

# 2009 Report to the Community



*Responding to the Present*

*Preparing for the Future*



**Yoe Fire Co. Ambulance Service Inc.**

# 2009 Report to the Community



**Administrative Team** (From Left to Right): EMS Chief Ted Hake, Physician Medical Director Dr. Thomas Westenberger, and Book-Keeper Darcy Daugherty.

I am pleased to present to you Yoe Fire Company Ambulance Service's 2009 report to the community. 2009 saw a continued trend of growth in the demand for our services, as well as service enhancements to improve our ability to provide emergency medical services (EMS) to the communities we serve.

During 2009 our agency responded to 4,024 requests for emergency ambulance service, an increase of 10% over 2008.

Early in 2009 the Board of Directors, after evaluating our current facilities and future needs, decided to pursue the purchase of a parcel of land centrally located within our response area. After evaluating several options, a 1.6 acre parcel of commercial land was purchased on Course Road in York Township. This parcel is located just one block from the geographic center of York Township, the intersection of Leader Heights Road and South Queen St. The current intention is to construct an EMS station and administrative headquarters within five to nine years.

Since 2008, Yoe Ambulance has owned four ambulances, staffing one at each station 24 hours a day. Each year we are unable to respond to some emergency calls, because we are already committed to another call. In this instance the 911 center immediately dispatches another nearby ambulance to handle the call. In 2008 we handed-off almost 500 calls to neighboring EMS agencies, because we were already committed to another call. In an effort to better meet the needs of our primary service area, a second ambulance was staffed from the Yoe station from 6 AM to 6 PM, Monday through Friday throughout 2009. This ambulance responded to 510 emergency calls during the calendar year and is staffed through two additional full-time positions.

In October of 2004 Yoe Ambulance began operating a satellite location at the Goodwill Fire Company in York Township (Ambulance 19). Ambulance 19 had grown to a 24-hour a day operation by 2008 and handles almost 2,000 calls each year. Initially, Ambulance 19 was operated as a basic life support (BLS) ambulance. An extensive review of operating data revealed that more than 50% of the calls Ambulance 19 was dispatched to required advanced life support (ALS) paramedic level care, the same type of service offered from our Yoe Borough location since 2006. In an effort to provide the same high level of service from both of our locations, and after a thorough evaluation of the financial implications of an ALS service line enhancement, Ambulance 19 was transitioned to ALS level service on July 1, 2009. During this transition the Yoe

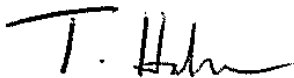
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Ambulance Service was able to foster a much improved working relationship with York Hospital's Medic 97, the former provider of ALS to Ambulance 19's response area.

After recognizing that the size and complexity of Yoe Ambulance had increased dramatically over the past five years, the Board of Directors embarked on a formalized strategic planning process - a first for Yoe Ambulance. Eight areas of operation were targeted for planning. Senior staff, management, and the Board of Directors convened in October and developed a three year strategic plan, guided by the mission statement of our organization. The newly created strategic plan will provide an invaluable framework of guidance for staff, management and the Board of Directors in years to come. A copy of the plan is available upon request.

As the community grows and changes, Yoe Ambulance will continue to evolve. We are committed to being responsive to the needs of the municipalities we serve and to providing the highest quality of emergency healthcare and transportation to our patients. As the economy and healthcare rapidly change, our greatest challenge will be to assure that our financial resources will sustain the services demanded by the communities we serve. I welcome any questions or inquires you may have after reviewing this report.

Sincerely,



Ted Hake B.S., NREMT-P  
EMS Chief/Chief Operating Officer



The Yoe Ambulance Service Fleet - December, 2009



# **2009 Report to the Community**

## **Fast Facts**

Founded: October, 1972; Incorporated as a 501c3 Non-Profit Corporation in 1977

Municipalities Served: Yoe Borough, Dallastown Borough, Windsor Twp. & York Twp.

Population Served: 35,000

Primary Response Area: 30 Square Miles

Number of Stations: 2

Number of Ambulances: 4

Level of Service: Basic & Advanced Life Support Care & Transportation

Number of Volunteers: 21

Total Number of Employees: 34

Number of Full-Time Employees: 17

Number of Part-Time Employees: 17

Annual Employee Turn-Over (2009): 9%

Annual Operating Budget (2010): \$1,517,055.00

Annual Call Volume (2009): 4,024 Emergency 911 Responses

Average Time from Dispatch until Responding (2009): 62 Seconds

Average Time from Responding until On the Scene (2009): 5.5 Minutes



**Station 36 - Yoe Borough**

# 2009 Report to the Community

## Annual Responses by Municipality

	Station 19	Station 36	Total
Chanceford Township	1	5	6
Dallastown Borough	16	284	300
East Hopewell Township	0	1	1
Emigsville	0	1	1
Hanover Borough	1	2	3
Hellam Township	0	1	1
Hopewell Township	0	2	2
Jacobus Borough	3	1	4
Lower Windsor Township	0	2	2
Manchester Township	0	1	1
North Hopewell Township	0	11	11
Red Lion Borough	18	97	115
Shrewsbury Township	0	1	1
Spring Garden Township	3	9	12
Springettsbury Township	81	97	178
Springfield Township	4	4	8
West Manchester Township	3	0	3
Windsor Borough	0	26	26
Windsor Township	31	535	566
Winterstown Borough	0	2	2
Wrightsville Borough	0	1	1
Yoe Borough	6	83	89
York City	10	7	17
York Township	1,644	1,030	2,674
<b>Total:</b>	<b>1,821</b>	<b>2,203</b>	<b>4,024</b>

Since 1972, Yoe has truly been a *regional* provider of EMS; we are obligated to respond to any municipality that we are dispatched to by York County 911.



Station 19 - York Township

# 2009 Report to the Community

## Annual Responses by Type of Emergency

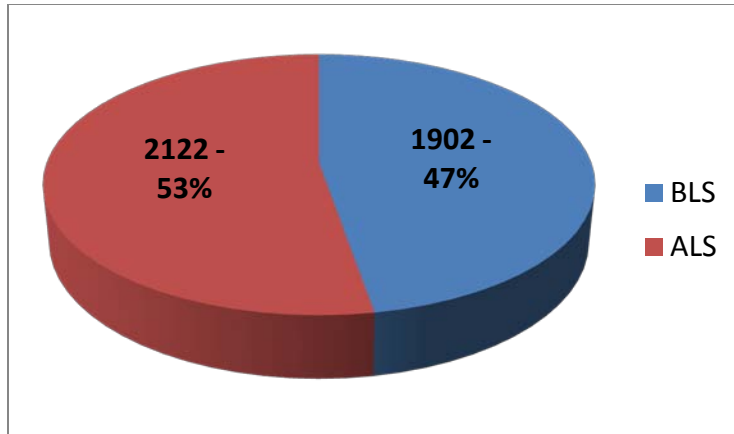
Group	Count	Percent	Group	Count	Percent
Abdominal Pain	135	3.4	Headache	26	0.6
Allergic Reaction	31	0.8	Heart Problem	84	2.1
Animal Bite	1	0	Heat/Cold Exposure	4	0.1
Assault	17	0.4	Hemorrhage/Laceration	97	2.4
Back Pain	59	1.5	Ingestion/Poisoning	60	1.5
Behavioral	16	0.4	Neonatal Emergency	26	0.6
Breathing Problem	403	10	Medical (Other)	98	2.4
Burns	3	0.1	Nausea	7	0.2
Haz-Mat	13	0.3	Pain	52	1.3
Cardiac Arrest	53	1.3	Pregnancy / Childbirth	9	0.2
Chest Pain	314	7.8	Psychiatric Problem	142	3.5
Choking	21	0.5	Sick Person	467	11.6
Seizure	91	2.3	Stab/Gunshot Wound	4	0.1
Dehydration	5	0.1	Stroke/CVA	105	2.6
Diabetic Problem	76	1.9	Traffic Accident	500	12.4
Dizziness	15	0.4	Traumatic Injury	60	1.5
Electrocution	1	0	Unconscious / Fainting	169	4.2
Eye Problem	2	0	Unknown Problem	73	1.8
Fall	450	11.2	Unresponsive Person	25	0.6
Fire - Structure	65	1.6	Vomiting	10	0.2
Fire Call - Other	200	5	Weakness	35	0.9
			<b>Total:</b>	<b>4,024</b>	<b>100%</b>



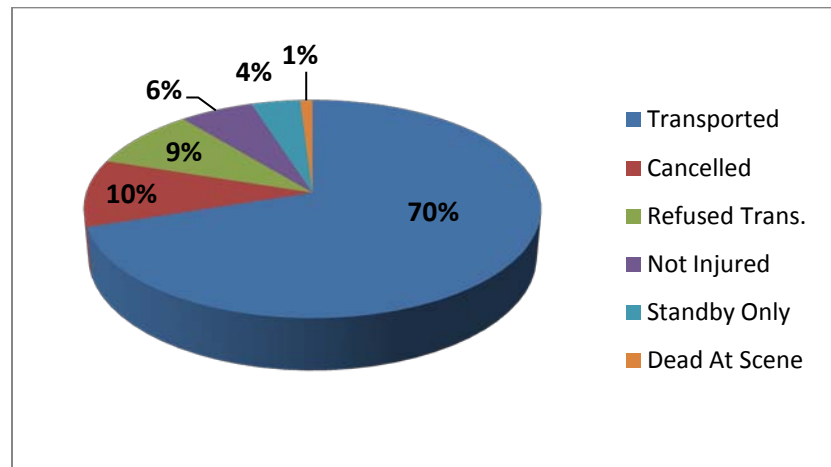
MICU 36-1 Prepares for Transport at a Motor Vehicle Accident

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**Annual Service Level Required:  
Advanced Life Support (ALS)/Basic Life Support (BLS)**



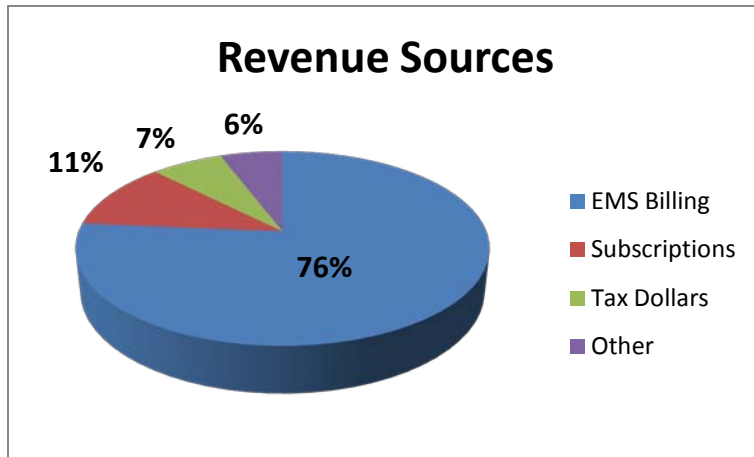
## **Outcome of EMS Incidents**



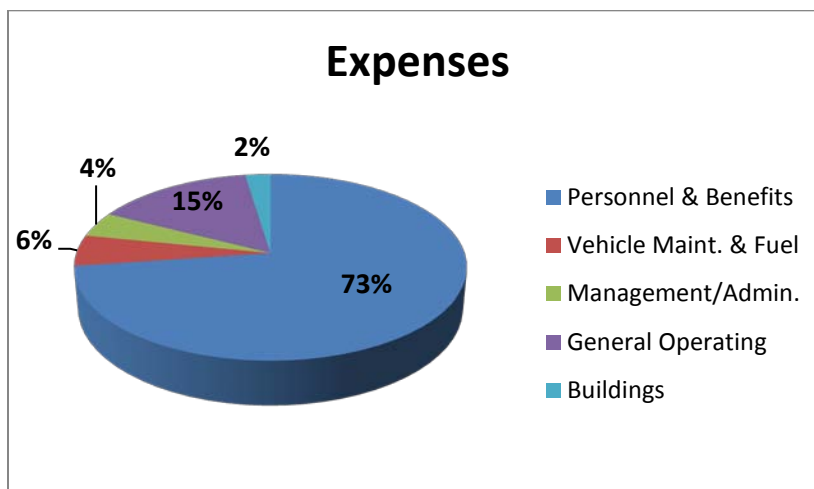
**MICU 36-2 & MICU 19-1 Prepare for Fox 43's "Save Our Plant" Ride  
With York Area Regional Police Motorcycle Officers**

# 2009 Report to the Community

## Revenue and Expenses



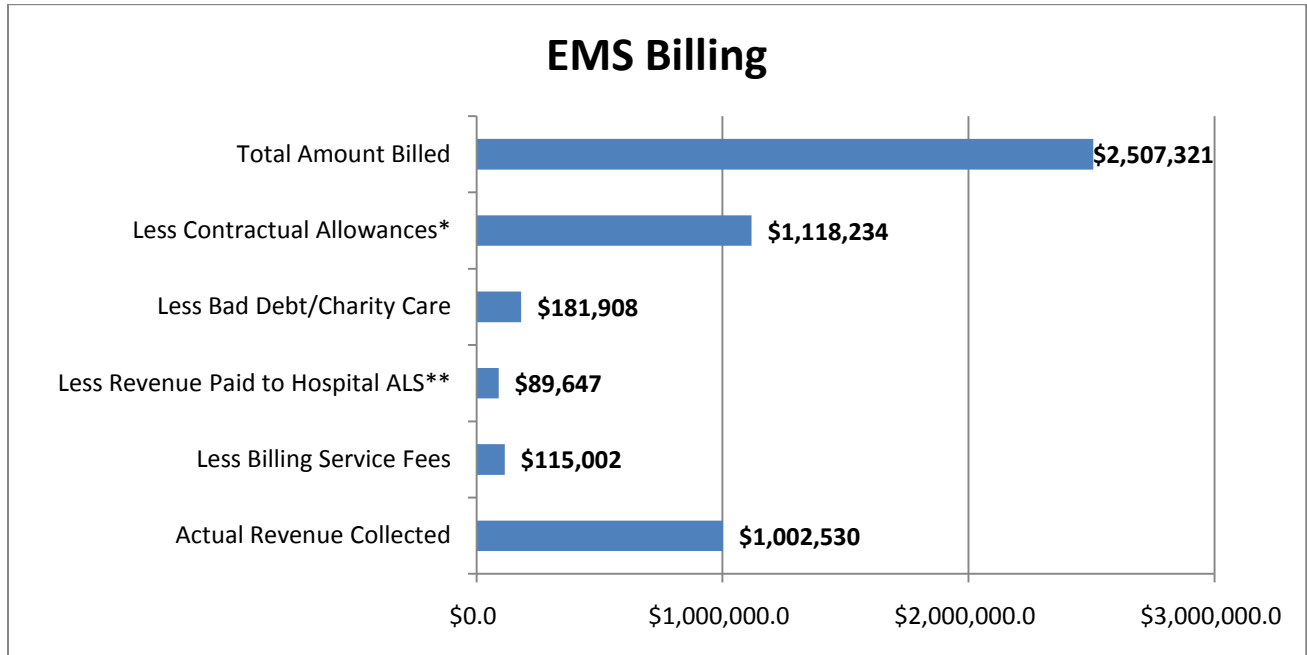
Yoe's First Ambulance, a 1965 Cadillac, Purchased Used for \$4,200





# 2009 Report to the Community

## The Cost of Uncompensated Care



**\*Contractual allowances represent revenue that cannot be collected due to insurance regulations, such as those regulations that exist within the Medicaid and Medicare programs. The patient cannot be billed for contractual allowances.**

**\*\*Revenue paid to hospital based advanced life support (ALS) units as sub-contractors.**



**Staff Review Helicopter Safety at Yoe's Course Road Property with Stat MedEvac 13 in November, 2009.**

# 2009 Report to the Community

## Mission Statement:

**Yoe Fire Company Ambulance Service is committed to providing high quality emergency medical services to the communities we serve on a twenty-four hour a day basis.**



# 2009 Report to the Community

## Board of Directors



**Front Row (From Left to Right):** President David Wise and Vice-President Donald “Butch” Potter

**Second Row (From Left to Right):** Alternate Director James Kimes Jr., Director/Founding

Member Terry Fix, Treasurer Allen Emenheiser and Director Charles Webb