

.Madeline Island Ambulance Service Report

February 1, 2024

We had a total of four runs in January. Two were transports, one was a fire stand-by, and one was a non-transport. One run had two patients.

I have tallied up last year's runs and we had a total of 77: 42 of those were transports, 35 were non-transports. 3 of the non-transports were fire stand-bys. We used the Ashland Paramedics for intercepts 21 times. We used Lifelink Helicopter service once.

One of our first responders has taken a long leave of absence. We also have several EMTs away at different times and are away for quite a while. Our service is going to remain quite small for the winter. By spring, we should be back in full force. We do have one person excited about taking the class soon.

We have been receiving deposits and payments from our billing company and I have asked Brittany for a report on the status of the runs she is working on.

Sarah conducted a small but good training with the ATV and rescue sled last week. We are also continuing our EKG training.

We just got the final deadline for the ACT 102 expense report and what is required. Michael Kuchta has been good enough to help me with this, since I need to be in Duluth so much of the time right now. I really appreciate his help and the assistance of the town hall work force.

Don Johnson, our maintenance person from Stryker, was here to do the annual inspection of all of our Stryker equipment this week. He checks out the Lucas device, the stair chairs, and both power loads and cots. He did find an actuator that needed replacing on one of the power loads. Jay let him into the building since I was out of town. I will get a full report emailed to me soon. He will begin to work on our EKG when we receive all of the equipment. Pete, our sales person from Stryker, has also been sending pieces of equipment needed to practice with our demo as they become available.

We continue to use the larger rig most of this winter since the roads are clear and obviously no ice road.

Respectfully Submitted,

Cindy Dalzell

Madeline Island Ambulance Service Director

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FEB 20 2024

Initial: dg

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

## Madeline Island Ambulance Service Report

March 2, 2024

We had two runs in February. The runs were both non-transport. We have continued to use the larger rig for the winter, though the four-wheel drive is available if needed for bad driveways and in case we have any unexpected weather or storms.

We have received our new EKG machine. I have returned the loaner to Stryker. I am working on the purchase order for the remaining balance. I am learning how to set it up and listening to lots of on-line training videos. Bonnie Matuseski is on board for training in May when she is back.

We are working on some training scenarios for this spring for active-shooter response, and for extraction of patients in extremely tight circumstances. We are also working on having a joint table-top discussion on incident command. It would involve all three departments: EMS, Fire and Police. We are doing our required CPR training on-line this year. Sarah has found a course from Allied Medical in the Cities, and we are making sure that it meets our state requirements.

Thom and I are going to go through all the police jump bags and AEDs soon to make sure we are ready for the busy season. Karl, the new police officer, is also willing to take the course to become an EMT.

Thank you.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

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MAR 7 2024

Initial: dg

## Madeline Island Ambulance Service Report

March 28, 2024

We had three runs in March. Two of the runs were transports, and the third was a non-transport.

I have been spending a lot of time working on the new EKG. It has a pretty steep learning curve, but Stryker has great support. It is registered and has a GPS device so if it should ever be misplaced or stolen, they can track it. There are many great training videos available as well. We will have it in service in May.

We are all finishing up our CPR refresher courses. Everyone should be turning in their certificates to Jamie with their CEUs. We have also decided that the small-space rescue scenario, which will be one of the first multi-department trainings, is a priority. We are also reviewing with Tamarack Health the fall prevention training.

I would like to set up a school tour for the kids to come and visit ambulances and the emergency services building. If that is not possible, then we could bring a rig to the school and show them around there.

It is inventory time for me to go through the rigs and the storage area in order to be ready for spring. Thom and I still need to finish our ditch kit and AED work with the police vehicles.

We have just received the letter that states that we are receiving our annual ACT 102 funds. I will forward it to Michael Kuchta and the town should let me know when we receive the funds. We did just get a nice donation from a patient that will go into the fund paying for the EKG.

Thank you.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

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APR 2 2024

Initial: dg

**Madeline Island Ambulance Service Report**

**May 2, 2024**

We had two runs in April. One of the runs was a transport with intercept. The other was a fire stand-by.

I was gone for about two weeks for my surgery but am back and catching up on paperwork and still working on getting our EKG into service. It is all set up -- now we will finish our training in May and be ready to start using it on runs.

Everyone should be done with their CPR refresher. We did it as an on-line course this time. It was a good review and gets us all re-certified in time for a busy summer.

We did receive our Act 102 funds for this year. When Michael Kuchta is back, I will make sure the funds go to the EKG payment.

We are hoping to set up a tour of ambulances with the school soon. We haven't done it in a few years, and I think the kids enjoy it and it is good for them to see the back of an ambulance. Hopefully they will not ever need an ambulance, but I think it is good for them to see what we do and how the ambulances work.

DSC is scheduled to come to the island to do radio service. Many of our radios need some attention. It will be a full day of work for them with the ambulance service.

Sarah did a good outdoor training meeting this month. Everyone also went through their ditch kits and tidied them up for spring.

We have gotten a report from the trauma department at the hospital. They said that we do a fine job on most run reports, but they gave me some pointers. We will go over all of this information at our regular monthly meeting next week.

Thank you.

Respectfully submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

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MAY 7 2024

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Madeline Island Ambulance Service Report

June 3, 2024

We had seven runs in May. Two of them were fire stand-bys, four were transports and one was a non-transport.

Bonnie did a great job doing our first EKG training. At our next meeting we will do more practicing and put the EKG into service. We will keep our AED and vital monitor for back up until everyone is totally comfortable with the new equipment. Stryker sent us lots of samples to practice with.

We did have the Stryker repair guy here on Memorial Day weekend. There was an issue with the cots and their batteries not re-charging. Our chargers seemed to have both gone bad. It was stated that they should be put on charge with a device that protects them from the power surge that we get when the generator tests itself or kicks on. Those are on order, and we have new chargers as well.

We also have had DSC here to add back the paging feature and the repeated tone-out button to our radios. It took him two tries but we have it covered now.

Steve Adamski is replacing the fog lights on 509 and stated that our rigs sit on a slope, and it is affecting the back ends of the rigs. We have added boards to level the area where they sit and hope that it helps to maintain the rigs in good condition.

The ambulance tour with the school was a great success. The kids and the EMTs had a great time.

Thank you,

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

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JUN 5 2024

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Madeline Island Ambulance Service Report

June 29, 2024

We had five runs in June. There were two transports and three were non-transport. There was a serious incident at Town Park Beach. Ambulance, Fire and Police worked great together to get the patient off the beach, up the stairs and to the ambulance. It was a valiant team effort.

We are continuing to train on the EKG. We have put the unit in the ambulance and will continue to practice and put it to good use. Crew members have been coming in to practice and we are feeling very confident on its use and usefulness to the service.

We have replaced the Stryker battery chargers and added more batteries to our inventory. We were having a lot of trouble getting them to charge reliably and we cannot be without them.

We also have had DSC here to add back the paging feature and the repeated tone-out button to our radios. It took him two tries but we have it covered now. Sarah is sending the rest of the radios that were not programmed to DSC to have them completed there.

Steve Adamski is replacing the fog lights on 509 and stated that our rigs sit on a slope, and it is affecting the back ends of the rigs. We have added boards to level the area where they sit and hope that it helps to maintain the rigs in good condition. Steve has also had to replace the front and back shocks on the older rig. This rig is now over twenty years old. It has low mileage, but it is wearing and going to be getting more and more expensive to maintain. I am urging the town board to realize that replacing it in the next few years will be necessary. A new rig is in the capital equipment plan, and I will be reviewing it again at budget time with updated estimates. I am encouraging a small committee to form to decide what the newer rig should be and hope that they will go to conferences and other avenues to look at all of the options out there.

Bonnie and I attended the Narcan review that was presented at the ESB this month. It was a very good review and there were quite a few people there including a lot of bartenders and servers from island establishments. She handed out Narcan for people to carry with them or have at their businesses. She also provided each EMT with two units for our personal ditch kits.

Thank you.

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

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JUL 3 2024

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## Madeline Island Ambulance Service Report

August 17, 2024

We had twenty runs in July. There were ten transports and eight were non-transports. There were also two fire stand-bys. The schedule is pretty tight but everyone has done their share of taking shifts.

We have used the EKG more than once now and it feels very good to have it in the rig and part of our toolbox.

I am very excited to see the fire numbers going up as well as the new road signs. They will make such a difference in making our search for homes easier, especially at night.

We have had Dave from DSC back again. The radio in 508, the Mercedes, was not working. He took it with him and we are using our hand held radios until it comes back.

I am busy training Sarah Schram for the ambulance director position. We are meeting when we can, and I am going through my list of jobs to make sure she has a good foundation before I retire. I will write a letter to the town board to this effect soon when I know dates for my retirement from the service.

Sarah has also been very busy recruiting. It looks like we have three nurses that are willing to join the service. She is also meeting with a few of the fire fighters that would like to become EMRs. It would be great to increase the numbers of service members. Our schedule remains quite lean though so far we have been able to cover all of the shifts.

Thank you,

Respectfully Submitted,

Cynthia Dalzell, Madeline Island Ambulance Service

## Ambulance Report (August and September)

August continued to be a very busy month for the Ambulance Service as we responded to 16 calls. Our service members remained dedicated and diligent in maintaining 24/7 coverage for our community, despite all being very busy with their own businesses, children and lives. I'm very proud of them for the work they have done this summer. And thankful to have them as my peers.

There were several times this summer that our service almost did not have enough people to respond to calls. More than one call at a time puts us in a very precarious situation. In anticipation of another busy summer next year, I have begun some heavy recruiting. I worked with the EMS coordinator from Northwood Tech to organize an EMR course that will take place online and on the island over the next 2 ½ months. Students will have online lectures on Tuesday evenings as well as 2 weekends packed with hands on training- all to meet the minimum requirements for EMR training. There are currently 11 students signed up for this class! As an added bonus, class fees were paid for through an anonymous donor facilitated by Tamarack Health! (EMRs are First Responders with less training than EMTs. Our Ambulance can legally transport a patient with one EMT and one EMR. We need at least one EMT at all times.)

We will also have a few new EMTs joining our service- all of which have higher level of healthcare educations and licenses. Nurses and physicians, retired or practicing, can take a streamlined course to obtain a WI EMT license. We will gain 3 new EMTs through this process before the end of the year. Officer Williams has also completed his EMT course and is in the process of getting his license. And another young student is taking the EMT course at Northwood Tech over the winter!

September slowed down in call volume, but we began our monthly training meetings. For our Training Meeting in September, we took rigs out to the State Park and discussed how we would access a patient on Big Bay Beach. We also practiced patient care and driving the ambulances. In October, we will train with the Fire Department and Northwood Tech in a Tree Stand Rescue. In November and December, we will train with our upcoming EMRs and Northwood Tech instructor on some of our larger pieces of equipment including our LUCAS device. (The LUCAS provides continuous compressions on patients needing CPR). The Town Board members will be invited to parts of this training to observe some of the work our new and veteran Ambulance Service Members are participating in.

We are all looking forward to fewer calls over the winter months with time to train and transition into a new service (with rookie and veteran members) ready for next year's season.

Respectfully submitted by Sarah Schram



## Ambulance Report (October)

Our Ambulance Director, Cindy Dalzell, officially retired in the month of October. The average career span for an EMT is only 5 years. Incredibly, Cindy gave nearly 20 years of service to the Madeline Island Community. Our service gives her a resounding 'thank you' and wishes her all the best in her new chapter of retirement. Service members elected myself, Sarah Schram, to take over as Ambulance Director. I will do my best in these new responsibilities and I look forward to growing and maintaining a thriving service.

Our call volume has finally slowed down for the month of October. We used the extra time to increase our training. We joined the Fire Department in training on Oct. 26<sup>th</sup> with instructors from Northwood Tech to simulate a 'deer stand rescue.' It was great to train with our fellow department service members and we plan to do more so in the future, including a vehicle extrication in January.

Our student EMRs are in full swing of their course. The goal remains to have new recruits licensed before the end of the year. These new service members will nearly double our roster and then the real work to integrate them into Island EMS will begin.

We will remain training hard over the winter months as the off season sets in. The work now shifts to practicing our skills (new and old) and ensuring preparedness for all possible emergencies.

Report respectfully submitted by Sarah Schram.

## Ambulance Report (November)

The Ambulance Service responded to 2 calls in the month of November.

With the reduced call volume, the Service has used the extra time for training. Current Service Members trained with incoming EMR students on Saturday, Nov. 9<sup>th</sup>. Instructors from Northwood Tech directed participants in training with our LUCAS device (a machine that delivers automatic chest compressions for a patient needing CPR), and also training in resuscitation most specifically in case of a drowning. It was a great training experience for all. We will do a similar training session with the same folks in December.

The goal remains the same- to have incoming students licensed by the end of the year. Students will take their practical tests on Dec. 8<sup>th</sup> and then can schedule an online exam to be administered from the college. Our service will begin full integration with the new members in January.

As Director, I continue to learn the ins and outs of the position. I've heavily relied on the knowledge of EMS leaders from both Ashland and Bayfield counties who have made themselves readily available to answer my questions or concerns. Our veteran service members have also stepped up to help with maintaining a smooth transition into this new era of EMS.

Report respectfully submitted by Sarah Schram.

## Ambulance Report (December 2024)

The Ambulance Service responded to 4 calls in the month of December.

The current EMR students continued their studies, which included another weekend of hands-on training Dec. 6<sup>th</sup>-8<sup>th</sup>. Our current service members trained with them on Dec. 7<sup>th</sup> using a state-of-the-art training dummy from Northwood Tech. Lots was learned by all- and team bonding began to happen between old and soon to be new members.

All students have now completed their EMR course and test. Next steps are to get licensed by the state and then credentialed with our own Madeline Island Ambulance Service. With the completion of this class, we will be adding 9 members to our service. It will take some time and work to get everyone acclimated...but I hope that by the time busy summertime hits, we'll be ready.

New Members will include; Ashli Kanzler, Lilah Guertin, Kye Castillo, Zach Whitaker, Lucas Montagne, Kevin Crawford, Hilary Nelson, Nate Reichkitzer, and Kayla Arrigo as EMRs.

Veteran members remaining on the service include; Gary Flores, Chris Wolfe, Alan Hardie, Sarah Schram, John Carlson, Jay Wiltz, Evan Ralph, Martin Curry, Alex Nelson, Jackie Noha, Bonnie Matuseski, Thom Rossberger, and Karl Williams.

As Director, I continue to heavily rely on neighboring department heads for information to help me succeed in my new role. I have begun to implement a new inventory system that organizes our supplies and closely monitors expiration dates. I have started to work with the billing company that works on behalf of the ambulance service and will soon get our runs for 2024 properly reported, coded and sent out for billing. I hope to be using new scheduling software within the next few months.

Report respectfully submitted by Sarah Schram.