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# LANCASTER EMS ANNUAL REPORT



20  
23

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*Gold Standard Care. Everyday.*



# OUR VISION

To lead the evolution of pre-hospital care through the development and execution of mobile integrated health and community paramedic programs while also striving to meet the full spectrum of emergency and non-emergency healthcare needs of our community members and community partners.



*year in review video*



# OUR MISSION

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



**"Wherever** the art of **medicine** is loved, there is also a love for **humanity.**"

- *Hippocrates*

# 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.

## ACCOUNTABILITY

We are responsible as professionals for our actions.

## INTEGRITY

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

## 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.

## 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.



# WHO WE *are*

Lancaster EMS is a private, non-profit 501(c)(3) nationally accredited ambulance service proudly serving Lancaster County, Pennsylvania. Our diverse emergency medical response provides care for **over 260,000 residents in 21 municipalities**. We respond to over 155 requests for service each day, making us the **busiest EMS provider in the County**.

We have 12 stations and currently operate from **11 different locations** within the County providing advanced life support (ALS), basic life support (BLS), wheelchair van transportation, mental health sedan services, specialty patient transportation services and multiple Community Paramedicine Program services. We also provide numerous educational programs for both healthcare professionals and community members.

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

# MESSAGE FROM **OUR** DIRECTOR

“2023 was another successful year for Lancaster EMS. With significant increase in service demand, our team members worked extremely hard to meet the needs of our community. As we look forward to 2024, we will continue to overcome challenges and seek opportunities to serve those that rely on us. Our employees' passion and commitment to our mission will help us execute against our short- and long-term strategic goals of delivering outstanding care with compassion to Lancaster County residents and visitors.”

**C. ROBERT MAY**  
EXECUTIVE DIRECTOR



# BOARD OF DIRECTORS

## **DR. MICHAEL RIPCHINSKI**

*Chief Physician Executive*  
Penn Medicine Lancaster  
General Health

## **GEOFF BEERS**

*Community Representative; CEO, Student  
Services & Student Lodging*  
Millersville University / West Lampeter  
Township Supervisor (Treasurer)

## **MICHELLE DEL PIZZO**

*President*  
UPMC Memorial

## **RALPH HUTCHISON**

*Community Representative; Manager*  
East Lampeter Township

## **DANENE SORACE**

*Community Representative; Mayor*  
City of Lancaster

## **BARRY MITCHNECK**

*Chief Nursing Officer, Director of  
Patient Care Services*  
UPMC Lititz

## **DENISE KENNEDY**

*Vice President, Financial Services*  
Penn Medicine Lancaster  
General Health

## **TIM ZELLERS**

*Chief Nursing Officer*  
Penn Medicine Lancaster  
General Health

## **DR. DAN BLEDSOE**

*EMS Medical Director*  
UPMC Pinnacle Medical Group

## **GEOFFREY EDDOWES**

*Sr. Vice President*  
Penn Medicine Lancaster  
General Health

## **BRANDON STEWART**

*VP, CFO Physician Enterprise*  
UPMC Central PA

## **RICHARD MORIARTY**

*Community Representative*

## **GLADDIE MCMURTRIE**

*Community Representative*

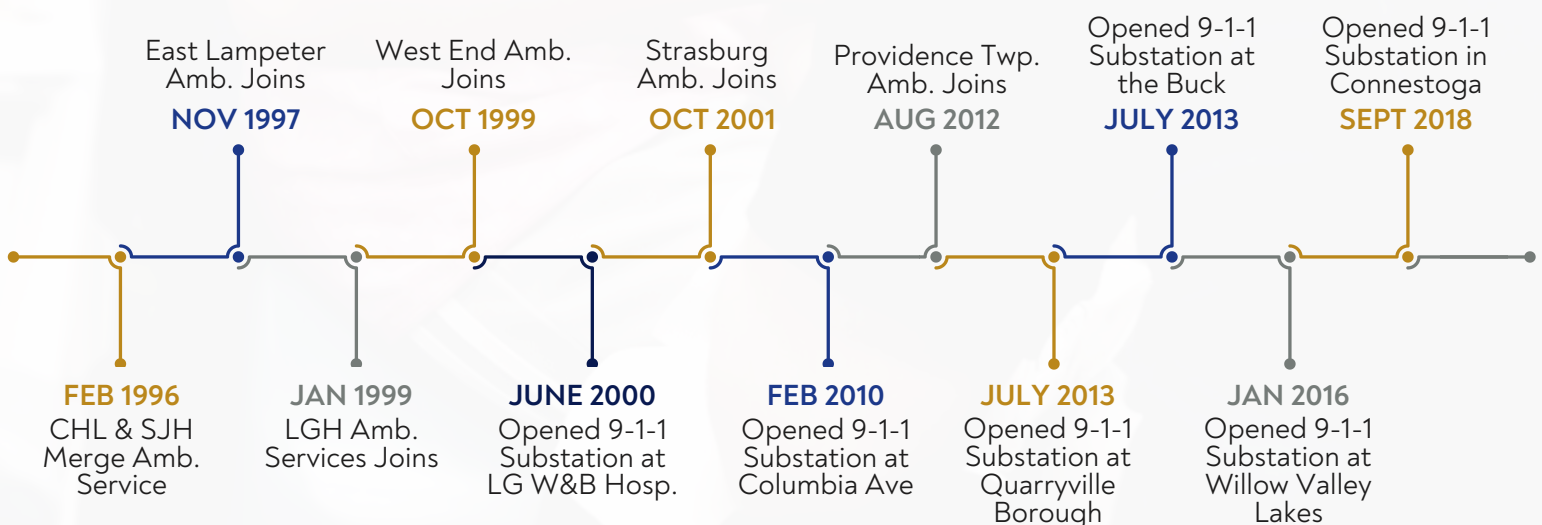
# OUR History

28 YEARS OF **GOLD STANDARD** CARE

Lancaster EMS is approaching its 30th anniversary. Our story began on February 27, 1996, when Lancaster EMS was incorporated as a nonprofit 501(c)(3) emergency medical services organization. This new EMS organization was the result of a consolidation between the ambulance services owned by St. Joseph Hospital (SJH) and Community Hospital of Lancaster (CHL). This bold, precedent-setting vision of joining two competing, hospital-owned ambulance services into a single, private, not-for-profit ambulance service provider was a catalyst for other local ambulance companies to become part of something larger.

On April 28, 1996, at 7 a.m., the new agency became active providing 9-1-1 services from five stations within Lancaster County. Our first full year of operations we responded to just over 11,000 requests for service. Today, 28 years later, we answered almost 52,000 requests.

Now, almost three decades later, we serve our community members and County visitors from eleven locations; soon to be twelve. Lancaster EMS has invested significant resources over the last 28 years delivering gold-standard care to the Lancaster County community, and we are committed to doing so for many more years to come.





# NATIONALLY ACCREDITED SINCE 2005



Lancaster EMS is nationally reaccredited by the Commission on Accreditation of Ambulance Services (CAAS). Accreditation assures compliance with national standards of EMS excellence. The original accreditation was achieved in 2005.

The significant review process for accreditation includes completion of a comprehensive application and a multiday on-site review by national experts in Emergency Medical Services (EMS).

**Lancaster EMS is the only ambulance service provider in Lancaster County to earn this prestigious accomplishment, and we are only 1 of 4 to be accredited in the State of Pennsylvania.**



*Executive Director*  
C. Robert May

**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."**

Lancaster EMS's critical services are in high demand. We have experienced a 160% service-request growth rate over the last ten years. Without adequate facilities to base and maintain our operations and accompanying support services, Lancaster EMS will not be able to adequately serve the growing needs of our community members.

In 2022, Lancaster EMS purchased 715 Fairview Avenue, Lancaster, to serve as our future headquarters. This facility will house all of the essential services that support our ability to respond and serve. This includes space for our training academy to ensure future critical training and education for our EMTs and Paramedics; provide increased operational space for our Community Paramedic Program professionals; construct an ambulance maintenance facility to repair and maintain our fleet of 59 vehicles; and a 'logistics facility' to safely secure sensitive medical equipment and supplies. In addition, this new location will centralize all of our operational and administrative support, substantially improving operational and financial efficiency.

In September of 2023, pre-construction work began with a May 2024 anticipated timeframe to begin renovations and new construction. We hope to move into our new facility late December of 2024.

# THE FUTURE HEADQUARTERS OF LANCASTER EMS *AT FAIRVIEW AVENUE*

# 12 STATIONS

SERVING 21 MUNICIPALITIES IN LANCASTER COUNTY!

## **Fair View Avenue**

*\*\*\*Scheduled to open early 2025*

715 Fairview Ave,  
Lancaster, PA 17603

## **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)**

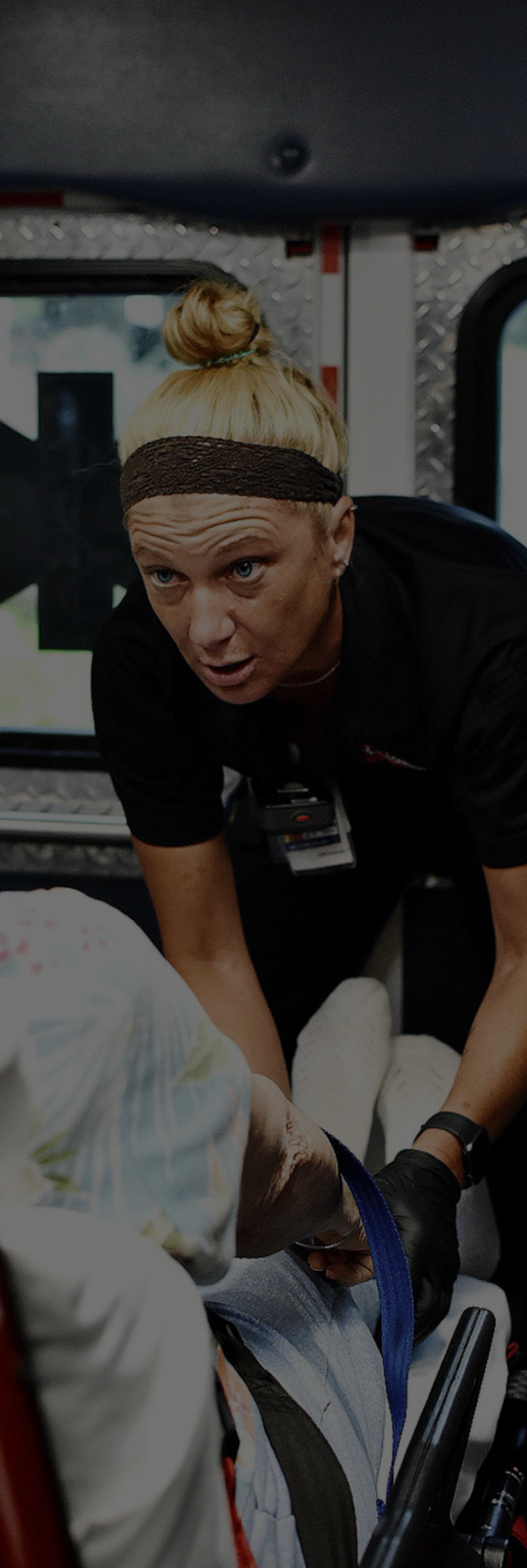
2650 Columbia Avenue,  
Lancaster, PA 17603

## **LGH Station (6-7)**

555 N Duke Street,  
Lancaster, PA 17603

## **Woman & Babies Hospital (6-9)**

690 Good Drive,  
Lancaster, PA 17601



# SERVICE AREA

*& locations*

**Red shaded** areas are within our ALS coverage area. **Blue shaded** areas are within our BLS and Ambulance Subscription 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 or traumas that are not life-threatening. Pins signify our station locations.







# AMBULANCE SUBSCRIPTION

SERVING LANCASTER COUNTY FOR 28 YEARS

We remain committed to providing the very best equipment, technology, and highly trained professionals. Our efforts and readiness come at a high financial cost. We receive no direct tax dollars. **We rely on those that we serve for support.**

For our members, we waive unpaid out-of-pocket expenses for all 9-1-1 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 15% discount on emergency medical service charges. Our members receive a 15% discount for CPR certification classes. Members also receive a 15% discount for wheelchair and non-emergency transportation 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:**

- Bart Township
- Drumore Township

# EMS *In* CRISIS

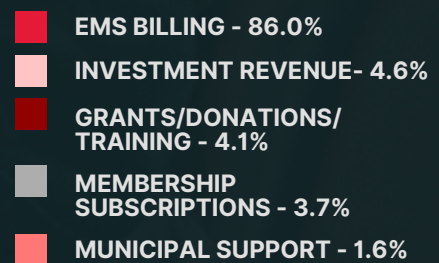
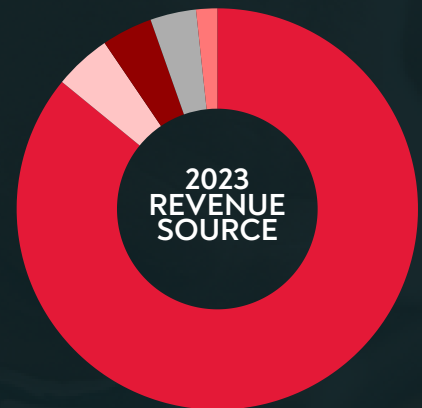
## What if you called 9-1-1...but EMS wasn't there to respond?

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:**

- We do not receive direct tax dollars. Our funding is received through Fee 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 covers 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.

**Want to help us toward our mission?  
Scan the QR code to donate.**



SCAN ME



2023 

# STATISTICS

LANCASTER EMS: OUR YEAR IN NUMBERS

12  
Locations

180  
Employees

13  
Board  
Members

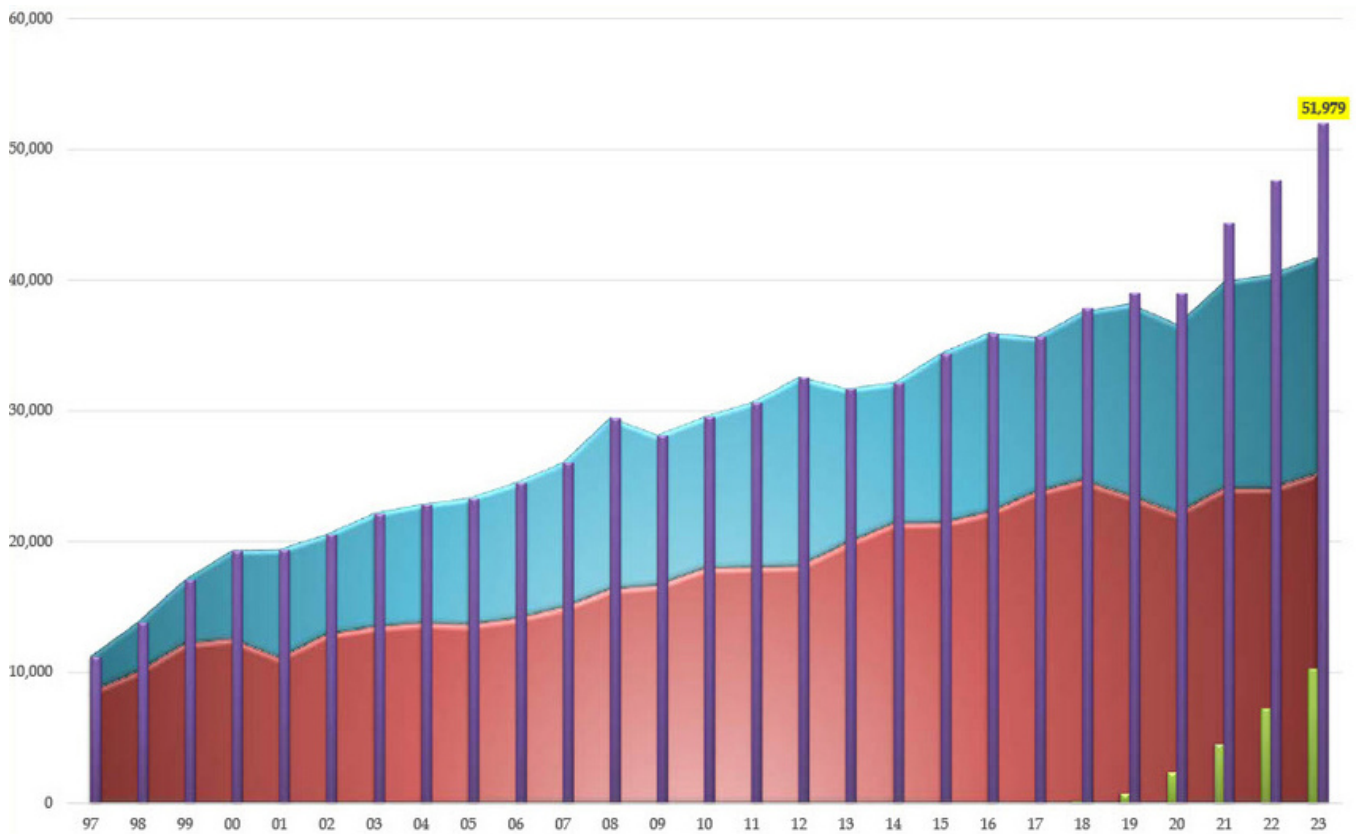
\$16.7M  
Operating  
Budget

51k  
Requests for  
Service

59  
Vehicles



# ANNUAL REQUESTS FOR *service*



- Total
- 9-1-1 Emergencies
- Non-Emergencies (*hospital discharges and inter-facility transports*)
- Community Paramedicine visits

*key* ↪



# COMMUNITY PARAMEDICINE

BUILDING A HEALTHIER TOMORROW, TOGETHER.

# TRANSFORMING THE *face* OF EMS

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

The Lancaster EMS Community Paramedicine model is an **innovative, proven solution** to provide **high quality primary prevention services** by deploying a less expensive and often underutilized healthcare resource. Some of our services include conducting post discharge safe landings, blood draws, in-home vaccinations: Covid, Influenza and childhood vaccines; as well as various other services. We also offer a “New Parent Program” dedicated to families with newborns providing an in-home session covering topics such as common infant medical emergencies, safe sleep, Shaken Baby Syndrome, infant/child CPR and choking.



**“Community Paramedics help their patients identify and address barriers to care and social determinants of health empowering them to be their healthiest, happiest self.”**

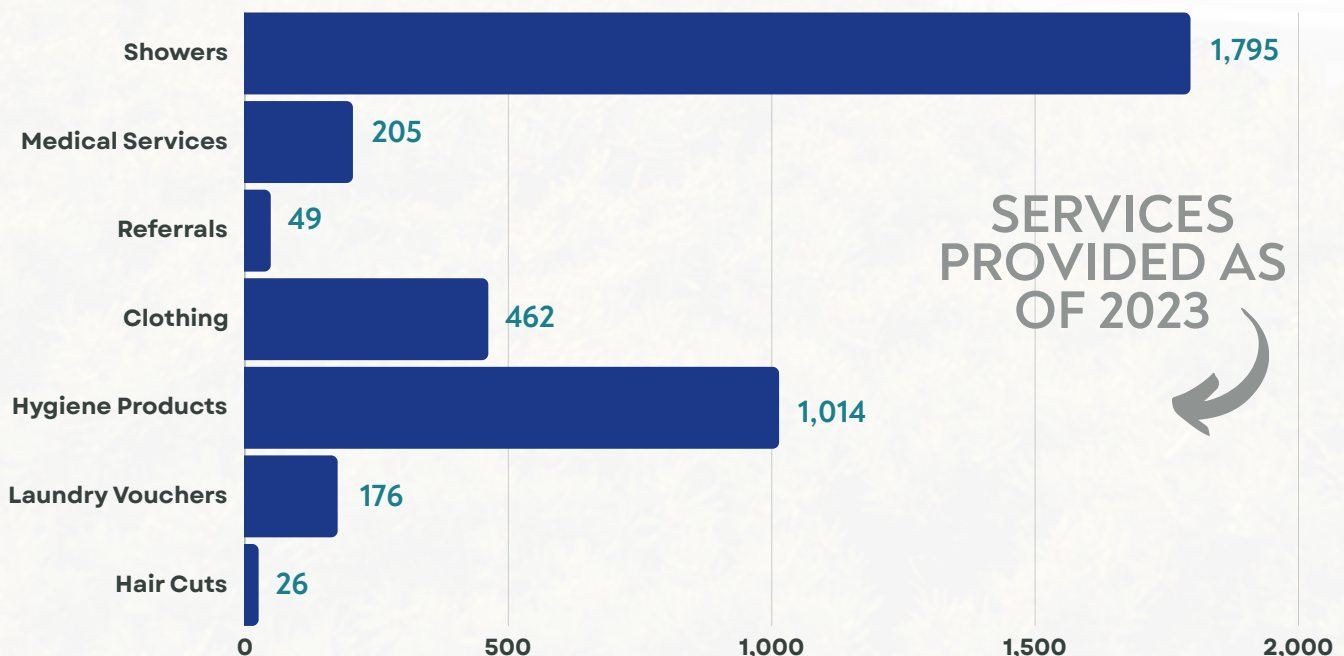
*Community Paramedic Program Director, Carli Bechtold*



# MOBILE HYGIENE UNIT



In December 2021 Lancaster EMS launched a Mobile Hygiene Unit (“Shower Trailer”). Our trailer is outfitted with two large shower stations with sinks and a private Community Paramedicine medical engagement office. Unhoused individuals may have unique health related needs, including access to basic medical care. Lancaster EMS’ Shower Trailer offers private showers, hygiene and medical services, vaccinations and health related education to individuals in Lancaster County at no charge. We continue to align our services to address open care gaps.



# FIELD PROVIDER PROGRAM

The Lancaster EMS Community Paramedic Field Provider is a Paramedic whose priority is to respond to low acuity 9-1-1 dispatches, but is also capable of providing advanced-level care should the patient's condition warrant.

Our Community Paramedic Field Providers are able to offer alternative treatment and destinations or community resources if hospital emergency department services are determined not to be necessary. This unique service also helps to address social determinants of health and identifies barriers that may be negatively impacting our community members.

The Field Provider Program allows for non-emergent calls to be addressed in a more appropriate, expedient, and financially efficient manner for the patient by offering immediate help while releasing the 9-1-1 EMS resources needed for more emergent 9-1-1 community needs.

## PARAMEDIC VICKIE MARTIN

*9-1-1 Field Provider*

[cpfieldprovider@lemsa.com](mailto:cpfieldprovider@lemsa.com)  
(717) 951-1020





# NEW PARENT PROGRAM

Navigating new parenthood can be a beautiful journey. But like any big transition, there's bound to be some bumps in the road. Lancaster EMS is here to help guide new parents through that process.

Each New Parent Program is tailored to individual needs. The visit generally lasts about two hours and covers topics like safe sleep, CPR, choking, Shaken Baby Syndrome and other common infant medical emergencies.

A Community Paramedicine Provider will come to the new parents' home to provide the education and up to two CPR certifications. The cost of the Program, including all provided educational materials, is \$160. A limited number of family and caregivers are welcome to attend the visit for no additional fee. Visits are offered on weekdays between 8:00 AM and 4:00 PM. Based on instructor availability, Saturday appointments may also be available.

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

- Linda E., Patient Family Member

In addition to emergency medical responses, Lancaster EMS provides non-emergency medical transport services to our Lancaster County residents. Our non-emergency wheelchair van, sedan and paratransit transportation provides services to private callers, office of aging, social services, health systems, and other referrals. These non-medical transportation services are for medical appointments, dental appointments, hospital discharges, senior centers and other destinations requiring specialized transportation. All of our paratransit vehicles are equipped with AEDs.

# WHEELCHAIR & PARATRANSIT TRANSPORTATION

## LANCASTER EMS COMMUNICATION CENTER

*For more information or for a quote,  
please contact our Communication  
Center at:*

**(717) 392-8887**





# EDUCATION

## COMMUNITY OUTREACH

As a part of our mission to support and advocate for the wellbeing of the general public, Lancaster EMS participates regularly in a wide variety of community outreach events. At these events, our team members perform emergency medical demonstrations, providing speakers at civic organizations, offering station and ambulance tours, and business training and education.





## **AHA COURSES FOR HEALTHCARE PROVIDERS**

Lancaster EMS is a certified training center that hosts multiple courses for healthcare professionals: several examples include: BLS/Heart Saver Instructor Course, ACLS, BLS and CPR, PALS, and PEARS. These courses are designed primarily for healthcare professionals working in emergency departments, critical care departments, surgical areas, pre-hospital environments, 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 chest compressions and breaths, and calling your emergency response number (or 9-1-1). 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 Saint Joseph's University--formally 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 ACADEMY

## TRAINING TOMORROW'S HEALTHCARE HEROES

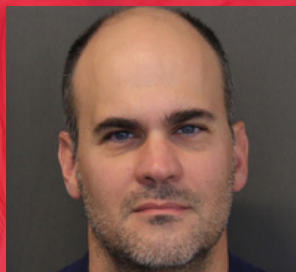
Lancaster EMS offers a PA Bureau of EMS approved EMT-Basic Certification Course. This is a three-month 'earning while learning' academy style program. Eligible candidates are hired as fulltime employees of Lancaster EMS. Once training is completed the academy employees transition to ambulance operations. In 2023, 17 students graduated from our EMT Academy!

To learn more, contact 717-872-4688.

### OUR EDUCATION TEAM



**DIRECTOR OF  
EDUCATION**  
RICHARD PEARSON



**EDUCATION  
COORDINATOR**  
BOB HOLLINGER



**EMT ACADEMY  
PROGRAM INSTRUCTOR**  
RICK CARNARD



# PUTTING FIRST RESPONDERS FIRST

EMS professionals face high risks on the job. But did you know many EMTs and Paramedics experience a career-ending back injury within their first four years in our profession? The good news is that these injuries can be largely prevented, and one of the best ways to do that is through education.

As part of our partnership with Penn Medicine Lancaster General Health, athletic trainer Ann Seaton makes Lancaster EMS the first EMS service agency in Pennsylvania to provide athletic training services using a dedicated, onsite, certified professional. Ann offers her expertise to our team members for workplace injury prevention and education. These services include prevention, clinical evaluation, diagnosing injuries, providing immediate care and treatment, rehabilitation and reconditioning.



**"I'm here to help you do your job more safely. And if you do get hurt, I'm here to help you get better and get back to work."**


*Ann Seaton, Athletic Trainer*

# RIDE ALONG PROGRAM

Our “Ride Along Program” provides a high-level overview of the local Emergency Medical Services from 9-1-1 dispatch to the patient handoff at the hospital emergency department. During the ride along, we will provide education of our life-saving medical equipment, technology, select medications, vehicle and station tours. You will witness our professionals responding to emergency calls firsthand.

## 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 prohibited
- Lancaster EMS crew members will review scene protocol to assure your safety and security
- We may ask your approval to 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)



# PAST THE PATCH

CONNECTING WITH THE HUMANS BENEATH THE UNIFORM

It's no secret that working in EMS takes a special kind of person...but have you ever stopped to wonder who these people actually are?

Inspired by the world-renowned series, “Humans of New York”, in our very own storytelling project, we explore who our Paramedics and EMTs, and other employees, are underneath the uniform. “Past The Patch” is an employee spotlight series led by our Marketing Director, Allison Connelly, profiling the people who make up Lancaster EMS through pictures and interviews. It's our hope that this project will not only give our team members the space to open up and tell their own stories, but also give our community the chance to know us more intimately as an organization.

**CHECK OUT OUR SERIES  
LIBRARY HERE!**



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"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."

"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."

"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."

## FEEDBACK FROM *Our Community*

"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."

**"THANK YOU FOR THE RISKS YOU TAKE,  
THE SACRIFICES YOU MAKE, AND ALL  
THE ASSISTANCE YOU PROVIDE"**





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