

Madeline Island Ambulance Service Report

January 2023

We have had just one transport run in January. Now that it may be windsled season, we are in contact with Arnie Nelson for both night and day runs. He says it will be faster right now to take a windsled if there is a run than waiting for the ferry. Gary Russell agrees with him, so that is our protocol until we hear more. We will call Bayfield Ambulance for Mutual Aid as needed.

Everyone is still working on their refreshers. It is a good review and heavily emphasizing all medical aspects of our protocols. We have also received our new approved protocols from the state and the BAC Council. There will be some training in the next month or so on any changes and updates.

We will be starting training on the ECG equipment. There are many YouTube videos to follow and our sales rep will be visiting when the ferry boat schedule opens up a bit more. Our new state protocols include the use by EMTs for ECG, so our purchase comes at an opportune time.

I have been in contact with the possible new billing company. Our first rep no longer works for them and now we are assigned a new person. The company head has been on vacation, so we have still not received a pricing schedule or a contract. I have asked them to get us one before the next Town Board meeting. They claim to have a good working relationship with Memorial Medical Center and they have a collection agency that they work with directly. Our current service does not have a collection agency and says we need to hire one independently.

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 re-fills and a place in our bay for hooking up our own re-fill station for small bottles. This will save on lots of trips to Chicago Iron. We still need to fill our large bottles there.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

FEB 6 2023

Initial: cd

Madeline Island Ambulance Service Report

February 28, 2023

We had three runs in February. One was a transport with intercept and the other two non-transport. With the ferries still running, we are still calling Arnie at night to use the windsled if possible instead of waiting for a boat to come across.

Quite a few of us have finished our refreshers. The e-licensing portal is not open to complete our applications for our new licenses, but it should be soon. It was a good training session, with forty hours of class and quizzes. We have until the end of June this year to complete our re-licensure. It would be nice if everyone finished this month before our busy season begins.

We also received the new Bayfield-Ashland council EMS Protocol updates. Everyone has been given a new set of the protocols and there has been some basic training by BAC council members that we were required to view. They are very well done and there quite a few changes and updates of significance.

The new billing company has sent us a series of contracts and documents. Barb, Michael and I have gone over them and have quite a lot of questions. We hope to schedule a meeting this Friday to go over them with Curt from Cvikota.

I did my expense report for the first draw on the American Rescue Plan Flex Grant. It is due at the end of March. I will continue to update it as we get a better idea on the date of the shipment of our new ECG equipment.

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.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

MAR 6 2023

Initial: dg

Madeline Island Ambulance Service Report

March 29, 2023

We had just one transport run in March. We are still using the Mercedes four-wheel-drive ambulance (even without an ice road) as our primary vehicle. Driveways and road conditions make it the best option until the snow is gone and the driveways dry up a bit.

Most everyone has finished their refreshers, and the e-licensing portal has just opened for us to re-certify with the state. I will be doing our Service License renewal as well.

We also received the new Bayfield-Ashland County council EMS Protocol updates. Everyone has been given a new set of the protocols and there has been some basic training by BAC council members that we were required to view. They are very well done and there quite a few changes and updates of significance. We are using our last few training meetings this spring to work on changes to the protocols.

I am glad that our lawyer has approved our billing contract with Cvikota. I know there are some issues but, as we are aware of them, I think we can work with them. I want to thank Michael and Barb for all of their advice and help with this decision. I really hope they will do a better job for us. The use of the State of Wisconsin Collection agency should also help with revenue. I am concerned about the learning curve to work with the state and some of their requirements, so more learning will be involved.

John our police officer is still working on his class to become an EMT. He is scheduled to take his week of practical training in June. Bonnie Matuseski has just passed her National Registry exam and has applied for her Minnesota EMT license. Once that is approved, I will send it to Don Kimlicka at the State of Wisconsin and he will get her Wisconsin License approved. It should not be so hard for someone with a Minnesota license to get certified in Wisconsin but, as of right now, she has had to go through the whole process.

I am continuing to work on learning more about our EKG equipment and the capnography capabilities. This is how you measure carbon dioxide levels in blood, which is a better indication of perfusion than oxygen levels. We will have full training on this when our new equipment arrives and I want to be ready.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

APR 3 2023

Initial: dg

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

Madeline Island Ambulance Service Report

April 2023

We had just one transport run in April. We are still using the Mercedes four-wheel drive ambulance even without an ice road as our primary vehicle. Driveways and road conditions make it the best option until the snow is gone and the driveways dry up quite a bit.

I am working on our Service License. There are a lot of new uploads that are required.

We did have our training meeting where we practiced on the Lucas and CPAP. We had our regular monthly meeting where we went over more on the new protocols.

I have started to do the spread sheet for the CMS requirement. We signed up to do their analysis on our costs of run for this year. I need to keep a very close eye on each run and its expenses. We did receive our second installment on our Flex Grant and it is in our designated fund waiting for our EKG equipment to arrive.

Bonnie Matuseski has her Wisconsin license and will be joining the service in May. She should be a great asset to the service now that she will be living here May through October.

We have a new ambulance inspector with the state. He will be here this summer to acquaint himself with our service and do our annual inspections.

We are now able to fill small oxygen bottles in house and are setting up our new area to be a dedicated fill station. I have done a complete inventory and cleaning of the storage closet and rigs to be ready for our busy season. We are hoping to do a dual training with the police and ambulance and the fire department would be asked to join, to work on coordinating car crash incidences and incident command.

I am continuing to work on learning more about our EKG equipment and the capnography capabilities. This is how you measure carbon dioxide levels in blood which is a better indication of perfusion than oxygen levels. We will have full training on this when our new equipment arrives and I want to be ready.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

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

Madeline Island Ambulance Service Report

June 1, 2023

We had two runs in May. One was transport, and the other a non-transport. We have switched over to the larger rig for our primary ambulance currently, since it is plenty dry out there now. I did an article in the Gazette and encouraged people to make sure their driveways were ready for large emergency vehicles.

I am almost completed with our service renewal and updates to our Operations Plan for the state. It is involved but is always interesting to go through and update. We are required to do this every three years.

We did have our inspection with the new state ambulance inspector. We passed both inspections, with just the suggestion to add a second fire extinguisher to each rig and to add carbon monoxide detectors to our jump kits. The new extinguishers are installed, and the monitors are on order.

We are not signed up to work on the three large community events this season. We remain on call for the rest of the island. During the marathon, we did help a runner after the race when she needed treatment.

All of the EMTs have finished their refreshers. We are waiting for a few of the EMRs to do the same. Hopefully they will get them done soon. We welcome Bonnie Matuseski officially to the team.

Next Tuesday I am meeting with the head of emergency services at Memorial Medical Center. He is coming over to meet and have a tour and talk over any issues, make suggestions, etc. to our procedures. It will be good to meet in person.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

JUN 7 2023

Initial: dg

Madeline Island Ambulance Service Report

July 3, 2023

We had ten runs in June. Seven were transports, and the others were non-transports. The crew is handling it well.

I have finished the updates to our operational plan. It was a good update. Don Kimlicka at the state was a big help with some of the information that I needed to collect.

The new coordinator for Memorial Medical Center, Doug Jennings, came to the ESB hall to meet me and see our new facility. He did hand me \$250.00 worth of gas cards. I put \$100.00 in the rig and will hand the others out to each member. We talked about what we could improve upon at the emergency room. He also mentioned some grant opportunities. I would like to explore some of them for the replacement of our 509 Ambulance. The new rigs are much safer and have better communication and GPS abilities and are more ergonomically laid out in the patient compartment.

We are not signed up to work on the three large community events this season. We remain on call for the rest of the island. During the marathon, we did help a runner after the race when she needed treatment.

All of our EMRs are now refreshed for another three years. It is nice to have everyone updated and their licenses renewed.

We had an incident with the ferry line this last month. An ambulance was waiting in the large vehicle lane at the ferry dock in Bayfield after a run. They were asked to wait for the next boat and not to take the first one that was loading. The crew was very upset, as it has always been an unspoken rule that we are on the first boat back. I called Cal Linehan, who is the operations manager for the ferry line. Cal agreed that we should always be on the very first boat back and that we should never be asked to wait. He gave me his cell number to post to the crew so that if there is ever another problem, they should call Cal directly to deal with the problem. I have asked Cal for a copy of the memo that he sent out to the captains to carry in the rig. He also has spoken to each captain and made it clear that we are always to be on the first boat. Due to our small staff and busy season, we cannot afford to have an ambulance delayed upon return.

Marty Curry has put together a committee to plan an EMS Ball Fundraiser. Most of the committee are community members. They would like to hold the event for all ages at the ESB building on August 26th. There will be music and food and games and even a dunk tank. They do want to hold a 50/50 raffle, and so a license will have to be applied for. They are also considering selling beer and will need a license for that and have already spoken to Micaela about that possibility.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED
JUL 3 2023

Initial: *cd*

Madeline Island Ambulance Service Report

August 2, 2023

We had eighteen runs in July. Ten were transports, and the others were non-transport. We have a great crew, and everyone is doing their part. One was a helicopter run. They met us in Bayfield up at the new landing zone, which is the soccer field in Bayfield.

Our operational plan was approved by the state, and we have received the renewal on our service license for the next three years.

Our new billing company seems to be up and running. There were some sign-in issues and issues with their run attachment being accessible. We are now fully transferred over to the state WARDS bridge and not going through the older system. It has also given us an updated run form with some short cuts and other software improvements.

The EKG equipment that we are waiting for from Phillips and Ferno has another delay. It may not be available until next spring. I have gone back to Stryker for an updated quote and delivery time. They say that though they have a long lead time as well, they can give us a loaner to train on and then use in September. When I get the quote, I will bring it to the crew. We will discuss the change and our options. If everyone agrees, then I will bring the purchase order to the town board.

Marty Curry and his committee seem to be doing a great job on organizing the fundraiser for EMS services in August. It sounds like a lot of fun and everyone agrees that the new repeater will be worth the while.

We do have a few people interested in taking the EMT or EMR course. Sarah and I are discussing logistics since one of them would only be here in the summer. We are going to go over the contract and see if we can make one that would be equitable for both parties. It might be nice to have a part-time contract in place for these situations.

It seems the issue with the ferry line has been resolved. We have had good service and placement on the boats since Cal, the operations manager, spoke to all of the captains. We rely so heavily on the ferry line that it is important to keep our relationship with them open and in good communication. There is another captain that is moving back to the island and wants a radio. I am going to talk to Cal about the possibility of them sharing radios since the cost for each is so high. For now, I am giving her a pretty old radio, but it should work for a while.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

AUG 3 2023

Initial: cd

Madeline Island Ambulance Service Report
August 31, 2023

We had seventeen runs in August. Eight were transports, and the others were non- transports and fire stand-by's.

I am working to update our roster and add in more information for the state on each EMT and EMR. We are updating our Credential Agreements with our Medical Director as well. It will soon be time to start work on the FAP grant for this season. I understand that there may be additional funds available as in 2022/2023. I am hoping to grow the funds needed to purchase a new or very lightly used ambulance for the 2012 rig that we use the most during our busy season. There are many updates with communications and technology as well as safety features that our service would benefit from.

Runs are completed in the new software system with the state, and I have worked with the new billing company to figure out the best way to get them the documents and signatures that they are requesting.

I have been talking to Stryker about changing our order for the EKG equipment. I would cancel the order with Ferno. and go back to Stryker. They say there is a lead time but they could get us a unit for training and to put into use this fall. The representative from Stryker will be here in early October and we plan to meet and go over the details.

The fundraiser was a huge success! I would like to thank the entire committee and all of the volunteers that made it the event of the season. Special thanks to Marty for persisting with the idea and coming through. We are so very grateful for everyone involved and our guests.

Sarah has arranged for an EVOC training session. It is where everyone is trained and tested on driving the ambulances. We have also invited the fire department to join. This fall will include EVOC, capnography, and EKG training.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

Madeline Island Ambulance Service Report

October 2, 2023

We had nine runs in September, which is high for that month of the year. Six of the runs were transports and 3 were non-transports. We did not have any fire assists this month.

Our new billing company, Cvikota, seems to be catching up with billing and we have our system worked out. They do things differently than I am used to, but it is all for the better. People still are calling and writing about billing for the ferry line charges. As of now, the ferry line bills separately, and it is quite expensive if it is a night run or a special boat. Insurance rarely pays these bills. Clint from Cvikota and I are trying to figure out ways to make it easier for patients to get their insurance companies to consider paying these charges.

I have spoken to Stryker about changing our order over to their equipment for the EKG. He is bringing a demo, and we will get to play with it and then make the final decision. If we decide to go ahead, then I will do a purchase order to use the funds that we received from the American Rescue Plan and our Act 102 Funds. Bonnie Matuseski will be doing a lot of the training since she has vast experience with these devices, including capnography. This will be a great addition to our service. We went through this year's runs and concluded that it would have been useful on 21 out of 67 runs.

Sarah has arranged for an EVOC training session October 17th. It is where everyone is trained and tested on driving ambulances. We have also invited the fire department to join. This fall will include EVOC, capnography, and EKG training.

We had our first training meeting of the fall season. We cleaned rigs and re-organized some things. It was a great meeting.

My budget is done, and I am meeting with Michael Kuchta to go over my questions and his questions. I have also done the final expense report due to the State of Wisconsin for the spending of the American Rescue Act Funds.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

OCT 2 2023

Initial: dg

**Madeline Island Ambulance Service Report
November 7, 2023**

We had six runs in October, which is still pretty busy for this time of year. Four of the runs were transports, one was a non-transport, and one was a fire stand-by.

Clint (from the new billing company) and I have been working on making our system more efficient. He needs more reporting than the last company, but I hope that means better collections. This month, we are going to start working on how to bring in the state collection system to our billing network. After 90 days, any unpaid bills will go to collections.

Sarah has purchased new tires for our larger rig. They should help us with the winter driving ahead.

EVOC training was a big success. There were about 40 participants from the fire department and EMS for the Friday night and Saturday review and class.

We have the demo for our EKG equipment in house and have begun training on it. We are starting with learning more about capnography. We have a few new accessories to learn how to use, and the rep from Styker is making sure we have everything we need for training.

I had my budget meeting with the Town Board and Michael Kuchta. I understand the need for streamlining the budget. I have always worked within my budget and hope to continue to be able to do so. I am working with Cal Linehan at the Ferry Line to purchase radios for any additional ferry boat captains that need them for emergency ferry boat runs. He seems willing to do so.

I have started the process to complete the 2024 ACT 102 funding application and expense report. Laura and everyone at the town hall have been very helpful with some of the documentation the state is asking for. It is due by the end of November.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

NOV 8 2023

Initial: dg

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

Madeline Island Ambulance Service Report

December 7, 2023

We had only one run in November. It is nice to have a break from the seasonal rush. The one run was a transport to Ashland. She was stabilized and then a life flight to Duluth was called. So far, our total run number for the year is 72. It is a good time of year to catch up on paperwork and to clean rigs and organize our inventory. My inventory system that I started will be a good project to finish this winter.

Clint has left our billing system company. Michael and I are meeting with our new rep to meet and get information to get this system up and running in a better fashion. I know Clint had some health issues and so was behind this fall with our work.

Sarah has purchased new tires for our larger rig. They should help us with the winter driving ahead. They had a bit of a problem in the beginning, but it has been resolved by the town crew.

We are starting our EKG training. I am looking for guidance from our medical director. He does have a protocol in place for the EMT basic level.

I apologize to the town board for being out of town for the town budget meeting. This is a short report, but I will try to keep the board posted with any changes. Please have a lovely and safe Holiday Season.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

RECEIVED

DEC 7 2023

Initial: dg

(5) TB.TA.A, Clerk, Public

**Madeline Island Ambulance Service Report
January 5, 2024**

We had only two runs in December: One a transport and the other a non-transport. That makes our total for 2023 74 runs.

I have been working with Brittany to catch up on our billing issues since Clint left the company. There were a lot of details that got lost in the mix and we are getting everything cleaned up and off to a good start this year.

We are starting our EKG training. Our Medical Director has given us advice on the equipment and its capacity and our best approach to its use. He also suggested that I work with Ashland Paramedics to make sure we are getting them the information that they need most during runs that the EKG is useful for. Most of our training this winter will be on this piece of equipment. I am working with Stryker to get the necessary parts that we need to go with the equipment. Pete, our rep, has been very helpful. These devices are in great demand and so their accessories are, too.

I finished our ACT 102 grant paperwork for this year. There was not an expense report needed since so many services did not finish theirs for the last one. I have spoken to Corey, who is in charge of ACT 102, and he has given me guidelines on our Stryker purchase. We will send them the full amount, and then our receipt of payment will be our final expense needed to finish our report. A lot of services are in the same place that we are with backordered equipment.

I plan to talk to Robin this week to see if there are any changes to our service with the new ownership of the ferry line. I am hoping that things will stay pretty much the same for now.

I hope everyone is having a nice new year and look forward to a good 2024.

Thank you.

**Respectfully Submitted,
Cynthia Dalzell, Madeline Island Ambulance Service**

RECEIVED

JAN 8 2024

Initial: dg