

# VITAL CONNECTIONS

NEWS & INFORMATION FROM NARBERTH AMBULANCE

SERVING THE COMMUNITIES OF LOWER MERION, NARBERTH, HAVERFORD TOWNSHIP, CONSHOHOCKEN AND WEST CONSHOHOCKEN ■ SPRING 2022

## Congresswoman Dean Visits Narberth Ambulance



On January 25, Congresswoman Madeleine Dean toured Narberth Ambulance's main station and met some of the brave men and women there. To start the tour, Chief Deputy Pat Glynn showed her the inner workings of an ambulance with an explanation of monitors, medicines and equipment on board. She also

saw the Mass Casualty Bus, which provides immediate inclement weather heating and cooling options for first responders at extended events and large-scale incidents. Next, Executive Director Al Davey showed Rep. Dean the state-of-the-art technology and equipment used for CPR and first-aid training.

Narberth Ambulance. They discussed the national and local efforts proposed to remedy the shortage as well as the strategies Narberth Ambulance has implemented such as tuition reimbursement and scholarships.

Chief Christopher Flanagan updated Rep. Dean on how American Rescue Act funds could dramatically improve Narberth Ambulance's workforce, operations and administration. These funds were awarded to municipalities to assist in economic recovery and investment in essential workers. Rep. Dean pledged her support to help Narberth Ambulance seek support from the municipalities its first responders serve.

"We are thankful to Congresswoman Dean and her team for supporting our mission and we look forward to working together to ensure our community continues to receive the highest quality emergency services we have provided for the past 75 years," said Davey.

After the tour, Rep. Dean met with the first responders and Board members to discuss the challenges of COVID-19 and the pressing issues facing Narberth Ambulance and the emergency-services industry. President David Zaslow, J.D., EMT-P, shared how the EMS workforce shortage is impacting

## Navigating the Financial Challenges of COVID-19

### What a year it has been!

While the region is finally seeing a reduction in deaths and hospitalizations caused by COVID-19, the impact of this multi-year pandemic has impacted Narberth Ambulance's customary operations beyond the scope of what we could have ever imagined.

While the vast majority of our operating revenue has traditionally been derived from providing pre-hospital medical services and transport, patient transports dropped by 1,200 calls within a year. The phenomenon of "hospital avoidance" resulted in an estimated revenue loss of \$633,000 for Narberth Ambulance.

As ambulance calls gradually increased, the severity of patient conditions increased dramatically more than any time in the past, we are seeing increases in cardiac arrest, seizures, respiratory failure and other acute cases. Treating these patients while also trying to limit exposure to COVID-19 has required new ways of delivering medical treatments, and a heightened level of personal protective gear than what was needed pre-pandemic. Supply chain challenges have dramatically increased the cost of ensuring that our staff is protected and that our ambulances have the

medical supplies needed to address patient needs.

Unfortunately, government caps on reimbursement have limited Narberth Ambulance's ability to reclaim the cost for maintaining this higher level of care. In addition, less than 1% of operating costs are recovered from the municipalities we serve. Without a doubt, it has been a time like no other.

Fortunately, Narberth Ambulance was able to secure two rounds of Payroll Protection Plan funding and a Montgomery County grant. This relief funding was essential, as it enabled our ambulance company to continue operations and retain all of our career EMTs, even while several of them had to enter into COVID-related isolation. Narberth Ambulance was able to continue 24/7 operations, vaccinate all staff members, and provide mutual aid to neighboring ambulance companies when they were short-staffed.

"The funding was a lifeline to get through a tough time, and we were lucky to receive it. But our challenges are far from being resolved, and we need financial help from those we aid and save," explained Narberth Ambulance President David Zaslow, J.D., EMT-P.

Zaslow cites lagging replacements on the company's ambulance fleet and delayed building maintenance as issues that must be resolved to maintain Narberth Ambulance's state of readiness to respond to the 150,000 citizens it supports 24/7, 365 days per year.

"Just as important as investing in our ambulances and medical equipment is investing in our people," he emphasizes. "We must remain competitive in compensating our career staff with salaries and benefits, and providing advanced training. When that 911 call comes in, we need to be staffed, equipped and ready to respond. Lives depend on it. And we depend on the support of our community to support us," he stresses.

Now, more than ever, Narberth Ambulance needs your help. Please make your donation at [www.narberthambulance.org](http://www.narberthambulance.org)



# ["Leave Behind Narcan" Combats Opioid Epidemic]

In 2021, Narberth Ambulance responded to more than two overdose calls each week. The opioid epidemic affects every economic status and municipality in Narberth Ambulance's coverage area. That is why to combat opioid misuse, Narberth Ambulance, in conjunction with both Montgomery and Delaware County EMS offices, instituted the "Leave Behind Narcan" Program.

The program's purpose is to assist patients who have or potentially will suffer from an opioid overdose. The program ensures those who are at risk of an overdose, or who are family or friends of those at risk, are able to obtain and utilize Naloxone, a medication designed to rapidly reverse opioid overdose.

After Narberth Ambulance helps patients from an overdose, patients are advised to go to the hospital, but often choose to stay home. Because opioid addiction is a story of repeated overdose, Narberth Ambulance wanted to give family and friends a way to take action.

"Leave Behind Narcan" provides patients with a dose of Naloxone for the next emergency. This allows a family member or friend to administer Naloxone dose in the patient's nostril if another overdose occurs.

"The medicine is easy to administer. You insert the device into the nostril, squeeze the trigger and inject the medicine into the nose," said Narberth Ambulance Medical Director Dr. Joseph Bushra. "The medicine is absorbed and counteracts the effects of the opioid. It is that simple."

Included with the dose is a "Narcan Nasal Spray Quick-Start Guide" and a simple, 2-minute training if more explanation is needed.

"This program gives families and caregivers a chance to save a loved one's life who is dying from an overdose before EMS or police can arrive," said Dr. Bushra. "It also offers hope to families that should they come across their loved one experiencing another overdose, they have something they can do rather than just feeling hopeless."

Narberth Ambulance's goal of "Leave Behind Narcan" is similar with the heart defibrillators: to have the lay person use simple tools and training to utilize during an emergency and begin to resolve the crisis prior to an ambulance's arrival.

Narberth Ambulance hopes the epidemic will one day subside and this program can be closed, but until then, this is the organization's best effort to protect the community.



# ["Meet Our Member: Weena Doyle"]



## Why do you serve on the Board of Directors at Narberth Ambulance?

I began as a volunteer EMT in 2017. I really love being a volunteer here, it's like a family and I love being able to help the community. By 2019, I wanted to take on more meaningful leadership opportunities and help further the mission of the organization. So, I ran for a Board seat and my peers voted me in. I also volunteer every week for my 12-hour shift from 6 p.m. to 6 a.m., then I go to my day job.

## What work do you do outside of Narberth Ambulance?

I'm a project manager within the clinical trial space. My specialty is cardiac safety, blood pressure services, wearables and digital biomarkers. I help make sure clinical drugs are safe for the heart.

In January, I will start paramedic school, so in the evenings I will be learning to be a more advanced provider. It is a yearlong process, every Monday and Wednesday night from 6 to 10 p.m., and then every other weekend, I will be doing clinic time. My intention is to continue to volunteer, but at a higher level as a paramedic for the organization.

My academic background is actually more in politics and business. I have a degree in International Relations and Economics, but I always felt a draw to medicine. When I left university, I wanted to see the opportunities within the medical field that aren't what you traditionally associate with healthcare professions like a doctor, a nurse, or a Physician's Assistant. That's how I found myself in the pharmaceutical clinical trial realm. It's a combination of practicing healthcare providers and business

components. But I still had this itch, I really do enjoy the more practical component of practicing medicine so that's how I found Narberth and why I'm an EMT. I'm also on the Advisory Board for the Asian American Women's coalition.

## What keeps you motivated to volunteer in so many ways?

Patients keep me motivated. There are 'frequent flyers,' you don't even need to see the name. You see the address, and the type of call and you're like, "All right, time to go." You definitely begin to develop a relationship with certain patients. I walk into people's homes with a smile; they can't see it anymore, but it's there behind the mask.

It's like a family here. I sometimes pick-up shifts throughout the rest of the week, so if there's an opening on a Saturday or Sunday, and they need someone to fill it, I'll come in and fill it. For the past two years, I have had the same partner, she is also a volunteer. We developed a very close relationship with one another because of the nature of our job.

## What do you think people should know about Narberth Ambulance?

We are a nonprofit organization. It is unbelievable how many people take pause at that and they say, "Wait, what?" We are not the police department, and we are not like the five or six different fire houses in Lower Merion that do get tax dollars. We are a nonprofit reliant on the generosity and kindness of people volunteering their time, their skill set, and their financial resources to keep us afloat and to serve this community the best that we can. I tell it to everyone at any of the events we go to, and the amount of jaw dropping that happens is incredible. And many of the people here are volunteers. We are giving our time to help the community.



# Main Line Bike Race is Now Ardmore Rock N' Ride

**SAVE THE DATE**



A COMMUNITY FUNDRAISER FOR

**Narberth Ambulance**

SATURDAY AUGUST 20<sup>TH</sup> 2022



For the fifth year of the Main Line Bike Race in 2021, Narberth Ambulance partnered with Ardmore Music Hall for a more diverse community day featuring the bike race as well as a free outdoor music festival. Due to the success in both ridership and concertgoer turnout, Narberth Ambulance is excited to announce the Main Line Bike Race is officially the Ardmore Rock N' Ride.

The music festival features two outdoor stages, food and drink vendors, a family fun zone, and an exhibition area for local businesses and nonprofits. Any donations and race entry fees directly benefit Narberth Ambulance. Save the date for this year's Rock N' Ride on Saturday, August 20, 2022! More details are coming soon at [www.ardmorerocknride.com](http://www.ardmorerocknride.com).



**Thank you to our sponsors!**



**Main Line Health**



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## Sponsor Spotlight

Thank you to High Street Residential, IMC Construction & the Matson Mill Team and Contractors for their generous donation of \$15,000. The team is hard at work building a new, multi-family project in Conshohocken, one of the coverage areas of Narberth Ambulance.



Improving Lives  
and Environments



# [Join the AED Annual Maintenance Program]

Narberth Ambulance's AED Maintenance Program helps to ensure that every AED is ready for use, compliant with state and local laws, and in operational readiness under the manufacturer's warranty of Cardiac Science. The Maintenance Program, renewable annually, is \$149 per year per device for all Cardiac Science models.



Included annually, Narberth Ambulance will:

- Monitor expiration dates of the AED's batteries and electrodes.
- Replace expired pads (customer provides payment for new pads).
- Handle the repair process should an AED fail (customer provides payment for repair).
- Provide a loaner AED while another unit is in repair.
- Collect event data upon use of your AED. Narberth Ambulance's Medical Director will review data and provide feedback.
- Assist in registering AEDs with local Public Safety Answering Point (PSAP) to ensure compliance with state and county standards.
- Track AED serial numbers and contact customers about recalls or upgrades.
- Support the operational warranty provided by Cardiac Science for All Powerheart® G5 AEDs during the eight-year limited warranty.



**American  
Heart  
Association.**



**Narberth Ambulance  
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## **Important EMS Updates Inside!**

Founded in 1944, Narberth Ambulance, a 501 (c) (3) nonprofit organization, serves 150,000 community members living in Lower Merion, Narberth, Haverford Township, Conshohocken and West Conshohocken. Annually, the organization responds to more than 10,000 calls for emergency medical and advanced lifesaving support services. Narberth Ambulance has received local and national recognition for its single-source EMS physicians unit, the first and only one of its kind. To offer your support to Narberth Ambulance, visit [www.narberthambulance.org](http://www.narberthambulance.org)