

2004 Report for Shuniah 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.

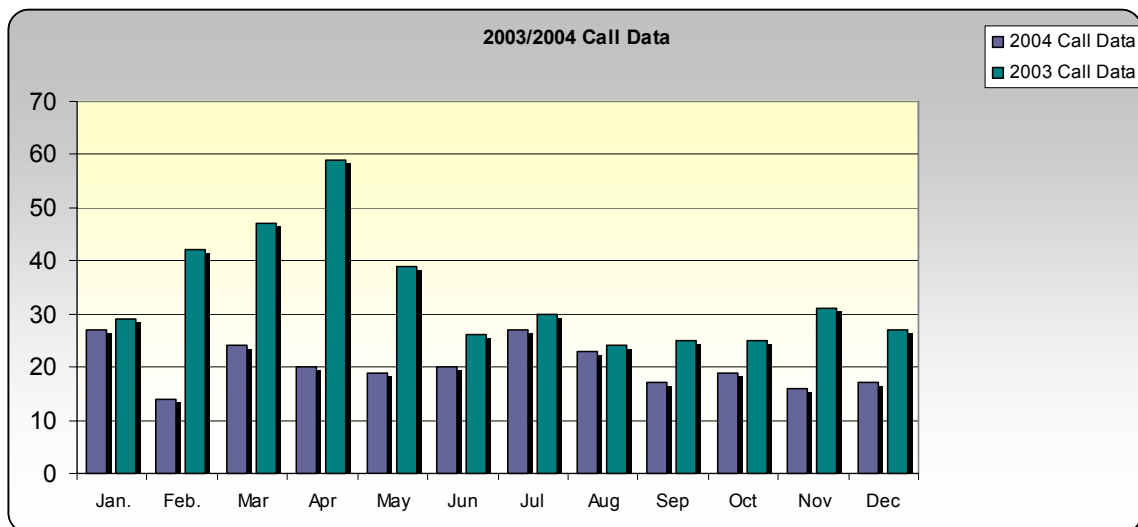
Code 2 is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

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	5	0	4	2	2	0	1	2	0	0	5	1	22
2	4	5	7	2	3	7	4	5	3	3	1	4	48
3	2	0	3	3	5	2	7	2	0	2	2	2	30
4	12	7	9	13	5	8	12	11	9	10	7	9	112
8	4	2	1	0	4	3	3	3	5	4	1	1	31
													0
TOTAL	27	14	24	20	19	20	27	23	17	19	16	17	243



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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.

Shuniah				
1996 Station 90th Percentile: 19.13 Min.	District 90th Percentile: 12.41 Min.			
	2001	2002	2003	2004
# of Code 4 Calls	125	156	134	111
90th Percentile	18.47	40.11	25.29	23.5
Average	25.36	38.03	35.25	27.5

1996 Station 90th Percentile:	19:13 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.

Shuniah	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	12	7	9	11	4	8	12	11	8	10	7	9
90th percentile	5:07	08:31	08:06	05:55	07:13	07:51	05:03	04:10	04:34	04:57	06:01	05:35
Total On-site	9	4	6	5	1	4	7	7	6	6	6	8
90th Percentile	3:04	2:11	2:37	2:07	0:42	2:10	2:39	2:07	2:22	2:02	2:03	2:26
Total On-call	3	3	3	6	3	4	5	4	3	4	1	1
90th Percentile	6:01	08:31	08:06	11:14	07:13	07:51	06:33	05:42	04:34	07:57	06:01	05:35

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Staffing Report:	Approved staffing complement: 3 full-time 4 part-time Actual staffing complement: 3 full-time 3 part-time Resignations: 0 New hires: 3 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>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0.13</td> <td>5.21</td> <td>1.77</td> <td>0.63</td> <td>32.5</td> <td>281</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>1</td> <td>4</td> <td>1</td> <td>1</td> <td>3</td> <td>12</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>51.4</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>2</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>0.13</td> <td>5.21</td> <td>1.77</td> <td>0.63</td> <td>32.5</td> <td>230</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>1</td> <td>4</td> <td>1</td> <td>1</td> <td>3</td> <td>10</td> </tr> </tbody> </table>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Downstaffing Hours	0	0	0	0	0	0	0.13	5.21	1.77	0.63	32.5	281	# of Downstaffing Incidents	0	0	0	0	0	0	1	4	1	1	3	12	Hours Fully Downstaffed	0	0	0	0	0	0	0	0	0	0	0	51.4	Incidents fully Downstaffed	0	0	0	0	0	0	0	0	0	0	0	2	Hours First Response	0	0	0	0	0	0	0.13	5.21	1.77	0.63	32.5	230	Incidents of First Response	0	0	0	0	0	0	1	4	1	1	3	10
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Fleet Report:	Total kilometers traveled: 43,030																																																																																											
Facility Report:	Shuniah ambulance station is housed in the Fire Department garage on a lease basis. The crew quarters consist of a mobile home located in close proximity to the garage.																																																																																											
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 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: 1 Medical aid: 1																																																																																											
Public Relations:	The crew visited the school and made a visible presence during two of the school’s activities. The crew also makes regular visits to a local restaurant and interacts with the general public in an informal setting.																																																																																											

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Superior North Emergency Medical Services



Contracted Services:	Nature of event: 0 Number of hours: 0
Investigations:	Substantiated: 0 Unsubstantiated: 0
Other Information:	Shuniah services a large geographic area that consists of a large provincial park and vacation properties as well as a substantial rural population. On occasions Shuniah is called upon to cover the north end of Thunder Bay during periods of high call volume.