

PENINSULA AMBULANCE CORPS

This was the first year of Peninsula Ambulance Corps (PAC) 6th decade! Our longevity is due not only to the dedication of staff and management but also to the steadfast support of our Town governments and those many private citizens who respond to our appeal every year.

Our new manager, Alan Henschke, completed his first full year at PAC. The management team is continuing to reorganize our business model to improve efficiency and to match our staffing model with call volume patterns. 2019 performance demonstrates how these changes have improved our bottom line. We have had an increase in the availability of ambulances to serve the community and an increase in our call volume.

PAC has partnered with Healthy Peninsula, At Home Downeast, and Northern Light Blue Hill Hospital to provide Community Paramedicine services to the communities we serve and been approved by the State of Maine to do so. Funded by a grant, there is no charge to patients at this time. The program enables EMS staff to visit patients in their homes and provide services such as welfare checks, home safety evaluations, medication reconciliation, vital sign checks and other procedures as requested by a patient's physician. PAC then provides reports to the patient's physician and care givers.

We are proud of our 5 full-time and 25 part-time staff—the Paramedics and EMTs who make the program work. We continue to provide staff with continuing education for mandated federal and state classes. Our employees like their jobs and provide real benefit to the communities we serve.

Our fleet of three ambulances allows us to maintain our staffing model of two on-duty ambulances with a spare to use when an ambulance needs to be serviced. This also allows us to staff the third ambulance for a stand-by such as the Blue Hill Fair and at times of high call volume. We utilize management to staff the third ambulance during these high-volume times, which allows us to respond to more calls.

Our largest customers remain Medicare (federal government) and Medicaid/ MaineCare (state government). Together, they represent 44% of our billing. However, for every \$1 of that billing, we are paid only \$0.70 at best. Medicaid reimbursements are often less than 50%. This accounts for most of our operating deficit. The remaining shortfall is the result of running a service in a large territory with a small population.

Call volume—the basis upon which we are reimbursed—was 1,448, an increase of 370 calls from 2018. Totals by Towns are given in the chart below. Inter-hospital patient transports, which were 39% of call volume, are also included in call totals. We identified another 25 calls (all non-emergency) which we could have completed if we had had available staff. This is down from 69 calls in 2018. This increase improves our income and our service to all residents of the Greater Blue Hill Peninsula.

2019 Calls by Town

Blue Hill	715	Penobscot	77
Brooklin	48	Sedgwick	86
Brooksville	62	Surry	177
Castine	111	Other Towns	172

Report to the Towns 2019 01.23.2020

We decrease our deficit in three ways: with the support of our town governments, by individual donations to our annual appeal, and by using volunteer board members to accomplish administrative and fund-raising tasks.

This year we are asking our Towns for the same support as last year: \$18.50 for the operating budget and \$4.43 for the ambulance reserve fund, for a total of \$22.93 per capita. Next year, in addition to increasing our call volume, we will be further invigorating our annual campaign.

Staff and ambulances are the visible aspects of PAC, but community loyalty and the funds provided by the Towns are its lifeblood. Our annual appeal to the public provides an essential and remarkably consistent source of support, but we must rely to the greatest extent on the common sense of Town governments and citizens to understand the necessity for an ambulance service, and that, if we don't hang together and make it work, no one else will.

We thank you for your steady and generous support.