

2004 Report for Red Rock 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.

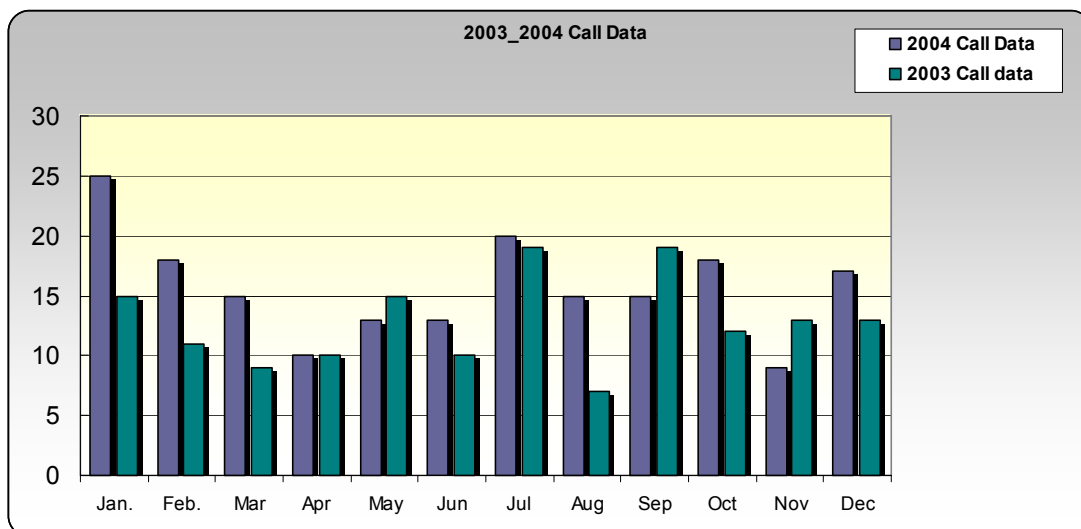
Code 2 is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

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	4	1	1	1	2	2	4	1	2	3	0	4	25
2	6	1	2	0	2	1	2	2	2	5	1	3	27
3	1	3	0	1	1	1	1	2	2	1	1	2	16
4	12	10	10	7	6	8	12	10	9	7	7	8	106
8	2	3	2	1	2	1	1	0	0	2	0	0	14
TOTAL	25	18	15	10	13	13	20	15	15	18	9	17	188



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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.

Red Rock				
1996 Station 90th Percentile: 15.1 Min.	1996 District 90th Percentile: 12.4			
Geographic Community	2001	2002	2003	2004
# of Code 4 Calls	30	39	51	43
90th Percentile	10:41	10:14	12:56	10:50
Average	7:02	6:33	6:23	5:31

1996 Station 90th Percentile:	15.1 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.

Red Rock	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	10	10	9	7	6	8	12	10	9	7	7	8
90th percentile	4:39	3:50	06:08	04:31	05:15	06:05	06:11	06:35	04:49	03:28	03:33	05:40
Total On-site	4	8	5	4	4	3	6	4	5	5	5	6
90th Percentile	1:11	1:09	1:04	0:55	1:43	0:46	2:52	0:52	1:13	1:14	1:01	2:24
Total On-call	6	2	4	3	2	5	6	6	4	2	2	2
90th Percentile	7:30	04:15	06:08	04:31	05:15	06:05	07:46	07:19	04:49	03:28	03:33	05:40

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Staffing Report:	Approved staffing complement: 3 full-time 4 part-time Actual staffing complement: 2 full-time 2 part-time Resignations: 1 New hires: 2 (1 new and 1 transfer), 1 full-time moved from part-time																																																																																											
Staffing Pattern:	On site hours: 10 Off-site hours: 14																																																																																											
<p>Downstaffing:</p> <table border="1" data-bbox="586 741 1450 968"> <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>0</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>0</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>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>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	0	0	0	0	0	# of Downstaffing Incidents	0	0	0	0	0	0	0	0	0	0	0	0	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	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: 9,956																																																																																											
Facility Report:	The mould problem in the station was corrected. The men's shower is leaking.																																																																																											
Training:	<p>5 employees attended training for the new Semi-Automatic MRx Defibrillator – 4 hrs.</p> <p>3 employees were recertified in Symptom Relief and Defibrillation – 8 hrs.</p> <p>5 employees were CPR recertified – 4 hrs.</p> <p>All paramedics completed WHMIS recertification training – 4 hrs.</p> <p>New paramedics received basic WHMIS training – 8 hrs.</p> <p>All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p>																																																																																											
Injuries:	Lost time: 1 Medical aid: 3																																																																																											

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Public Relations:	Open House Blood Pressure Clinic Child/Infant Car Seat Awareness Track & Field Meet Fish Derby Public School JK/SK Visit Mill Tour Dorion HSFO Run/Walk Canada Day Parade & Waterfront Fair EMS Health Walk Red Rock Folk Festival Paju Mountain Run St. Hilary's Run
Contracted Services:	Nature of event: 0 Number of hours: 0
Investigations:	Substantiated: 0 Unsubstantiated: 0
Other Information:	Red Rock had a co-op student.