

VMSC EMERGENCY MEDICAL SERVICES

2025 EMS UPDATE



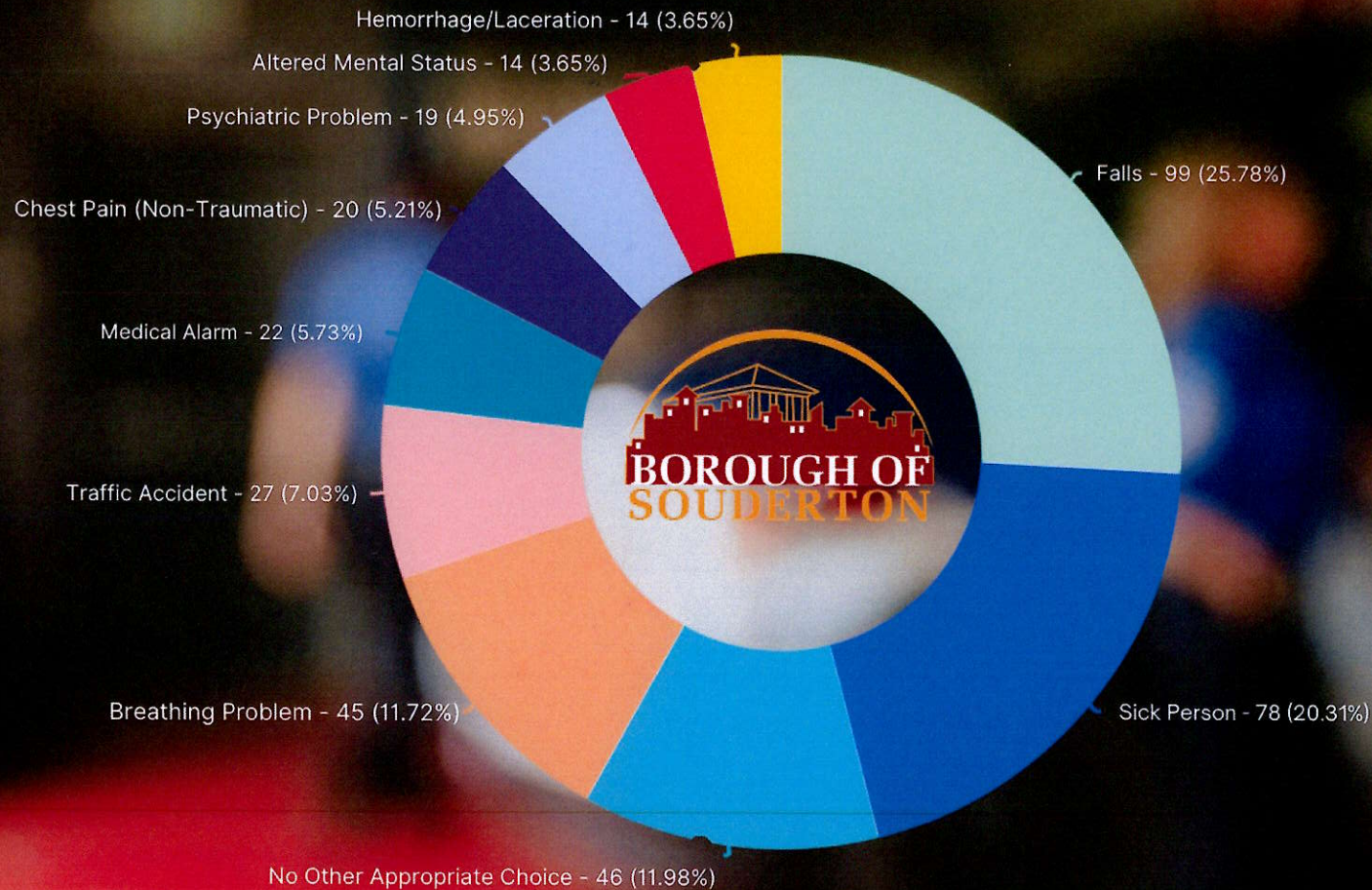
VMSC

Emergency Medical Services



WORKING EVERY DAY TO MAKE A DIFFERENCE, ONE DAY, ONE CALL, AND ONE LIFE AT A TIME

Top Reason for EMS Response



A nighttime photograph of an emergency scene. In the foreground, a white ambulance with "VMSO" and "AMBULANCE" written on its side is parked. Its red and blue emergency lights are flashing. To the left, a fire truck is also visible with its lights on. Several firefighters in reflective gear are standing near the vehicles. The background is dark, with some blurred lights from buildings or other vehicles. The overall scene is illuminated by the bright, starburst-like emergency lights.

6:40

SOUDERTON BOROUGH AVERAGE RESPONSE TIME

CARDIAC ARREST SURVIVAL

Across the United States, only about **9% of people** who suffer an out-of-hospital cardiac arrest survive to hospital discharge.¹

In Souderton Borough, 2 people or 66.67% survived a cardiac arrest and made it to the hospital alive after their heart had stopped. Each represents a moment when rapid care, advanced training, and coordinated teamwork changed the outcome — and gave families more time together.

¹Source: American Heart Association, Cardiac Arrest Registry to Enhance Survival (CARES)



Pre-Hospital Whole Blood

A Rare, Life-Saving Capability

Prehospital whole blood transfusion is exceptionally rare—less than 1% of EMS agencies nationwide are equipped to do it. VMSC is the only agency in our five-county region with this capability, and each unit costs approximately \$750 to administer.

In Indian Valley, whole blood has already made the difference for multiple patients suffering a trauma and medical hemorrhage. In one example, when VMSC paramedics arrived, the patient's blood pressure had dropped to 74/52, they were altered, and their condition was rapidly deteriorating. After receiving whole blood in the field, the patient's blood pressure improved to 110/88, and by the time they reached the hospital they were **alert, conversational, and stable** — a dramatic turnaround that likely saved their life.

"Patients who received whole blood in the field were four times more likely to survive than those who did not."

— U.S. Department of Health & Human Services, Office of EMS



PATIENT EXPERIENCE

09/10

"the response was extremely quick. my responders were totally professional, knowledgeable, and compassionate. I felt very safe and confident in their care." – J.G.

09/07

"this group was the absolute best group ever!! the way they teach each other, and work together is phenomenal. they really had my back at the hospital. they wouldn't leave until i was taken care of. i felt so protected. I've never experienced that. i wish i could hug them all. and but say thank you" – L.R.

Overall Patient Experience

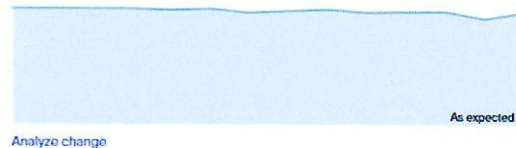
Oct 2025
9.54
↑ 7.67% vs Sep 2025 (8.86)



Compassionate Care

Patient and Family Perceptions of Crew Kindness

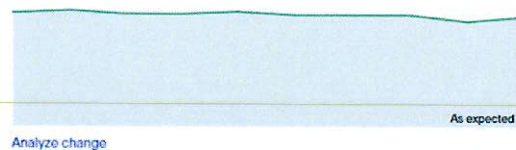
Oct 2025
9.61
↑ 7.64% vs Sep 2025 (8.93)



Patient Communication

Crew Performance on Explaining Treatments and Procedures

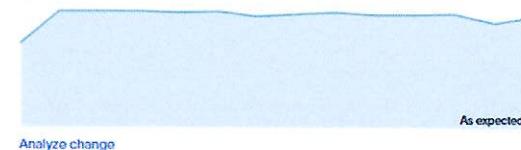
Oct 2025
9.32
↑ 5.47% vs Sep 2025 (8.84)



Patient Loyalty

Likelihood to Recommend VMSC Emergency Medical Services

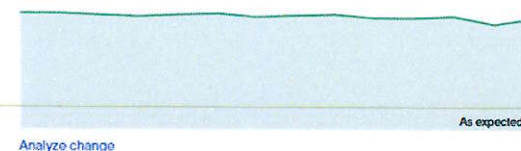
Oct 2025
9.44
↑ 7.04% vs Sep 2025 (8.82)



Mission Impact

Living Our Promise One Day, One Call, One Life at a Time

Oct 2025
9.5
↑ 6.63% vs Sep 2025 (8.91)





**TOTAL LIVES TOUCHED IN
THE LAST 365 DAYS IN
SOUDERTON BOROUGH**

497

PATIENT TRANSPORTS - 79.54%

NO PATIENT - 4.55%

PATIENT REFUSAL - 15.91%

Challenges in Delivering Care

- **Aging residents, higher needs.** Nearly **13.5% of Souderton Borough's population is over age 65** (U.S. Census), leading to more calls for **falls and complex medical emergencies** — now our most common emergencies.
- **Rising demand.** In Indian Valley, EMS call volume has increased steadily, putting greater strain on both crews and equipment.
- **Funding shortfalls.** Federal **GADCS reporting** highlights the gap between the **actual cost of an ambulance transport (about \$2,600)** and what Medicare reimburses (typically **\$400–\$500** for an emergency call). In 2024, VMSC absorbed **\$1.2 million in uncompensated care** in North Penn and Indian Valley.
- **Uncertain future at the federal level.** Temporary add-on payments for ambulance services are set to expire, and Congress has not yet acted on EMS funding reform.
- **More advanced care in the field.** Adding **whole blood, ventilators, and ultrasound** increases the chance of survival, but also raises the cost of care delivery.



Because of Souderton...

- **Every patient receives care, regardless of ability to pay.** In 2024, VMSC cared for **2,007 patients** in North Penn and Indian Valley who could not afford their ambulance bill. With insurance not covering costs, VMSC wrote off **\$1,216,586.00**.
- **Investing in our people.** In November, **12 VMSC staff will graduate from our 2nd in house Paramedic Program**, preparing to serve our community.
- **Advancing lifesaving care.** With your support, we've added **whole blood, ventilators, and portable ultrasound**: tools that improve survival by the critical "1 percents."
- **Prepared for the future.** Your investment allows us to continue innovating, training, and expanding services to meet the community's growing needs.

Thank you, Souderton Borough!



