

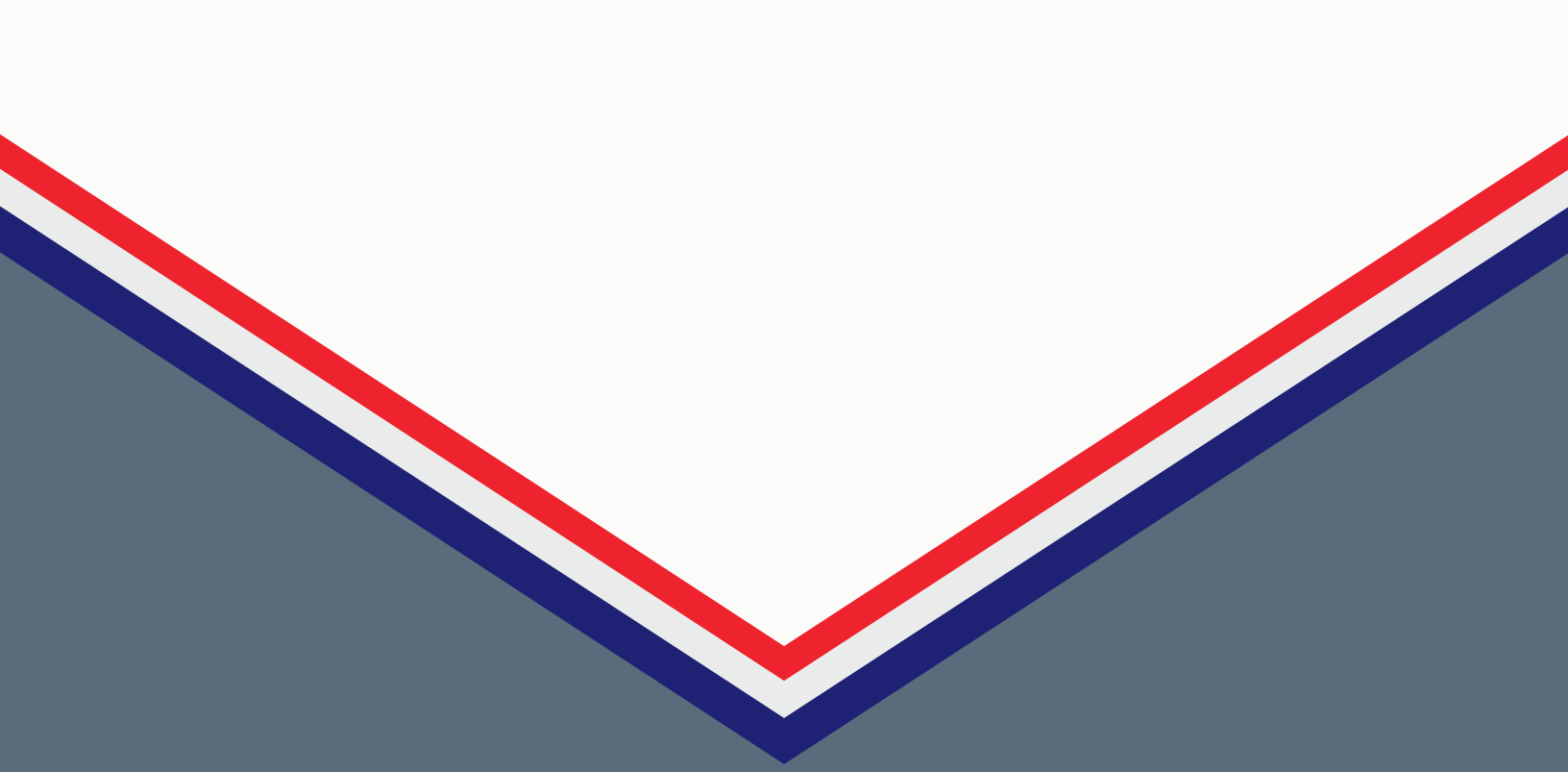


# LANCASTER



## 2021 ANNUAL REPORT

*Providing Gold Standard Care Everyday*



“Wherever the art of  
medicine is loved, there is  
also a love of humanity.”

- *Hippocrates*



## O u r M i s s i o n :

*"Provide comprehensive, skillful, cost effective emergency and non-emergency health care services to the Lancaster community while continuing to evolve with changing health care needs."*







# OUR VALUES

THE CORE OF WHAT MAKES US, US

## COMMITMENT

We are dedicated to treating illness and injury in the Lancaster community utilizing up-to-date principles and practices of modern emergency medical services.

## RESPECT

We set a personal example of trust and fairness by recognizing the dignity of others.

## TEAMWORK

We practice teamwork through skilled communication and personal cooperation to achieve our common goal.

## ACCOUNTABILITY

We are responsible as professionals for our actions.

## INTEGRITY

We serve with personal and organizational honesty, ethics, loyalty and dedication.

## SERVICE

We strive for excellence in the service we deliver through ongoing evaluation and improvement.

## FAIR TREATMENT

We do not discriminate as an employer or provider of pre-hospital health care services due to race, religion, gender, ethnicity, sexual orientation, culture, or disability.





LANCASTER EMS

WHO WE

ARE

Lancaster EMS is a private non-profit 501(c)(3), nationally accredited ambulance service located in Lancaster County, Pennsylvania. Our diverse emergency response provides service for **over 260,000 residents in 21 municipalities**. We respond to **over 100 requests for service each day**, making us the busiest EMS provider in the county.

We operate from **11 different locations** providing advanced life support (ALS) and basic life support (BLS), wheelchair van, specialty and bariatric patient transportation services and a proactive team of Community Paramedics. We also offer medical standby coverage for events and a variety of educational services for both healthcare professionals and community members.

Our staff is highly skilled, continually trained, and are committed to providing **you** the highest quality care in the county.

25 YEARS OF GOLD STANDARD CARE

MESSAGE FROM  
*Executive*  
**Director**

C. Robert May



"The last 24 months have tested the Lancaster EMS team members in unprecedented ways. A period defined by a global pandemic, political instability, civil unrest, and a declining statewide EMS workforce.

I continue to be inspired by the enduring strength, resilience and continued passion by all of the Lancaster EMS employees for what we do every day. Being on the front lines of healthcare, treating and transporting the sick and injured under any circumstances, and sacrificing in many ways in support of our vital mission.

Emergency medical services will continue to face many challenges; which confirms the critical importance of finding innovative solutions and adapting to an everchanging world. The Lancaster EMS team will continue to proudly answer the call, today and tomorrow."

# BOARD OF



- **Mrs. Gladdie L. McMurtrie, Chair**
  - Community Representative
- **Mr. Michael Johnson, Treasurer**
  - VP Finance, Physician Network  
UPMC Pinnacle
- **Mr. Richard Moriarty, Secretary**
  - Community Representative
- **Dr. Craig Skurcenski, Trustee**
  - Vice President Emergency  
Medicine, UPMC PinnacleHealth
- **Mrs. Denise Kennedy, Trustee**
  - Vice President, Financial Services,  
Penn Medicine Lancaster General  
Hospital
- **Dr. Michael Reihart, Trustee**
  - Physician, Emergency Medicine,  
Penn Medicine Lancaster General  
Hospital
- **Dr. Carleen Warner, Trustee**
  - Medical Director, UPMC Pinnacle  
Medical Group PinnacleHealth  
Lancaster Division
- **Mr. Ralph ('Hutch') Hutchison, Trustee**
  - Community Representative  
Manager, East Lampeter Township
- **Mrs. Norma J. Ferdinand, Trustee**
  - Senior Vice President of Quality,  
Penn Medicine Lancaster General  
Hospital
- **Mrs. Carla Leed, Trustee**
  - Administrative Director,  
Emergency/Trauma Services  
Penn Medicine Lancaster General  
Hospital
- **Mr. Carl Homa, Trustee**
  - Nurse Manager, Emergency  
Services, UPMC Lititz
- **Mr. Geoff Beers, Trustee**
  - Community Representative  
CEO, Student Services/Student  
Lodging and  
Supervisor, West Lampeter  
Township
- **Mr. Patrick Hopkins, Trustee**
  - Community Representative  
Business Administrator, City of  
Lancaster



# DIRECTORS



# Our History

## 25 YEARS OF GOLD STANDARD CARE

**On April 28, 1996 at 0700 hours Lancaster EMS became operational.**

This year, Lancaster EMS—also known as ‘LEMSA’—celebrated its 25th anniversary. Our story began on February 27, 1996 when LEMSAs was first incorporated as a nonprofit 501 (c) (3) emergency medical services association. This was the result of a consolidation between the Advanced Life Support (ALS) of St. Joseph Hospital (SJH) and the Community Hospital of Lancaster (CHL).

The bold idea of joining two competing, hospital-owned ALS departments to form a private, not-for-profit ambulance service was brought forth by Bob May and Dave Bradley. At the time of the consolidation discussions, Bob was managing EMS and the Emergency Department at CHL and Dave was managing EMS at SJH. At the time of the new company start-up, Bob was appointed Board Chair and Dave became the Operations Manager for Lancaster EMS.

On April 28, 1996, the new agency became operational. With five stations across Lancaster County, LEMSAs was responsible for providing 9-1-1 ALS service to eighteen municipalities. Today, Lancaster EMS is one of the largest, most unique not-for-profit EMS organizations in the county, serving over 260,000 community residents across 21 municipalities. Bob still retains his leadership role as the Executive Director for Lancaster EMS, while Dave is now a Senior Risk Solutions Representative for Glatfelter Insurance.

Lancaster EMS has spent the last 25 years supplying gold standard care to the Lancaster County community; we aspire to do so for many more years to come.

NATIONALLY ACCREDITED  
SINCE 2005



GIVING LANCASTER COUNTY  
GOLD STANDARD CARE

Lancaster EMS has received reaccreditation from the Commission on Accreditation of Ambulance Services (CAAS) for its compliance with national standards of excellence. The original accreditation was obtained in 2005.

The review process for accreditation includes completion of a comprehensive application and on-site review by national experts in emergency medical services (EMS).

Lancaster EMS is the only ambulance service in Lancaster County to earn this achievement, and just 1 in 5 to be accredited in the state of Pennsylvania.

"ACCREDITATION REPRESENTS OUR  
FIRM COMMITMENT TO OUR  
PATIENTS AND TO OUR  
COMMUNITIES. WE CONTINUOUSLY  
STRIVE TO DO OUR VERY BEST AND  
WE VIEW ACCREDITATION AS  
ANOTHER STEP TOWARD  
EXCELLENCE."

- C. Robert May, Executive Director



## Committed to Giving YOU Gold Standard Care.

24 Hours a Day.  
7 Days a Week.  
365 Days a Year.







# L o c a t i o n s

## Our EMS Stations...

- **East Station (6-1)**
  - 1829 Lincoln Highway East,  
Lancaster, PA 17602
- **Buck Station (54-6)**
  - 897 Lancaster Pike,  
Quarryville, PA 17566
- **Quarryville (56-5)**
  - 325 Park Avenue,  
Quarryville, PA 17566
- **Conestoga Station (56-9)**
  - 3292 Main Street,  
Conestoga, PA 17516
- **Strasburg Station (56-6)**
  - 20 Lancaster Avenue,  
Strasburg, PA 17579
- **West Station (6-2)**
  - 100 E Charlotte Street,  
Millersville, PA 17551
- **Willow Valley Station (56-1)**
  - 450 Willow Valley Lakes Drive,  
Willow Street, PA 17584
- **Lancaster Township FD Station (6-8)**
  - 125 Fairview Avenue,  
Lancaster, PA 17603
- **Columbia Avenue Station (6-3)**
  - 2650 Columbia Avenue,  
Lancaster, PA 17603
- **LGH Station (6-7)**
  - 555 N Duke Street,  
Lancaster, PA 17603
- **Woman & Babies Hospital (6-9)**
  - 690 Good Drive,  
Lancaster, PA 17601

***Serving 21 Municipalities in Lancaster County!***

# OUR SERVICE AREA

## A n d L o c a t i o n s

### Service Area Map

*Please refer to the map on the right*

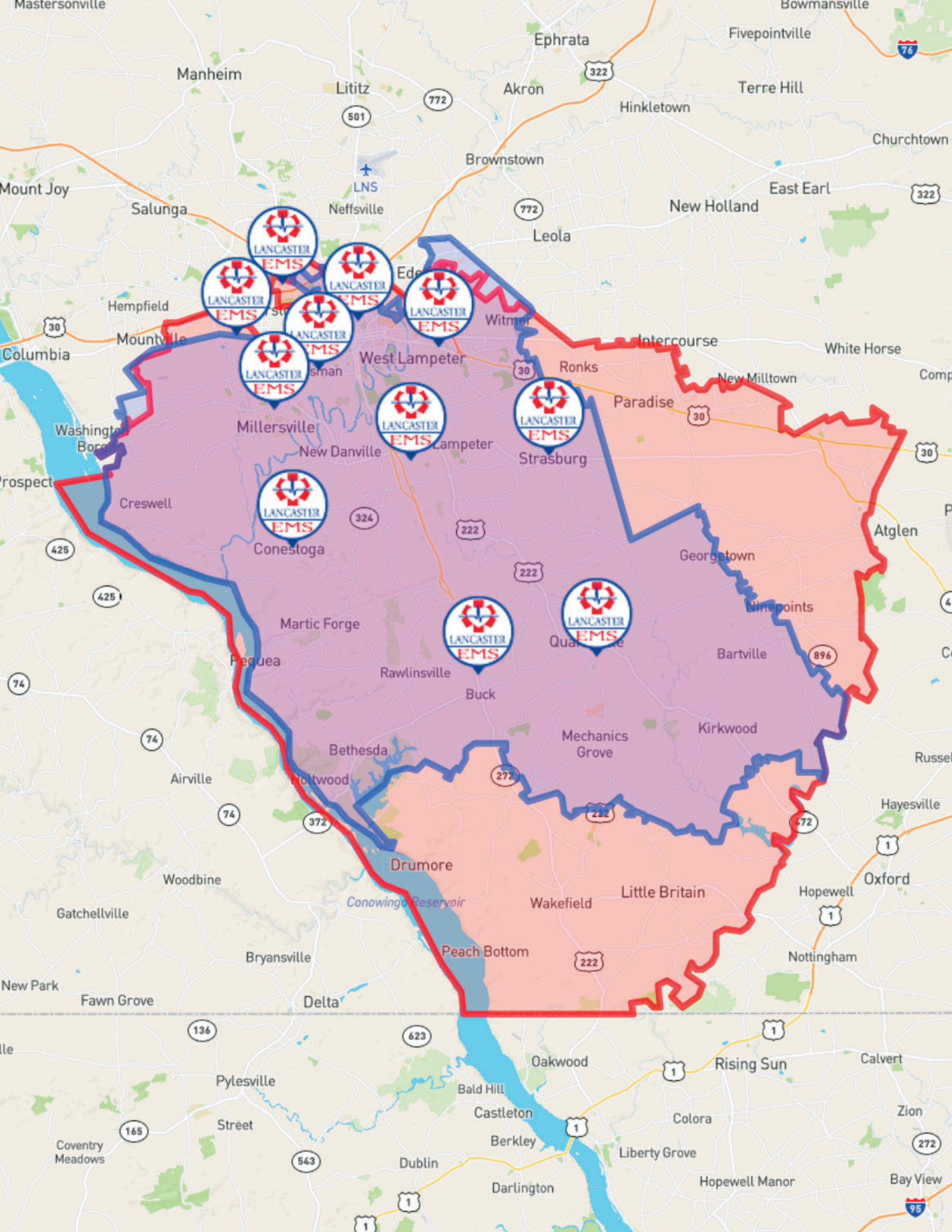
### Did You Know...

- Lancaster EMS serves over 260,000 community members across 21 municipalities, making it one of the largest nonprofit EMS agencies in the county
- We have 11 stations across Lancaster County
- In 2021, Lancaster EMS responded to over 43,000 requests for service

**Red shaded areas** are within our ALS coverage area. **Blue shaded areas** are within our BLS and Membership coverage area. The overlapping areas that appear purple are within both our BLS and ALS coverage area. **Advanced Life Support (ALS)** is a level of care for patients who are facing life-threatening illness or injury. **Basic Life Support (BLS)** is a level of care for patients who are experiencing medical conditions that are not life-threatening. Pins signify our station locations.









# OUR MEMBERSHIP

## SERVING LANCASTER COUNTY FOR 25 YEARS

We remain committed to providing the very best equipment, technology, and highly trained professionals for resident's healthcare. Our efforts and readiness come at a high financial price.

**We receive no direct tax dollars.**

***We rely on those that we serve for support.***

For our members, we wave unpaid out-of-pocket expenses for all emergency medical services balances after we receive payment from the insurance company (excluding deductibles and unauthorized discounts). If the patient doesn't have insurance or if their insurance denies the charges, we give a 20% discount on emergency service charges. Our members receive a 20% discount for CPR certification classes. Members also receive a 20% discount for wheelchair and non-emergency transport services.

### ***Our Membership Coverage Area is Offered in the Following Municipalities...***

- Colerain Township
- Conestoga Township
- East Drumore Township
- East Lampeter Township
- Eden Township
- Lancaster City
- Lancaster Township (East & West)
- Manor Township
- Martic Township
- Millersville Borough
- Pequea Township
- Providence Township
- Quarryville Borough
- Strasburg Borough
- Strasburg Township
- West Lampeter Township

### ***And Portions Of the Following Areas...***

- Bart Township
- Drumore Township

# EMS IN CRISIS

*What if you called 9-1-1, but EMS wasn't there to respond?*

*Our future is directly dependent on the support we receive from the very same communities we serve.*

Emergency Medical Services in many locations across the United States are in crisis. Lancaster EMS-- like most EMS agencies in Pennsylvania, are struggling with recruiting and retaining personnel. In addition, agencies are not fully reimbursed by Medicare/Medicaid for the life-saving services being provided.

*When it comes to Lancaster EMS, you may be surprised to learn that:*

- Lancaster EMS **does not** receive direct tax dollars. Our funding is received through Fees for Services (86%), Investment Revenue (4.6%), Grants/Donations (2.4%), Ambulance Membership Subscriptions (3.7%), Training (1.7%) and Municipal Support (1.6%).
- Reimbursement from Medicare/ Medicaid cover less than half the cost of the life-saving services that we provide.
- Some Pennsylvania EMS patients receiving commercial reimbursement for 9-1-1 medical services **do not** forward payment to the ambulance agency that provided the service.
- For many nonprofit, private ambulance providers, EMS wages and retirement benefits **are not** commensurate with Police and career Fire services.

*Scan our QR code below to donate!*

*Donations are 100% tax deductible*





2021

# Statistics

**11** ..... *Locations*

**13** ..... *Board Members*

**46** ..... *Vehicles*

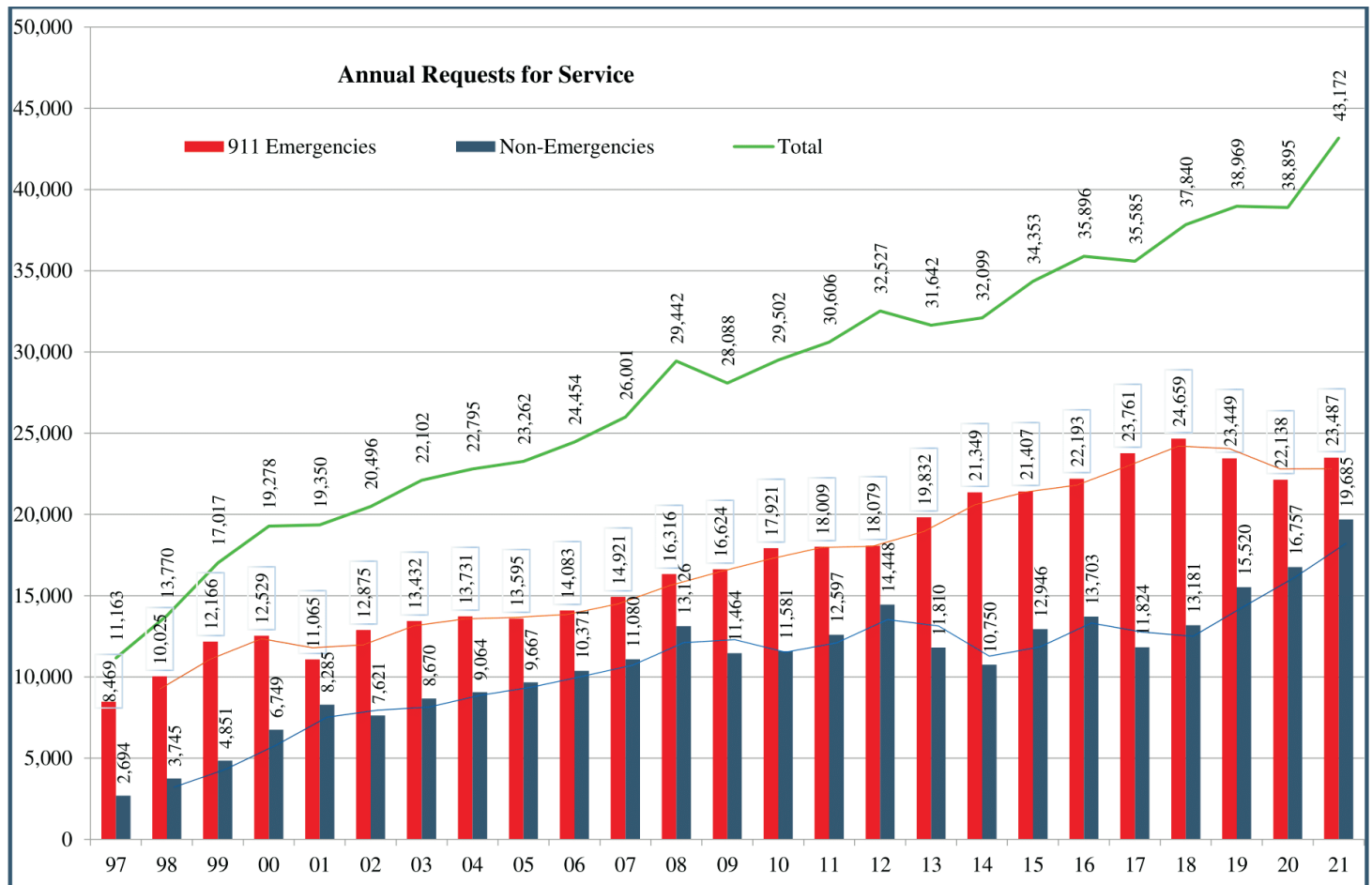
**155** ..... *Employees*

**43.1k** ..... *Annual Requests for Service*

**12.5M** ..... *Annual Operating Budget*



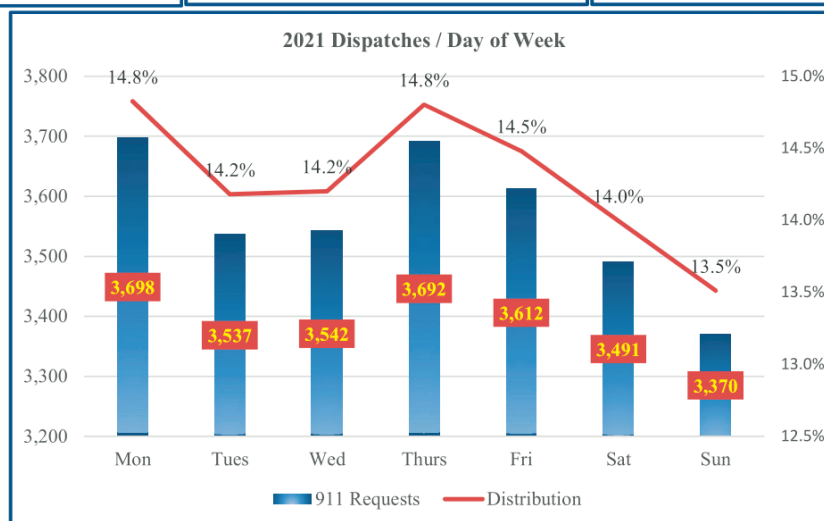
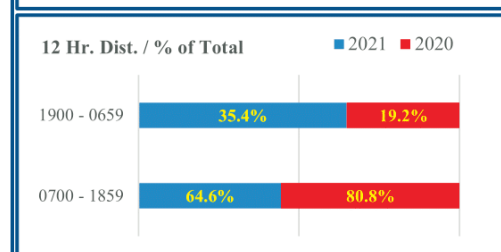
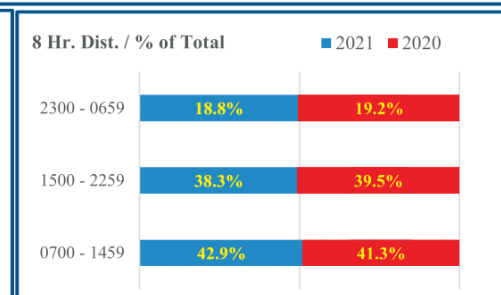
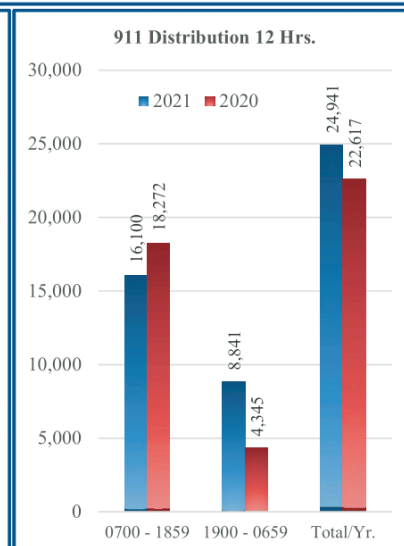
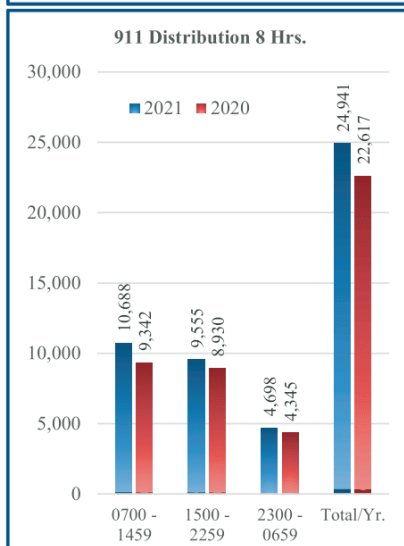
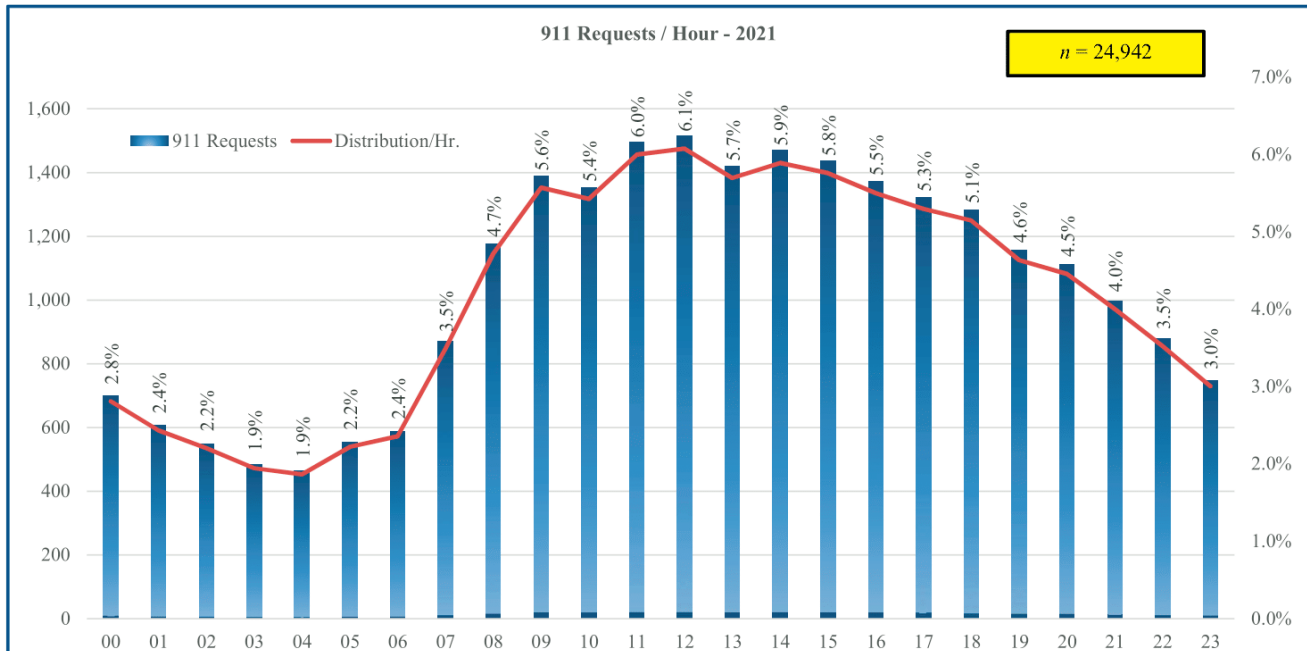
# Annual calls for service...



“911 Emergencies” Include: Ambulance Dispatches by the 9-1-1 Center

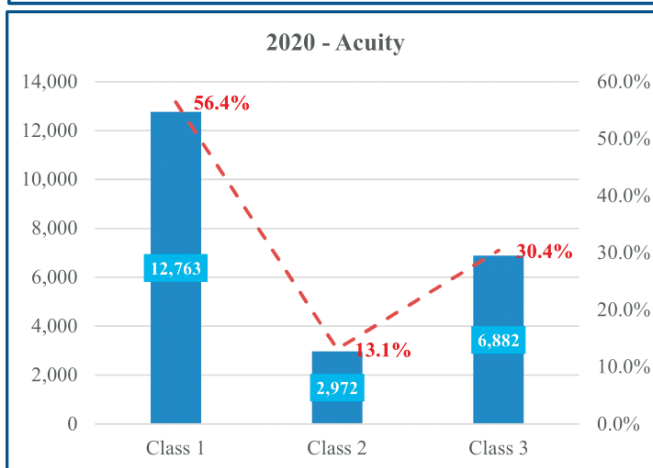
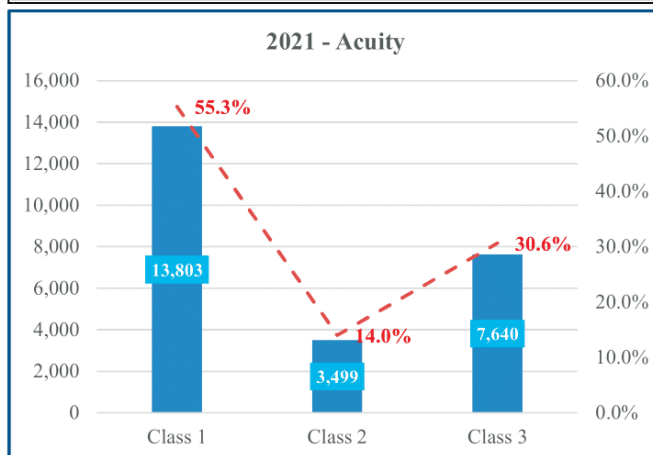
“Non-Emergencies” Include: Inter-facility transports; Community Paramedic visits; and Wheelchair and Sedan Services

# 9-1-1 annual calls per hour.....



	2021	2020	('21-'20)
MUNICIPALITY (All)	Requests	Requests	% Inc/Dec
LANCASTER CITY	9,464	9,131	3.6%
LANCASTER TOWNSHIP	2,596	2,305	12.6%
EAST LAMPETER TOWNSHIP	1,874	1,634	14.7%
MANOR TOWNSHIP	1,759	1,425	23.4%
WEST LAMPETER TOWNSHIP	1,698	1,595	6.5%
EAST HEMPFIELD TOWNSHIP	1,246	1,013	23.0%
PROVIDENCE TOWNSHIP	741	604	22.7%
MANHEIM TOWNSHIP	616	425	44.9%
MILLERSVILLE BOROUGH	557	505	10.3%
PEQUEA TOWNSHIP	437	341	28.2%
EAST DRUMORE TOWNSHIP	408	417	-2.2%
WEST HEMPFIELD TOWNSHIP	407	325	25.2%
STRASBURG TOWNSHIP	322	236	36.4%
MARTIC TOWNSHIP	308	297	3.7%
QUARRYVILLE BOROUGH	277	232	19.4%
PARADISE TOWNSHIP	221	197	12.2%
CONESTOGA TOWNSHIP	217	208	4.3%
STRASBURG BOROUGH	207	233	-11.2%
COLUMBIA BOROUGH	169	89	89.9%
FULTON TOWNSHIP	163	161	1.2%
DRUMORE TOWNSHIP	152	132	15.2%
LITTLE BRITAIN TOWNSHIP	146	139	5.0%
COLERAIN TOWNSHIP	141	143	-1.4%
BART TOWNSHIP	136	119	14.3%
MOUNTVILLE BOROUGH	123	127	-3.1%
EDEN TOWNSHIP	111	106	4.7%
SALISBURY TOWNSHIP	89	131	-32.1%
LEACOCK TOWNSHIP	68	61	11.5%
UPPER LEACOCK TOWNSHIP	52	31	67.7%
SADSBURY TOWNSHIP	40	81	-50.6%
YORK COUNTY	33	32	3.1%
CHRISTIANA BOROUGH	31	69	-55.1%
EAST DONEGAL TOWNSHIP	31	15	
E. PETERSBURG BOROUGH	20	19	
RAPHO TOWNSHIP	20	7	
CHESTER COUNTY	11	5	
MARIETTA BOROUGH	10	4	
MOUNT JOY BOROUGH	7	3	
WARWICK TOWNSHIP	7	2	
PENN TOWNSHIP	6	1	
EARL TOWNSHIP	5	4	
NEW HOLLAND BOROUGH	3	5	
EAST EARL TOWNSHIP	2	0	
LITITZ BOROUGH	2	2	
MANHEIM BOROUGH	2	2	
MOUNT JOY TOWNSHIP	2	0	
DAUPHIN CONEWAGO TWP	1	0	
DENVER BOROUGH	1	0	
EPHRATA TOWNSHIP	1	4	
HARFORD COUNTY MD	1	0	
WEST DONEGAL TOWNSHIP	1	0	
<b>Total</b>	<b>24,942</b>	<b>22,617</b>	<b>10.3%</b>

	2021	
MUNICIPALITY (Primary)	Requests	Distribution
LANCASTER CITY	9,464	44.7%
LANCASTER TOWNSHIP	2,596	12.3%
EAST LAMPETER TOWNSHIP	1,874	8.9%
MANOR TOWNSHIP	1,759	8.3%
WEST LAMPETER TOWNSHIP	1,698	8.0%
PROVIDENCE TOWNSHIP	741	3.5%
MILLERSVILLE BOROUGH	557	2.6%
PEQUEA TOWNSHIP	437	2.1%
EAST DRUMORE TOWNSHIP	408	1.9%
STRASBURG TOWNSHIP	322	1.5%
MARTIC TOWNSHIP	308	1.5%
QUARRYVILLE BOROUGH	277	1.3%
CONESTOGA TOWNSHIP	217	1.0%
STRASBURG BOROUGH	207	1.0%
FULTON TOWNSHIP	161	0.8%
DRUMORE TOWNSHIP	152	0.7%
LITTLE BRITAIN TOWNSHIP	146	0.7%
COLERAIN TOWNSHIP	141	0.7%
BART TOWNSHIP	136	0.6%
EDEN TOWNSHIP	111	0.5%
<b>Total:</b>	<b>21,712</b>	



Class 1: Advanced - Class 2: Basic w/sirens - Class 3: Basic no/sirens



<b>Nature</b>	<b>2021</b>		<b>2020</b>	
	<b><u>Dispatches</u></b>	<b><u>Distribution</u></b>	<b><u>Dispatches</u></b>	<b><u>Distribution</u></b>
SICK PERSON	4,786	19.2%	4,054	17.9%
FALL-INJURED	3,125	12.5%	2,810	12.4%
BREATHING PROBLEM	2,678	10.7%	2,442	10.8%
CHEST PAINS	1,474	5.9%	1,341	5.9%
UNCON PERSON	1,382	5.5%	1,287	5.7%
VEHICLE ACCIDENT	1,111	4.5%	967	4.3%
PSYCHIATRIC-EMOTIONAL	1,072	4.3%	996	4.4%
UNKNOWN EMS-PERSON DOWN	828	3.3%	808	3.6%
ABDOMINAL PAIN-SICK	816	3.3%	665	2.9%
OVERDOSE-POISONING	798	3.2%	879	3.9%
CONVULSION-SEIZURE	774	3.1%	782	3.5%
HEART PROBLEM	745	3.0%	623	2.8%
STROKE-CVA	661	2.7%	496	2.2%
CARDIAC ARREST	643	2.6%	642	2.8%
TRAUMATIC-INJURED	622	2.5%	529	2.3%
HEMORRHAGE	523	2.1%	456	2.0%
DIABETIC	461	1.8%	418	1.8%
MEDICAL ALARM	397	1.6%	380	1.7%
BACK PAIN-SICK	287	1.2%	258	1.1%
FIRE	255	1.0%	235	1.0%
ASSAULT-INJURED	220	0.9%	237	1.0%
ALLERGIC REACTION	196	0.8%	159	0.7%
PREGNANCY-MATERNITY	152	0.6%	130	0.6%
PUBLIC SERVICE	133	0.5%	126	0.6%
HEADACHE-SICK	122	0.5%	99	0.4%
LACERATION-INJURED	120	0.5%	110	0.5%
PERSON STRUCK	120	0.5%	120	0.5%
CHOKING	63	0.3%	85	0.4%
ATTEMPTED SUICIDE	46	0.2%	50	0.2%
GAS LEAK	44	0.2%	127	0.6%
HEAT-COLD EXPOSURE	43	0.2%	37	0.2%
SHOOTING	31	0.1%	48	0.2%
STABBING	27	0.1%	29	0.1%
ANIMAL BITE-INJURED	25	0.1%	25	0.1%
ASSIST POLICE DEPT	25	0.1%	31	0.1%
EYE PROBLEM-INJURED	22	0.1%	26	0.1%
RESCUE-WATER ROADWAY	22	0.1%	33	0.1%
BURN VICTIM	17	0.1%	21	0.1%
CO INHALATION	17	0.1%	12	0.1%
INVESTIGATION-WITH BLS	13	0.1%	7	0.03%
RESCUE-ENVIRONMENTAL	9		8	
RESCUE-LEVEL 2	6		0	
RESCUE-WATER	6		4	
ELECTROCUTION	5		7	
RESCUE-WATER-BOAT	5		9	
STANDBY-TRANSFER EMS	4		2	
AIRCRAFT DISTRESS/ACCIDENT	2		0	
EMERGENCY TRANSFER	2		2	
HAZ MAT INCIDENT	2		3	
CHECK ON WELFARE	1		1	
CHILD-FAMILY OFFENSE-IN PROG	1		0	
DROWNING	1		1	
RESCUE-COLLAPSE-CONFINED SPACE	1		0	
RESCUE-FARM	1		0	
<b>Total</b>	<b>24,942</b>		<b>22,617</b>	

# Feedback From *Our Community...*

"Could not have asked for any emergency service any better. I was extremely glad of how sensitive to my needs all of the members who arrived were."

- Linda H.

"To the amazing Lancaster EMS Team- there is nothing like the rush of relief and wave of thankfulness that came over me when I called Lancaster EMS...You are angels on wheels! It is what truly makes you stand above the rest. We are grateful for you and our whole community is blessed to have you."

- Meredith J.

"To the medics who came to my house--Thank you so much for trying to save my husband on that tragic night. You and your colleagues have one of the most difficult jobs and I want you to know how much I appreciate what do you every day for our community."

- Denise A.

"Thank you for the risks you take, the sacrifices you make, and all the assistance you provide"

- Nancy T.

"Thank you for your quick response. We are very appreciative for your quick action to help our employee that had a heart attack. Your service and dedication to the community is a blessing. Thank you."

- Lyons & Hohi P.

"New Danville FC and Lancaster EMS responded to a cardiac arrest on July 20. Unfortunately, the patient did not respond to resuscitation efforts, however, your staff, as always, did an exemplary job. I just wanted to take a minute to comment on the professionalism of Medic 600, DJ...I realize your people deal with this sort of thing on a frequent basis, but DJ showed that he clearly cared about the welfare of the family,"

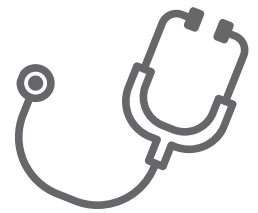
- Brad Shenk, New Danville Fire Co.





## WHAT WE OFFER:

# EDUCATION



## Community Outreach

As a part of our mission to uphold the wellbeing of the general public, Lancaster EMS participates regularly in a wide variety of community outreach events. At these events, our staff performs medical demonstrations, offers tours of our ambulatory vehicles, and talks in-depth about what the world of EMS entails.

Some of the events Lancaster EMS has participated in include, but is not limited to: Toys For Tots, Lafayette Fire Company's Cadet Camp, Millersville Parade, Healthy Kids Day, and events at Clipper Magazine Stadium.





American  
**Heart**  
Association®

**AUTHORIZED**  
**TRAINING**  
C E N T E R

## AHA Courses for Healthcare Providers

Lancaster EMS is an authorized training center that hosts several courses for healthcare professionals: BLS/Heart saver Instructor Course, ACLS, BLS and CPR, PALS, and PEARS. These courses are designed primarily for healthcare professionals in emergency departments, intensive care units, critical care departments, surgical areas, or pre-hospital environments, such as physicians, nurses, paramedics, respiratory therapists, and other professionals who may respond to medical emergencies.

### Heartsaver CPR/AED/First Aid

Heartsaver CPR is a classroom course that teaches basic CPR skills such as performing a head tilt-chin lift, giving compressions and breaths, and calling your emergency response number (or 911). The program teaches Adult/Child CPR, Adult/Child Choking, and offers optional modules in Infant CPR and choking, Adult/Child CPR with mask, and Infant CPR with mask. Additionally, the course covers the proper usage of an Automated External Defibrillator (AED).



## Paramedic Program

Our paramedic program is a collaboration with Pennsylvania College of Health Sciences. Experienced paramedics, pre-hospital registered nurses, and physicians lead students through lectures, skill sessions, and clinical/field training. Upon successful completion, students are eligible to take the National Registry of Emergency Medical Technicians Paramedic Certification exam.



# EMT

## A C A D E M Y

LEARN WHILE YOU EARN  
**Education today to save a life tomorrow!**



*Lancaster EMS now offers a PA Bureau of EMS approved EMT-Basic Certification Course. This program is a collaborative effort with PA CareerLink.*

*Eligible candidates are being hired as Full-Time Lancaster EMS employees and compensated a training wage of \$15.00/hour and work a minimum of 40 hours/week. Upon successful completion of the program and after obtaining their PA Bureau of EMS certification, the employee will be promoted to EMT-Basic with the commensurate pay increase to \$19.00/hr. and associated benefits. The candidates also agree to a 24-month commitment to Lancaster EMS post certification.*



Thanks to Schreiber Pediatric...

# LANCASTER EMS IS SENSORY PREPARED



We have partnered with Schreiber Pediatric to become the 1st EMS Agency in Lancaster County to equip 30 of our front-line ambulances with sensory bags. The push for change came from Lancaster EMS, EMT Saranika Griffith, who also happens to be a mother to a five year old boy with Autism. She brought the idea to Marisa Seubert, Director of Marketing & Development who then passed it along to Schreiber.

Schreiber received a \$5,000 grant from the Clark Family Foundation that paid for 150 sensory bags along with the complete supply of sensory items, which included headphones, stress balls and sensory necklaces. Our providers use these sensory bags on calls to help children with autism or other behavioral or anxiety issues to feel more comfortable.

Lancaster EMS Community Paramedic, Katie Miller-Amick--another mother to a child with special needs--also provided input on the idea. *"It's a really good tool for us to have," she said, "It might not be an everyday situation, but when it does happen it's important for us to respond in a way that creates a positive experience for those patients."*







# COMMUNITY PARAMEDIC

Our Community Paramedic Program aims to improve health outcomes among medically vulnerable populations, to save healthcare dollars by preventing unnecessary 9-1-1 ambulance transports, and reduce emergency department visits and hospital readmissions.

**"COMMUNITY PARAMEDICS  
HELP THEIR PATIENTS IDENTIFY AND ADDRESS  
BARRIERS TO CARE AND SOCIAL DETERMINANTS  
OF HEALTH EMPOWERING THEM TO BE  
THEIR HEALTHIEST HAPPIEST SELF."**

*- Carli Bechtold, Community Paramedic Program Supervisor*

The Community Paramedic (CP) model is an innovative, proven solution to provide high quality primary prevention services by deploying a less expensive and often underutilized healthcare resource.



# COMMUNITY PARAMEDIC

## New Parent Program

Lancaster EMS has developed a program dedicated to families with newborns. The New Parent Program, taught by Community Paramedics, covers topics such as SIDS Education, Heartsaver CPR/Child & Infant Choking, Shaken Baby Education, and Febrile (fever) Seizure Education. Each New Parent Program is catered to each parent's individual needs. Our highly skilled paramedics offer to do appointments in-home or allow for parents to schedule an appointment to come to one of our stations.

## Shower Trailer

In partnership with LancCo MyHome (Lancaster County Homelessness Coalition), Lancaster EMS launched a mobile shower trailer. The trailer is outfitted with 2 shower stalls and a Community Paramedicine office. It offers hygiene and medical services, minor wound care, vaccinations and health related education to unhoused individuals in Lancaster City and surrounding areas. This service is free of charge to patients with hopes to fill gaps in care.

## We Also Offer...

- Vital Signs
- Glucose Level Checks
- 12-Lead EKGs
- Immunizations
- Wound Care
- Disease Management
- Medication Reconciliation
- Pulse Oximetry
- Breathing Treatment
- Wellness Education
- Weight Checks
- Blood Draws & Lab Drop Off

***AND MORE!***





# Covid-19 Vaccinations



LANCASTER EMS IN THE FIGHT AGAINST THE PANDEMIC

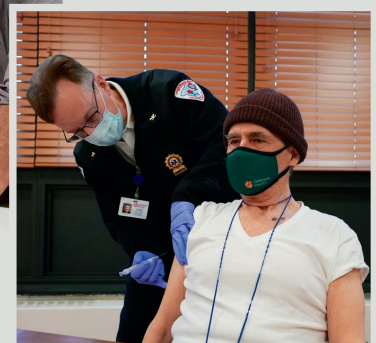
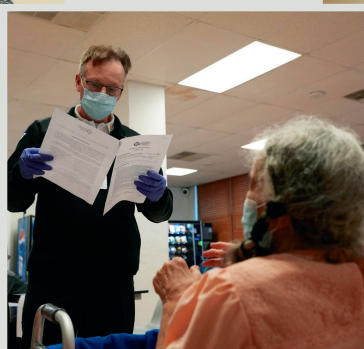
## *Administered 2,144 Vaccines*

Lancaster EMS was the 1st EMS agency in the Commonwealth of Pennsylvania to receive authorization from the Department of Health to administer the COVID-19 vaccine.

We received our first shipment of the Moderna COVID-19 vaccine on January 14, 2021, and began vaccinations four days later on January 18, 2021.

In conjunction with performing vaccinations at our Lincoln Highway Station, Lancaster EMS also reached patients through remote clinics and by performing in-home vaccinations.

Lancaster EMS is committed to maintaining the wellbeing of our community, and that didn't stop with the pandemic.





# WHEELCHAIR & PARATRANSIT

## TRANSPORTATION

In addition to emergency medical care, Lancaster EMS provides non-emergency medical transport services to our Lancaster County community residents.

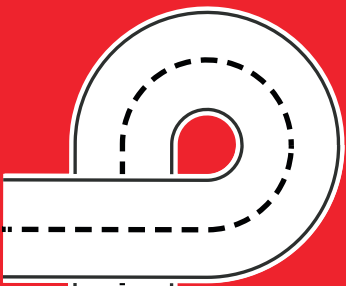
Our non-emergency Wheelchair and Paratransit transportation provides services to private callers, office of aging, social services, hospital contracts and referrals. Lancaster EMS provides Wheelchair and Paratransit transportation services for medical appointments, dental appointments, hospital discharges to extended care facilities or home/ daycare/ senior centers.



We transported over 6,000 patients in 2021 Alone!

**"SHIRLEY S. TRANSPORTED MY MOM TO LGH PAVILION FOR HER FIRST COVID VACCINE SHOT. SHE WAS EXTREMELY GENTLE AND A THOUGHTFUL DRIVER, AVOIDING POTHOLE AND OTHER ROAD HAZARDS. I HAD BEEN WORRIED ABOUT THE JOSTLING ON THE TRIP...THANK YOU SHIRLEY!"**

*- Linda E., Patient Family Member*



*Lancaster EMS Offers*

# FREE CAR SEAT CHECKS

We aspire to keep our community safe, and that starts *before* a 9-1-1 call is ever placed.

Amanda Mutterspaugh, A-Platoon Captain and Nationally Certified Child Passenger Safety Technician, guides parents through the proper and safe setup of car seats to ensure their child is safe while riding in the car.

The process takes about 30-60 minutes, depending on the number of seats and vehicles to be checked.

Car seat checks are by appointment only. Email to set up an appointment.



**CARSEATCHECK@LEMSA.COM**



# Our Ride Along Program

## *What We Do...*

Our Ride Along Program provides a comprehensive overview of the Emergency Medical Services process from 9-1-1 dispatch to patient handoff to a hospital emergency department. We will offer an educational overview of our life-saving medical equipment, select medications, vehicle and station tours, and a tour of an emergency department. You will witness our professional and caring providers respond to emergency calls firsthand.

## Ride Along Guidelines

- You will be given a lanyard ID badge to wear at all times. You may also be required to wear a safety vest (provided) if exiting the vehicle on a roadway incident
- As a VIP guest, you will be limited to strictly observing. Photography/Videography recording of patients during observation is strictly prohibited
- Lancaster EMS crew will review scene protocol to assure your safety and security
- We may ask your approval if we share a photo of your experience on our social media platforms and website
- Before you may participate in the program, we will ask you to sign a release of liability



Contact Lancaster EMS  
Executive Director Bob May  
(717) 481 - 4841 Ext. 114  
[ridealong@lemsa.com](mailto:ridealong@lemsa.com)



N A T E   S H O R T E R

# 2020 PARAMEDIC OF THE YEAR

*Everything Lancaster EMS Strives To Be*

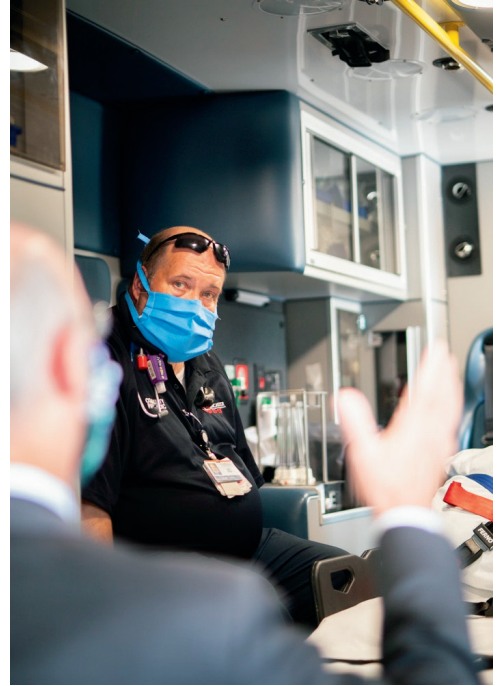
Each year, the Pennsylvania Department of Health, Bureau of Emergency Medical Services, with the assistance of the Pennsylvania Emergency Health Services Council (PEHSC) recognizes individuals, groups, and organizations that have made a significant contribution to Pennsylvania's EMS System.

**In 2020, Lieutenant Nate Shorter of Lancaster EMS had been named ALS Practitioner of the Year!**



"I DO NOT BELIEVE NATE STARTED THIS JOURNEY TO LEAVE A LEGACY, HOWEVER, HIS WORK, HIS ETHICS, AND THE ABILITY TO MEET PEOPLE WHERE THEY ARE HAS LEFT A LEGACY THAT WILL NOT SOON BE FORGOTTEN."

*- Captain Joe Carr of Lancaster EMS*



# Governor Wolf Visits Lancaster EMS

ON JULY 20TH OF 2020, GOVERNOR TOM WOLF VISITED OUR LANCASTER EMS MILLERSVILLE STATION TO THANK FIRST RESPONDERS:

*"DURING THE PANDEMIC, OUR EMERGENCY RESPONDERS HAVE BECOME MORE IMPORTANT THAN EVER," GOV. WOLF SAID. "THEY HAVE BEEN OUT ON THE FRONT LINES OF THIS FIGHT, HELPING ATTEND TO COVID-19 PATIENTS IN THEIR MOST DIRE TIME OF NEED. THEY HAVE HAD TO ADAPT THEIR PRACTICES TO KEEP THEMSELVES AND THEIR PATIENTS SAFE, ALL WHILE CONTINUING TO SERVE AS A LIFELINE TO THEIR COMMUNITIES AND SUPPORT THE HEALTH CARE SYSTEM."*











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