

Andover Area

CCA Mission Statement

“CCA will provide the highest quality healthcare services to the communities we serve resulting in superior satisfaction.”

- Serviced the Andover area since 2013
 - Provided EMS when the incumbent announced they could not financially sustain
 - Took over at the same rates
 - No new levy request by CCA since 2013 and operating off old levy for 10 years
 - Operating at a loss for multiple years but staying true to our mission and maintaining EMS coverage for the community
- Brought EMD (Emergency pre arrival instructions) to Andover residents in 2013 at no additional cost
 - Remainder of the county has just received EMD in 2020 from the County 911 center
- Made improvements to medical equipment over the years above and beyond requirements
 - Upgraded to new stretchers (\$18K)
 - Purchased new Lucas devices (\$7K)
 - Purchased new Cardiac Monitors with advanced technology (\$30K)
- Made improvements to the communication system in the area to assure safety above and beyond requirements
 - Installed a VHF radio Base for the area (\$20K)
 - Upgraded to the MARCS system (\$10K)
 - Upgraded GPS and location software (\$10K)
 - Upgraded to a Zetron Radio Console (\$120K)
- Staffed with Highly skilled Paramedic and EMT (highest trained in the area)
 - Experienced 911 Medics
 - Experienced Critical Care Paramedics
- In the past 10 years
 - Unit has been staffed in Andover 24/7/365 with a readied backup unit
 - Due to our size and depth we are able to ensure continual coverage
 - With over 50 Ambulances in our fleet, we are always able to ensure a ready vehicle is available
 - Andover Area vehicle is a newer model modular design.
 - Example – 2017 – Tornado – CCA scrambled 6 squads within 30 mins to the Andover area while maintaining the dispatching of resources for Fire and EMS

2022 911 Emergency Medical Requests for Service (Andover Area)

- 1038 Requests for the Andover Area
 - Average of 20 Requests a week
 - Average of 3 times a day
- 587 of those requests were transported
 - Average of 11 transports a week
 - Average 1.5 transported daily

Mutual Aid

- 90% of the time CCA Covers all calls
 - CCA provides average 2.69 mutual aid a week
 - CCA received average 2.28 mutual aid a week
 - Increase in PA mutual aid requests due to staffing shortages (doubled in the last year)

Operating Cost increases:

- Healthcare
- Payroll

- Fuel
- Insurance

Costs

- It costs roughly \$800k to staff an ambulance 24/7/365
- Loss of revenue from Andover ED Closure
- Current subsidy roughly \$180k with loss of Richmond and Cherry Valley
- Adding the Mil will result in an additional \$106k still operating at a loss but more manageable
- Current billing net from transports is roughly \$300k
 - 33% of the runs are Medicaid which is the lowest prepaid and below our cost
 - Deductible and copays have increase reducing the amount we receive from other insurers

IF CCAN WERE NOT IN ANDOVER

- Currently no entity in the area has the ability to cover the Andover area
 - Loss of EMS could result in a **no response** for an ALS Ambulance request
- Closest hospital/ED is in excess of 30 minutes away
- Mutual aid companies only transport to specific locations and may not transport to your hospital of choice
- No provider to transport Andover Village Nursing Home patients

Andover ED Closure (Map of the area below)

- Pre-closure – Trips took less than 45 minutes (units back in service within an hour)
- Post-closure – Trips take in excess of 3 hours resulting in increased mutual aid requests
- Andover Village NH – Increase in trips due to tunnel closure (Medicaid transports 1/3 of cost)
- Revenue loss from closure (patient transports outside 911) – revenue helped to keep the 911 a float

