

# 2010 Report to the Community



Dedicated Professionals Delivering  
High Quality Emergency Medical Services  
in a Challenging Economic Environment



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

# 2010 Report to the Community



I am pleased to present to you Yoe Fire Company Ambulance Service's 2010 report to the community. During 2010 our agency responded to **4,045** requests for emergency ambulance service, an increase of 21 calls over 2009. Despite experiencing the effects of the global recession, our EMS agency did not decrease the level of service available to the community or furlough staff.

2010 was very much a year of introspection for us. Our agency did not add any new response area, stations, or service lines. The fleet of licensed ambulances remains at four; we did replace one ambulance. MICU 19-2, a 2000 Ford with 116,000 miles, was replaced by a 2009 Ford that was first used as a demonstrator model by our ambulance vendor. This ambulance is based in York Township at the Goodwill Fire Company and it is the front-line paramedic ambulance for this location. Despite the absence of expansion, the management, staff and Board of Directors were quite busy with internal policy additions and updates, preliminary site engineering of our Course Road property, a "mock" OSHA health and safety inspection, information technology upgrades and the creation of a customer satisfaction survey program. Much attention was also devoted to the close monitoring of reimbursement and operational expenses.

Just as the for-profit sector and governments felt the financial pain of the recession this year, so did Yoe Ambulance. By mid-2010, it was clear that we would be facing a \$100,000 budget shortfall by the end of the fiscal year. This is directly attributed to a decline in revenues generated by billing for emergency medical services. This decline is a result of an increase in the number of uninsured/underinsured patients and the failure of patients to turnover insurance payments to us. That is, the insurance carrier sent payment directly to the patient and the patient kept the money, a form of "theft by failure to make required disposition of funds received." Unfortunately, this happens in such great numbers that it is not practical for the district attorney to prosecute these cases.

As the community continues to grow and change, Yoe Ambulance will continue to evolve to meet the demand for services. We are committed to being responsive to the needs of the municipalities we serve and to providing the highest quality emergency healthcare and transportation to our patients in a financially responsible manner. As the economy and healthcare industry continues to rapidly change, our greatest challenge will be to assure that our financial resources will sustain the service level demanded by the communities we serve. I welcome any questions or inquires you may have after reviewing this report.

Sincerely,

Handwritten signature of Ted Hake.

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

# **2010 Report to the Community**



The Yoe Ambulance Service Fleet - December, 2010

## **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: 42,845

Primary Response Area: 21 Square Miles

Number of Stations: 2

Number of Ambulances: 4

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

Number of Volunteers: 16

Total Number of Employees: 32

Number of Full-Time Employees: 16

Number of Part-Time Employees: 16

Annual Operating Budget (2011): \$1,415,911

Annual Call Volume (2010): 4,045 Emergency Responses

Average Time from Dispatch until Responding (2010): 58 Seconds

Average Time from Responding until On the Scene (2010): 5.9 Minutes

Overall Customer Satisfaction Score (2010): 92%

# 2010 Report to the Community



Station 36 - Yoe Borough

## Annual Responses by Municipality

Municipality	Station 19	Station 36	Total
Chanceford Township	1	13	14
Dallastown Borough	32	276	308
Gettysburg Borough	0	3	3
Hallam Borough	0	1	1
Hanover Borough	0	8	8
Hellam Township	1	4	5
Hopewell Township	0	1	1
Jacobus Borough	1	1	2
Loganville Borough	3	1	4
Lower Chanceford Twp.	0	1	1
Lower Windsor Township	1	2	3
Manchester Township	0	1	1
North Hopewell Township	0	4	4
North York Borough	1	0	1
Red Lion Borough	21	128	149
Spring Garden Township	24	7	31
Springettsbury Township	111	75	186
Springfield Township	6	2	8
West York Borough	7	0	7
Windsor Borough	2	31	33
Windsor Township	42	510	552
Winterstown Borough	0	3	3
Wrightsville Borough	0	2	2
Yoe Borough	7	67	74
York City	13	3	16
York Township	1600	1027	2627
<b>Total:</b>	<b>1,873</b>	<b>2,172</b>	<b>4,045</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.

# 2010 Report to the Community



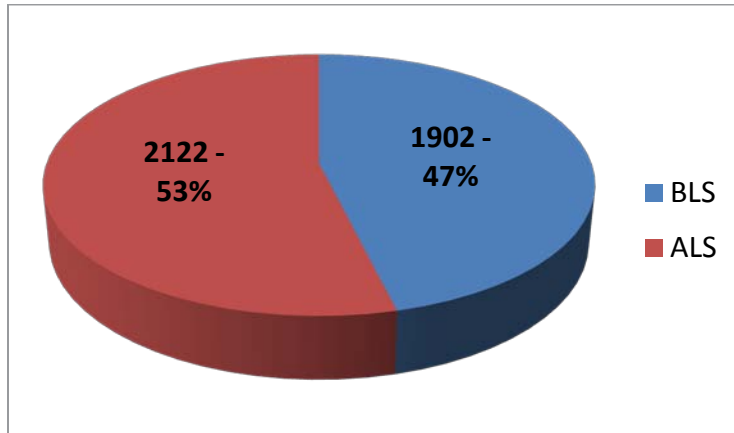
Station 19 - York Township

## Annual Responses by Type of Emergency

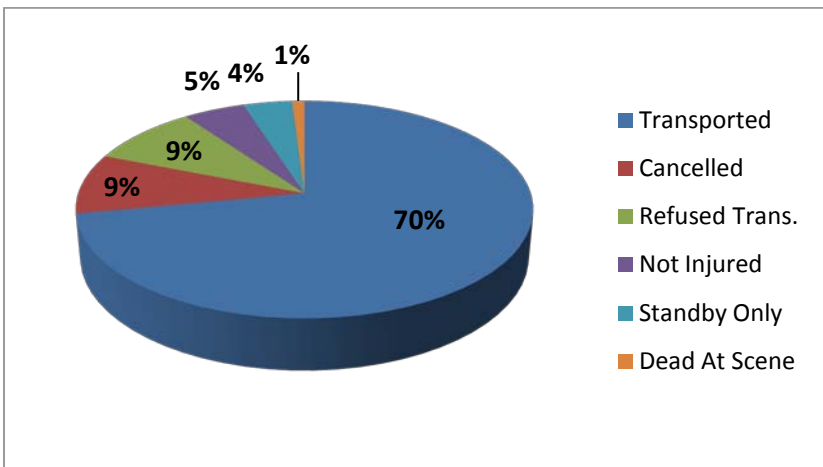
Group	Count	Percent	Group	Count	Percent
Abdominal Pain	124	3.1	Headache	15	0.4
Allergic Reaction	34	0.8	Heart Problem	87	2.2
Animal Bite	5	0.1	Heat/Cold Exposure	5	0.1
Assault	24	0.6	Hemorrhage/Laceration	86	2.1
Back Pain	74	1.8	Ingestion/Poisoning	59	1.5
Behavioral	19	0.5	Neonatal Emergency	17	0.4
Breathing Problem	391	9.7	Medical (Other)	89	2.2
Burns	2	0.1	Nausea	8	0.2
Haz-Mat	12	0.3	Pain	56	1.4
Cardiac Arrest	51	1.3	Pregnancy / Childbirth	11	0.3
Chest Pain	326	8.1	Psychiatric Problem	161	4.0
Choking	16	0.4	Sick Person	491	12.1
Seizure	74	1.8	Stab/Gunshot Wound	9	0.2
Dehydration	7	0.2	Stroke/CVA	102	2.5
Diabetic Problem	97	2.4	Traffic Accident	371	9.2
Dizziness	27	0.7	Traumatic Injury	81	2.0
Drowning	2	0.1	Unconscious / Fainting	170	4.2
Eye Problem	5	0.1	Unknown Problem	78	1.9
Fall	479	11.8	Unresponsive Person	36	0.9
Fire - Structure	92	2.3	Vomiting	11	0.3
Fire Call - Other	192	4.7	Weakness	49	1.2
			<b>Total:</b>	<b>4,045</b>	<b>100%</b>

# 2010 Report to the Community

## 2010 Service Level Required: Advanced Life Support (ALS)/Basic Life Support (BLS)



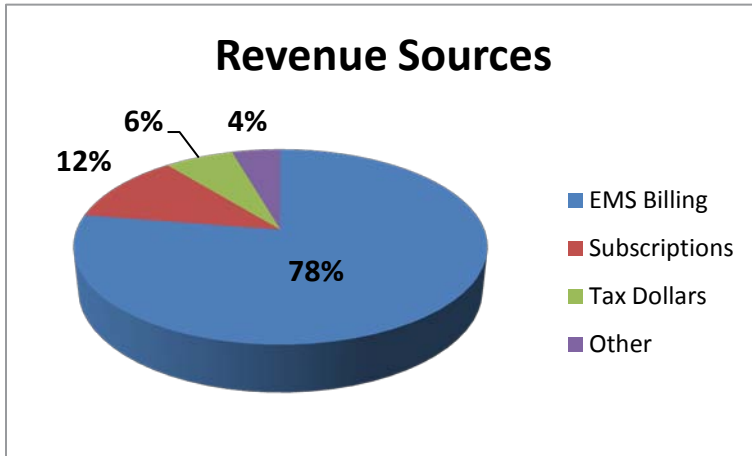
## Outcome of EMS Incidents



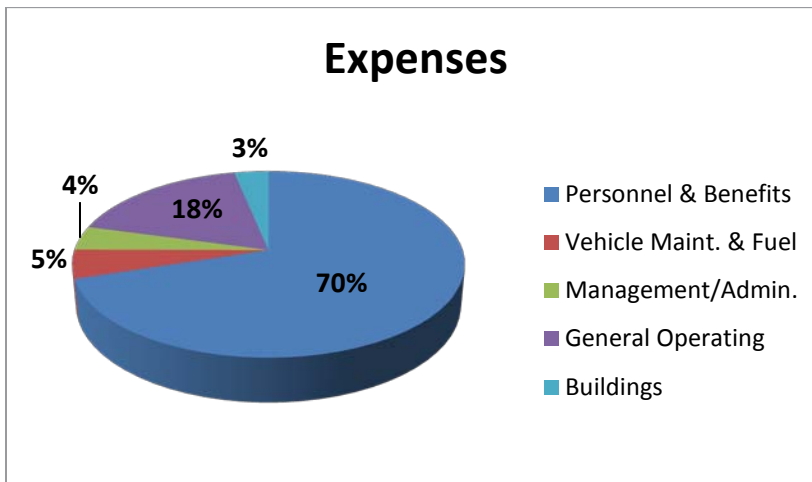
MICU 36-2 & MICU 19-1 Prepare for Transport From the Scene of a Motor Vehicle Accident with Injuries in York Twp.

# 2010 Report to the Community

## Revenue and Expenses

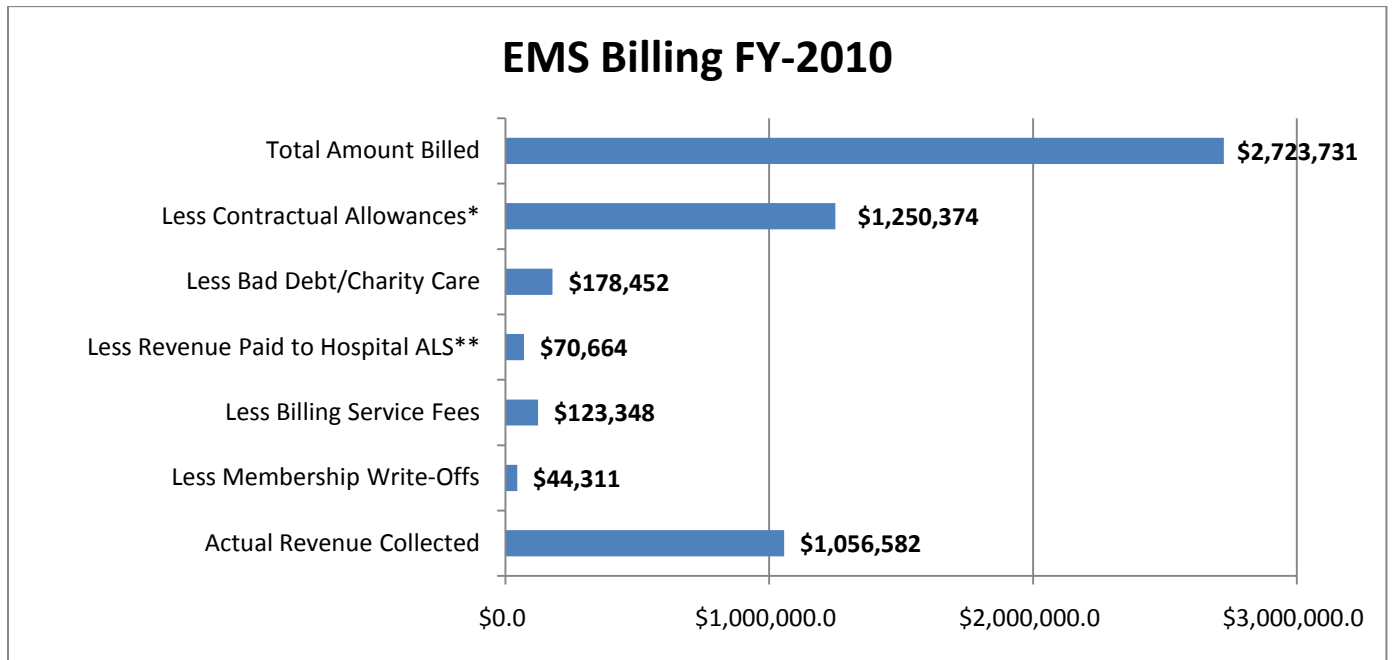


Yoe's 2<sup>nd</sup> Ambulance, a 1975 Cadillac, Purchased New for \$16,000



# 2010 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.



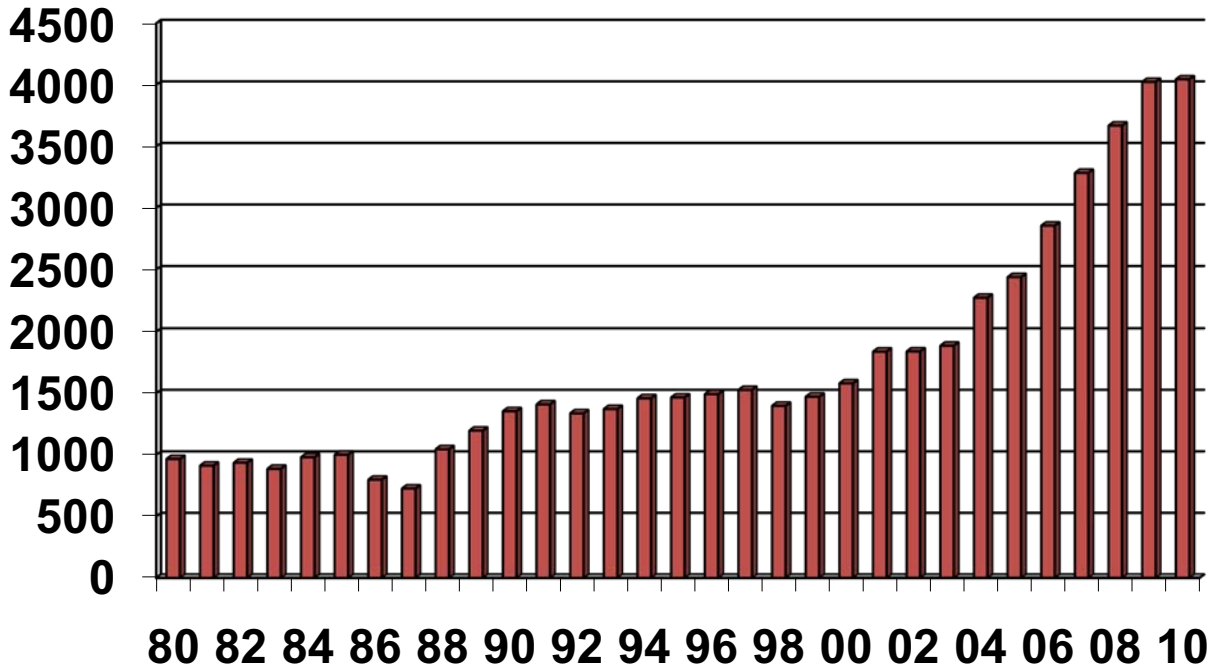
**MICU 36-1 Prepares for an Emergency Neonatal Transport at York Hospital.**  
This Service is Provided with the York Hospital Neonatal ICU Team.



# 2010 Report to the Community

## An Ever Increasing Demand for Service

### Call Volume: 1980-2010

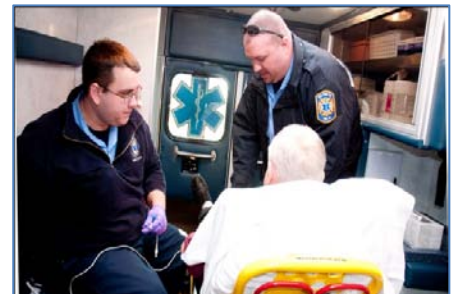


MICU 19-2 Staff Work With Fire Department Personnel to Treat and Extricate a Trapped Patient at the Scene of a Motor Vehicle Crash in Spring Garden Township

# 2010 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.**



# 2010 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

