



# 20 VIEW INTO PMREMS 24 OPERATIONS



# MEDIA KIT

POCONO MOUNTAIN REGIONAL  
EMERGENCY MEDICAL SERVICES

# Promoting the general health of the community

## Our Mission

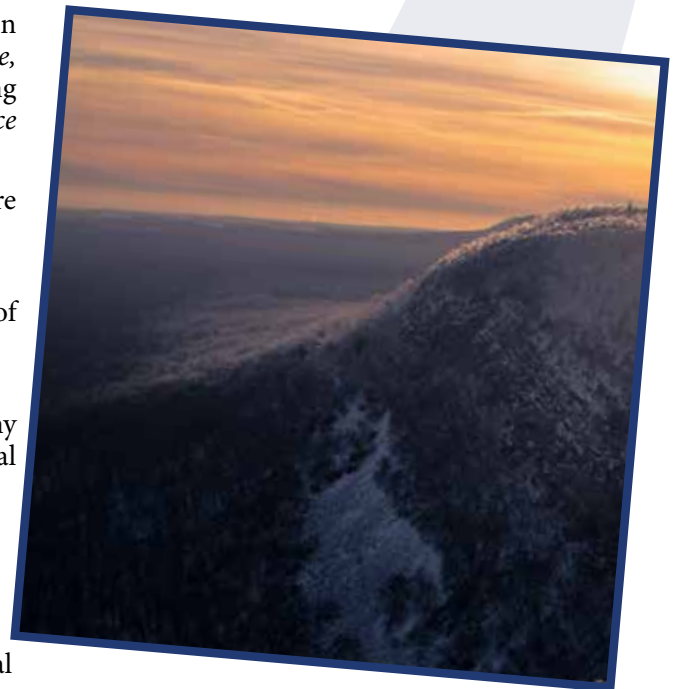
**Pocono Mountain Regional Emergency Medical Services (PMREMS)** is a 501(c)(3) non-profit organization governed by a Board of Directors comprised of representatives from seven member municipalities: *Barrett, Coolbaugh, Paradise, Price, Tobyhanna* and *Tunkhannock Townships* along with *Mount Pocono Borough*.

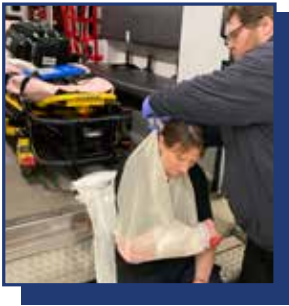
PMREMS Paramedic & EMT professionals provide Advanced & Basic Life Support services to these municipalities, as well as, mutual aid supporting neighboring municipalities in a joint effort to "Promote the General Health of the Community."

PMREMS Headquarters is centrally located in *Coolbaugh Township* off Route 611 at *135 Tegawitha Road* in *Tobyhanna*. Ambulances are based with three sub-stations at key locations within a service area spanning nearly **275 square miles** in the *Pocono Mountains*. All emergency calls are routed through Monroe County 911.

## Our Purpose

- To establish and maintain an ambulance organization serving the residents of *Barrett, Coolbaugh, Paradise, Price, Tobyhanna* and *Tunkhannock Townships* along with *Mount Pocono Borough* and portions of *Price Township*
- To administer emergency and routine pre-hospital care to all persons in need regardless of race, color, creed, national origin, gender or financial status
- To develop, foster and support the medical education of patients served, staff and the community
- To manage, operate or participate, so far as policy, circumstances and available funds may warrant, in any activity designed and carried on to promote the general health of the community
- To operate and maintain a not-for-profit corporation organized exclusively for charitable, scientific and educational purposes whose activities shall be conducted in such a manner that no part of its net earnings shall benefit any Director, officer or individual





## Our Services

One of the few EMS providers in the area offering the highest level of emergency care, our paramedics and EMT's provide both Advanced Life Support (ALS) and Basic Life Support (BLS) services to a largely rural population nearly 275 square miles.

A member of the Eastern EMS Council and the PA Department of Health, PMREMS adheres to strict standards and compliance under the watchful eye of this state board. Adequate service levels and care are expected from members which translates through the exemplary care provided by our professionals consisting of 31 EMTs and 28 Paramedics, as well as 4 full-time Administrators providing bookkeeping and billing support.

### Advanced Life Support (ALS)

Advanced Life Support (ALS), is the specialized type of care that extends beyond basic maneuvers of cardiopulmonary resuscitation (CPR). Our professionals have the capabilities to exceed most other ALS services.

Paramedics and Pre-Hospital Registered Nurses (PHRN) are capable of providing non-invasive and invasive techniques such as IV therapy, intubation, and/or drug administration along with:

- Advanced Airway Management
- Sedation Assisted Intubation (SAI)
- Video Laryngoscopy
- Defibrillation & Cardiac Pacing
- Noninvasive Cardiac & Pulmonary Monitoring
- 12 Lead ECG Transmission Capabilities
- Expanded Intravenous Formulary
- Intraosseous Access
- Needle Decompression
- Advanced Cardiac & Trauma Life Support Care
- Pediatric Specific Trauma Equipment

### Basic Life Support (BLS) & Transports

Basic Life Support (BLS), performed by PMREMS Certified EMTs are emergency procedures to sustain life that include cardiopulmonary resuscitation, control of bleeding, treatment of shock, stabilization of injuries and wounds, along with first aid.

It is a level of medical care provided by prehospital emergency medical services consisting of the essential non-invasive life-saving procedures mentioned, as well as:

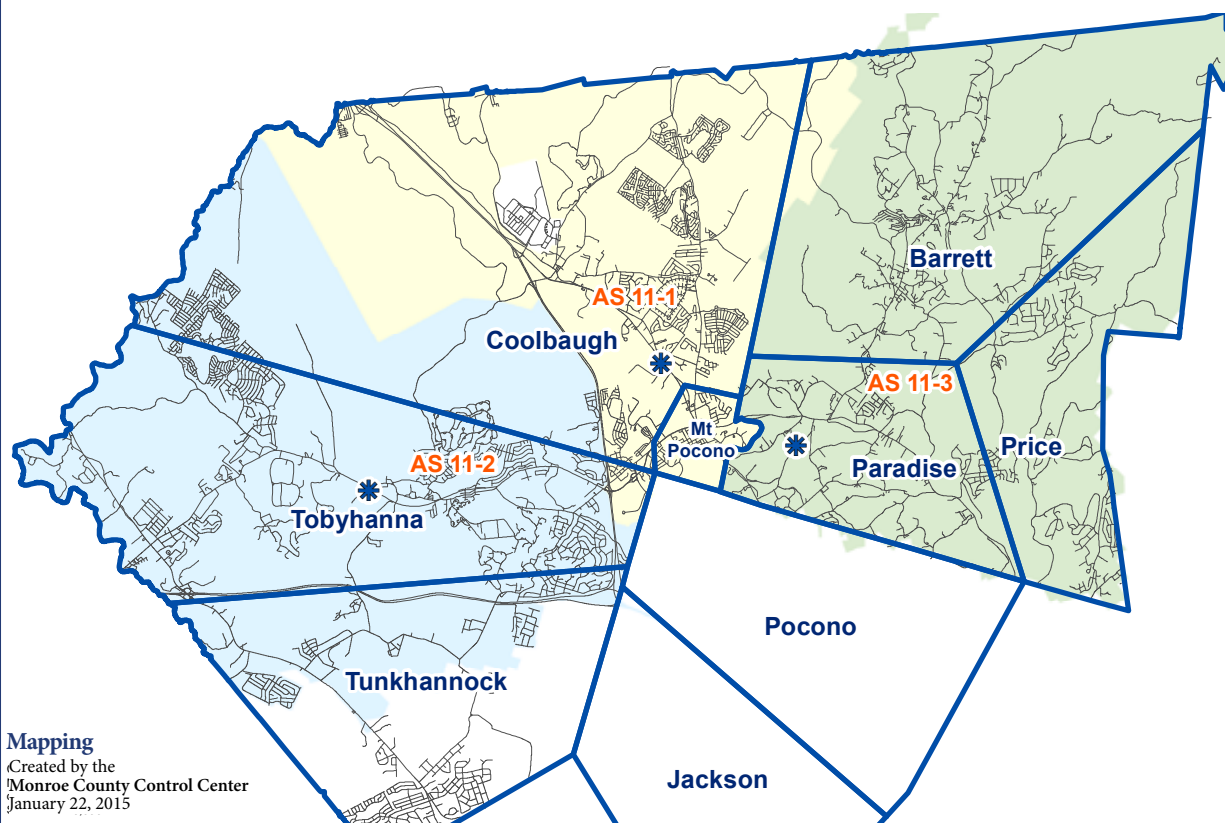
- CPR
- Bleeding control
- Splinting broken bones
- Artificial ventilation
- Basic airway management
- LUCAS Device

**Transports:** We provide exemplary care for our non-emergent transportation services as well, including medically necessary, interfacility transports from our various contracted agencies, and compassionate hospice transfers in the local community as well as the surrounding areas. We emphasize patient advocacy in all of our transports, with our EMTs doing detailed assessments and speaking with our patients' families and healthcare providers.



Nearly  
275  
square  
miles

## Primary Coverage Area



50,000  
Residents  
Population  
Swells  
100,000  
Visitors

\* PMREMS Substations



Headquarters: 135 Tegawitha Road, Tobyhanna, PA 18466

Web: [PMREMS.org](http://PMREMS.org)

Phone: 570.839.8485

Fax: 570.839.0777



## Board of Directors Our Professionals



### Chief Operations Officer



**Austin Schrader**  
(Pronounced: Shray-der)

### Shift Supervisors



**Jack Wilson**  
(Pronounced: Wil-son)



**Brian O'Shea**  
(Pronounced: Oh-shay)



**Sue Kulick**  
(Pronounced: Koo-lik)

### Clinical Coordinator



**Meredith Hamill**  
(Pronounced: Ha-mil)

### Administrative Staff



**Sunshine VanGorder**  
(Pronounced: Van-gor-der)



**Denise Doremus**  
(Pronounced: Dor-ee-mus)

### Managers



**TJ Prince**  
(Pronounced: Prins)



**Kelsey Hovi**  
(Pronounced: Hoe-vee)

# Past Performance plans Future Endurance

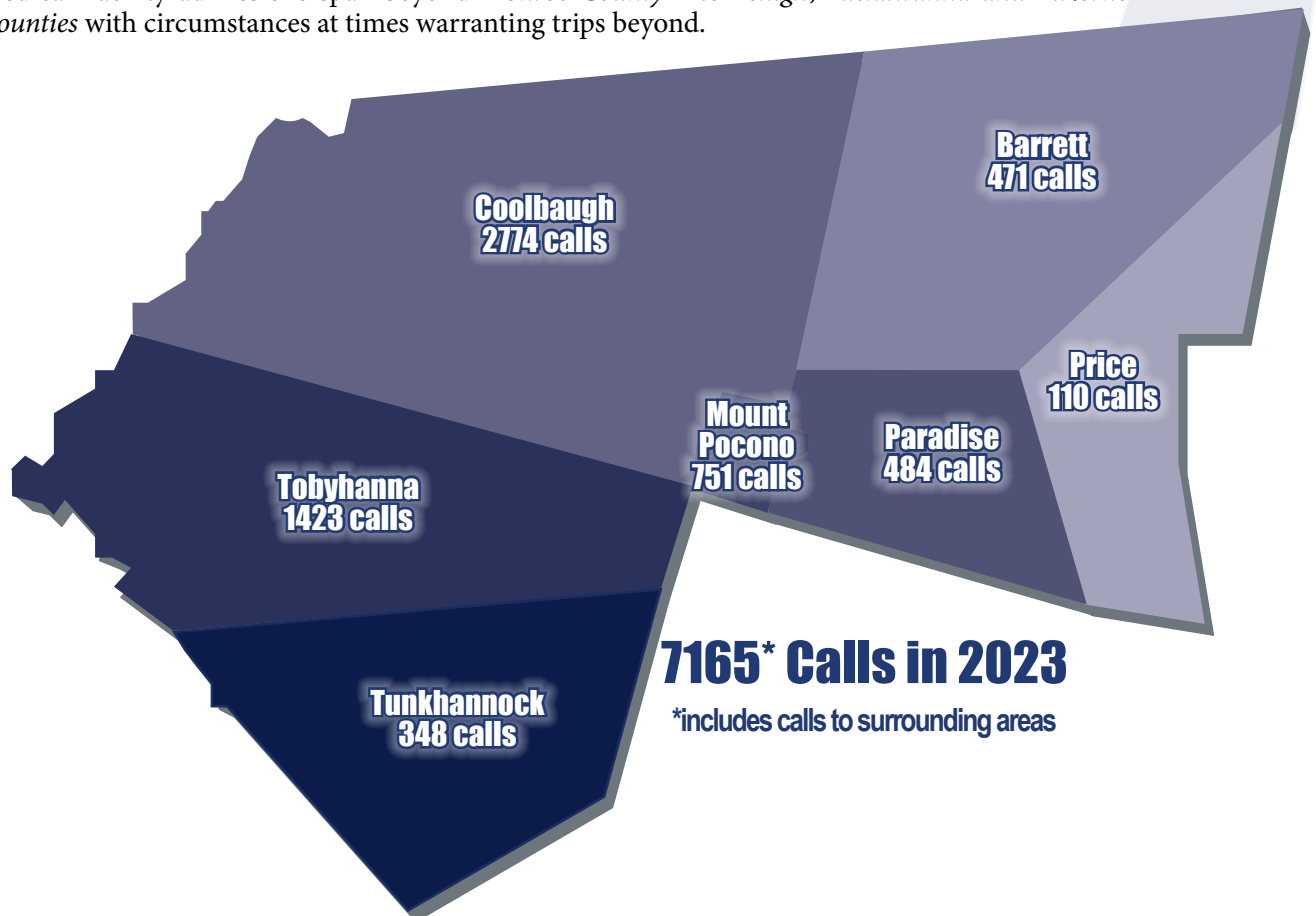
## A Peek at Last Year's Figures

### 2023 Call Volume by Municipality

2023 Call Volume totaled 7165 incidents. A look at member municipality calls and their locations within PMREMS' vast 275 square mile coverage area illustrates this non-profit's task each and every day weighs heavily upon its fleet.

While the data reflects member municipality counts, bear in mind PMREMS is dispatched to surrounding areas near and far, from *Pocono Township* to distant spots as far as *Stroudsburg* and *East Stroudsburg Boroughs*, *Stroud*, *Chestnut Hill*, *Middle Smithfield*, *Polk*, *Hamilton* and *Jackson Townships* along with *Pike*, *Wayne* and *Carbon Counties*.

Medical Facility admissions span beyond *Monroe County* into *Lehigh*, *Lackawanna* and *Luzerne Counties* with circumstances at times warranting trips beyond.



# Reimbursement from Federal, State & Private Insurance Does Not Cover Costs

## Our Call to Action: Seek Additional Funding Support

PMREMS' Board of Directors recognizes that to maintain and expand service levels with skilled emergency personnel requires broader and deeper community support. Establishing initiatives to foster relationships and encourage the financial backing to sustain this non-profit organization is imperative for growth now and into the future.

### Fundraising

Efforts from an annual mail subscription drive and pursuing grants; to developing our Regional Roundup fundraiser and Regional Resource sponsor supported newsletter, encourage donor contributions throughout the year to help subsidize revenue.

1. Encourage support with innovative & interactive opportunities
2. Enhance municipal support
3. Encourage area business contributions
4. Actively pursue grants
5. Increase subscriptions
6. Engage Federal & State Legislators to aid with bridging the gap in Medicare & Medicaid reimbursement



# Taking Charge over Challenges

## 2023 Breakdown of Major Revenue & Expenses

PMREMS operations relies upon a culmination of revenue streams a majority of which include: *Billing, Member Municipality Contributions, Subscription Drives, Successful Grant Acquisition and Fundraising Efforts.*

Medicare and Medicaid combine to represent 63% of revenue and is unfortunately growing. Cause for fiscal concern is that on average an ambulance call costs \$440. Medicare's BLS reimbursement rate is \$480 with Medicaid at \$325 for BLS and ALS at \$400 which makes overcoming Medicare and Medicaid concerns of the utmost importance. 💵





## Key Revenue Sources

### Billing

\$ 2,467,023

### Municipality Contributions

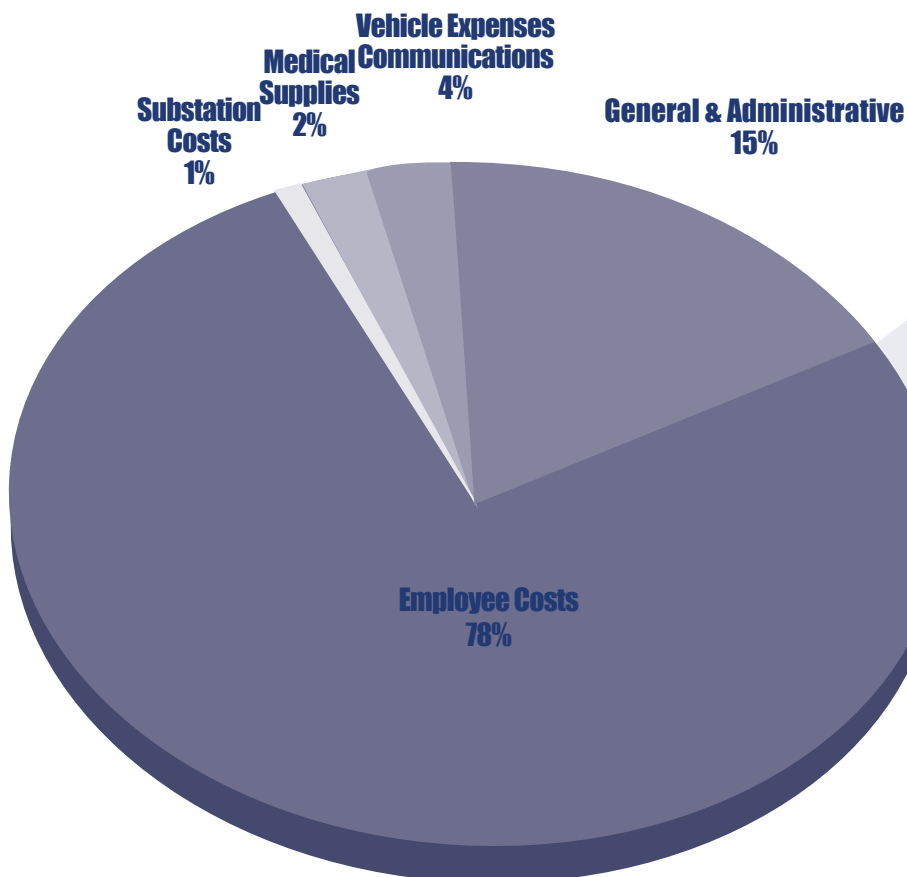
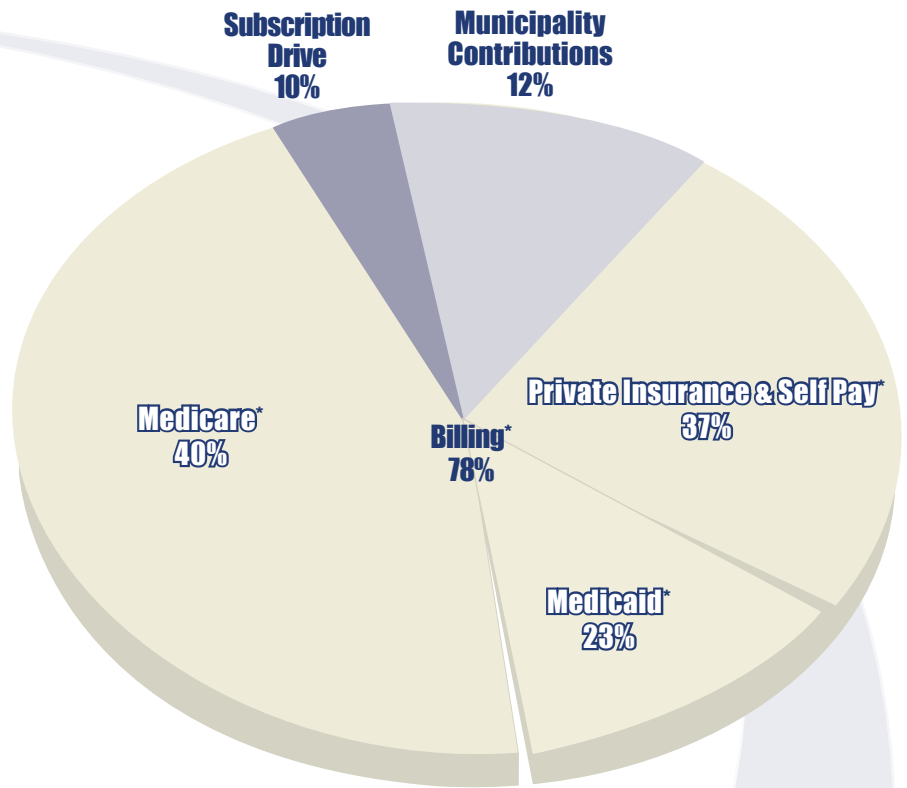
\$ 656,342

- Coolbaugh \$ 100,000
- Paradise \$ 60,000
- Tobyhanna \$ 102,000
- Barrett \$ 31,600
- Tunkhannock \$ 20,000
- Mount Pocono \$ 19,300

### Subscription Drive

\$ 211,355

Donations: \$32,459



## Key Expenses

Expenses \$ 3,542,091

Employee Costs  
-Salaries, Benefits  
\$ 2,755,230

General & Administrative  
\$ 532,827

Vehicle Expenses & Communications  
\$ 161,885

Medical Supplies  
\$ 75,113

Station Costs  
\$ 26,036\*

\* Paradise Township & Tobyhanna Township  
Subsidize Costs at Sub-station 11-2 & 11-3

## 2024 Overcoming Challenges

In the face of COVID pandemic obstacles, reduced reimbursements from payors and competition for skilled staff, along with updated equipment, maintaining a balanced budget is a growing challenge.

Our Board of Directors adheres to strict fiduciary policies and practices including regular oversight of all such expenditures. Analyzing monthly statements and engaging an external auditor to perform annual audits, as well as, interim analysis assures fiscal responsibility and transparency with an open communication policy to member municipalities and the public served.

Though faced with obstacles that include insufficient reimbursements from patients and insurance providers; due diligence in adhering to this policy remains, nonetheless unscathed with attention turned toward uncovering a means of remedying these matters. Competition for skilled emergency service personnel joins the list of present and future planning as we continue evolving to meet the needs of a growing Pocono Mountains community.

### **Short Term: The Bottom Line is WE NEED YOUR FINANCIAL SUPPORT**

#### **Long Term Planning:**

Key Issue	Planning Need	Rationale
Medicare or Medicaid reimbursement levels	Enlist the support of State & Federal officials planning reform	Over 63% of calls in 2023 were for patients with Medicare or Medicaid Insurance. Reimbursement levels do not fully cover the cost of service. Assistance from our State Representatives and Federal officials to serve as the voice of Healthcare Emergency Responders in seeking reform is vital to sustaining PMREMS.
Uninsured patient transports	Seek legislative aid in planning then enforcing fiduciary responsibilities	Despite measures under our nation's Affordable Care Act the number of transports of patients without healthcare insurance coverage continues to grow. In fact, ACA has created a class of policies which may exclude or limit certain ambulance transport coverage that has larger deductibles shifting payment responsibility to the patient. PMREMS performs excruciatingly diligent collection efforts to recoup costs. The ability to regain these expenses must be addressed by judicial backing and broader lien enforcement.
Payments by private insurance companies made directly to patients	Planning to implore insurance providers to revisit disbursing procedures	Many private insurance companies submit payments for approved EMS claims directly to the policy holder making obligation collection extremely difficult. A high number of payments are not forwarded.
Competition for skilled staff grows	General management planning to explore means of fair compensation	PMREMS maintains a competitive wage to attract and retain the best EMTs and Paramedics, as well as compensate them appropriately for their level of training and skill.

## PMREMS Board of Directors

Each PMREMS Board of Director accepts this voluntary position eager to share his/her own set of knowledge and skill set. Board Officers are appointed based upon their unique abilities enhancing the position they have agreed to contribute their additional time and effort toward the betterment of this organization.

### Barrett Township

Darryl Speicher, Township Supervisor

### Coolbaugh Township

Clare Colgan, Township Supervisor

Joyce Onsted, Member at Large, PMREMS: Secretary

### Mount Pocono Borough

Norman DeLano, Council Member

### Paradise Township

Logan R. Evans, Member at Large, PMREMS: Board Chair

Peter Gonze, Township Supervisor, PMREMS: Board Vice Chair

### Tobyhanna Township

Heidi Pickard, Member at Large, PMREMS: Treasurer

Joe Colyer, Township Supervisor

Jim Apgar, Member at Large

### Tunkhannock Township

Kevin Wieand, Township Supervisor

## Officers

**Chair Logan R. Evans-** As President of a successful area business, Mountain Landscaping, with up to 20 employees, Logan has gained an admirable reputation throughout the region. His organizational skills and management experience further enhances the structure of the board.

**Vice- Chair Peter Gonze-** Paradise Township Supervisor and member of PMR board since 2014, Peter brings extensive business experience from his over 40 years in leadership positions in the pharma, biotech and medical device fields. He has in-depth management skills in Management, Marketing, Finance, and HR. His focus is on leadership development, transparency, accountability and fiscal responsibility.

**Treasurer Heidi Pickard-** Former Tobyhanna Township Supervisor since 2002, Heidi possesses a Bachelors Degree in Business Management with a Masters in Public Administration. This Pocono Pines native maintains an active presence in the community reasoning, "That's where the people are," adding "We work for them."

**Secretary Joyce Onsted-** Freelance grant writer for 8 years working with municipalities and non-profits in Monroe and Luzerne Counties. Thirty years experience in database design and management. Joyce also volunteers her time on the Board of the Pocono Mountain Public Library in Coolbaugh Township.

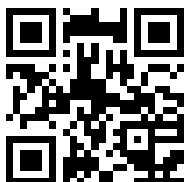
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[PoconoMountainRegionalEmergencyMedicalServices](https://www.facebook.com/PoconoMountainRegionalEmergencyMedicalServices)