

# ALBUQUERQUE AMBULANCE SERVICE

Bigger than just Albuquerque,  
more than just ambulance.



A division of

 **PRESBYTERIAN**

[www.phs.org/  
albuquerqueambulance](http://www.phs.org/albuquerqueambulance)

## COMMUNITY REPORT 2020

We hope this information about Albuquerque Ambulance Service (AAS) in 2020 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



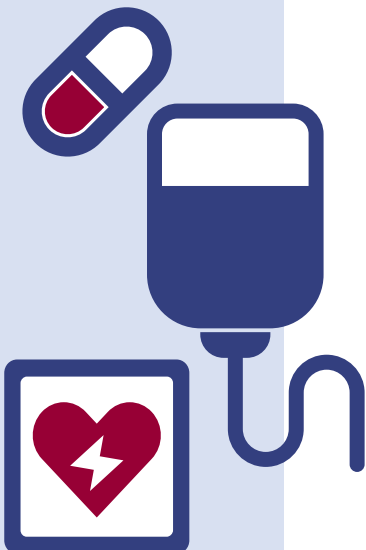
- We responded to **117,276** requests for service in 2020, including:

- **75,444** 9-1-1 responses with Albuquerque Fire Rescue
- **17,457** 9-1-1 with the Bernalillo County Fire Department
- **574** 9-1-1 responses with the Corrales Fire Department
- **249** 9-1-1 responses with the Kirtland Air Force Base (KAFB) Fire Department
- **22,649** inter-facility transfers



- AAS performed **86,212** transports in 2020, including:

- **64,037** 9-1-1 transports
  - › **52,960** in Albuquerque
  - › **10,428** in Bernalillo County
  - › **393** in Corrales
  - › **130** on KAFB
- **21,720** inter-facility transports
  - › **744** transports in Santa Fe / Northern New Mexico
  - › **1,060** critical care transports



- Procedures, treatments and interventions:

- **43,554** IVs performed
- **3,755** aspirin administrations
- **412** seizures treated with midazolam
- **2,926** suspected COVID impressions
- **857** breathing treatments such as nebulizers and/or CPAP administrations
- **7,492** patients receiving pain medication
- **211** patients defibrillated
- **667** hypoglycemic patients treated with glucose/dextrose

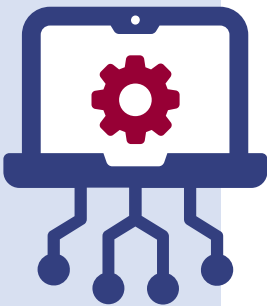
## Our Teams



### Communications Center

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

In 2020, the AAS communications center assisted in statewide transfer coordination. In a unique approach to increasing safety and supporting employees during the pandemic, dispatchers utilized multiple remote dispatch consoles from their own homes and the homes of their peers.



### Information Technology

Our IT department maintains critical technological infrastructure, both on site and in our ambulances, fly cars and remote stations. In 2020, the AAS IT department implemented **Imagetrend**, a new electronic charting platform. This program increases connectivity between AAS and our fire department partners, as well as with hospital systems while optimizing efficiency for field crews and providing actionable quality improvement data.



### Fleet Department

AAS has a state-of-the-art **seven-bay** vehicle maintenance shop and employs some of the best ambulance mechanics in the country. In 2020, our mechanics in the fleet department supported more than **3 MILLION** miles driven in **66 ambulances** and **14 staff vehicles**.

#### They performed:

- **679** oil changes
- **84** DOT inspections
- **64** tune-ups
- **170** tire replacements
- **1,288** additional repair jobs

All this hard work equates to extremely reliable vehicles and demonstrates the dedication of all the employees in the fleet department.

- We employ **seven** full-time mechanics who are subject-matter-experts on ambulance repair and maintenance.
- Our ambulances are scheduled for retirement/replacement at a rate of **10** per year.
- **58** of our units have a **Stryker Power-LOAD** gurney lift system, which greatly reduces the risk of injury to our staff and patients.
- In 2020, with the help of the Presbyterian Healthcare Foundation, we purchased **12 ParaPac** mechanical ventilators.
- **Seven Lucus** chest compression devices are available in our fleet.



## 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 2020, our ambulance logistics team produced **17,892 ambulances** with only **66 reported defects**.

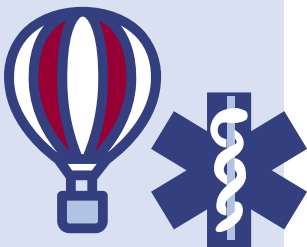
## Our Equipment



### Our entire fleet is equipped with:

- Phyiso Control Life-pak 15s.
- Stryker Power-PRO hydraulic gurneys.
- Stryker ruggedized stairchairs.
- **58** of our units currently have Stryker Power-LOAD gurney lift systems; the remaining units will be outfitted during 2021.
- We have a dedicated bariatric transport unit with a MAC lift.

## Special Events



### We provide paramedic and EMT support at many community events, including:

- Albuquerque International Balloon Fiesta (~1 million visitors).
- Duke City Marathon and Run for the Zoo (~8,000 attendees and participants).
- Senior Olympic Games
- Our specialized teams include:
  - Bike Team
  - Disaster Strike Team
  - Honor Guard
  - Peer Support