

2004 Report for Armstrong Superior North Emergency Medical Services



Request for Service:

This section reports on the primary function of Emergency Medical Services which is to provide ambulance transportation for sick and injured residents. The first table indicates the number of calls "Year to Date" by priority.

Code 1 is a call that can be deferred without impact to the patient, i.e. going home from the hospital for a visit.

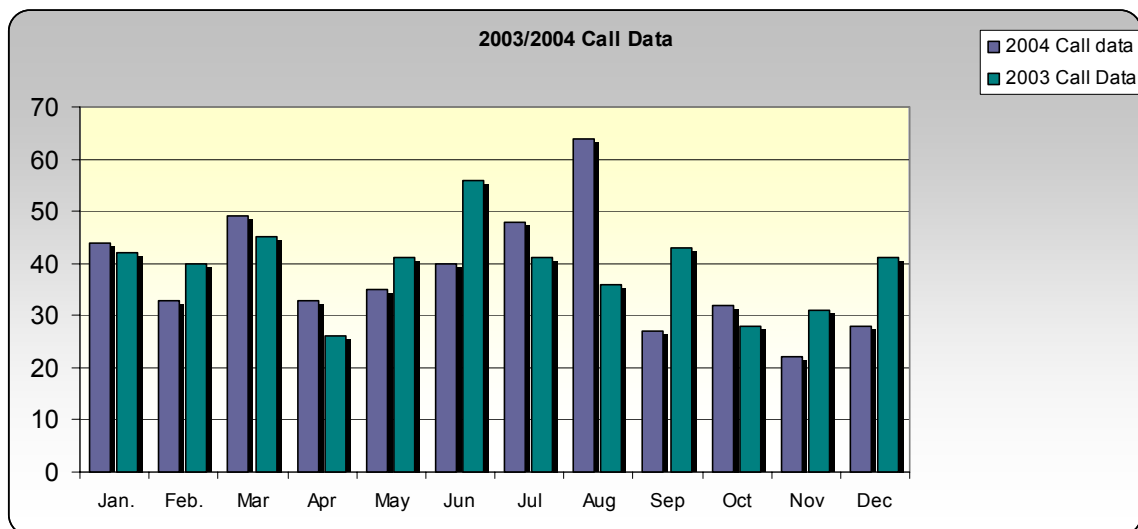
Code 2 is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

Code 3 is a call that requires a moderate amount of urgency where the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

Code 4 is a call for life and death emergency or unknown situation.

Code 8 is a call where the ambulance is asked to stand by at a specific location, i.e. a fire call.

Call Priority	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
1	0	0	0	0	0	0	0	1	0	0	0	0	1
2	2	0	2	0	1	2	3	3	0	3	0	2	18
3	8	12	19	9	12	12	16	23	8	9	7	5	140
4	34	21	28	24	22	26	29	37	19	20	15	21	296
8	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	44	33	49	33	35	40	48	64	27	32	22	28	455



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90th Percentile and Average Response Times:

The Ministry of Health and Long Term Care has legislated that response times must be equal to or better than prior to 1997 when the Local Services Realignment initiative was announced. Although MOH-LTC requires only an across the district measurement, we monitor response times in each geographic community. 90th percentile means that 90 percent of the Code 4 calls were responded to in less than the posted time.

Armstrong				
1996 Station 90th Percentile: 62 Min.	District 90th Percentile: 12.41 Min.			
Geographic Community	2001	2002	2003	2004
# of Code 4 Calls	98	92	90	100
90th Percentile	10:49	11:26	10:02	10:44
Average	7:24	7:39	6:29	5:45

1996 Station 90th Percentile:	62 minutes
1996 District 90th Percentile:	12:41 minutes
Service Level:	Basic Life Support

90th Percentile Reaction Times from Notification to Departure from Station:

Superior North EMS monitors how quickly staff responds to emergencies while on duty and, if applicable, while on-call away from the station. Target time for on-site is 90 seconds and for on-call it is 8 minutes.

Armstrong	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	31	19	28	23	21	26	29	37	19	20	15	21
90th percentile	7:50	07:43	07:57	05:16	06:49	07:38	07:42	08:47	07:09	06:06	09:02	10:41
Total On-site	13	11	11	17	13	10	17	20	11	15	7	14
90th Percentile	1:57	1:48	2:42	2:02	1:54	1:51	2:12	2:04	1:56	3:49	2:50	2:19
Total On-call	18	8	17	6	8	16	12	17	8	5	8	7
90th Percentile	8:24	07:56	08:06	06:38	07:38	07:51	08:18	10:42	07:44	07:02	10:08	16:26

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Staffing Report:	Approved staffing complement: 4 full-time 3 part-time Actual staffing complement: 3 full-time 1 part-time Resignations: 3 New hires: 3																																																																																											
Staffing Pattern:	On site hours: 12 Off-site hours: 12																																																																																											
Downstaffing:	<table border="1"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Downstaffing Hours</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3.1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td># of Downstaffing Incidents</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Hours Fully Downstaffed</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3.1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Incidents fully Downstaffed</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Hours First Response</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Incidents of First Response</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Downstaffing Hours	0	0	0	0	0	0	0	3.1	0	0	0	0	# of Downstaffing Incidents	0	0	0	0	0	0	0	1	0	0	0	0	Hours Fully Downstaffed	0	0	0	0	0	0	0	3.1	0	0	0	0	Incidents fully Downstaffed	0	0	0	0	0	0	0	1	0	0	0	0	Hours First Response	0	0	0	0	0	0	0	0	0	0	0	0	Incidents of First Response	0	0	0	0	0	0	0	0	0	0	0	0
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Fleet Report:	Total kilometers traveled: 34,863																																																																																											
Facility Report:	This facility has a long history of serious deficiencies and ongoing efforts to effect improvements continues.																																																																																											
Training:	<p>All staff attended the Base Hospital PCP recertification (Symptom Relief and Semi-Automatic External Defibrillator) at the TBRHSC. The training was 8 hrs. in length.</p> <p>All staff attended 4 hrs. of training on the new Semi-Automatic MRx Defibrillator.</p> <p>All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p> <p>All paramedics completed WMIS recertification training – 4 hrs.</p> <p>New paramedics received basic WHMIS training – 8 hrs.</p>																																																																																											
Injuries:	Lost time: 0 Medical aid: 0																																																																																											
Public Relations:	A day was spent with all grade levels at the Armstrong Public School to give students an overview of the paramedics in their community. The crew went over basic home safety as well. The crew interacts with the community on a daily basis as they take their meals at the local restaurant.																																																																																											

**2004 Report for Armstrong
Superior North Emergency Medical Services**



Contracted Services:	Nature of event: 0 Number of hours: 0
Investigations:	Substantiated: 0 Unsubstantiated: 0
Other Information:	<p>Armstrong is a remote location and call volumes are extremely high for a community of this size. There are numerous social issues at play which have a direct impact on the type and number of calls received. Time spent with a patient during a call is substantially longer than any other location due to distance and transport times. Other than local OPP the Armstrong crew has no allied services available to call upon. The closed ambulance crew is located 260 kms. Away.</p> <p>Base and crew accommodations are seriously substandard which over time has a negative effect upon staff moral. Turn over of staff in Armstrong is notably higher than any other station. Additionally attracting staff to this location is difficult at best.</p>