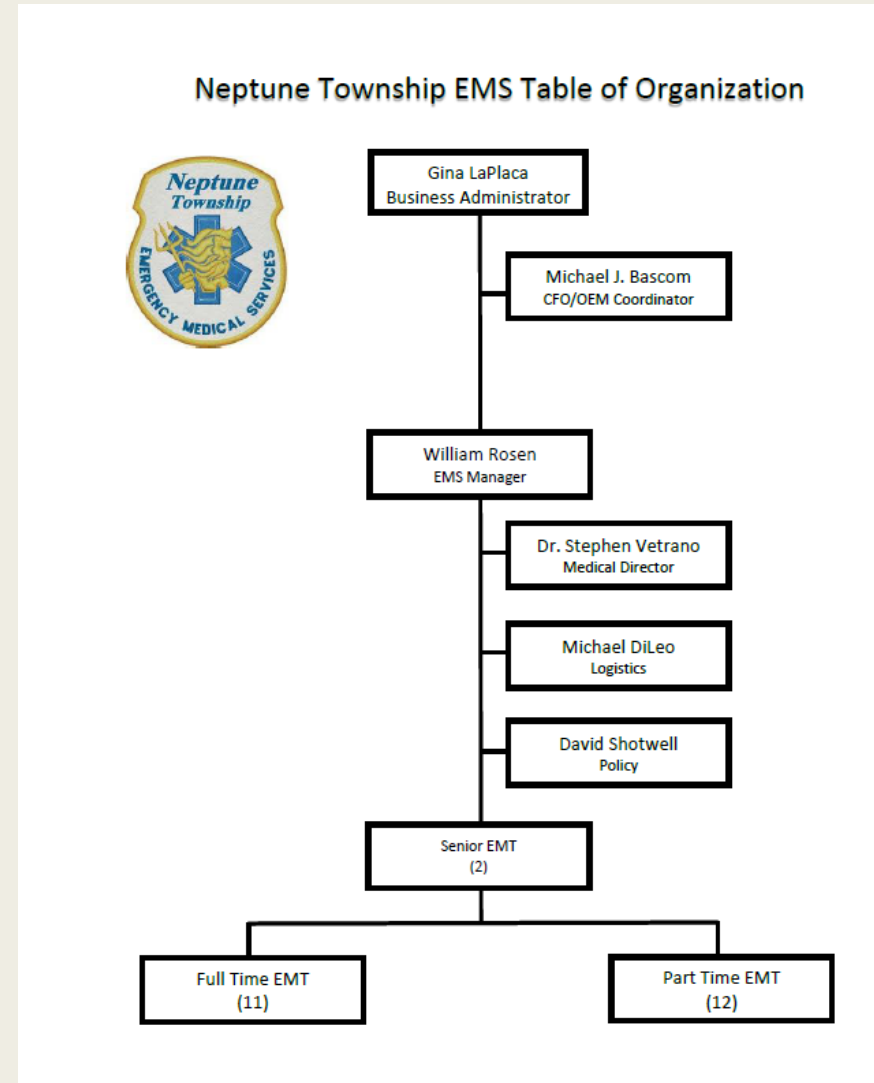
2022 was a year of tremendous growth. As you will read, Neptune EMS was a part of some usual events as well as some new ones. We have fostered meaningful relationships and strengthened existing ones. NTEMS has been instrumental in many new initiatives including the staffing of Full Time paid staff and 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 volunteer Emergency Medical Technicians and paid EMS staff of the Township of Neptune.

I remain extremely proud of the 25 Public Safety Officers, EMS Leadership and almost 80 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

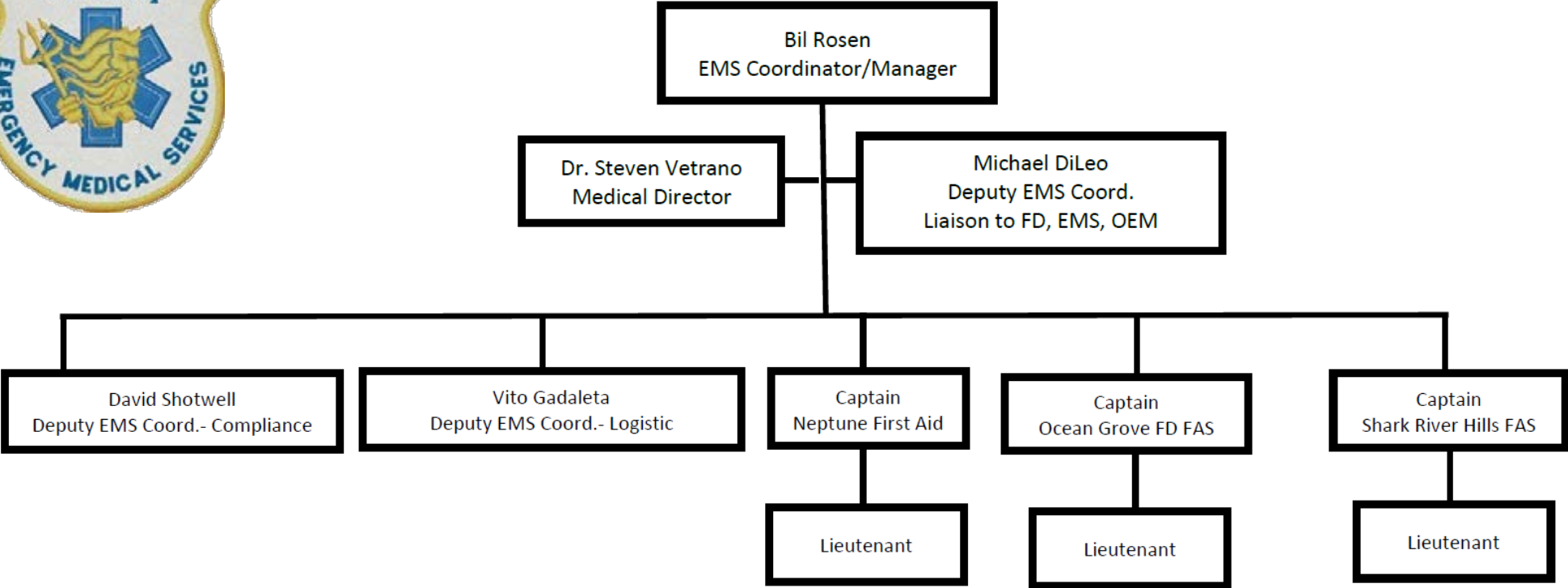
# Table of Organization- Paid Division



# Table of Organization- Volunteer Squads



## Neptune Township Volunteer EMS Table of Organization



# Senior EMTs

Sgt. Brian Magnin



Sgt. J. Dan Doggett



Our Senior EMTs are the link between staff and management. They provide oversight on their tour and solve minor issues on and off duty.

# 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.

The term "Just Culture" refers to a values-supportive system of shared accountability where health care organizations are accountable for the systems they have designed and for responding to the behaviors of their staff in a fair and just manner. In turn, individuals are accountable for the quality of their choices and for reporting their errors and system vulnerabilities, thereby changing attitudes and supporting a culture of safety in New Jersey EMS.



# 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
- Look upon errors and shortcomings as challenges that provide an opportunity to learn and improve
- 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:*
- The volunteer EMS Squads responded to 569 calls for service. (~12%) and provided 5340 hours of volunteering.
- The PSO program staff responded to 4209 calls for service. (~88%)
- **Total Calls for 2021** 5667 charts have been generated for incidents or calls for service in All NTEMS Divisions.

(Multiple call reports are generated for some incidents)

Total Calls	Patients Assessed	Patients Treated	Transports	Stand-By/ Assist	Cancel Various Reasons	Patient Assists	Total Refusals
5667	4875	3451	3246	169	606	108	689

# 2022 Incident Dispositions

Incident Disposition	# of Incidents
BLS Pt. Transport by ALS Providers	1
Canceled	106
Canceled - Mechanical	1
Canceled - No Patient Found on Scene	133
Canceled - Call Reassigned	7
Canceled - Enroute	113
Canceled - On Scene by other, No Patient Contact	246
Dead at Scene DOA – Not pronounced	2
Dead at Scene -DOA – Pronounced	38
Patient Evaluated, No Treatment/Transport Required (COVID only)	2
Patient Refusal by Action	43
Patient Refused Care / Transport	450
Patient/Lift Assist (Patient refused treatment or transport)	108
Public Relations	5
Specialized Unit Response	3
Standby	169
Treated & Transported by BLS ONLY	2,580
Treated, Refused Transport (AMA)	88
Treated, then Pronounced	9
Treated, Transferred Care to other EMS Unit	7
Treated, Transported by ALS ONLY	2
Treated, Transported by BLS, ALS Treat (dual unit level of care/agency)	628
Treated, Transported by BLS, ALS Unavailable	22
Triaged by ALS, to BLS -(ALS USE ONLY)	6
Unit Assist	9

EMS- Emergency Medical Services; the system

BLS- Basic Life Support (Local Ambulances)

ALS- Advanced Life Support- (Hospital Based Paramedics)

AMA- Against Medical Advice

# Out of Town Calls

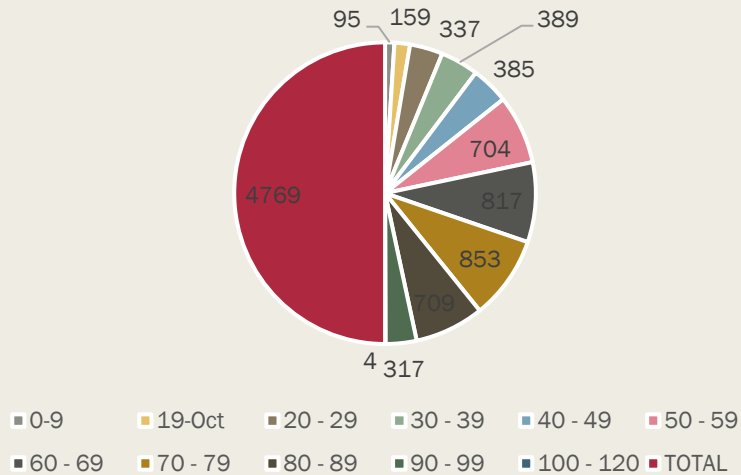
**Calls out of town:** These include both mutual aid for EMS and Special Services such as Water Rescue (ANSWER) and Medical Ambulance Bus responses. Since 9/14/2016, NTEMS has provided primary EMS response to Neptune City Monday through Saturday from 6AM until 6PM. Additionally, in August 2022 we began tracking mutual aid from other agencies into Neptune. The data is for the last 5 months of 2022. There were **112** Neptune calls answered by our mutual aid partners from the surrounding towns.

Out of Town Calls															
Month of:															
	January	February	March	April	May	June	July	August	September	October	November	December		Year to Date	
Borough of Neptune City*	37	42	51	35	44	35	35	40	39	40	52	51		501	
Borough of Bradley Beach	4	3	3	0	1	0	0	0	0	0	0	2		13	
Borough of Belmar	0	0	0	0	1	1	1	0	1	0	0	1		5	
City of Asbury Park	1	0	2	2	1	0	0	2	2	2	1	0		13	
Borough of Tinton Falls	3	0	0	2	4	3	3	3	6	11	7	5		47	
Township of Ocean	0	0	0	0	2	0	2	2	1	2	0	2		11	
Township of Wall	0	0	0	1	1	1	1	0	0	0	1	1		6	
Borough of Avon*	3	4	0	1	1	2	2	0	0	0	1	0		14	
<b>Total</b>	<b>48</b>	<b>49</b>	<b>56</b>	<b>41</b>	<b>55</b>	<b>42</b>	<b>44</b>	<b>47</b>	<b>49</b>	<b>55</b>	<b>62</b>	<b>62</b>		<b>596</b>	

\*- Municipalities with which we have a shared Service Agreement.

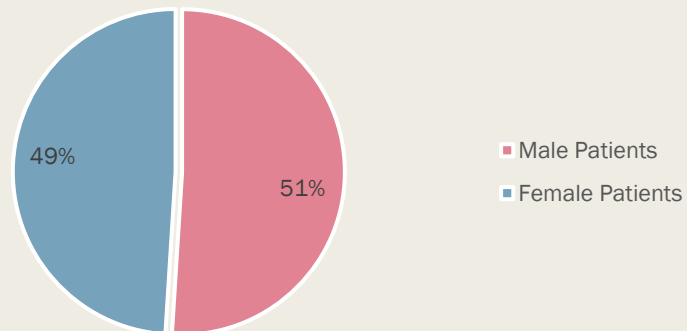
# Patient Contacts- Age & Gender

Patients Treated (4769) by Age



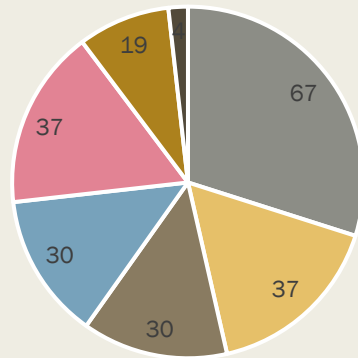
Patient Age Range In Years	Number of Runs	Percent of Total Runs
0-9	95	1.99%
10-19	159	3.33%
20 - 29	337	7.07%
30 - 39	389	8.16%
40 - 49	385	8.07%
50 - 59	704	14.76%
60 - 69	817	17.13%
70 - 79	853	17.89%
80 - 89	709	14.87%
90 - 99	317	6.65%
100 - 120	4	0.08%
TOTAL	4769	

Patient Gender



# Out of Hospital Cardiac Arrests (OHCA)

Out of Hospital Cardiac Arrests  
Total 67



Total OHCA
  Resuscitation
  No Resuscitation
  Transported
  Not Transported
  ROSC
  DNR Present

<b>Total OHCA</b>	<b>67</b>
<b>Resuscitation</b>	<b>37</b>
<b>No Resuscitation</b>	<b>30</b>
<b>Transported</b>	<b>30</b>
<b>Not Transported</b>	<b>37</b>
<b>ROSC</b>	<b>19</b>
<b>DNR Present</b>	<b>4</b>

# Use of Lights and Sirens (RLS)

- For several years and a lot of research, it has been determined that the use of Red Lights and Sirens is not always necessary and elevates dangers of response. This is especially true of the transport to the hospital. Our skilled EMS Providers and our partners with our local Paramedic Programs, most emergencies are well managed before even departing the scene.
- Overall, we transport without RLS 93% of our calls. The national average according to the ESO EMS index is 83%. NTEMS is quite a bit ahead of the curve in keeping our community safe.

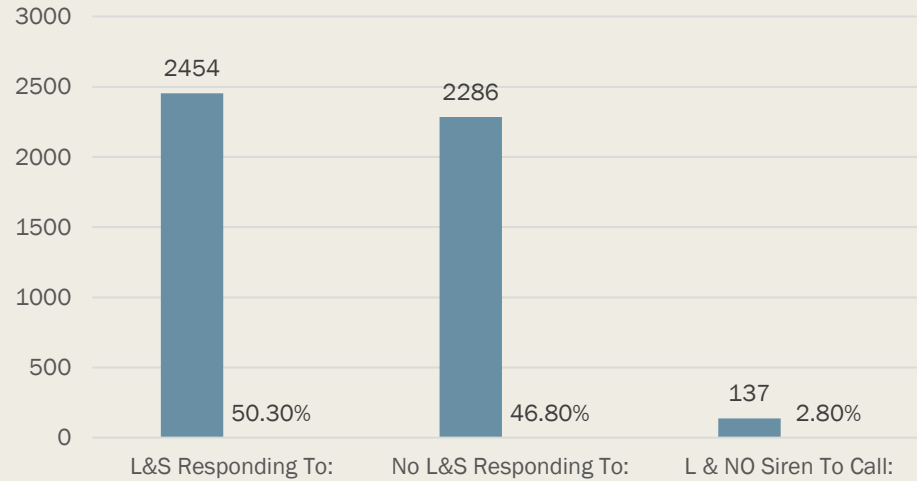
[Click here for the 2023 ESO EMS Index](#)



# Use of Lights and Sirens (RLS)

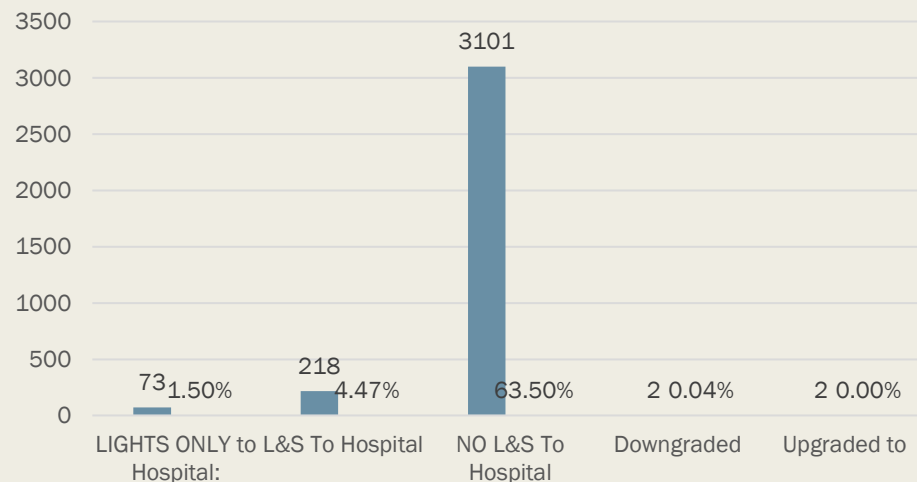


### RLS Enroute to incidents



Reponse To Call	Count	Percentage
L&S Responding To:	2454	50.30%
No L&S Responding To:	2286	46.80%
L & NO Siren To Call:	137	2.80%

### RLS to Hospital



Types of Reponse TO HOSPITAL:	Count	Percentage
LIGHTS ONLY to Hospital:	73	1.50%
L&S To Hospital	218	4.47%
NO L&S To Hospital	3101	63.50%
Downgraded	2	0.04%
Upgraded to	2	0.00%

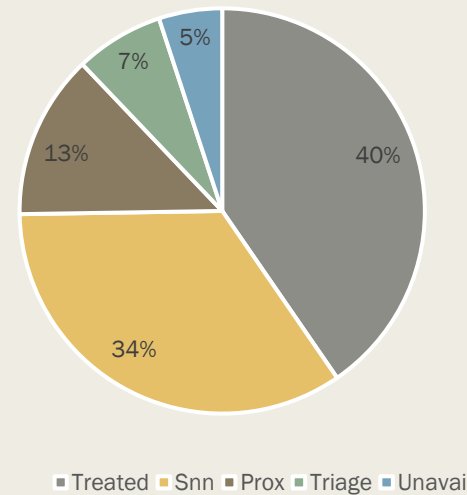


# Use of Advanced Life Support



## Advanced Life Support Paramedics

SNN- Services Not Needed  
Triage- ALS Triaged back to BLS  
Prox- Cancelled due to Proximity  
Unavail- Unavailable

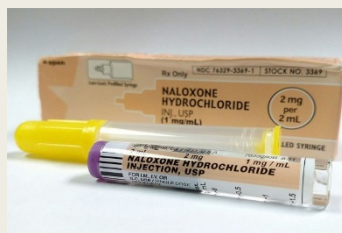


# Naloxone (Narcan<sup>®</sup>) Deployments

Narcan Deploments 2022	56
Patient Count	48
Refusal of Transport	9
Pronounced on scene	1
Avg Pt Age	48
Age Extremes	71/22
Female-23%	12
Male- 77%	37
Black or African American	20
Hispanic or Latino	5
Native Hawaiian or Other Pacific Islander	1
White	19
Not Entered	3
Average Dose	3.22
High Dose	16
Pronounced On Scene	1
Refused Transport	8

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 Deploments 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



# Aspirin (ASA)

- Aspirin is indicated for Suspected Cardiac Related Chest Pain.
- Emergency Call Takers and Dispatchers are able to instruct callers to take ASA while call Screening
- Nationwide, EMS Administration of ASA has ranged from 53%-74% compliance
- NTEMS Has consistently provided ASA appropriately in the mid-90% range.
- In 2022, ASA was administered appropriately **95%** to patients with suspected Cardiac Related Chest Pain!



# Facility Calls

Addresses reviewed: 1165			
SNF	Hotel/Motel	Dialysis	TOTAL
368	145	129	642

## Top Locations

Hope Tower- 127 calls for service

Silver Vistas- 98 calls for service

Booker Dialysis- 88 calls for service

This is approximately half of the totals from 2021. NTEMS takes a lot of time to educate patients, facility staff and families on the proper use of 9-1-1 system and emergency ambulances so they are available for the more critically ill and injured.

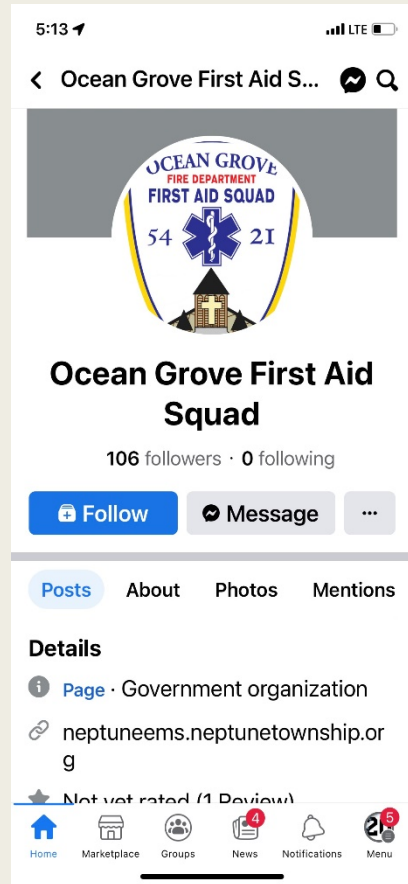
# Finances

- 2022 Revenue\*- \$331,564.67
  - *S&W Expenses* \$710,109.40
  - *OE*- \$94,269.39
- 5667 hours of Emergency and Stand-By operations were provided by Volunteers of NTEMS. At our average hourly rate, this equates to over \$150,000.00

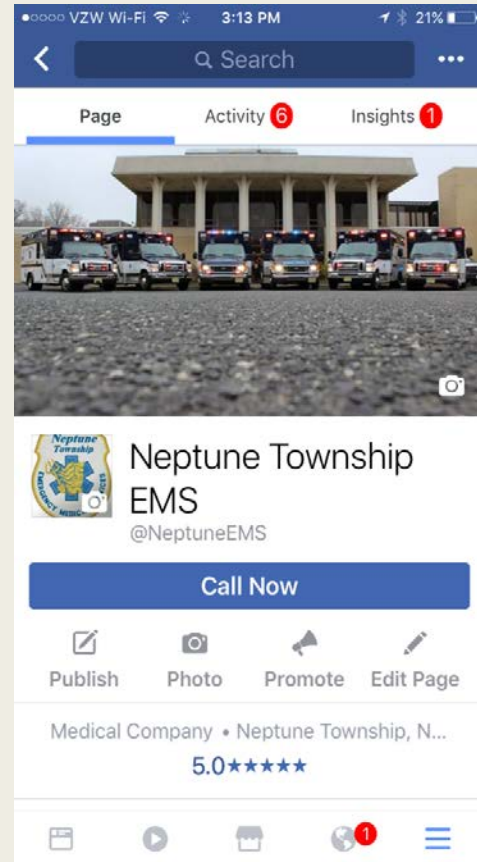
\*-approximately \$300,000.00 of additional revenue has been collected in 2023 for 2022 and that this was caused by an unexpected change in billing vendors.

# Public Information and Technology

Visit our Facebook Pages!



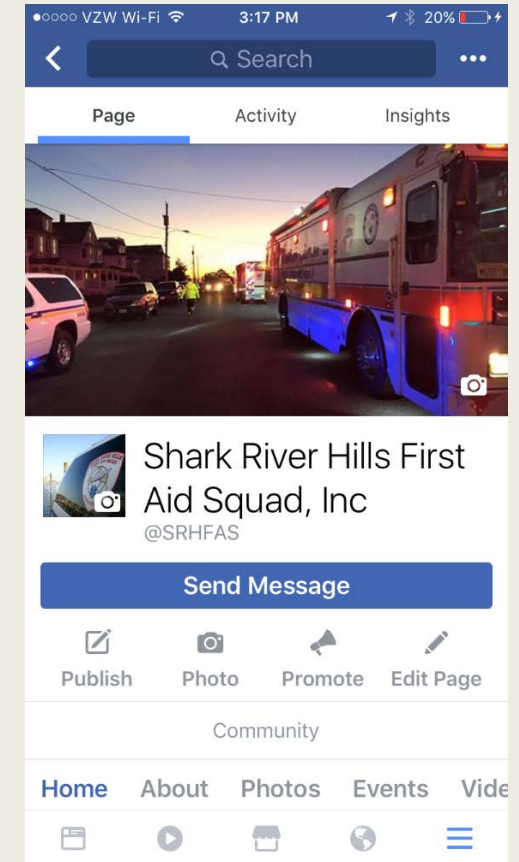
<https://www.facebook.com/OGDFAS>



<WWW.Facebook.com/NeptuneEMS>



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



<www.facebook.com/SRHFAS/>

# NTEMS Web Presence

- Website- [www.NeptuneEMS.org](http://www.NeptuneEMS.org)
- <https://linktr.ee/NTEMS>
- <https://twitter.com/NeptuneEMS>



# Community Outreach

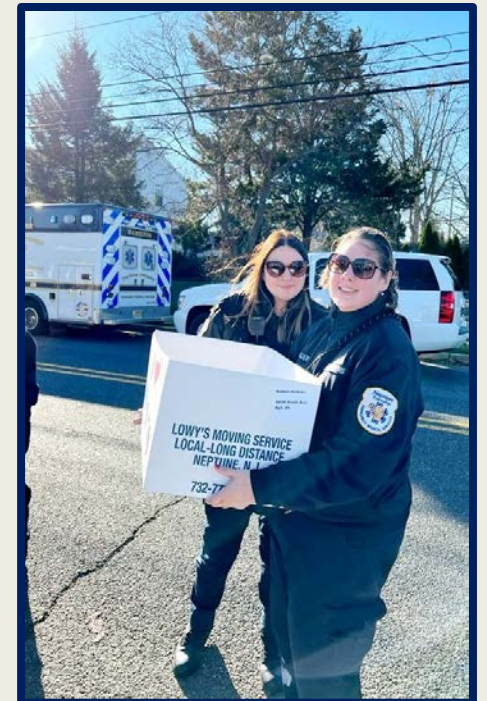
All divisions of Neptune Township EMS are committed to maintaining a positive and productive relationship with the community. Paid and Volunteer staff have provided stand-by operations at many sporting events, provided instruction to our schools and community partners and make themselves available for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





# Community Outreach

- Food and Toy Delivery for the Holidays
- SRH Holiday Tree Lighting
- Neptune Day
- Touch-a-Truck
- More!!!



# Event Coverage

- EMS Memorial Bike Tour
- Monmouth County Sheriff's Office Forgotten Veteran Event



# School Drills

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





# 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 in June 2022.



# 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



# Automated External Defibrillators (AEDs)

Two Automated External Defibrillators were installed in climate controlled towers on the Ocean Grove Boardwalk. Added to the other Public Access Defibrillators brings the township to over 60 units.

We have hundreds of CPR and AED Trained employees throughout almost all departments.

[Click here for the video recorded live.](#)



# 5 Minutes to Help

The goal: to arm New Jersey's first responders with new knowledge and communication skills that can be applied on the scene, post-overdose reversal, to encourage patients to seek help for their addiction and increase their awareness of available recovery resources in their communities.

- 51 EMS Professionals trained in Monmouth and Ocean Counties by NTEMS Staff



# Observers

- JSUMC/Seton Hall Medical Students
- JSUMC EMT Students
- AAHS Senior Mentorship



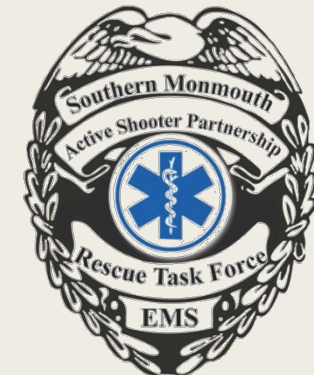
Hackensack Meridian  
School of Medicine



# Special Teams

NTEMS responders are active members of the following teams:

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



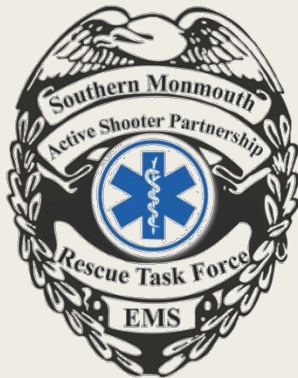
# NJ EMS Task Force

- \* Base of Operations Weekend- All assets and members
- \* Several MAB Deployment for Special Events
- \* Vaccine Transfers throughout the State
- \* New Equipment



# SMCASP Rescue Task Force

- \* Monthly Training reinstated
- \* EMS Manager Rosen attended the Instructor Update
- \* Team members responded to a civil unrest call in Long Branch
- \* 2 members attended a 2-day Active Shooter/Hostile Event training



# Stop The Bleed<sup>®</sup>

- 24 students taught throughout the county



# Movember- Go Big For Mens Health

The EMTs of Neptune Township EMS grew their mustaches in support of men's cancer. They were able to raise a total of \$300, which was donated to the Movember Foundation to raise awareness for men's cancer.

For more information on the Movember Foundation, please visit <https://us.movember.com/>

Thank you to all of those who participated!



# 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 2023

- Increase both paid and volunteer staffing and membership.
- Staff a minimum of 2 ambulances 24/7
- Train more Township staff in CPR

# Contact Information

- [NTEMS@Neptunetownship.org](mailto:NTEMS@Neptunetownship.org)
- 732-776-9192 ext 616
- [WWW.NepuneEMS.org](http://WWW.NepuneEMS.org)





# THANK YOU!!!

Neptune Township EMS would like to recognize and thank the many agencies with which we have such a great relationship.

- ✓ Neptune Township Police Department
- ✓ Neptune Township Office of Emergency Management
- ✓ Neptune Township Fire Department
- ✓ Neptune Township Board of Education
- ✓ Neptune City Police Department
- ✓ Our many EMS Mutual Aid Partners

# THANK YOU!!!

*Neptune Township EMS would like to thank the Township Committee, Finance Department and residents for their continued support of our mission to protect the health and safety of residents and visitors of Neptune.*