

Eagle County Paramedic Services

*Providing skilled, professional and
compassionate healthcare to our community.*

Annual Report

2022

EAGLECOUNTYPARAMEDICS.COM



EAGLE COUNTY
PARAMEDIC SERVICES

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EAGLE COUNTY
PARAMEDIC SERVICES

A Message from our CEO

Dear Eagle County Community,

We are pleased to present the 2022 Annual Report for Eagle County Paramedic Services, a testament to our commitment to providing exceptional emergency medical services (EMS) and mobile healthcare services to our community. As CEO, we are honored to share with you the remarkable achievements of our staff and the profound impact we have made throughout the year.

Our mission at Eagle County Paramedic Services is to provide skilled, professional and compassionate healthcare to our community. We do this in a variety of ways, including traditional EMS response; special EMS response and advanced practice care. Our staff are amongst the most capable out-of-hospital professionals in the country and we practice judgement free, empathetic and compassionate healthcare.

At Eagle County Paramedic Services, we believe in being proactive in creating a safer and healthier community; we see ourselves as the healthcare provider of last resort. In partnership with other healthcare providers in the valley, we have improved access to services and significantly reduced hospital re-admission. We are increasing the efficiency of the healthcare system through our mobile integrated health programs. From our collaboration with MIRA Bus to our work with Your Hope Center, we endeavor to participate in the provision of health services where gaps have been identified.

In our pursuit of excellence, we remain committed to embracing cutting-edge technologies, staying ahead of industry trends and adapting to the evolving healthcare landscape. Our dedicated team is driven by a patient-centric approach, ensuring that we provide the best possible care to those in need. Our board of directors is passionate about caring for our employees and developing new and innovative strategies to improve healthcare access, emergency care and delivery in Eagle County.

We extend our heartfelt appreciation to our community for your trust and support. Together, we have made a meaningful difference in the lives of our residents and visitors. We are grateful for the opportunity to serve you and we remain dedicated to upholding our commitment to excellence, innovation and compassionate care.

Thank you for being a vital part of our journey.

Sincerely,
Brandon Daruna
CEO, Eagle County Paramedic Services



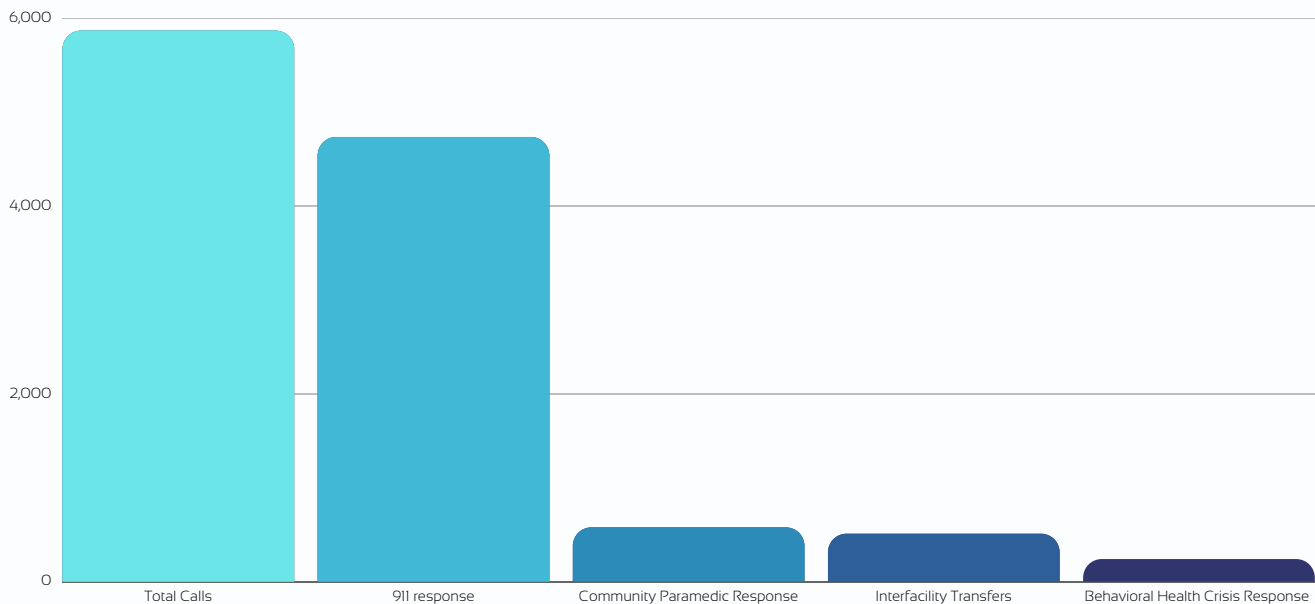
Brandon Daruna “

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About Eagle County Health Service District

Eagle County Health Service District (The District), doing business as Eagle County Paramedic Services, is a full-service Emergency Medical Services (EMS) agency that provides 911 emergency response, interfacility patient transportation including paramedic level critical care, community paramedicine, event coverage, medical support of special events, and specialized response teams such as search and rescue, wildland fire and tactical paramedicine.

We respond to more than 5,800 requests for service annually and cover approximately 1,692 square miles, including most of Eagle County and the eastern portion of Garfield County, Colorado.



Coverage includes the towns of:

- Vail
- EagleVail
- Minturn
- Red Cliff
- Avon
- Edwards
- Wolcott
- Bond
- McCoy
- Eagle
- Gypsum
- Dotsero

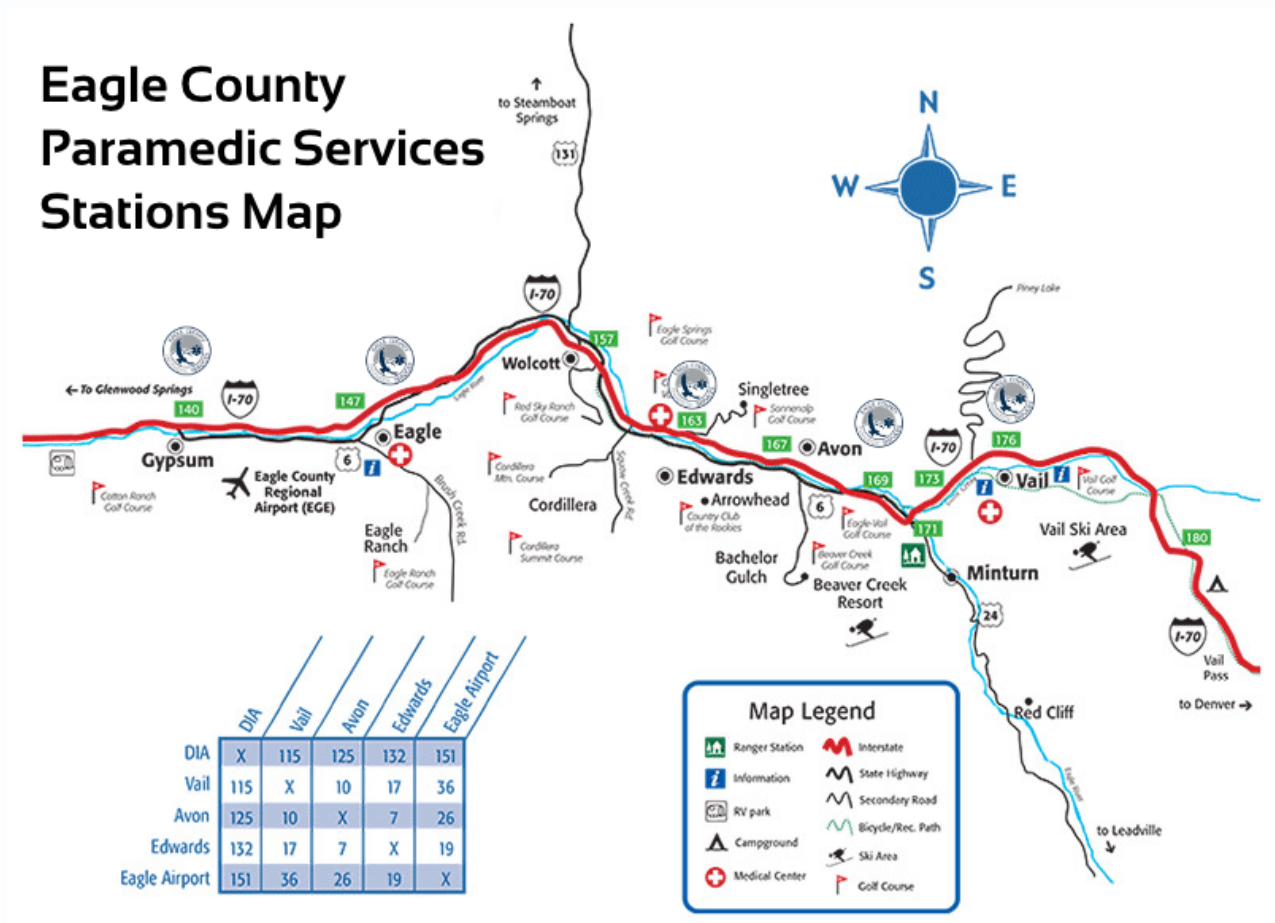
The District also covers the world-renowned Vail and Beaver Creek ski resorts. This includes 63 miles of I-70 and the busy Eagle County Regional Airport with direct flights from Atlanta, Chicago, Dallas, Houston, Miami, Minneapolis, New York City, Los Angeles and others.



EAGLE COUNTY
PARAMEDIC SERVICES

We are a Colorado Revised Statute Title 32 Special District and are supported by a tax funded 2.75 mil levy and ambulance user fees. The mill is equal to \$98.31 for a \$500,000 home in Eagle County. An elected five member board of directors provides oversight for the District.

The District operates from five stations located in Vail, Avon, Edwards, Eagle and Gypsum; we own 14 advanced life support ambulances and operates seven paramedic ambulances 24 hours per day, seven days per week.



The District employs 80 people including 46 paramedics, 16 EMTs and 12 full and part-time paramedic supervisors. The District increases the number of paramedic ambulances based on call volume and need.



EAGLE COUNTY PARAMEDIC SERVICES

BOARD OF DIRECTORS



Dan Smith
CHAIR, PRESIDENT



Janet Bartnik
VICE CHAIR, SECRETARY



Lynn Blake
VICE CHAIR



Jack Eck
VICE CHAIR



Dr. Scott McCorvey
VICE CHAIR, TREASURER

WE ARE ONE ECPS

MISSION

Our mission is to provide skilled, professional and compassionate healthcare to our community.

As always, we hope that the community will have no need of our services but the reality—as shown by the past two years—is that Eagle County Paramedic Services is a critical asset to the community. Eagle County is rural community but the knowledge, professionalism and level of care provided by Eagle County Paramedic Services is world-class, rivaling that of much larger organizations in major metropolitan areas. Though looking back on 2021 is important, our focus is looking at 2022 and beyond.

VISION

Our vision is to be a world leader in out-of-hospital healthcare.

OUR VALUES

Integrity	We are honest, committed and consistent in our words and actions.
Excellence	We exceed expectations by continuously improving knowledge, practice and skills.
Community	We are helpful, compassionate and respectful in all of our interactions.
Patient Advocacy	We act in the best interest of our patients.
Professionalism	We are loyal, ethical and team oriented.

The Year in Review

Community. Contribution. Care.

2022 was a year of renewal. As the widespread availability of vaccines helped address the impact of the COVID-19 pandemic, Eagle County Paramedic Services continued to focus on protecting the safety of our staff while providing exceptional care to the community.

The relaxation of pandemic restrictions allowed us to revitalize community initiatives, like Camp 911, educational programs at the local schools and increased collaboration with MIRA Bus and other outreach efforts.

In 2022, Eagle County Paramedic Services also saw change in leadership with Brandon Daruna taking the helm as CEO. Alice Harvey joined the team as Community Health Manager. In May, three new Board members were elected to the Board of Directors: Lynn Blake, Dr. Jack Eck and Dr. Scott McCorvey. Our long-time medical director, Dr. Diana Hearne, retired; Drs. James Engeln and Jason Zeller joined as medical directors.

We adopted new protocols for medical care that allows us to serve the needs of our community; we conducted more than 300 hours of training for our staff, including an intensive austere medicine class, to continue providing exceptional out-of-hospital care to our patients.

In June, we celebrated 40 years of service in Eagle County. We also provided services for events large and small, from high school football games and rodeos to the World Cup Ski Races and a visit from President Biden.

Eagle County Paramedic Services Staff:

- 46 Paramedics
- 16 EMTs
- 12 Paramedic Supervisors
- 3 Community Paramedics
- 27 Critical Care Paramedics
- 11 SAR Paramedics
- 20 Field Trainers
- 12 Wildland Fire Paramedics
- 2 Medical Directors
- 14 Administrative staff



Our Stakeholders:

- 80 employees
- Our patients
- Our community
- Our 1.3M visitors each year
- Our partners:
 - Vail Fire and Emergency Services, Eagle River Fire Protection District, Greater Eagle FPD, Gypsum FPD, Rock Creek FPD
 - Vail PD, Avon PD, Eagle PD, Gypsum PD and Eagle County Sheriff's Office
 - Vail Health, Colorado Mountain Medical, Valley View Hospital, etc.
 - Your Hope Center, Vail Health Behavioral Health, SpeakUp ReachOut
 - Beaver Creek Public Safety
 - Eagle County Regional Airport
- Our Board of Directors

2022: At a Glance



911 calls

In 2022, Eagle County Paramedic Services responded to 5,866 total calls; 4,728 of these were 911 calls. A 911 call is a single, unscheduled emergency event for which EC Paramedics assistance is requested.

42 different types of trauma



The top five types of calls Eagle County Paramedic Services responded to (excluding special events and interfacility transfers) were:

- Sick person
- Traumatic Injury
- Traffic Accident
- Falls
- Breathing Problem



Community Paramedic calls

Eagle County Paramedic Services' Community Paramedics conducted 53 behavioral health crisis calls, 688 scheduled Mobile Integrated Health (MIH) calls and 74 community clinics (i.e., MIRA Bus)



Total days deployed for wildland fires

Thankfully, none. However, Joel Simonson deployed to four fires outside of Colorado for more than 30 days as a Type 1 Medical Unit Leader.



99% Patient Satisfaction Score

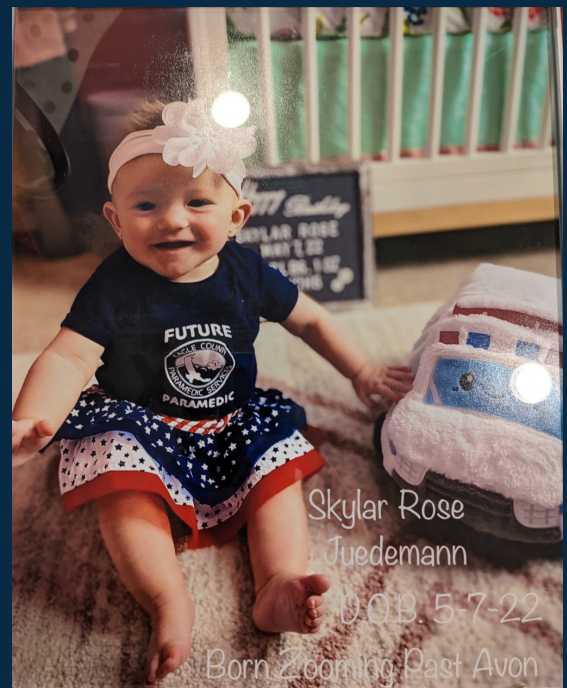
In 2022, more than 99% of our surveyed patients were satisfied with our service. The national average score is 92%.

Grateful Patient

I needed to take an ambulance from Beaver Creek because I had a severe vertigo attack and the paramedics were SO AMAZING! Really, they were so kind, patient, respectful, attentive, professional, yet warm with their treatment. I felt so vulnerable and they made me feel so safe. I needed someone to meet Gracie to get my dogs from my car- and one guy stayed behind to meet her with my keys. Above and beyond!

Special Delivery!

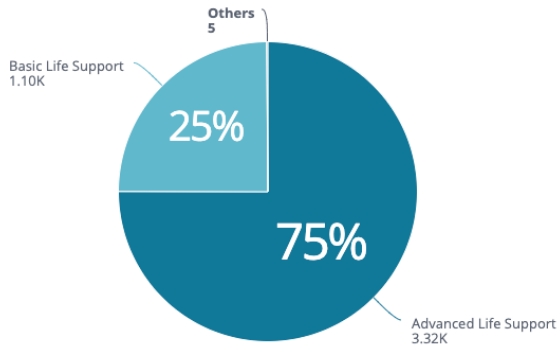
Skyler Rose Juedemann was born in May 2022, speeding past Avon! Both mom and baby are doing great.



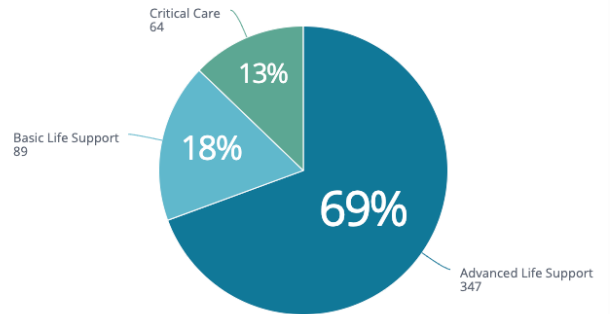
Skyler Rose Juedemann
DOB: 5-7-22
Born Zooming Past Avon

2022: The Health of our Community

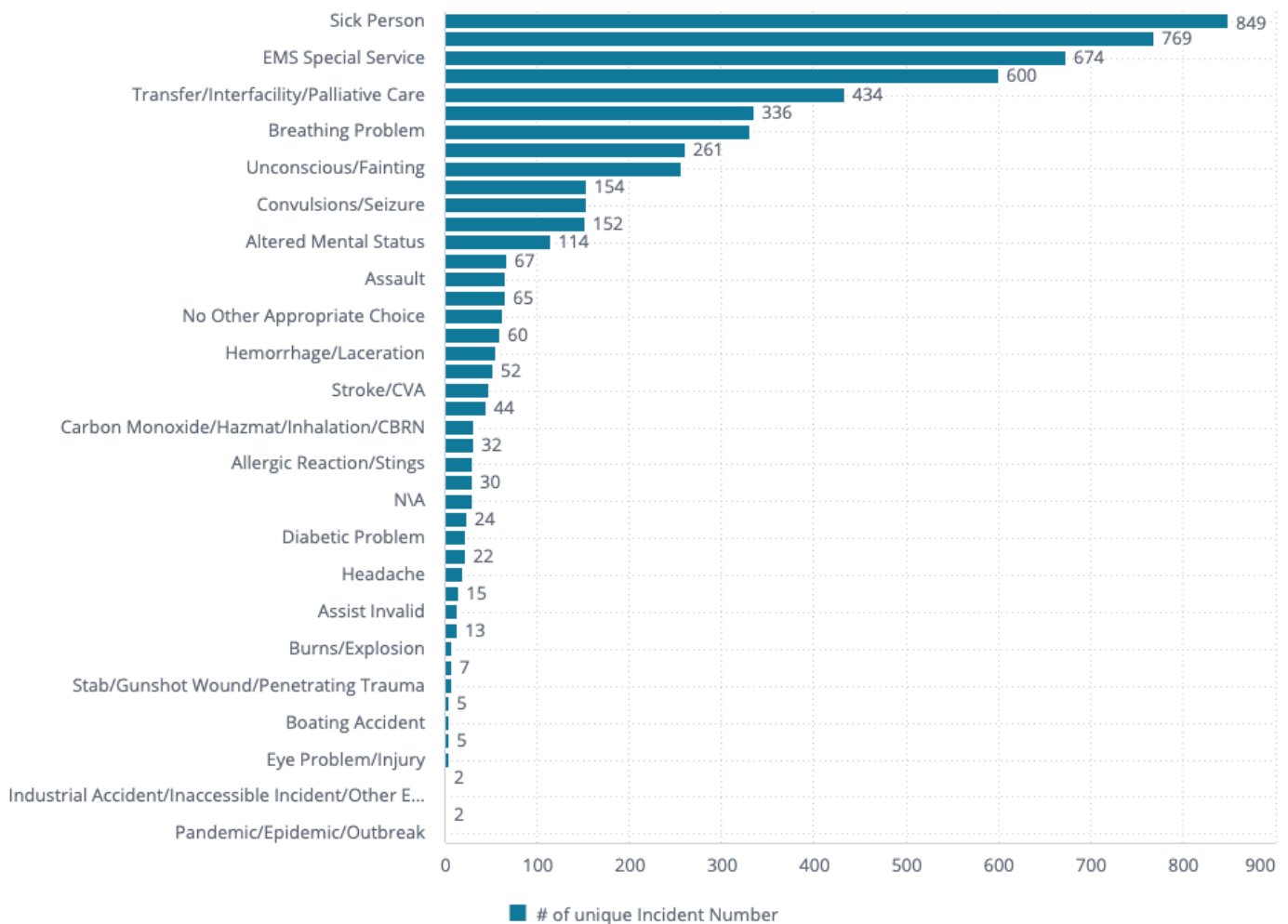
Service Level for 911 Calls



Service Level for Interfacility Transfers



Medical Complaint listed when admitted to the Emergency Department



NOTE: EMS Special service includes standby at events like the rodeo and concerts at Ford Amphitheater

Training and Education

We have a broad focus on training and education as we strive to meet the needs of our 911 crews as well as the specialty teams that provide wildland, search and rescue and critical care medicine to our community.

As an organization, there is very low turnover so we can spend less time on foundational concepts and more time on emerging practices and specialty topics. We have dedicated evenings conducting case reviews where we take a critical look at what we can improve and review clinical pearls that are shared with the entire staff.

We constantly pursue excellence in the practice of medicine.



Impella Cardiac Assist Device training at the Vail Health Cath Lab



62 continuing education courses

Eagle County Paramedic Services conducts American Heart Association CPR for Basic Life Support (BLS) classes for Vail and Beaver Creek Ski Resorts, Town of Vail and other community partners. We also hosted National Registry classes to certify all of our paramedics.



300 hours of internal training

Our extensive practical education includes HALO (High acuity, low occurrence) training; case reviews; active shooter training; ACLS (Advanced Cardiovascular Life Support); PALS (Pediatric Advanced Life Support) and more.



60 hours of partner training

In addition to the monthly continuing education events that we host, we conducted 60 hours of BLS training for our fire district partners, Public Safety, Police, Ski Patrol and other co-response partners.



Critical Care rotations

In 2022, critical care paramedics from Eagle County Paramedic Services traveled to UC Health in Denver to conduct rotations in the surgical trauma intensive care unit and the cardiac intensive unit, honing and expanding their critical care practice.

Community Paramedics

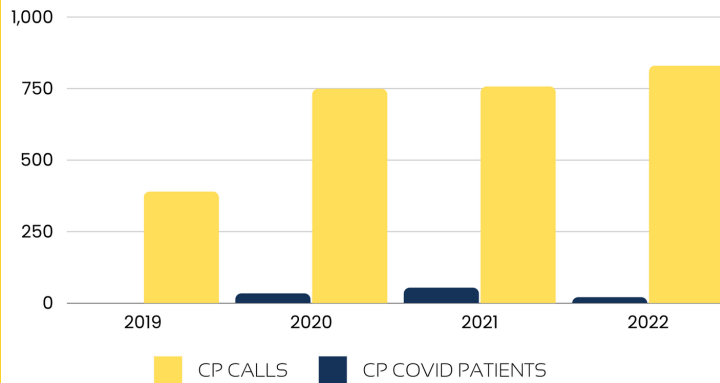
Eagle County Paramedic Services began one of the country's first community paramedic programs more than a decade ago. We still remain pioneers in the field of what has come to be known as Mobile Integrated Healthcare (MIH): a patient-centered, innovative care delivery model that offers needed care and services in the patient's home or mobile environment like the MIRA Bus.

Over the past decade, we have built relationships with local healthcare partners and organizations which have resulted in connecting our community to a broader range of services. As leaders in mobile healthcare, EMS is perfectly poised to fill in gaps along the healthcare continuum and bring people the care they need, where they need it, when they need it the most. Ultimately, this leads to higher quality care, improved population health outcomes and reduced overall system costs.

COVID was a catalyst for our healthcare community's recognition of the value of this unique and effective model of care. While the number of patients we served at home with COVID peaked in 2021, our rate of growth has continued.

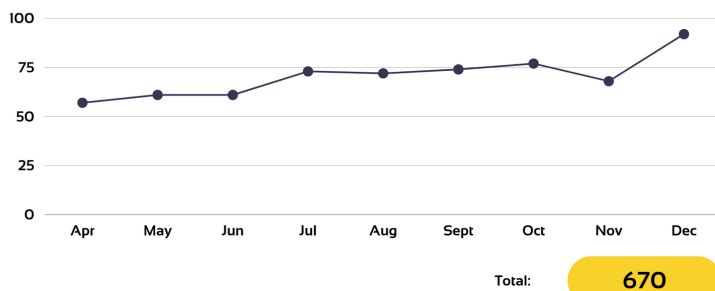
Annual call volume doubled from 2019 to 2021, with an additional 10% growth in 2022.

CP CALL VOLUME VS CP COVID PATIENTS



This trend appears to be continuing, despite a decrease in COVID patients.

2022 Call Volume Trend

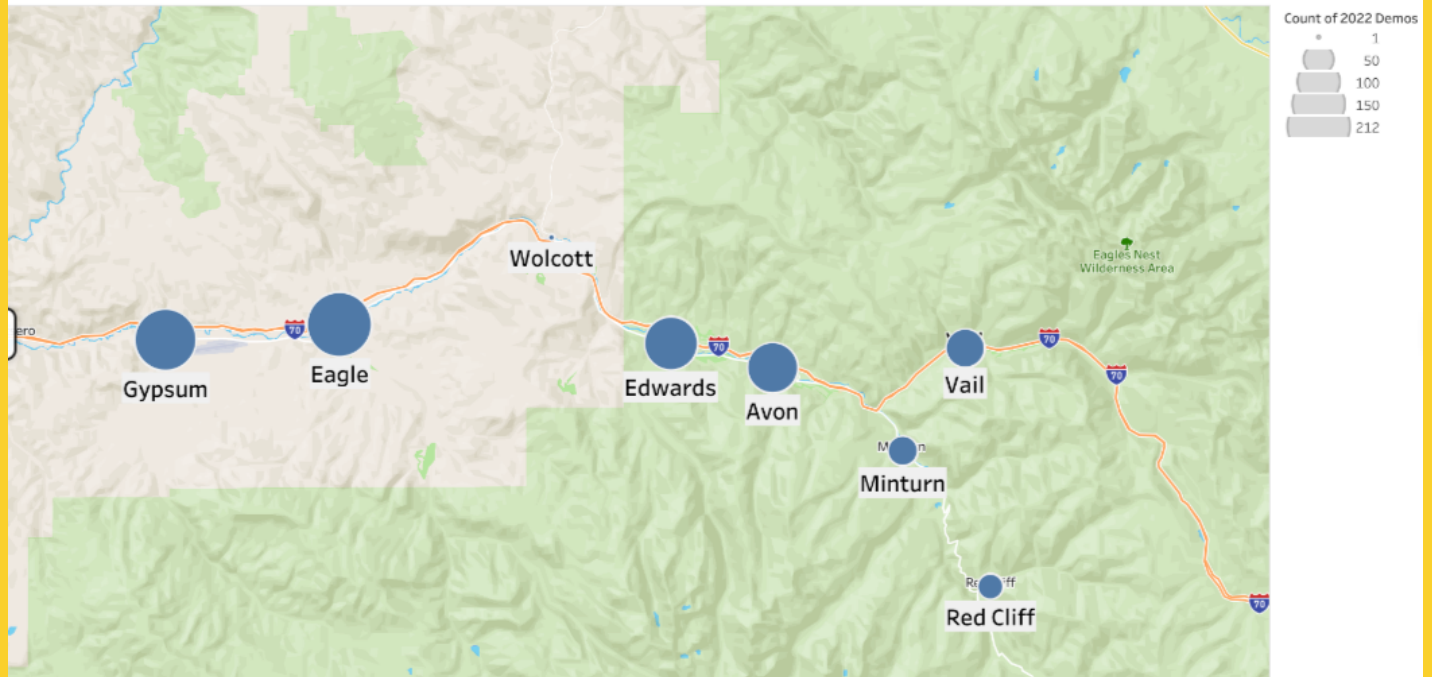


Community Paramedics

Who do we serve?

Half of our CP calls in 2022 were in Gypsum and Eagle.

CP calls by town



67% of our patients were over age 65.



22% of our patients identified as Hispanic.

Community Outreach

Outreach programs are a crucial component of promoting public health and safety in local communities.

Eagle County Paramedic Services works closely with local organizations and regional leaders to provide education, training and resources to help prevent emergencies and respond to them effectively when they occur.

Partnering with the MIRA Bus, we provide public health services every week, offering free screenings for common health conditions such as high blood pressure or diabetes. These tests can help individuals identify potential health issues early on and seek appropriate medical care.

At Camp 911, an event that takes place on two Wednesdays each summer, we teach kids ages 9-11 about first aid, fire safety, personal protection and more. Camp 911 was created more than 20 years ago as a collaboration between Eagle County Paramedic Services, Eagle County Sheriff's Office and other first responder agencies; approximately 3,000 kids have experienced the program.

We also provide stand-by coverage at Battle Mountain and Eagle Valley High School football games; participate in YouthPower360 camps and outreach events at elementary schools, and engage in a wide variety of community events from Youthapalooza, National Night Out and Touch-a-Truck.

Additionally, we're standing by at events like the weekly rodeo in Eagle and the Eagle County Fair & Rodeo, concerts at Gerald R. Ford Amphitheater, GoPro Mountain Games, World Cup ski races and more.



Media coverage- 2022

Our overall communication strategy for Eagle County Paramedic Services has been to position the District and the people who work here as experts in local media and beyond.

In 2022, Eagle County Paramedic Services appeared in more than 50 stories with coverage in both local and statewide publications, including:

- Vail Valley Magazine
- Vail Daily
- Bicycling Magazine
- EMSI
- Colorado Sun
- Journal of Emergency Medical Services
- Risk Management Review

Topics included a feature on how EMS has thrived during the pandemic; coverage of our CEO hiring and new board; fentanyl in the county; the national ambulance shortage and more.

All of our [media outreach and resulting articles](#) can be seen here

Our website also saw fairly significant growth in 2022.

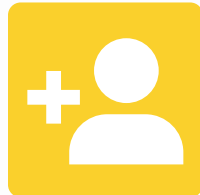


On social media outlets, we are considered trusted sources for medical and public health information; this is a role we will continue to grow.



359k+ Impressions

Impressions = the number of times our content was displayed to users.



430+ New Followers

New followers on Facebook, Instagram, LinkedIn and Twitter



400+ Posts Published

Content posted on Facebook, Instagram, LinkedIn and Twitter



35.6k+ Total Engagement

Engagement refers to the number of times users engaged with our content: likes, comments, reposts, etc.



Eagle County Paramedic Services can be found on Facebook, Instagram, LinkedIn, Twitter and Nextdoor. Since we began tracking social media stats in 2020, Eagle County Paramedic Services accounts have grown by more than 100% in audience growth and impressions; engagement has increased by more than 80%.

Social media is a tool for interacting with our community. These channels allow us to share information and raise awareness about our organization and our activities within the community, giving a "face" to Eagle County Paramedic Services.

Awards and Accolades



Named to Outside's Best Places to Work in 2022

- Third year in a row on the list.
- Only EMS or Medical Group on the list.



Eagle County Public Safety Appreciation Awards

- These awards are community-based, illustrating our impact in our service area.
- Aaron Zinser was awarded a Unit Citation Award and the Medal of Valor during the Night of Excellence at 4 Eagle Ranch on Oct. 8, 2022 in response to a high-risk rescue on Snowmass Mountain.



Emergency Medical Services Association of Colorado (EMSAC) Award for Valor

- This award recognizes prehospital providers who perform exceptional or heroic acts to serve their community in a manner exhibited by Paramedic Paul Cary. This award recognizes the exceptional valor displayed by the provider despite the significant risk to their own life and/or in an environment significantly outside the normal for EMS.
- EMSAC presented Aaron Zinser the Award for Valor at the EMSAC conference on Nov. 12, 2022 for his exceptional skill during the backcountry call on Snowmass Mountain.



Colorado Mountain Regional Emergency Medical and Trauma Services Advisory Councils (CMRETAC) Awards

- These awards are bestowed each year for nominees in the Central Mountain region.
- Bill Johnston was named 2022 ALS Provider of the Year.
- Dr. Diana Herne was presented with a lifetime achievement award as our EMS Medical Director.

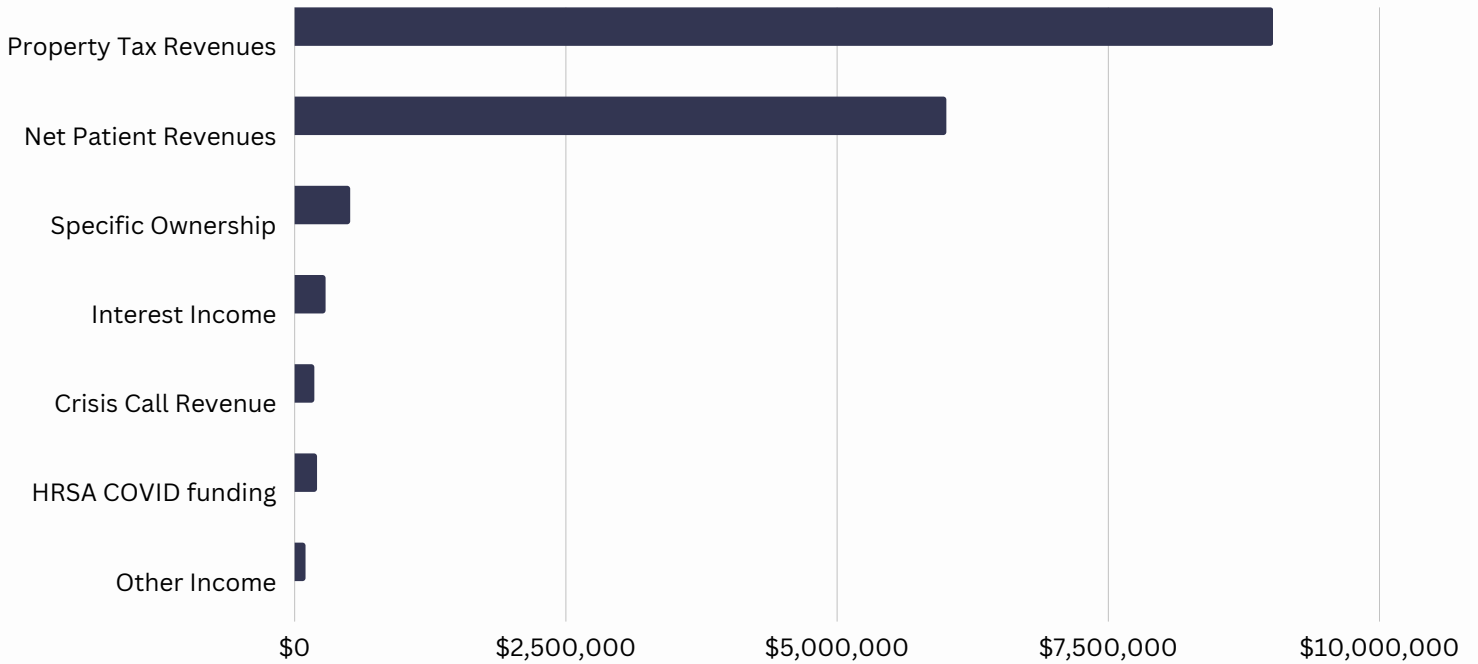


Safety Hero

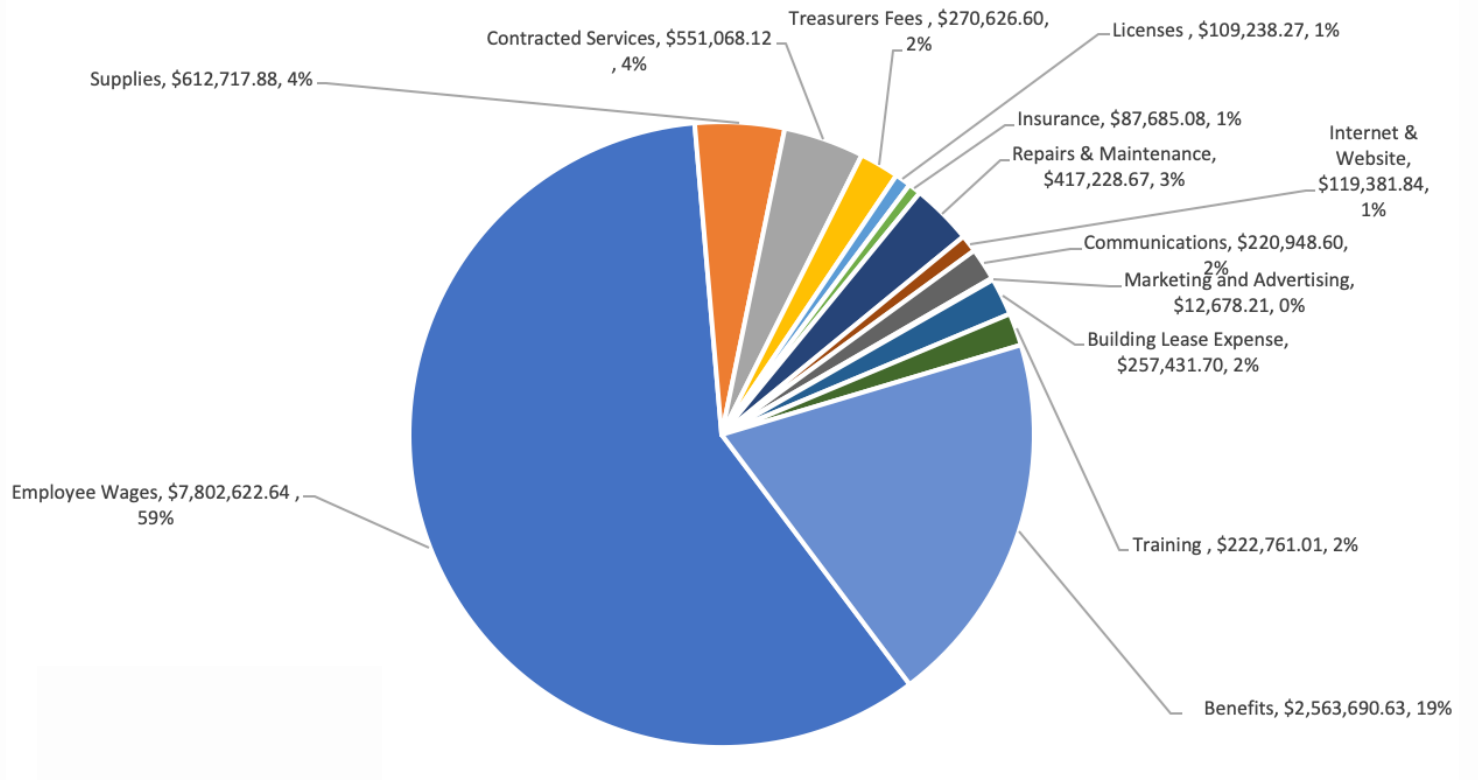
- Each quarter Colorado Special Districts Property and Liability Pool recognizes an individual whose dedication to creating a safer workplace goes beyond the ordinary.
- Graham Kane was named as the 2022 Quarter 4 Safety Hero.

Financial Overview

2022 Revenue Summary



2022 Expense Summary



Financial Overview

Post-Pandemic Planning:

At the beginning of the 2022 budget cycle, we were anticipating not only the effects of COVID-19 entering the endemic state, but also seeing an increase in financial instability of our economy, compounded by supply chain issues affecting medical supplies and the availability of vehicles.

The strategic and fiscally responsible planning that the District has employed over the past several years is well-suited to meet the financial challenges that these events are presenting.

This past year's financial outcomes represent our continued efforts to conservatively utilize the resources accumulated over the past several years while also strategically planning for fiscal future needs.

Labor challenges:

Continued sharp increases in real estate valuations from 2015 to today continue to exert upward pressure on the cost of labor. The District's history and stature in the pre-hospital community continues to attract highly qualified candidates which helps to mitigate some of the impact, however it also creates other challenges. The result has been that we are experiencing a greater number of EMTs and paramedics living out of the county. This is affecting our ability to have staff available for immediate system emergencies.

Capital Improvement Planning:

The District has historically practiced good stewardship of public funds and continues to aggressively save and pay for future capital projects with cash. Our five-year outlook will include at least \$5 million earmarked for the complete renovation of our Eagle Station, which may include employee housing. Our 10-year plan has another \$5 million set aside for capital equipment purchases such as new ambulances, equipment replacement and continued maintenance of our four facilities; the maintenance of our fifth station in Vail is managed by Vail Hospital per our lease.

Operational Viability:

In response to COVID's transition into the endemic phase, we are continually exploring a myriad of options to be community leaders providing healthcare and emergency response to our community in a fiscally prudent manner. We are looking ahead, preparing for further increases in costs and considering options to diversify our revenue streams as our operating environment experiences continued volatility. Eagle County Paramedic Services budgeted for clinical training and professional development as well as needed repairs and maintenance to our buildings and investment in capital outlay for 2022. Realizing that our staff, facilities and equipment are cornerstones of serving the public, it is critical that we maintain and care for these three areas.

Integration and development of new and additional public services:

The demand for our community paramedicine/mobile integrated health services (MIH) continues to grow. We are exploring additional partnerships with our community stakeholders and additional service lines with multiple community healthcare partners, based on community need. We expect MIH to be the largest evolution of emergency medical services locally and across the nation. This evolution towards expanded mobile healthcare presents the opportunity for additional funding sources and will support traditional 911 fees for service. It's also a way to be fiscally responsible to our taxpayers.

Opportunities and Initiatives

With a dynamically changing healthcare landscape, significant changes in cost and access to housing and increased competition for high quality employees, Eagle County Paramedic Services embraces consistent and calculated change to continue to provide high quality care and meet the needs of our staff and community. We plan to address the following opportunities in 2023 to support this endeavor:

Opportunities in 2023

- The impending lack of access to home healthcare in the valley
- Lack of access to housing
- Ambulance deployment efficiency
- Increasing cost and revenue

The impending lack of access to home healthcare in the valley

As the only provider of home health has ended its service to our community, we continue to collaborate with partners to determine the right structure to fill this gap. In the interim, our community health staff is going to great lengths to provide care to patients who have lost access. While this isn't sustainable long term, we are working to prevent anyone from falling through the cracks. We are considering how the District fits into the right structure to solve for this problem, in collaboration with all clinical stakeholders in the Valley.

Lack of access to housing

With the significant increase in home value in Eagle County and the lack of rental availability, we face increasing challenges in recruiting and retaining employees; we recognize that this challenge exists with every employer in our community. Currently, more than a third of our staff live on the front range and we fear this number will grow as people lose access to housing. This impacts our ability to provide efficient services and removes our staff from being stakeholders in our community. In 2023, we will introduce a new housing benefit program that endeavors to make the first step in bridging this gap, providing assistance for our employees to join and/or remain in our community. We feel this will increase the efficiency of our system and significantly increase our ability to recruit and retain employees.

Ambulance deployment efficiency

The seasonal nature of our district makes the deployment of resources particularly challenging. Demands for our services change significantly when the lifts stop turning, moving from emergency support of our visitors to chronic support of our residents, particular mental health and mental health crises. As one would imagine, these challenges make staffing difficult, especially when we consider that many of our staff members live more than two hours away. Historically, we have managed this challenge with our staff working 48-hour shifts, but this restricts our ability to staff dynamically on a day-to-day and seasonal basis. As we consider other methods to become more efficient, bringing our employees into our community will be key – we aim to ensure enough staff is on duty for the likely volume and position ourselves to provide elite care.

Opportunities and Initiatives

Increasing cost and revenue

We all face the challenges of inflation and increasing cost of operations since the COVID-19 pandemic. We continue to wait for ordered ambulances as supply chain deficiencies heal and manufacturers struggle to catch up on backorders. Our capital expenditures, such as building improvements and planning for future response locations, have significantly risen in cost.

With an increase in home value, we expect to also see an upturn in our tax revenue. Currently, there are several potential policy changes that may affect this change in income. Certainly, our costs today far exceed our expenditures prior to the last assessment. We pride ourselves on being good stewards of our taxpayers' investment in us and support of our services. In August and November 2023, as more information becomes available, we will collaborate with the board to build the right strategy that balances proper funding and the impact to our taxpayers.



Thank you

To our dedicated EMS professionals, our valued partners and entire team, thank you for your unwavering commitment to providing exceptional care and service to our community; it is truly commendable. Together, we have achieved significant milestones and made a positive impact on countless lives. Thank you for your unwavering dedication, professionalism and commitment to excellence. Your passion and hard work continue to inspire us all. We look forward to another year of collaboration, growth and continued success.