

2004 Report for Thunder 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.

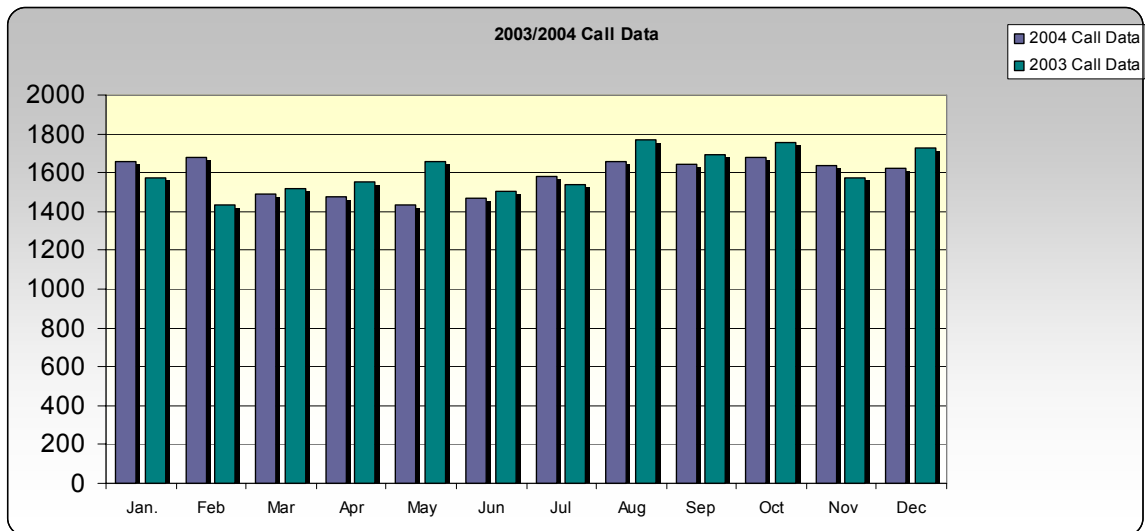
Code 2 is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

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	290	279	164	183	152	141	161	153	194	209	195	193	2314
2	320	310	244	224	218	244	210	212	235	203	262	231	2913
3	191	181	173	205	208	172	216	185	191	224	190	176	2312
4	837	893	904	855	853	900	969	1098	1011	1038	987	1003	11348
8	19	17	7	12	4	10	25	10	10	3	3	22	142
TOTAL	1657	1680	1492	1479	1435	1467	1581	1658	1641	1677	1637	1625	19029





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.

Thunder Bay				
1996 Station 90th Percentile:	10.14 Min.		District 90th Percentile: 12.41 Min.	
	2001	2002	2003	2004
# of Code 4 Calls	7674	7182	8471	9172
90th Percentile	11.33	11.52	11.33	10.43
Average	9.15	9.21	9.08	8.32

1996 Station 90th Percentile:	10.14 minutes
1996 District 90th Percentile:	12:41 minutes
Service Level:	Advanced 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.

Thunder Bay	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	796	747	873	813	829	893	918	1097	1007	1036	987	997
90th percentile	1:24	1:25	1:17	1:13	1:14	1:10	1:06	1:07	1:05	1:13	1:13	1:14
Total On-site												
90th Percentile												
Total On-call												
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Staffing Report:	Approved staffing complement: 40 full-time, 25 part-time Actual staffing complement: 39 full-time, 22 part-time Resignations: 2 New hires: 10 part-time																																																																																																																					
Staffing Pattern:	On site hours: 4 - 24 hr. vehicles 3 - 8 hr. vehicles 1 - 8 hr evening vehicle 1 - Paramedic Response Unit																																																																																																																					
<p>Downstaffing:</p> <table border="1" data-bbox="565 751 1463 978"> <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>594</td> <td>625</td> <td>976</td> <td>798</td> <td>847</td> <td>717</td> <td>1180</td> <td>995</td> <td>918</td> <td>485</td> <td>621</td> <td>93.1</td> </tr> <tr> <td># of Downstaffing Incidents</td> <td>59</td> <td>72</td> <td>94</td> <td>84</td> <td>87</td> <td>72</td> <td>107</td> <td>86</td> <td>74</td> <td>49</td> <td>63</td> <td>14</td> </tr> <tr> <td>Hours Fully Downstaffed</td> <td>216</td> <td>240</td> <td>276</td> <td>148</td> <td>246</td> <td>54.1</td> <td>215</td> <td>200</td> <td>236</td> <td>280</td> <td>169</td> <td>91.3</td> </tr> <tr> <td>Incidents fully Downstaffed</td> <td>23</td> <td>32</td> <td>29</td> <td>24</td> <td>34</td> <td>12</td> <td>23</td> <td>17</td> <td>22</td> <td>29</td> <td>23</td> <td>10</td> </tr> <tr> <td>Hours Downstaffed ACP/pcp</td> <td>352</td> <td>346</td> <td>637</td> <td>648</td> <td>592</td> <td>646</td> <td>964</td> <td>792</td> <td>682</td> <td>192</td> <td>445</td> <td>0</td> </tr> <tr> <td>Incidents Downstaffed ACP/pcp</td> <td>32</td> <td>30</td> <td>57</td> <td>57</td> <td>51</td> <td>55</td> <td>83</td> <td>66</td> <td>52</td> <td>16</td> <td>38</td> <td>0</td> </tr> <tr> <td>Hours First Response</td> <td>26.3</td> <td>38.8</td> <td>63.2</td> <td>1.82</td> <td>8.75</td> <td>16.8</td> <td>0.67</td> <td>2.72</td> <td>0</td> <td>13.3</td> <td>6.53</td> <td>1.78</td> </tr> <tr> <td>Incidents First Response</td> <td>4</td> <td>10</td> <td>8</td> <td>3</td> <td>2</td> <td>5</td> <td>1</td> <td>3</td> <td>0</td> <td>4</td> <td>2</td> <td>4</td> </tr> </tbody> </table>			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Downstaffing Hours	594	625	976	798	847	717	1180	995	918	485	621	93.1	# of Downstaffing Incidents	59	72	94	84	87	72	107	86	74	49	63	14	Hours Fully Downstaffed	216	240	276	148	246	54.1	215	200	236	280	169	91.3	Incidents fully Downstaffed	23	32	29	24	34	12	23	17	22	29	23	10	Hours Downstaffed ACP/pcp	352	346	637	648	592	646	964	792	682	192	445	0	Incidents Downstaffed ACP/pcp	32	30	57	57	51	55	83	66	52	16	38	0	Hours First Response	26.3	38.8	63.2	1.82	8.75	16.8	0.67	2.72	0	13.3	6.53	1.78	Incidents First Response	4	10	8	3	2	5	1	3	0	4	2	4
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Fleet Report:	Total kilometers traveled: 350,000																																																																																																																					
Facility Report:	<p>Roland St. Station remains in poor state with severe overcrowding and lack of storage space. Ambulances must be parked outside. Shortage of parking spaces for staff and ambulances. A mould inspection was done and found to be negative.</p> <p>Arthur St. Station still has heat problems and overcrowding due to size of facility. A mould inspection was done and mould was found in the storage area. The mould was removed and the wall was replaced.</p> <p>Beck St. Station had a mould inspection and mould was found in garage the area. The mould was removed and the wall replaced.</p>																																																																																																																					
Training:	<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>All paramedics completed WHMIS recertification training – 4 hrs.</p> <p>New paramedics received basic WHMIS training – 8 hrs.</p>																																																																																																																					

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	<p>All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p> <p>7 paramedics attended Service Instructor training – 24 hrs. in length and administered by the Ministry of Health.</p> <p>5 paramedics received Level I & II Occupational Health & Safety training – 36 hrs.</p> <p>All management and non-union staff attended 2 days of Professional Development Training.</p>
Injuries:	<p>Lost time: 6</p> <p>Medical aid: 10</p>
Public Relations:	<p>School visits - 12 hrs.</p> <p>Booth at career fair - 24 hrs.</p> <p>Committee work for community group – 30 hrs.</p>
Contracted Services:	<p>Nature of event: Central Ambulance Communication Centre Number of hours: Jan. 2004 - 4 hrs.</p> <p>Nature of event: Nickleback Concert Number of hours: Feb. 2004 – 5 hrs.</p> <p>Nature of event: Nickleback Concert Number of hours: Mar. 2004 – 5 hrs.</p> <p>Nature of event: Thunder Bay Triathlon Number of hours: Jul. 2004 – 4 hrs.</p>
Investigations:	<p>Substantiated: 7</p> <p>Partially Substantiated: 2</p> <p>Unsubstantiated: 4</p> <p>Inconclusive: 2</p>
Other Information:	<p>Three new Crestline class III ambulances were purchased.</p>