

# 2004 Report for Terrace Bay 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.

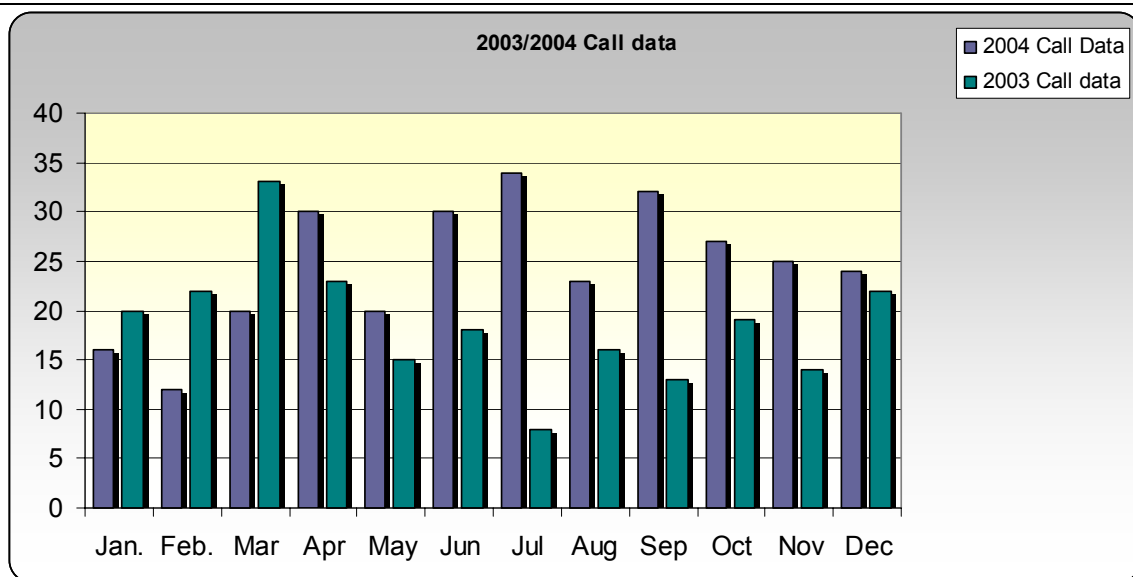
**Code 2** is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

**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	1	4	8	3	5	6	6	1	5	0	5	5	49
2	8	5	10	12	11	11	11	8	7	7	8	10	108
3	0	1	1	1	0	0	0	2	1	0	1	0	7
4	7	1	1	10	4	9	7	8	17	15	8	8	95
8	0	1	0	4	0	4	10	4	2	5	3	1	34
<b>TOTAL</b>	<b>16</b>	<b>12</b>	<b>20</b>	<b>30</b>	<b>20</b>	<b>30</b>	<b>34</b>	<b>23</b>	<b>32</b>	<b>27</b>	<b>25</b>	<b>24</b>	<b>293</b>



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## 90<sup>th</sup> 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. 90<sup>th</sup> percentile means that 90 percent of the Code 4 calls were responded to in less than the posted time.

Terrace Bay				
1996 Station 90th Percentile: 10.05 Min.	District 90th Percentile: 12.41 Min.			
Geographic Community	2001	2002	2003	2004
# of Code 4 Calls	35	22	36	55
90th Percentile	10:38	11:28	11:42	8:45
Average	5:24	6:18	6:11	4:55

<b>1996 Station 90<sup>th</sup> Percentile:</b>	10.05 minutes
<b>1996 District 90<sup>th</sup> Percentile:</b>	12:41 minutes
<b>Service Level:</b>	Basic Life Support

## 90<sup>th</sup> 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.

Terrace Bay	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	7	1	1	10	4	9	7	8	15	15	8	8
90th percentile	5:35	04:51	00:55	04:53	06:59	05:10	06:07	05:11	04:11	04:18	05:46	06:33
Total On-site	3	N/A	1	5	1	6	2	4	11	11	6	4
90th Percentile	<b>1:23</b>		00:55	<b>01:45</b>	00:00	01:09	01:02	00:42	01:25	00:55	01:23	<b>01:49</b>
Total On-call	4	1	N/A	5	3	3	5	4	4	4	2	4
90th Percentile	5:35	04:51		05:57	06:59	05:10	06:07	05:11	06:53	04:55	05:46	06:33

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<b>Staffing Report:</b>	Approved staffing complement: 3 full-time 4 part-time Actual staffing complement: 2 full-time 1 part-time Resignations: 1 New hires: 1																																																																																											
<b>Staffing Pattern:</b>	On site hours: 10 Off-site hours: 14																																																																																											
<b>Downstaffing:</b>	<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>25</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>6</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>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</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>25</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>6</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>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</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	25	0	0	0	0	6	0	0	# of Downstaffing Incidents	0	0	0	0	2	0	0	0	0	1	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	25	0	0	0	0	6	0	0	Incidents of First Response	0	0	0	0	2	0	0	0	0	1	0	0
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<b>Fleet Report:</b>	Total kilometers traveled: 33,916																																																																																											
<b>Facility Report:</b>	Nothing to report.																																																																																											
<b>Training:</b>	<p>All staff attended MRx Defibrillation Training – 4 hrs.</p> <p>All paramedics received Symptom Relief and Semi-Automatic External Defibrillation recertification at Base Hospital – 8 hrs.</p> <p>All paramedics received CPR recertification – 4 hrs.</p> <p>One paramedic attended Service Instructor training – 24 hrs. in length and administered by the Ministry of Health.</p> <p>All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p> <p>All paramedics completed WHMIS recertification training – 4 hrs.</p> <p>New paramedics received basic WHMIS training – 8 hrs.</p>																																																																																											
<b>Injuries:</b>	Lost time: 0 Medical aid: 0																																																																																											

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<b>Public Relations:</b>	Municipal Mock Disaster Student Panel Post Exercise Children's Contest JK, SK Teddy Bear Clinic OPP Torch Run & Barbecue Hospital Tour with Moose Medic Vehicle Demonstration & Base Tour Assist Fire Dept. with Senior Appreciation Night Grad Ride Program Base Tours Halloween Tour
<b>Contracted Services:</b>	Nature of event: Skateboard Competition Number of hours: 216  Nature of event: Beach Party & Fireworks Display Number of hours: 1,510  Nature of event: Superior Classic Car Club Drag Races Number of hours: 28
<b>Investigations:</b>	Substantiated: 0 Unsubstantiated: 0
<b>Other Information:</b>	Nothing to report.