

2004 Report for Conmee 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.

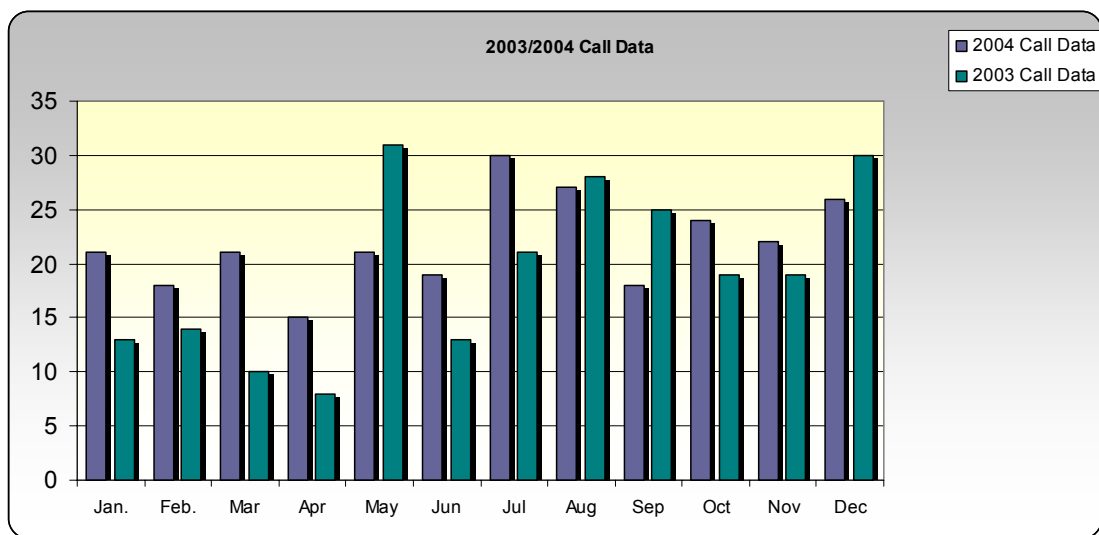
Code 2 is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

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.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Call Priority													
1	0	0	0	0	1	0	0	0	0	0	1	1	3
2	0	0	0	0	0	0	0	0	1	0	0	1	2
3	6	5	2	1	3	1	2	2	1	4	0	2	29
4	15	13	18	14	15	18	28	25	15	20	21	21	223
8	0	0	1	0	2	0	0	0	1	0	0	1	5
TOTAL	21	18	21	15	21	19	30	27	18	24	22	26	262



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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.

Conmee				
	2001	2002	2003	2004
1996 Station 90th Percentile: 31.23 Min.	District 90th Percentile: 12.41 Min.			
# of Code 4 Calls	52	67	196	223
90th Percentile	43.23	37.13	34.42	34.3
Average	23.32	18.42	19.01	20.51

1996 Station 90th Percentile:	31:23 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.

Conmee	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	14	12	18	14	15	18	27	25	15	20	21	21
90th percentile	3:00	02:27	06:54	05:24	07:23	06:31	05:55	07:26	05:45	07:22	06:46	08:40
Total On-site	7	8	9	7	7	9	15	10	11	11	13	12
90th Percentile	2:23	2:10	1:51	2:18	2:06	1:30	1:41	1:59	1:04	1:56	1:20	1:52
Total On-call	7	4	9	7	8	9	12	15	4	9	8	9
90th Percentile	7:21	07:12	08:10	08:19	07:36	07:01	07:00	07:51	06:42	10:49	08:04	09:26

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Staffing Report:	Approved staffing complement: 3 full-time 4 part-time Actual staffing complement: 3 full-time 4 part-time Resignations: 2 transfers New hires: 1 part-time																																																																																											
Staffing Pattern:	On site hours: 10 Off-site hours: 14																																																																																											
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>21</td> <td>1.3</td> <td>2.3</td> <td>0</td> <td>0</td> <td>0</td> <td>1.3</td> <td>0</td> <td>0</td> <td>0</td> <td>9.8</td> </tr> <tr> <td># of Downstaffing Incidents</td> <td>0</td> <td>2</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>3</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>0</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>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Hours First Response</td> <td>0</td> <td>21</td> <td>1.3</td> <td>2.3</td> <td>0</td> <td>0</td> <td>0</td> <td>1.3</td> <td>0</td> <td>0</td> <td>0</td> <td>9.8</td> </tr> <tr> <td>Incidents of First Response</td> <td>0</td> <td>2</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td> </tr> </tbody> </table>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Downstaffing Hours	0	21	1.3	2.3	0	0	0	1.3	0	0	0	9.8	# of Downstaffing Incidents	0	2	1	1	0	0	0	1	0	0	0	3	Hours Fully Downstaffed	0	0	0	0	0	0	0	0	0	0	0	0	Incidents fully Downstaffed	0	0	0	0	0	0	0	0	0	0	0	0	Hours First Response	0	21	1.3	2.3	0	0	0	1.3	0	0	0	9.8	Incidents of First Response	0	2	1	1	0	0	0	1	0	0	0	3
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Fleet Report:	Total kilometers traveled: 17,935																																																																																											
Facility Report:	The ambulance is stored in a heated garage leased from the Fire Dept. The crew quarters consist of a mobile home located in closed proximity to the garage.																																																																																											
Training:	<p>All staff attended Base Hospital PCP recertification (Symptom Relief and Semi-Automatic External Defibrillator) at the TBRHSC. The training was 8 hrs. in length.</p> <p>All paramedics completed WMIS recertification training – 4 hrs. New paramedics received basic WHMIS training – 8 hrs.</p> <p>All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p>																																																																																											
Injuries:	Lost time: 0 Medical aid: 0																																																																																											
Public Relations:	Nothing to report.																																																																																											
Contracted Services:	Nature of event: 0 Number of hours: 0																																																																																											

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Investigations:	Substantiated: 0 Unsubstantiated: 0
Other Information:	Conmee has established an extremely close working relationship with the area Fire Dept. and First Response teams. This cooperative effort results in rapid patient access and superior client service.