

OCEANA COUNTY



OCEANA COUNTY

2015

Annual Report

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2015 Summary

In 2015 the department experienced a 17% increase in call volume and a 7.5% increase in transports and billable calls. The three areas that our department experienced the largest growth were as follows:

1. A 65.6% increase in mutual aid standbys
2. A 10% increase in medical related calls
3. A 9.8% increase in trauma related calls such as falls & motor vehicle accidents

The department continued our momentum in the County to improve Cardiac Arrest survival rates by providing free Cardiopulmonary Resuscitation (CPR) orientation courses. During 2015 we trained an additional 411 individuals with this program, and are hoping to double that in the year to come. If you are part of a group that would be interested in hosting one of these programs please call the department for details.

In addition to the CPR training the department participated in there were 3 grants as part of the Oceana County Medical Control Authority. Those grants were able to provide 17 new AED's to the different public safety, municipal, public, and private organizations throughout the community of Oceana County. The department also completed an AED registry program in which all known AED's within the County were identified and placed on an mapping program and shared with Mason-Oceana 911 for integration into 911 call taking. On a side note, if there is an organization who did not receive a phone call from our department and would like to have your AED registered please contact our us and it can be added to the County registry.

To close, here are some other facts relating to the department in 2015:

- 69% of ours calls were for 911 requests for service.
- Our top three emergency dispatch reasons in 2015 were for patients who were suffering from falls (#2 in 2014), patients who were suffering breathing problems (#1 in 2014), and patients who were involved in motor vehicle accidents (#3 in 2014).
- The average length of time it took our staff members to complete a call 1 hour and 11 minutes.
- The average age of our patients decreased from 61 years old in 2014 to 59 years old in 2015.

Enclosed you will find the remainder of our annual report, if you have any questions or would like us to make a presentation please feel free to contact our office.

Also do not forget to check out our web site at www.oceanaems.com, along with following us on Facebook & Twitter.



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Section 1

Financial Information

2015 Financial Account Overview

<u>Total Billed Service Charges</u>	\$	1,514,091.80
<u>Total Service Charge Receipts</u>	\$	877,142.94
<u>Total Insurance Adjustments</u>	\$	562,220.46
<u>Total Collection Account</u>	\$	556,782.26

OCEMS Collection Ratio

2014 Collection Ratio	57.9%
Average Collection Ratio (2004-2013)	63.8%

Billable Calls

2015 Billable Calls	2,012
2014 Billable Calls	1,894

2015 Financial Account Overview

Mobile Health Resources Billing Statistics for 2015

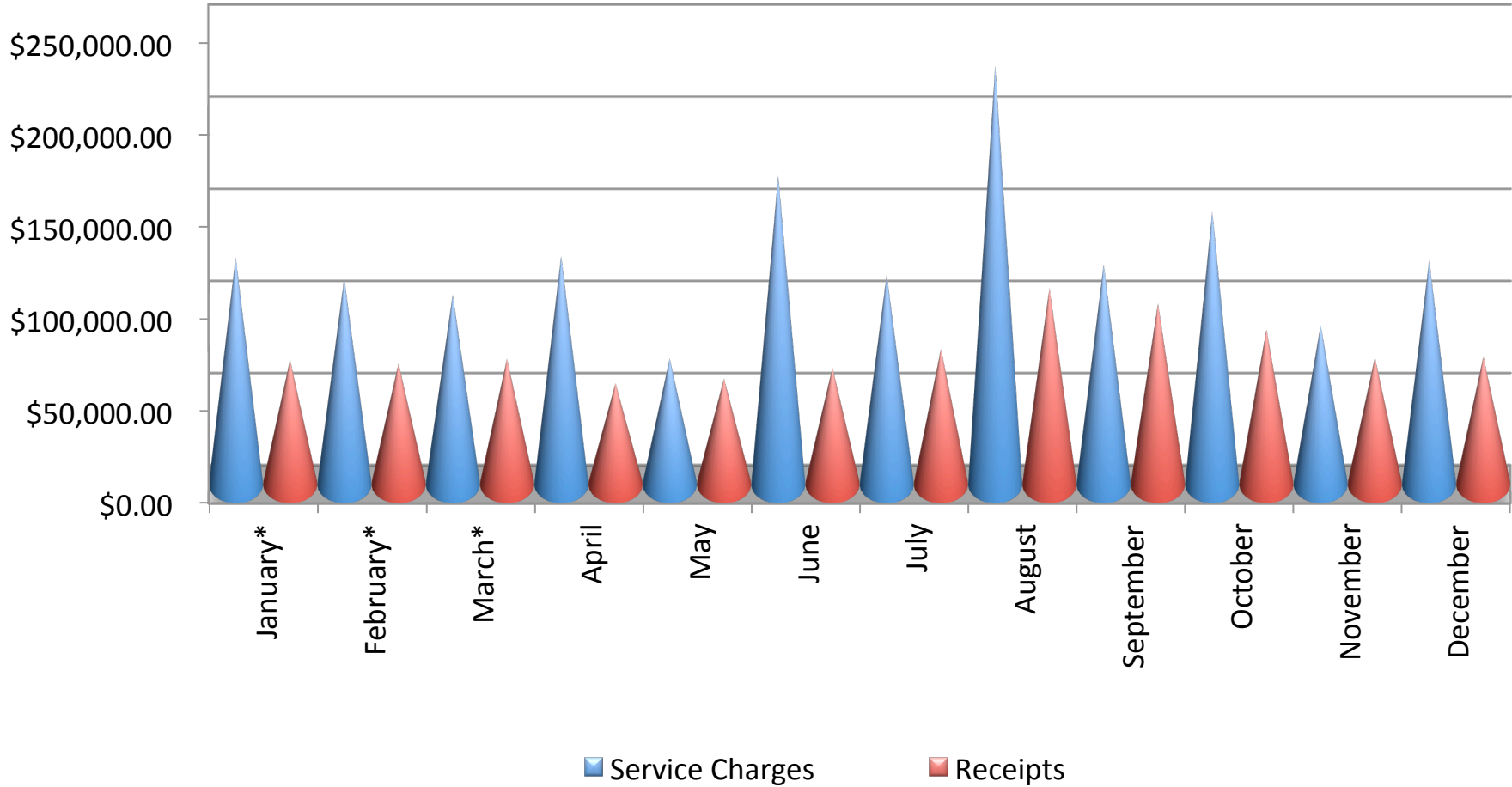
Month	Service Charges	Receipts	Adjustments
January*	\$123,251.80	\$67,520.46	\$47,049.91
February*	\$111,676.00	\$65,594.35	\$41,258.42
March*	\$102,973.80	\$68,140.39	\$42,021.74
April	\$124,025.50	\$54,847.36	\$42,593.75
May	\$68,253.20	\$57,399.36	\$29,061.56
June	\$167,686.20	\$63,288.47	\$51,824.27
July	\$113,833.50	\$73,499.63	\$38,764.74
August	\$227,160.40	\$106,483.92	\$68,834.41
September	\$119,301.30	\$98,191.91	\$53,024.65
October	\$147,977.70	\$84,060.70	\$58,205.58
November	\$86,368.20	\$68,847.14	\$51,249.16
December	\$121,584.20	\$69,269.25	\$38,332.27
Totals	\$1,514,091.80	\$877,142.94	\$562,220.46

Total Adjusted Receivables	\$2,076,312.26
Total Receipts	\$877,142.94
Average Monthly Charges	\$126,174.32
Average Monthly Receipts	\$73,095.25
Average Monthly Insurance Adjustments	\$46,851.71

Great Lakes Collection Agency Account Summary 2015

Balance forwarded from 12/31/14		\$ 628,076.74
Payments received directly from Great Lakes		\$ 15,520.61
Collection Fees from Great Lakes (25-35%)		\$ 5,824.54
Accounts Closed		\$ 1,726.10
Interest Credit	\$ -	
Account Expired - Reversed	\$ -	\$ 133,301.25
New Accounts from Mobile Health Resources	\$ 85,078.02	
Total Additions to Collections Account	\$ 85,078.02	
Total Reductions to Collections Account		\$ 156,372.50
Balance as of December 31, 2015		\$ 556,782.26

Oceana County EMS Service Charges vs. Receipts 2014

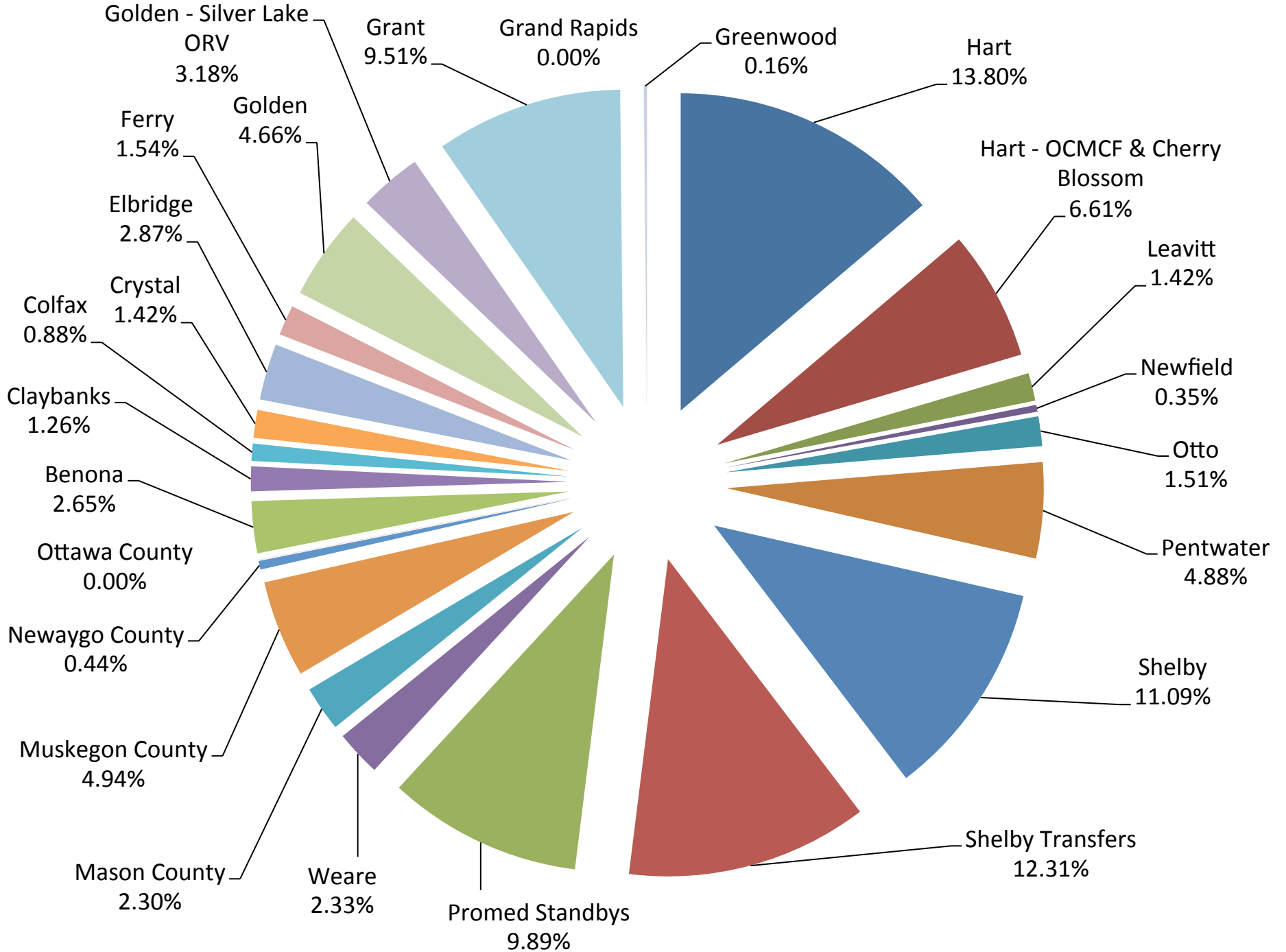




Section 2

Call Locations

2015 Calls By Township

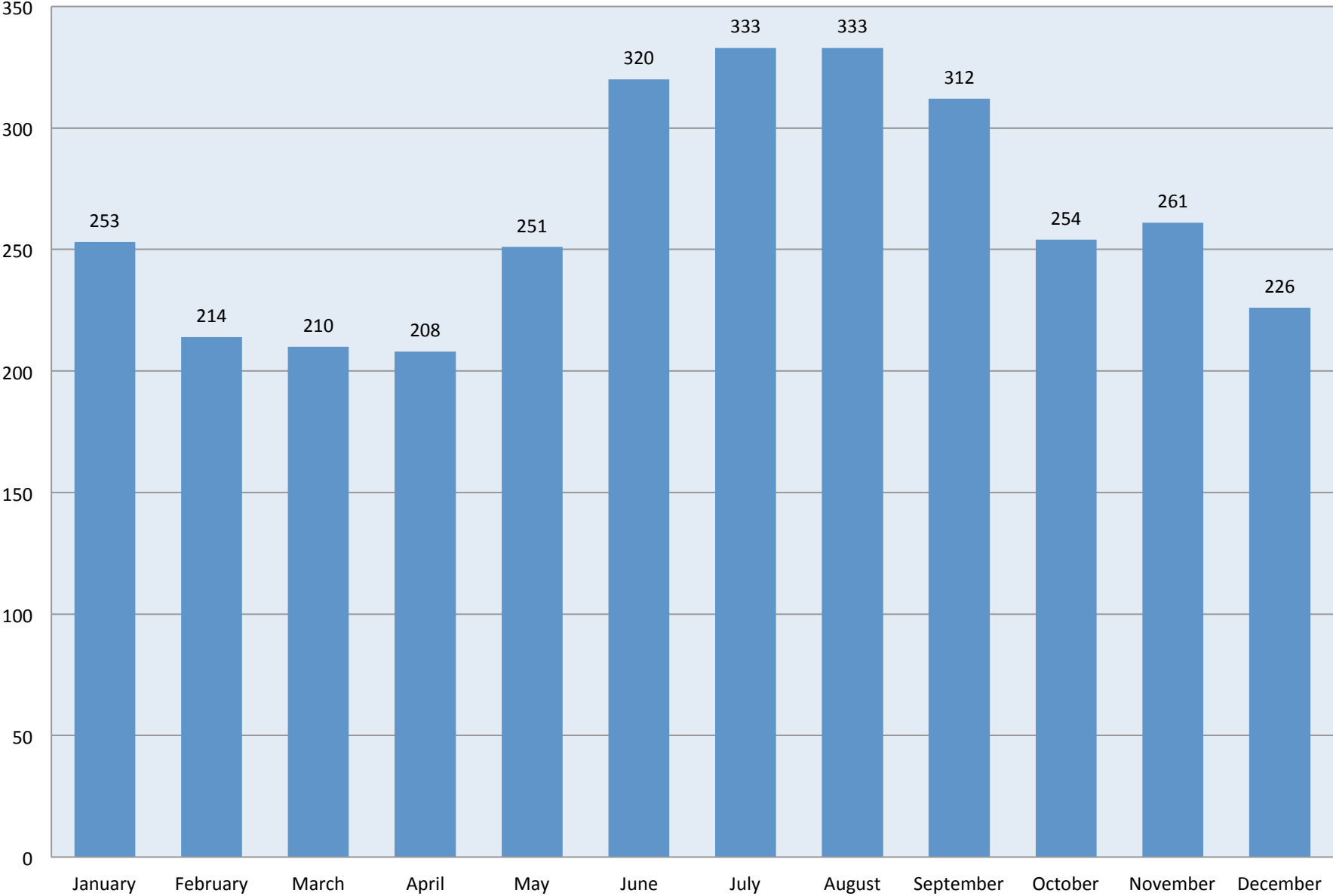




Section 3

Monthly Statistics

2015 Ambulance Calls by Month

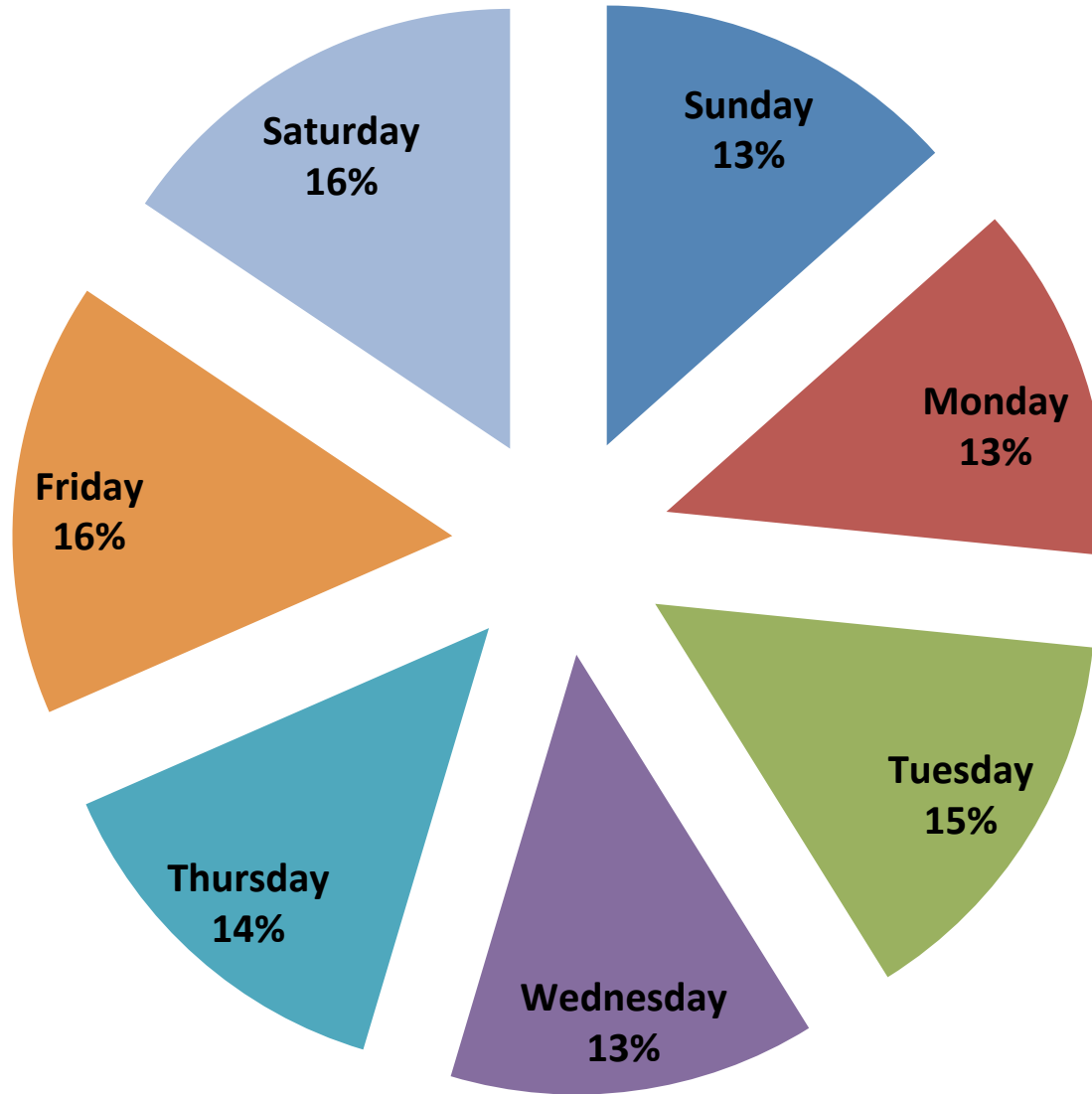




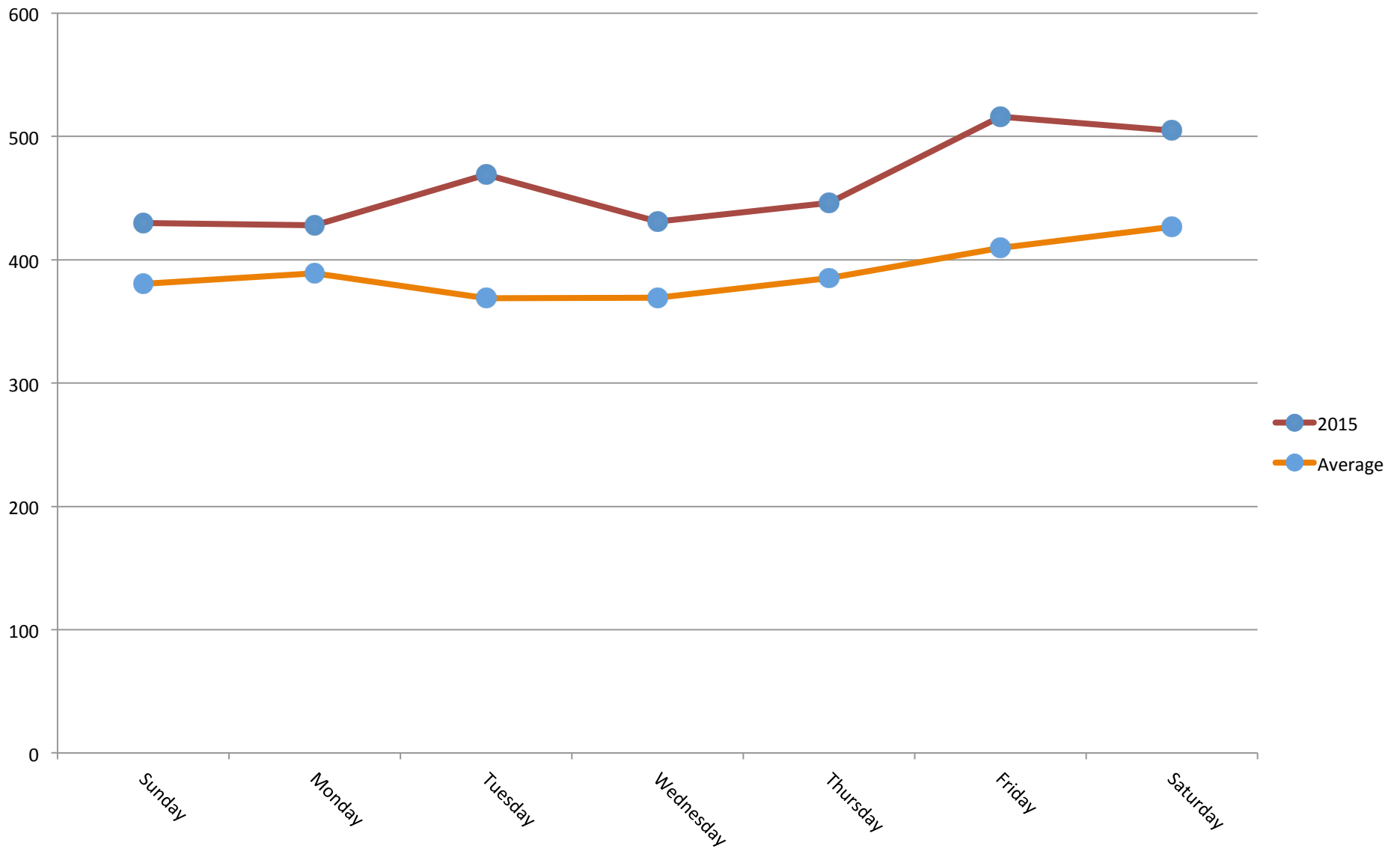
Section 4

Daily Statistics

2015 Calls by Day/Week



CALL VOLUME BY THE DAY OF THE WEEK (2015 vs. AVERAGE 2007-2014)



Call Volume By Hour of the Day (2015 vs. Average 2007-2014)

