

2004 Report for Upsala 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.

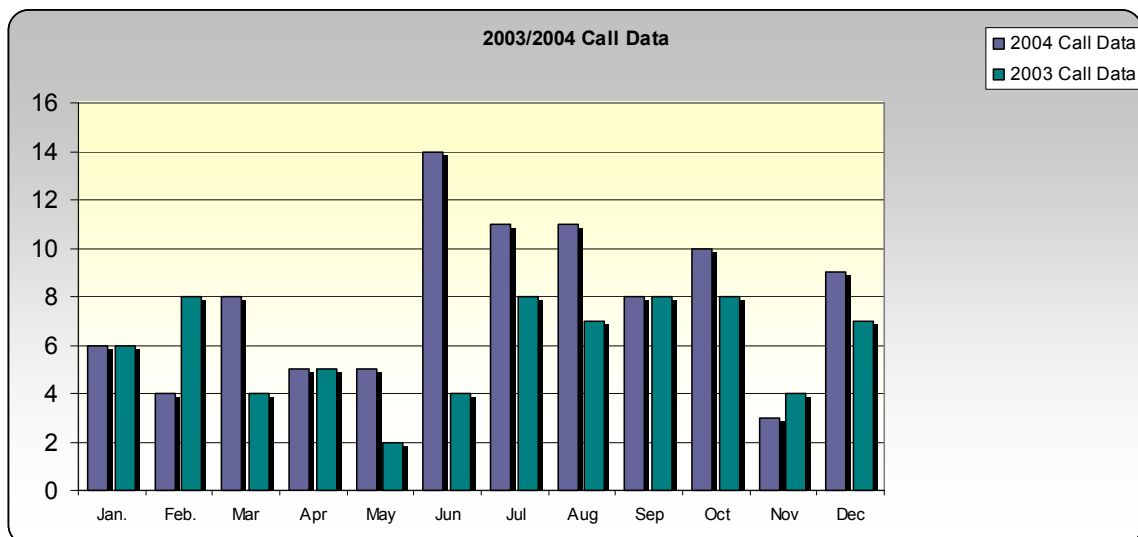
Code 2 is a call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.

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	1	0	0	0	0	0	1	0	0	1	0	0	3
2	0	0	2	1	0	1	0	1	0	1	0	0	6
3	0	2	2	0	0	2	2	2	2	1	0	1	14
4	5	2	4	4	5	11	8	8	6	7	3	8	71
8	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	6	4	8	5	5	14	11	11	8	10	3	9	94



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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.

Upsala				
1996 Station 90th Percentile: 41.08 Min.		District 90th Percentile: 12.41 Min.		
Geographic Community	2001	2002	2003	2004
# of Code 4 Calls	35	34	44	52
90th Percentile	37:42	38:28	29:02	26:50
Average	16:58	20:24	14:47	11:57

1996 Station 90th Percentile: 41.08 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.

Upsala	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls	5	1	4	3	5	11	8	8	6	7	3	8
90th percentile	12:54	02:04	09:15	09:36	09:02	06:39	14:39	12:22	11:34	10:19	05:18	09:08
Total On-site	2	1	3	1	3	8	3	4	4	5	3	4
90th Percentile	2:33	2:04	6:11	0:39	1:50	1:34	1:10	1:30	0:47	1:26	5:18	1:14
Total On-call	3	N/A	1	2	2	3	5	4	2	2	N/A	4
90th Percentile	12:54		09:15	09:36	09:02	10:35	14:39	12:22	11:34	10:19		09:08

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Staffing Report:	<p>Approved staffing complement: 3 full-time 4 part-time Actual staffing complement: 3 full-time 3 part-time Resignations: 0 New hires: 0</p> <p>2 part-time staff successfully wrote the AEMCA examination and moved into full-time positions. This base still had volunteers who have since moved into the part-time positions.</p>																																																																																											
Staffing Pattern:	<p>On site hours: 10 Off-site hours: 14</p>																																																																																											
<p>Downstaffing:</p> <table border="1" data-bbox="586 831 1448 1058"> <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>12.5</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>0.17</td> </tr> <tr> <td># of Downstaffing Incidents</td> <td>0</td> <td>0</td> <td>2</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>1</td> </tr> <tr> <td>Hours Fully Downstaffed</td> <td>0</td> <td>0</td> <td>3.25</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>1</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>9.25</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>0.17</td> </tr> <tr> <td>Incidents of First Response</td> <td>0</td> <td>0</td> <td>1</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>1</td> </tr> </tbody> </table>			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Downstaffing Hours	0	0	12.5	0	0	0	0	0	0	0	0	0.17	# of Downstaffing Incidents	0	0	2	0	0	0	0	0	0	0	0	1	Hours Fully Downstaffed	0	0	3.25	0	0	0	0	0	0	0	0	0	Incidents fully Downstaffed	0	0	1	0	0	0	0	0	0	0	0	0	Hours First Response	0	0	9.25	0	0	0	0	0	0	0	0	0.17	Incidents of First Response	0	0	1	0	0	0	0	0	0	0	0	1
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Fleet Report:	<p>Total kilometers traveled: 60,047</p>																																																																																											
Facility Report:	<p>Base is leased from the Upsala Volunteer Ambulance Association and is maintained in excellent condition. Crew facilities are comfortable, clean, and adequate for this service needs.</p>																																																																																											
Training:	<p>All staff were recertified in the Base Hospital PCP protocols. Recertification took place at the TBRHSC and took 8 hrs.</p> <p>The new Semi-Automatic MRx Defibrillator was introduced and placed in service. All staff attended a four hr. training session.</p> <p>All paramedics completed WMIS recertification training – 4 hrs. New paramedics received basic WHMIS training – 8 hrs. All paramedics received Metered Dose Inhaler (MDI) training – 4 hrs.</p>																																																																																											
Injuries:	<p>Lost time: 0 Medical aid: 1</p>																																																																																											

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Superior North Emergency Medical Services



Public Relations:	Crews visited local public schools for events such as "Fitness Day" as well as presentations on home safety. The crews have excellent interaction with the community.
Contracted Services:	Nature of event: 0 Number of hours: 0
Investigations:	Substantiated: 0 Partially Substantiated: 1 Unsubstantiated: 0
Other Information:	<p>Upsala has a unique setup being attached directly to the Community Health Centre. While the call volume is relatively low, the crew is often called upon to assist the Health Centre's registered nurse.</p> <p>Like Armstrong, Upsala has no allied services other than the local OPP, and the next closest ambulance service is Conmee to the east and Ignace to the west.</p>