

Madeline Island Ambulance Service Report

January 4, 2022

In December we had two runs, one was a transport. We have been doing some re-organizing and orientation in both rigs for the new recruits. We will keep the Mercedes as the primary vehicle because of driveways and a possible ice road. It is so nice to have the four-wheel drive.

We had a good training meeting and went over the LUCAS device and AED's as refresher. The Lucas is such a new device for us and we want to be proficient in its use for the winter and beyond. We went over hypothermia and common winter incidents. We discussed the wind sled and ice road policies and sequencing of events. The ferry line has been great about letting me know if a boat is not on the island and we went over the process about calling boats here or using the clinic if necessary to complete patient care.

We will be concentrating on more training this winter. I am also going through all of the radio's that were donated to find which ones are still useful and which ones need to be replaced. I have a zoom conference with Stryker to go over maintenance plans for all of our Stryker equipment. They are also proposing a few EKG equipment ideas. We are updating our old CPAP equipment as well. It is now easier to use with simpler equipment than when we first added it to our service. I am also re-building our PED's kits. They are complicated but an essential part of our gear.

I will be ordering the new laptops for the rigs through Will our computer person soon. I have also placed an order for jackets for our EMR's that have been with the service over a year and do not have a full uniform.

I am working on trying to figure out why our billing company has such poor collections with our service. Our runs are in and at 100 percent. It is time to thoroughly examine if there are better companies or a better process to make our service more equitable financially. Barb has been helping me with this and it is a great help to have her input.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

Madeline Island Ambulance Service Report

January 31st, 2022

In January, we had one run, and it was a transport. It was a wind sled transport and we used Bayfield Ambulance for Mutual Aid. The run did bring up some issues and I believe it is time to write up some guideline and policies to make it a better process for patient care. Bayfield Ambulance has been thanked and we discussed the hand off and they said it went just fine.

Since there has been a lot of reported illness on the island, we decided to do our last training meeting on an individual basis. Sarah designed a Treasure Hunt for all members to come into the ESB on their own and document finding and explaining various pieces of equipment and their uses. If reports are still full of more and more positive cases of COVID and other illnesses, I think we may do our next monthly meeting on Zoom as well.

Thom Rossberger has agreed to help me go through all of the donated radios and equipment to see if we can find a few good back-up units. We are also working together on a cascade oxygen system. This will allow us to fill small oxygen bottles at the ESB and not go all the way to Ashland to do so. The large medical oxygen bottles can be rented or purchased from Chicago Iron where we get all of our medical oxygen. Then there is a regulator system that will have to be purchased. We received a donation from a community member, and I would like to have our crew vote on having that donation used for these purchases.

I did order one new radio for Gloria Fennel. Hers did fail and she needs one. It is on back order, and I hope we get it soon. There are two in the budget for this year. Michael Kuchta did work on a grant to purchase more radios, but I think I may need to order one more as a back up if we do not hear about the results of the grant soon. I have also tried to order the new laptops that were approved in the budget for ambulance run reporting. I just discovered that Will has two email addresses and he doesn't check the one I was using so we have cleared that up and he is getting updated pricing and availability.

Michael, Barb and I are going to meet on Friday to begin the process of finding a new billing company. I have one good prospect. I have been asking our current company many questions but am not receiving many answers. I do not see the ambulance service as a revenue producing entity of the town, but it would be nice to have more of our bills paid by our patients. We will also be having our first meeting with Ashland County about the replacement of our current fire number system. This has been discussed for a long time and I think we are finally going in the right direction.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

BJTB, Michael, Barb, Micaela,
Amb, Public

Madeline Island Ambulance Service Report

February 28, 2022

We had a quiet month in February. I worried about the ice road and the approaches a lot, but we got through just fine. We did have a meeting about how to improve our system with the wind sled and the new drivers and the fire department. If there are calls during ice road season, we will always call Arnie to get updates on the safety of the road.

We did have both of our meetings in person. Our medical director has not changed our protocols yet as far as COVID protocols are concerned. We had our regular monthly meeting to discuss runs and improvements and complete vouchers. We had a training meeting last week. It was an outdoor training with the ambulance and the ATV with the rescue sled. It was a good meeting. As the patient, I hid in the snowdrifts at the airport and the crew had to come and find me and rescue me. The equipment worked fine and so did the ATV. We did discuss some improvements that might be made to accommodate much larger patients. We have used it on the town park beach at one time for a larger person and it did work well. It was a great training meeting, and it was good to get out the ATV and let the new crew members drive and get acquainted with the process.

We are still working on a cascade oxygen system. This will allow us to fill small oxygen bottles at the ESB and not go all the way to Ashland to do so. The large medical oxygen bottles can be rented or purchased from Chicago Iron where we get all of our medical oxygen. Then there is a regulator system that will have to be purchased. We received a donation from a community member, and I would like to have our crew vote on having that donation used for these purchases. I hope to have this all finished in March.

I went over to Bayfield and met with Lyn Cornelius. She is the Bayfield Ambulance Director and has received the Train the Trainer certificate for the new airway management devices. She showed me the devices and we trained on their use and pros and cons. I practiced and she signed me off as a Train the Trainer. We will be having our EMTs train on this and get signed off at our first meeting in March. It is an advanced airway so EMRs may assist but it is not on their protocols to be lead on using this device. It is much simpler than the old Combi-Tube system we have used for years and greatly improves patient care.

I have been working with a new representative at AMB, our current billing system. She is located in Milwaukee and is better versed and acquainted with at some of the Wisconsin regulations, etc. We have had weekly phone conversation to try to better improve our collections. We will be needing a collection agency to add into the system. I am learning a lot about how AMB works and how the state works. We are making suggestions on both sides, and it has been a good

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MAR 2 2022

Initial: dg

experience. We will continue our conversations each week until we both feel as though the system has improved to an acceptable level.

I have been meeting with Ric Gilman, Rick R., Paul W. and Michael K. to start the work on updating our Fire Number System. It is a very important upgrade to ensure safety and accessibility to our residents.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

(5) TB, Michael, Barb, Micaela,
Amb, Public

Madeline Island Ambulance Service Report

April 7, 2022

We had one run that was a transport in March. It was a wind sled transport. We did mutual aid with Bayfield Ambulance, and it went very smoothly with the wind sled and the fire department helping with lift assist. We are using the four-wheel drive ambulance but Arnie agreed that the wind sled was a better way to transport the patient.

We had our regular monthly meeting and worked on the new airway, IGEL, that has been approved by our Medical Director and the State. I was signed off as a train the trainer and showed everyone the required videos and then we practiced with the airways. Everyone has been signed off by me and the new equipment is in the rigs.

We are still working on a cascade oxygen system. This will allow us to fill small oxygen bottles at the ESB and not go all the way to Ashland to do so. The large medical oxygen bottles can be rented or purchased from Chicago Iron where we get all of our medical oxygen. Then there is a regulator system that will have to be purchased. We received a donation from a community member, and I would like to have our crew vote on having that donation used for these purchases. Thom is working on finding the right equipment and then we will rent the bottles from Chicago Iron where we get our oxygen. Eventually we should probably buy the bottles and I will add it to the next year's budget.

We will be doing our CPR refresher this weekend at the ESB. Northwood Technical School is coming to do the training. Jay will have a special wind sled go over and we will help them bring their equipment across to do the training. There will be a few people from the ferry line and several fire fighters that will join the training. It should be a good training day.

I am still working with the new rep at our billing company. We have gone through our intercept agreement and worked through some of our billing rates. We are working on finding a good collection agency. I always thought this was our billing company's job but after 90 days they do not continue collections. I gave a list to Michael Kuchta, and we should be able to pick one to help us with these older collections.

Thom has finished going through the old radios that were donated to me. We have found a few that will work as back-ups, and it is nice to have a few spares. Right now, all of our radios are in use by members of the crew.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

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APR 7 2022

Initial: cd

Madeline Island Ambulance Service Report

May 5, 2022

We had three runs in April and one in May. We are back to using our bigger rig for runs since the roads are drying out and the ferry is running.

We had our regular monthly meeting and made a spread sheet of all of the radios and who is assigned to them. Thom Rossberger did finish going through the donated radios and we did find four that can be used for back-ups. It is nice to have some spares.

Gloria Fennel is leaving Madeline Island and has left the service. We want to thank her for her service to the town and the ambulance team.

We got the manifold to hook up the oxygen system so we can fill small bottles. I will get the two large tanks needed the next time I am across. We will rent them until we know that the system works. We will vote on using our designated fund to rent/and or purchase the big tanks. We received a donation a while back that should cover the cost since they are not in the budget for this year.

We got our CPR refresher training done last Saturday. We had nine students that passed and will be re-certified for the next two years. A few of the crew took the refresher on-line since they were not available the day we trained.

I need to set up a meeting with Barb and Michael to determine which collection agency we want to use. Meaghan at AMB has been very helpful with going over our process and I think we will see a marked improvement in collection of ambulance bills.

Quite a few medicines expired this month, and they are all updated. It is the time of year that I do an inventory of each rig and the storage closet to make sure we are ready for our busier time of year.

Michael K., Rick R., Paul Wilharm and I had a good zoom meeting with Dorothy Tank from Ashland County Emergency Services. With her information, I think we are ready to start the work on the re-addressing of the island and the island grid. It should be an interesting project that is long overdue.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

TB(5), CLERK, ACCOUNTING, OFFICE, PUBLIC, TA

Madeline Island Ambulance Service Report

May 30, 2022

We had eight runs in May. Three of the runs were transports, one of which had a helicopter transport involved. The others were non-transports or self- transports. Gary Russell let me know that the Nichevo is on the island most nights and that they will let me know when a boat is not on the island, and we need to call one from Bayfield. We did have a small incident with one rig, and we had to call for mutual aid when a flat tire was discovered on the ferry. The tire was bad, but Ben replaced it immediately and there was minimal damage to the ambulance. The town crew fixed it right away and it is back in service.

We also had a run where we were able to take the patient to the clinic on the island for treatment. It was a great help and saved the service and the patient a lot of time and money.

We had our regular monthly meeting and discussed the runs we have had and went over new protocol updates by the state as well as covid protocols which are still in place. We did have our CPR refresher and we will start having training meetings again in September. We did have one patient aske an EMT to remove his mask during patient care. I emphasized that it is still our protocol to mask with patients and patients must still wear masks in the ambulance and when they enter the hospital. I told everyone for a patient to contact me if they do not want us to mask or refuse to do so. Our Medical Director has not changed our protocols.

I still need to get two large oxygen tanks for our manifold system. I hope to do that next week. I will need some help since they are extremely heavy.

I just went through the Police AEDs after a run last week. Thom and I updated the pads and the batteries. We started a log to track the dates they are changed and when the pads expire.

I finished the ACT 102 grant which was due by the last day in May. The expense report, W-9 and the Population Certificate are all uploaded to the state for approval. They are marked received and waiting review in the E-licensing system. The governor designated a larger sum for EMS and the ACT 102 FAP granting process this year so it will be interesting to find out what we will be receiving as far as funds.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

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MAY 31 2022

Initial: cdg m.k

(5) TB, TA, AA, Clerk
Amb, Public

**Madeline Island Ambulance Service Report
July 6, 2022**

We had seven runs in June. Five of the runs were within a 24-hour period. The crew handled the busy day very well. We had a de-brief after one incident where it required the fire department to extricate the patient using the jaws of life.

We had another run where we were able to take the patient to the clinic on the island for treatment. It was a great help and saved the service and the patient a lot of time and money.

We had our regular monthly meeting and discussed the runs we have had and went over new protocol updates by the state as well as Covid protocols, which are still in place. We have had five EMTs out with COVID in the last month. At least they were at different times for the most part. Right now, there are three out at the same time.

Steve Adamski started working on our DOT inspections and some other ambulance issues. We had one bad battery in the Mercedes and some oxygen issues in the box rig. He will complete his inspections next week and give us recommendations on anything we need to do or fix to be compliant. It is due by the next ambulance inspection in 2023.

I understand that we should hear about ACT 102 funds soon. Fewer services applied and there is more money granted this year. so I am hoping we receive an increase in our funds. I am hoping that we find a few students to take the EMT class in the fall. They can take the class at Northwood Technical School or the on-line class from Allied Medical in Minneapolis.

We just received a check from a patient so it may have to go to replacing more of our oxygen bottles with larger bottles to be compliant with the new state regulations. Thom Rossberger has become my oxygen bottle expert. I really appreciate his help.

Respectfully Submitted,

Cynthia Dalzell
Madeline Island Ambulance Service

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JUL 6 2022

Initial: dg

**Madeline Island Ambulance Service Report
August 2, 2022**

We had eleven runs in July. They were clustered in a short period of time again which makes reporting a challenge, but everyone is stepping up and getting the job done.

The Madeline Island Ferry Line has done an excellent job of getting us a boat and crew when needed. Our communications with the ferry line have been much more stream-lined and efficient than before.

Covid seems to have run its course through the service. Everyone seems in good health, and we are still taking precautions with patients and on the ambulance. The hospital and our Medical Director have not changed their protocols.

Steve Adamski completed our DOT inspection as well as regular maintenance on the two ambulances. He suggested we change out the lights in the box ambulance to LEDs and is getting me a quote on that change. He will fill out the DOT report and I will submit it to the state inspector.

I am working with the state to get Allied Medical Services in Minneapolis to become a Wisconsin approved training center. If they are qualified our students who take their course do not have to get a Minnesota license and then get approved by Wisconsin. They would become Wisconsin certified EMTs right away.

We received our ACT 102 grant funding from the state. We will receive \$6,041.74 for the regular FAP grant that is based on population and run data. In addition, we received a total amount of \$24,390.23. A check for fifty percent has been issued to the town and must be spent and documented by February of 2023. Then the second installment will be paid. I will be bringing this to the attention of the team at our next meeting. We will begin the discussion for the best use of these funds. These funds are a part of the American Rescue Plan.

The service determined last winter that instead of doing a fund-raising raffle that we would sell t-shirts with an EMS theme. Sarah Schram and Frankie Flores came up with a great design. Sarah ordered the first batch of shirts and they have been a big hit in the community. We have already raised over a thousand dollars which has more than paid for the shirts and Sarah will be ordering another set. We are asking for a donation of twenty dollars and for that you get a t-shirt as a gift. Many people are donating more than the asked for amount.

Respectfully Submitted,

Cynthia Dalzell
Madeline Island Ambulance Service

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AUG 3 2022

Initial: ds

Madeline Island Ambulance Service Report
September 7, 2022

We had just four runs in August. I think that is one of the quietest Augusts in my time here. We will hope fall stays just as quiet. We do have several crew members away quite a bit this autumn.

We have been working well with the ferry line all summer. Karen did call and go over some paperwork improvements we could make. We will discuss them at our next meeting.

The hospital is keeping a mask protocol for patients and staff. We will continue to follow their protocol. We do ask each patient what their vaccination status is, to help protect our crew.

We do not have any new students taking the EMT class this fall. It would be great to fill out the staff with a few more crew members. It has helped a lot to have John Carlson back on the service, and Thom Rossberger helps whenever he is here. John, our newer police officer, helps as much as he can. I am encouraging him to take the course.

At our last meeting we agreed to spend the ACT 102 extra funds from the American Rescue Plan on completing our EKG training and acquiring the necessary equipment. The balance we are working on a way to save for a new box ambulance to replace our oldest rig.

The T-shirt fundraiser is going well. We will have inventory to get a good start on next spring sales as well. I want to thank Frankie Flores and Sarah Schram for heading up the design and sourcing of the shirts. They have been very well received.

It is the time of year where I finally have a moment to go through the rigs and supplies and see if anything needs replacing or upgrading. It was a busy summer, and everyone is tired, but they have done a great job. We also have new protocols to train on and implement. We are also working on a group maintenance program for all of our Stryker equipment. The representative from Stryker is working with the entire EMS council to come up with an affordable plan.

There is a WEMSA conference this February that I am considering on attending. I haven't been for a few years; of course, COVID slowed us down. It was always a good learning experience. I also worked at the conference the last few years that I attended, and it was a great experience. I will encourage other members to possibly attend. It is in Green Bay this year so not as far as Milwaukee.

Respectfully Submitted,

Cynthia Dalzell
Madeline Island Ambulance Service

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SEP 7 2022

Initial dg

Madeline Island Ambulance Service Report

September 30, 2022

We have had nine runs in late August and September. It remains busy and our crew is getting smaller. We have one EMT on leave and one on vacation for about six weeks. So, our budget request will have some ideas of how to increase our staff using existing town employees and police officers.

The hospital is keeping a mask protocol for patients and staff. We will continue to follow their protocol. We do ask each patient what their vaccination status is to help protect our crew. I am waiting for our medical director to change protocols.

We are hoping that our newest police officer agrees to take the EMT class. I have a few other new candidates that I am working on.

At our last meeting we agreed to spend the ACT 102 extra funds from the American Rescue Plan on completing our EKG training and acquiring the necessary equipment. The balance we are working on a way to save for a new box ambulance to replace our oldest rig. I have quotes from Pomasol Demers that I plan to put into the capital equipment plan. The new rigs have a lot of new safety features and technical improvements, including things like air purification, that our old rig does not have.

Sarah has just ordered jackets for four of our EMTs. Alan lost his in the fire but the new EMTs that have been on the service for over a year will be getting theirs. It is in the current budget.

Another item in the budget is a maintenance contract for our Stryker equipment, which amounts to an investment of around \$120,000. The contract is discounted at 20 percent since we are members of the Bayfield Ashland County EMS Council. The total will be \$7,988 per year. I will fill out a purchase order to be on the agenda for the next town board meeting.

Budget work is on-going and my first draft is complete. I will go over it again before it is due on October 7th.

There is a lot of discussion going on with the grant we received for new radios. There is talk of Ashland and Bayfield counties going to a joint dispatch. We have a council meeting next Thursday evening and there should be more news about that at the meeting.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED
OCT 5 2022

Initial: dg

TB(S), CLERK, ACCOUNTING, CLERICAL, TA, PUBLIC

Madeline Island Ambulance Service Report

November 2022

We had seven runs in October. This is busier than usual for October, but we do have more and more people staying later, so it is to be expected.

John, our newest police officer has agreed to take the EMT class. He will take the on-line class with Allied Medical in the Cities. Sarah and I are getting him his information and start dates. I think it is great to have more of our police officers becoming EMTs.

I am spending quite a bit of time this month on EKG options research. I think I may have found some good options. I am going to run them past our medical director and a client that has a lot of cardiac background as a doctor, to get their advice.

The budget process went quite smoothly. I hope that I answered the Town Board's questions and gave them enough information to make decisions.

This is clean-up time for our rigs and our storage closet. I am going through my spreadsheets and inventory to discard any expired items and just doing general cleaning, organizing and labeling needed.

We will be receiving new protocols from the State of Wisconsin. This has been a huge effort on the part of the council for the last year and our Medical Director has overseen and monitored and made many suggestions. We took the new state protocols and developed them into a practical set for field work. These protocols are for the entire upper part of the state. There will be some training involved this winter to become current. Our refresher is this winter as well, and it will cover many of the changes. Nothing is brand new, just a lot of good updates.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

Madeline Island Ambulance Service

Monthly report November 2022

It has remained somewhat busy this month. We had five runs, and several were transports. We had a unique situation where we took a service dog with us and our patient to the hospital. After eighteen years, that was a new one for me.

We have several EMTs out for health reasons, so the crew is down to a minimum right now. I want our crew to heal and get better before they go back on call, but it does put a lot of pressure on the remaining crew members.

At our regular monthly meeting, we discussed runs and also looked at needs for the service. We have to make our final decisions on purchases for the ACT 102 extra funds from the American Rescue Plan before the end of the year.

We are still using the larger box ambulance as our primary rig; it is up to the crew's discretion to decide which vehicle to take depending on weather conditions, driveway status and run type.

I continue to worry about the Ashland County decision to not do their usual funding for the police department. We depend on the police to be on hand on almost every run. There are many situations that the police clear the scene and declare that it is safe for us to enter. It is not our job to make this determination. I hope we can figure out a positive outcome to keep our police force intact and in full service.

The possible new billing company has received our revenue data and should be finalizing a quote for us in the next week or so.

The Aid to Firefighters Grant is ready for our portion to be paid. I am making out the purchase order for our percentage of the cost of these new radios. Red has been working closely with Erik at DSC and with Meagan Quaderer, the Bayfield County EMS Director, on how all of the radios need to be programmed to allow for the WISCOM frequencies. I appreciate all of the time he has put into this project.

I hope everyone has a safe and joyous Holiday Season. Thank you.

Respectfully submitted,

Cynthia Dalzell
Madeline Island Ambulance Service Director

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DEC 6 2022

Initial: dg

**Madeline Island Ambulance Service Report
December, 2022**

In December we had two runs. One was a transport and one was a non-transport.

John has signed up for his EMT class and all of us are registering for our refresher. We are all working with Allied Medical Services in the Cities. It is a 40-hour refresher for EMTs and 20 for EMRs. We all hope to complete our refresher during the month of January. It is a complete on-line refresher, which makes it a lot easier than trying to find an instructor to come to the island.

I am happy to announce that we did make a decision on our new ECG equipment. We are required to make a purchase order before the end of the year so that we receive the second installment of the grant. I thank the Town Board members that voted to approve the purchase. The equipment actually has a six- to eight-month lead time. So, we will see the device sometime around October. There is a lot of training we can do online. Also, the representative from Phillips will come to the island and train us on the equipment.

Our Stryker maintenance representative visited the week before the holidays. He did a complete walk-through and check-up on all of our Stryker equipment, which includes the Lucas device, both stair chairs, and both power loads and power cots.

I am still working on clean-up time for our rigs and our storage closet. I am going through my spreadsheets and inventory to discard any expired items and just doing general cleaning, organizing and labeling needed. Thom and I are setting up a spreadsheet for oxygen bottle refills and a place in our bay for hooking up our own refill station for small bottles. This will save on lots of trips to Chicago Iron. We still need to fill our large bottles there.

I have been trying to pin down the possibility of changing our billing company. Barb went through and gave them some of our collection statistics. I sent all of the information that they asked for but have not received any information back. I am struggling with how to proceed. I am still trying to work with AMB to continue to improve our collections but, until we have a collection agency attached to our billing company, I do not think things will change drastically.

Happy New Year.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

JAN 5 2023

Initial: dg