

ALBUQUERQUE AMBULANCE SERVICE

Bigger than just Albuquerque,
more than just ambulance.



A division of
 **PRESBYTERIAN**



www.phs.org/albuquerqueambulance

COMMUNITY REPORT 2023



Dear fellow citizens, colleagues and friends:

As I look back at our work in 2023, I am so proud of the role Albuquerque Ambulance Services fills in our community. More than ever before, we find ourselves adapting to the changing needs of our community and the environment in which healthcare is delivered. I believe that there has never been a more exciting time to take over as chief. From when I first stepped onto an AAS ambulance in 2006, I've been grateful for our diverse and committed workforce. I firmly believe that the people of Albuquerque Ambulance are the key to our continued success.

In 2023, we re-accredited with the Commission on Accreditation of Ambulance Services (CAAS) with a perfect score. This accreditation required stringent evaluation of all areas of our organization with a focus on clinical excellence and our operational plans. With this accreditation, our ambulance service reaffirms our commitment to our mission of providing clinically diverse and patient-centric services and distinguishes AAS as the only CAAS-accredited service in New Mexico.

Our education and clinical improvement teams also took on major projects this year, contributing to the good of our entire community. Our education department hosted multiple conferences, featuring speakers from area EMS services and hospitals, at no cost to the community. These programs have been so successful that EMS providers from multiple states have attended each session. Additionally, we are so proud of the national recognition Zachary Potts, our clinical quality improvement commander, received for his work around identifying, tracking and reporting EMS assaults. Albuquerque Ambulance remains committed to serving as a keystone organization in the healthcare community.

Our commitment to our community extends to participation in many local events. AAS entered decorated ambulances in the Albuquerque Pride Parade, the Santa Fe Pride Parade and the Albuquerque Twinkle Light Parade. We provided EMS coverage for numerous fundraising walks and runs, public safety events and community education classes. As a local organization, we are members of our community and are honored to give back.

Furthermore, we would also like to highlight our focus on building relationships with our EMS, healthcare and public-safety partners. Our patients deserve efficient, high-quality care, which can only be achieved through collaboration throughout our community. We are deeply appreciative of the innovative models we work within and for the trusting relationships we have developed.

In 2024, we look forward to continuing to improve how we deliver on our commitments in the community. By prioritizing the wellness and resiliency of our workforce, fostering collaborative relationships with our partners in the community, and not being afraid to question traditional EMS models, Albuquerque Ambulance will remain a pillar in the community.

Julia Heinz, NMEMT-P, MPH

Chief, Albuquerque Ambulance Service

We hope this information about Albuquerque Ambulance Service (AAS) in 2023 will help in understanding the essential role we play in the health of our community.

AAS is a not-for-profit emergency and non-emergency ambulance service that has served central New Mexico for nearly 50 years. We are committed to serving the healthcare needs of our community well into the future.

Our Services in 2023



We responded to **117,789** requests for service:

- **74,632** 9-1-1 responses with Albuquerque Fire Rescue
- **18,240** 9-1-1 with the Bernalillo County Fire Department
- **745** 9-1-1 responses with the Corrales Fire Department
- **283** 9-1-1 responses with the Kirtland Air Force Base (KAFB) Fire Department
- **23,091** inter-facility transfers



AAS performed **85,508** transports:

- **63,281** 9-1-1 transports
 - **52,644** in Albuquerque
 - **9,766** in Bernalillo County
 - **494** in Corrales
 - **146** on KAFB
- **22,133** inter-facility transports
 - **1,229** transports in Santa Fe / Northern New Mexico
 - **781** critical care transports

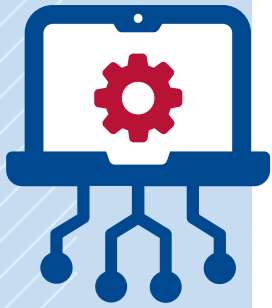
Our Teams



Communications Center

AAS triages calls for emergent, urgent and non-emergent responses throughout the Albuquerque metro area, Bernalillo County, Santa Fe and central New Mexico. AAS uses advanced predictive technologies to optimize deployment of ambulance units throughout our coverage area.

In 2023 AAS revamped its communications center with all new workstation furniture and monitors to improve efficiency and ergonomics.



Information Technology

- Albuquerque Ambulance has upgraded its field electronic patient care reporting system to the newest version of the **National Emergency Medical Services Information System (NEMSIS)**. NEMSIS is a collaborative system to improve prehospital patient care through the standardization, aggregation and utilization of point-of-care EMS data at a local, state and national level. Data from NEMSIS is used to help benchmark performance, determine the effectiveness of clinical interventions, and facilitate cost-benefit analyses. In 2023, the AAS IT department also configured and deployed **42 Panasonic FZ-G2 Toughbooks** utilized by field crews for navigation.



Fleet Department

AAS has an advanced **seven-bay** vehicle maintenance shop and employs some of the best ambulance mechanics in the country. In 2023, our mechanics in the fleet department supported more than **3 MILLION** miles driven in **65 ambulances** and **10 staff vehicles**.

They performed:

- **852 oil changes**
- **79 DOT inspections**
- **3,792 completed work orders**

All this hard work equates to extremely safe and reliable vehicles and is a testament to the dedication and expertise of our fleet department.

- We employ **six** full-time mechanics who are subject-matter-experts on ambulance repair and maintenance.
- All of our units have a **Stryker Power-LOAD** gurney lift system, which greatly reduces the risk of injury to our staff and patients.



Mobile Integrated Health

Albuquerque Ambulance Service (AAS) has a robust Mobile Integrated Healthcare (MIH) program, working in partnership with healthcare systems and insurance providers, to improve access, care for high-risk populations, reduce emergency department and acute care utilization, and support patients in achieving their best health. Our team consists of five MIH paramedics, a community health specialist, a licensed social worker, and a commander. AAS MIH paramedics provide management of patients with complex and high-risk clinical needs. This includes specialized training developed with clinical specialists, special skills to expand the traditional scope of New Mexico paramedics, and clinical shifts to ensure competency and build collaborative partnerships. During 911 or interfacility calls, AAS providers who identify patients with unmet social needs can refer patients, through our electronic charting system, to our community health specialist and social worker. With consent, our team assesses the patient and connects them with services in the community. Our team was awarded the 2021 ACCC Innovator award for our partnership with an oncology group, providing rehydration, lab draws, PICC line access and PICC line dressing changes in patient homes. The AAS MIH team exists to improve the health of our whole community by helping prevent emergencies before they happen, as well as helping make healthcare more available and affordable for everyone.



Critical Care Transport

Albuquerque Ambulance Service provides critical care ground transport between facilities (examples include hospital to hospital and hospital to long-term acute care) throughout New Mexico. Critical Care Transport is available statewide 24 hours a day, 7 days a week for critically ill or injured patients. Our Critical Care Transport team consists of two critical care certified paramedics and an EMT (basic or intermediate). This team functions like a medical flight crew on the ground, providing the same level of care with much of the same equipment but at a lower cost to the patient and their insurance company. The transport team provides advanced or ICU-level care and transport for patients with a variety of conditions, including cardiac or respiratory problems, trauma, high-risk obstetrics, pediatrics (including neonates), and more recently, an expansion to assist PHS Pulmonary/ Critical Care in bringing ECMO, a life-saving technology, to our patients in outlying facilities. Critical Care Transport ensures continued care for our sickest patients at the highest levels when it may otherwise be unavailable or inaccessible.



Logistics Team

Our ambulance logistics team of **20** employees exists to provide the highest quality, fully stocked, clean/disinfected and mechanically sound ambulances possible, keeping vehicle/equipment failures to a minimum. They do this by cleaning, disinfecting, stocking and tracking all equipment and supplies on the ambulance. They are responsible for assigning, maintaining and tracking all equipment and supplies including pharmaceuticals. Ambulances are prepped, inspected, staged and ready for the EMTs and paramedics when they arrive for a shift.

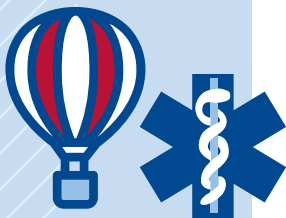
In 2023, our ambulance logistics team processed **12,474 fully washed and re-stocked ambulances**.



Operations

Albuquerque Ambulance Service Operations Department employs approximately **300** highly talented and clinically diverse **EMTs** and **paramedics**. AAS provides both emergency and non-emergency transportation for the citizens of Albuquerque and Bernalillo County.

Our staff also provides interfacility transportation for all our local hospitals, clinics, long-term living facilities and rehabilitation facilities. We also respond statewide to more distant medical and health facilities to transport patients into Albuquerque for higher-level care and specialized services not available at those locations. Our staff is supported by **eight commanders** and **18 captains** who provide real-time education and clinical support to our field crews.



Special Events/Community Outreach Update:

Albuquerque Ambulance Service provides medical standby services for many local events including the Albuquerque International Balloon Fiesta, which draws thousands of visitors to our state each year. The Albuquerque Ambulance Service bike team provides standby services for many of our community events. Albuquerque Ambulance Service participated in multiple public-relations events and educational opportunities at many local schools. Albuquerque Ambulance Service worked collaboratively with multiple local EDs to decrease EMS patient drop-off times. These efforts resulted in quicker patient turnovers and assessments by hospital medical staff and less time patient time in the EDs.



System Improvement Team

The Albuquerque Ambulance System improvement team focuses on both education and quality assurance. The quality assurance team reviews clinical performance and tracks specific measures related to heart attacks, strokes, sepsis, trauma and airway management. This team is involved in process improvement and helps to guide ongoing education.

The education team welcomes and trains all new clinical providers in the classroom and in the field. In 2023 this team hosted **six** new-hire orientation classes. 2023 saw the coordination and delivery of **four** Continuing Education Blitz days, where in-house experts and community partners provided training on topics including trauma, pediatric care and mental health. CE Blitz days were free to attend, and providers from more than four different states and **two** countries attended. The education team offered over **80** live and online classes covering a wide range of topics.