



# 2010 ANNUAL REPORT

**New Castle County  
Emergency Medical Services Division  
Department of Public Safety**



A NATIONALLY ACCREDITED EMERGENCY MEDICAL SERVICE

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# New Castle County Emergency Medical Services Division

## OVERVIEW

### Introduction

*The mission of the New Castle County Emergency Medical Service, as an essential component of the New Castle County Government, is to provide efficient, compassionate, and high quality emergency medical care to the visitors and residents within New Castle County. Our delivery of paramedic service directly impacts the quality of life for of all who reside, visit, and work in New Castle County.*

*The New Castle County Emergency Medical Service is a county municipal “third service” paramedic agency within the County Department of Public Safety. New Castle County EMS has the distinction of being the “First Paramedic Service in the First State.” New Castle County EMS is also the first EMS agency in Delaware to achieve national accreditation from the Commission on Accreditation of Ambulance Services (CAAS).*

*New Castle County EMS operates in a “tiered response” configuration, and responds with basic life support (BLS) ambulances from the volunteer fire service, career fire departments, private ambulance service providers, and specialized EMS providers, such as the University of Delaware’s student operated BLS ambulance.*

*In 2010, New Castle County EMS deployed nine (9) paramedic units during its high call volume periods, and eight (8) paramedic units during non-peak operating hours. A Paramedic Sergeant (field EMS supervisor) is on duty during each shift with a second Paramedic Sergeant augmenting field operations during peak call volume periods. An EMS Lieutenant serves as the overall shift commander on a 24-hour basis. Both the Paramedic Sergeant and EMS Lieutenant are equipped as advanced life support responders.*

*Our personnel strive to demonstrate our commitment to our motto “Excellence in Service” each and every day.*

*Further information regarding the New Castle County Paramedics is available on our web site at: [www.nccde.org/ems](http://www.nccde.org/ems).*



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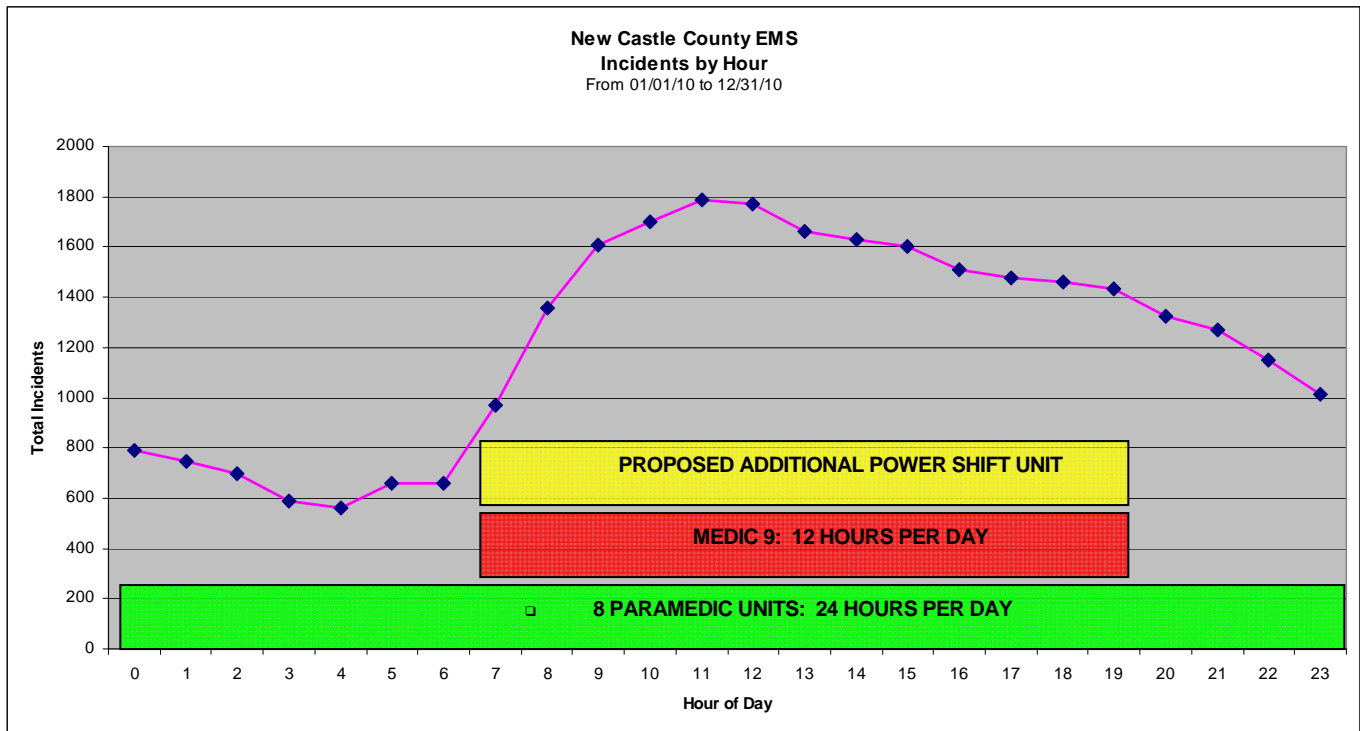


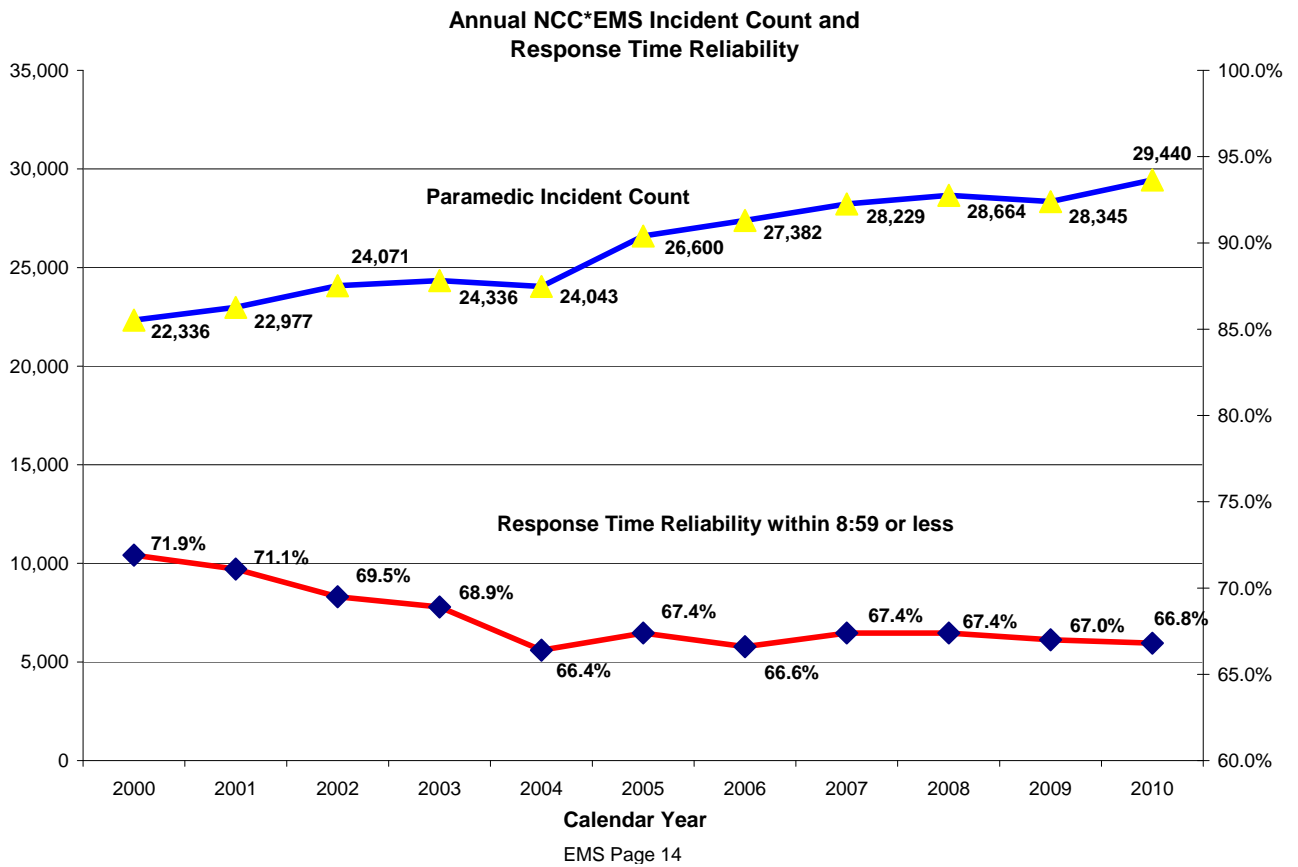
# OPERATIONS

## Paramedic Service Operational Demand

New Castle County EMS has a clearly defined call volume pattern that begins to increase at approximately 0600 hours each day, reaches a peak at approximately 1100 hours, then steadily declines until after midnight. Utilization of “power shift” units, such as Medic 9, provides an opportunity to increase paramedic staffing during high call volume times each day.

The EMS Division currently deploys eight (8) paramedic units and a Paramedic Sergeant on a 24-hour basis, seven days a week. A ninth paramedic unit and second Paramedic Sergeant are added during peak call volume periods on a “power shift” configuration (0700-1900 hours) seven days a week.





New Castle County EMS continues to note an increase in the number of paramedic incidents. The paramedic service response time for *all* incidents (combined Charlie, Delta, Echo and stand-by events) was 66.8% reliability within 8:59 minutes or less for calendar year 2010. Response time reliability based on dispatched priority level demonstrates a faster paramedic response time for potentially life-threatening, time sensitive (“Echo” level) incidents with a response time reliability of arrival 75.2% within 8:59 minutes or less.

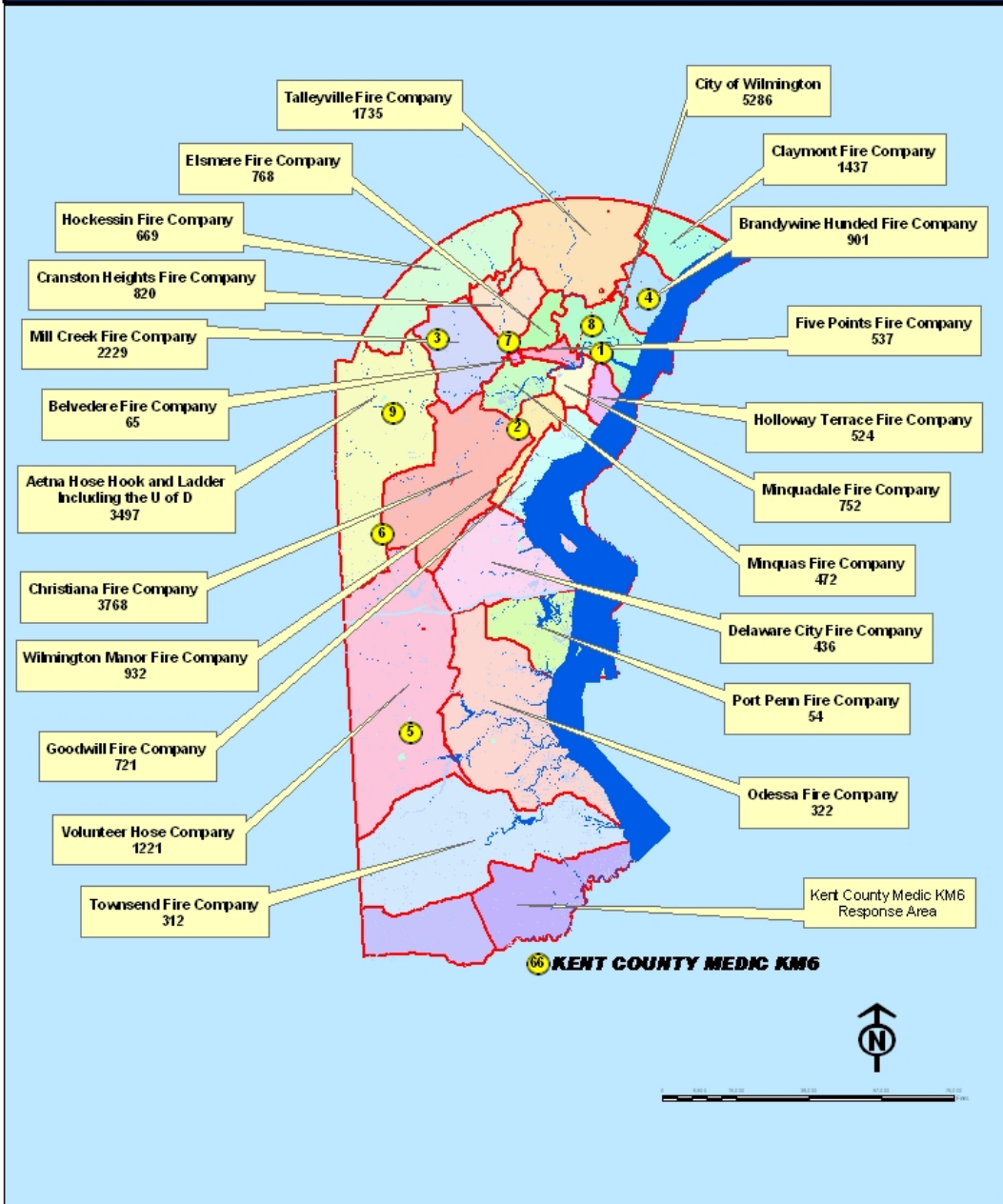
The Emergency Communications Center will prioritize emergency medical incidents in accordance with a national set of criteria. It is routine for the communications center to reassign paramedic units from a lower priority to a higher priority medical incident.



*New Castle County Paramedics complete their assessment of a patient that has just been extricated by fire company special operations personnel. The patient had been trapped for over 2 hours after being caught under the collapse of a second floor deck. The patient was flown by state police helicopter to the Christiana Hospital.*



## New Castle County EMS Incident Count By Fire District for Calendar Year 2010

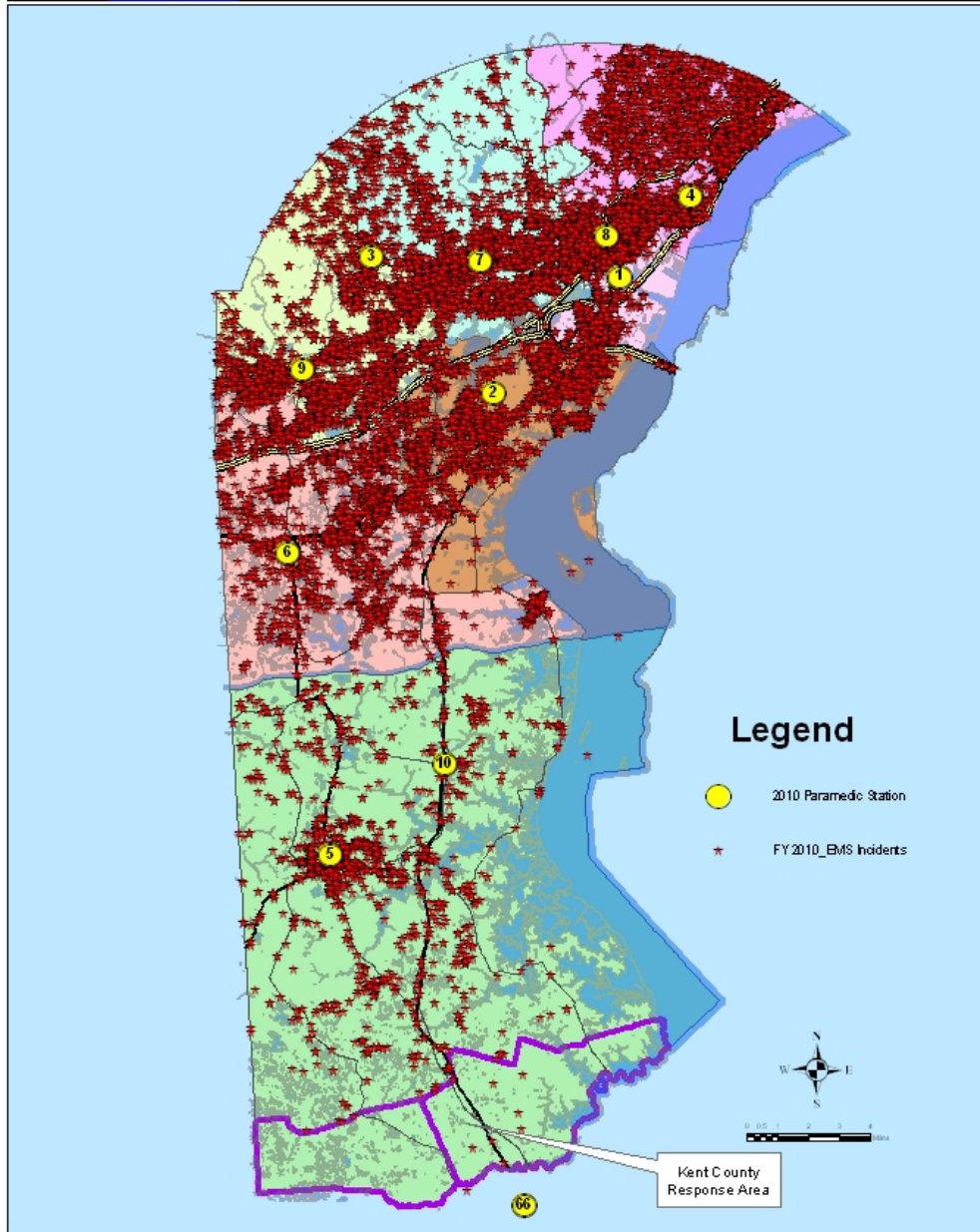


*This map illustrates the number of New Castle County Paramedic incidents in each fire company district during calendar year 2010. The New Castle County Paramedics work closely with the fire company basic life support ambulances on a daily basis, and provide advanced life support capabilities to the County EMS System.*

*Source: New Castle County Computer Aided Dispatch (CAD) System*



## New Castle County Emergency Medical Services Paramedic Incidents - FY 2010



*This map illustrates all of the New Castle County Paramedic incidents that occurred during fiscal year 2010 (July 1, 2009 to June 30, 2010). The map shows the concentrations and distribution of paramedic incidents throughout the county.*

*Source: New Castle County Computer Aided Dispatch (CAD) System*

## New Castle County Paramedic Unit Activity

PARAMEDIC UNIT	2010
Medic 1 ( <i>Wilmington</i> )	3,189
Medic 2 ( <i>New Castle</i> )	3,985
Medic 3 ( <i>Newark</i> )	3,330
Medic 4 ( <i>Brandywine 100</i> )	3,320
Medic 5 ( <i>Middletown</i> )	1,689
Medic 6 ( <i>Glasgow</i> )	3,001
Medic 7 ( <i>Prices Corner</i> )	3,468
Medic 8 ( <i>Wilmington</i> )	4,076
Medic 9 ( <i>12 hour/day unit</i> )	1,882
Medic 10 ( <i>Special Duty</i> )	48
Medic 11 ( <i>Special Duty</i> )	12
Medic 12 ( <i>Special Duty</i> )	3
Medic 13 ( <i>Special Duty</i> )	1
Medic 20 ( <i>Special Ops</i> )	24
ALS Bike Team	0
Single paramedic ALS responses	2,408
<b>TOTAL RESPONSES</b>	<b>30,436</b>

## New Castle County EMS Supervisor and Staff Activity

EMS SUPERVISOR/STAFF	2010
EMS HQ Staff (Chief & Asst Chiefs)	81
EMS Lieutenants	453
Paramedic Sergeants	2,214
<b>TOTAL STAFF RESPONSES</b>	<b>2,748</b>



*The New Castle County Paramedics again hosted EMS personnel from the Netherlands during 2010. The Dutch visitors rode with the New Castle County Paramedics in addition to the Delaware State Police helicopter, Crozer-Chester Medical Center EMS, and the PennSTAR flight program in Philadelphia. The Dutch visit is an annual event, and was informally named "Cloggy Medics 2010."*

## ADMINISTRATIVE ACTIVITY

### Public Education/Injury Prevention Programs

New Castle County EMS continued to provide a limited number of public education activities to support its delivery of emergency medical care. Unfortunately, our agency has had to reduce its outreach activity as a result of fiscal restrictions throughout state and local government. A robust public education program can support the delivery and performance of an EMS system by improving the speed of public access and prompting appropriate bystander response before EMS arrives on scene. For instance, areas with higher rates of bystander CPR and bystander and/or law enforcement AED utilization generally have higher cardiac arrest survival rates.

#### Public Education Activities

<b>CPR/AED Classes</b>	17 courses conducted with certification of 259 persons
<b>CPR Healthcare Provider</b>	23 courses conducted with certification of 257 persons
<b>First Aid Classes</b>	5 courses conducted with certification of 73 persons
<b>Vial of Life Program</b>	Collaborated with Christiana Care Emergency Departments and Visiting Nurse Association, and volunteer fire service to facilitate distribution of Vial of Life kits
<b>EMS Division Displays</b>	Staffed 6 paramedic service displays or presentations with two EMS Division Honor Guard details for public safety funerals



*New Castle County Paramedics participated in “Family Preparedness Day” activities hosted at Glasgow Regional Park. The event included displays from multiple agencies, including emergency medical services, fire service, law enforcement and other non-governmental organizations that contribute to community preparedness and disaster response. The Medical Command and Mobile Aid Station (“MEDCOM”) and a County paramedic unit were on display for public tours throughout the day.*

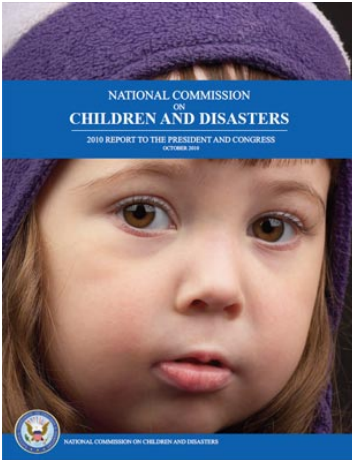
## ACCOMPLISHMENTS

### Continued Participation in National CARES Registry



The New Castle County Paramedics were one of the first 25 agencies to participate in the national Cardiac Arrest Registry to Enhance Survival (CARES) program operated by the Centers for Disease Control (CDC), American Heart Association (AHA) and Emory University. The CARES registry facilitates uniform collection of EMS response and hospital discharge data for cardiac arrest patients, and provides a platform for standardized data analysis. There are now 57 EMS agencies nationwide participating in the project.

### National Commission on Children and Disasters Releases Report to President and Congress



The National Commission on Children and Disasters released their report to the President and Congress in October 2010. The independent Presidential Commission is charged with conducting a comprehensive study to examine and assess the needs of children as they relate to preparation for, response to, and recovery from all hazards, including major disasters and emergencies. In 2008, New Castle County EMS Chief Lawrence Tan received a congressional appointment to the ten member Commission.

A copy of the report is available from the Commission web site at: [www.childrenanddisasters.acf.hhs.gov](http://www.childrenanddisasters.acf.hhs.gov)

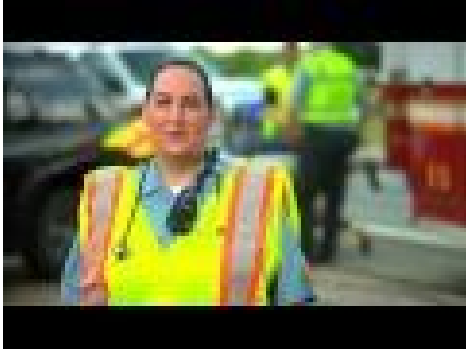
### NCCo Paramedics Eligible for Wilmington University Public Safety Scholarship Program



New Castle County EMS Chief Lawrence Tan (*second from right*) joined Governor Jack Markell and Wilmington University President Jack Varsalona announcing the establishment of a scholarship program benefitting the public safety community throughout the state. The program, which commences with the 2010-2011 school year and ends with the 2013-2014 school year, offers tuition-free undergraduate or graduate classes at Wilmington University. The program is designed to encourage and assist uniformed public safety personnel continue their professional and personal self-development.

*Photo courtesy of the Office of the Governor*

## NCC\*EMS Participation in Delaware “Move Over” Law Public Service Announcement



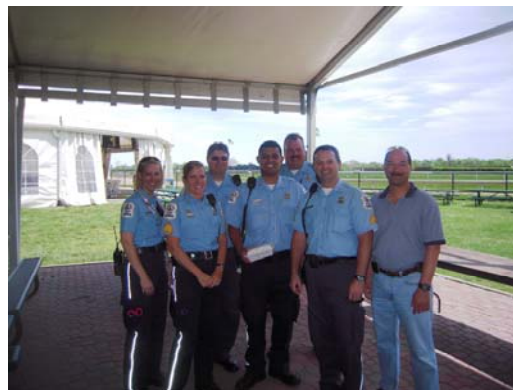
Representatives from the New Castle County EMS Division, including the two paramedics featured in the video, attended the premier of a new public service announcement at the Delaware City Fire Company. The event also served as the backdrop for the signing of Senate Bill #205 by Governor Markell. The new law makes it a felony in Delaware to cause injury to an emergency responder as a result of a failure to abide by the state’s “Move Over” Law. The measure is intended to increase the safety of emergency responders and highway maintenance staff that work along the roadways.

The 30 second video was created through a cooperative agreement with the United States Fire Administration and the Department of Homeland Security. Funding was provided by the Office of Justice Programs at the United States Department of Justice. The video features actual responders and was produced in Delaware. The New Castle County Paramedics were featured with members of the Delaware City Fire Company, Delaware State Police, New Castle County Police and Delaware Department of Transportation.

## National EMS Week 2010 Activities Offer Thanks to EMS Personnel



EMS Week 2010 was used as a time for medical providers and local community members to come together, celebrate and honor those who deliver a critical public service each and every day. New Castle County EMS participated in several activities during EMS week including the hosting of its annual EMS Graduation and Appointment Ceremony and two BBQ sessions for EMS Division personnel. A tribute to the New Castle County Paramedics was broadcast on the local government access channel throughout National EMS Week.



## Crash Victim and Family Thank Emergency Responders

Thirty-two emergency responders, including the New Castle County Paramedics involved in the case, joined the patient and his family at the Townsend Fire Company station for a reunion. Ian McPheeters, who was operating a truck that was involved in an early morning collision on August 27, 2010, was joined by his family to offer their appreciation for the rescue efforts. Members of the Townsend and Odessa Fire Companies, the New Castle County Paramedics, and Delaware State Police Aviation Section crew attended the event.

McPheeters was operating a truck that was involved in a serious collision on Route 1 just south of Townsend near Fieldsboro Road. The impact crushed the cab of his truck, rendering him trapped for over two and a half hours. He was transported by State Police helicopter to the Christiana Hospital, where a trauma team had been assembled following the "Trauma Alert" activation by paramedics.



*(left to right) Mr. Ian McPheeters, P/Cpl. David Aber, P/Cpl. Richard Moerman and P/Sgt. Kenneth Dunn participate in an informal discussion after having an opportunity to meet the patient and his family following their response to a serious crash on August 27<sup>th</sup>.*



*(left to right) Chief Lawrence Tan, Paramedic Sgt. Kenneth Dunn, P/Cpl. Richard Moerman, Mr. Ian McPheeters, P/Cpl David Aber and Asst. Chief Richard Krett at the reunion held at the Townsend Fire Company station on November 17<sup>th</sup>.*

## NCC\*EMS Attends Senator Carper's All Hazards Incident Preparedness Conference



The EMS Division attended the All-Hazards Event with Senator Thomas Carper and FEMA Deputy Administrator Richard Serino in the New Castle County Public Safety Headquarters EOC on June 1, 2010. The annual conference focuses on the need for enhanced communication between federal, state and local government during crisis situations.

## NCCo Paramedics Recognized at Public Safety Awards Ceremonies



Nine Emergency Medical Services Division personnel were recognized in events held in March and November 2010 for their accomplishments and performance during separate Department of Public Safety Awards Ceremonies. County Executive and United States Senator-Elect Christopher Coons joined the Public Safety executive staff in recognizing employees from all divisions within the department. The following EMS Division personnel were cited for exemplary performance at both ceremonies:



S/Lt. Joseph J. Dudley  
Paramedic Sgt. Kenneth N. Dunn  
Paramedic Sgt. Dawn E. Gulezian  
Paramedic Cpl. Robin K. Brown  
Paramedic Cpl. Isaac J. Hankins  
Paramedic 1/C Garry L. Collins  
Paramedic 1/C Crystal D. DiMauro  
Paramedic 1/C Michael P. O'Shaughnessy  
Paramedic 1/C Stacy L. Press Johnson  
Paramedic Katherine A. James  
Paramedic Lisa L. Lock  
Paramedic Laura R. Peterson  
Paramedic Brianne C. Sullivan  
EMS Lt. Frank V. Pietrazak, Ret.  
Paramedic Cpl. Michael P. Cavazzini, Ret.



NCCo EMS Division Personnel Recognized During Promotion Ceremony



*Daniel G. Seador*



*Mark R. Logemann*



*Martha L. Russ*

Three personnel from the Emergency Medical Services Division of the New Castle County Department of Public Safety were recognized during a promotional ceremony in 2010. Senior Lieutenant Daniel G. Seador was promoted to EMS Assistant Chief while Paramedic Corporal Mark R. Logemann and Paramedic Corporal Martha L. Russ were promoted to the rank of Paramedic Sergeant.

Assistant Chief Seador has been assigned as Commander, Operations Branch. Paramedic Sergeants Mark Logemann and Martha Russ have been assigned to Field Operations on a power shift rotation to augment field supervision and response capabilities during higher call volume and staffing periods.



*Our Mission is Your Life*