

# 2005 Report for Manitouwadge 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.

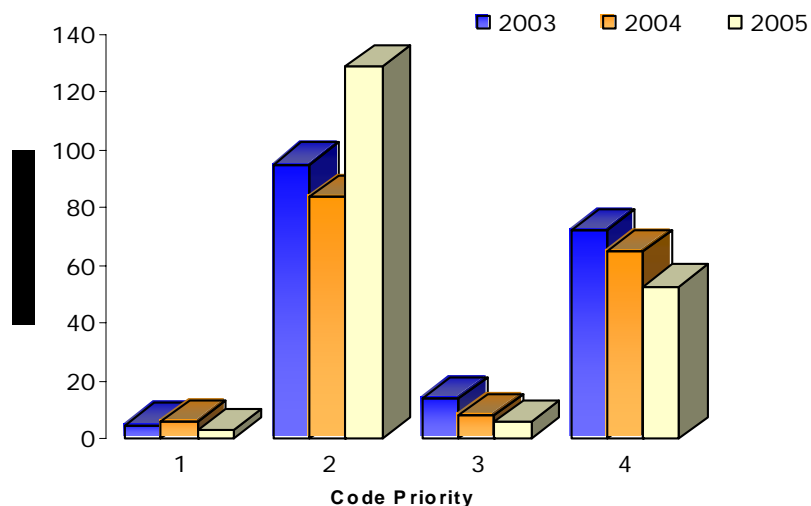
**Code 3** is a call that requires a moderate amount of urgency where the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

**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.

Code	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
1	0	1	0	0	0	1	0	1	0	0	0	0	3
2	6	9	4	8	15	8	8	8	14	17	20	12	129
3	0	2	0	0	1	0	1	0	1	0	0	1	6
4	5	4	6	3	9	1	9	3	3	3	5	2	53
8	1	1	1	1	1	1	1	1	2	3	2	2	17
<b>Total</b>	<b>12</b>	<b>17</b>	<b>11</b>	<b>12</b>	<b>26</b>	<b>11</b>	<b>19</b>	<b>13</b>	<b>20</b>	<b>23</b>	<b>27</b>	<b>17</b>	<b>208</b>

Township of Manitouwadge - Call Volume Information



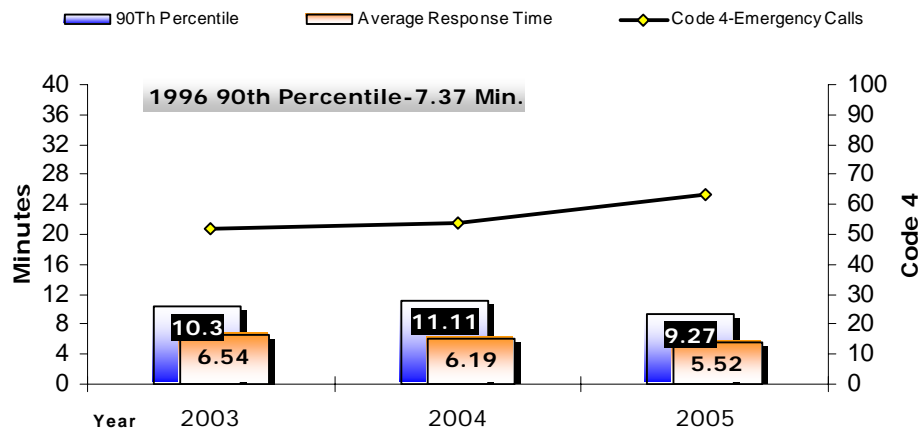
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## 90<sup>th</sup> Percentile and Average Response Times:

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.

### Town of Manitouwadge

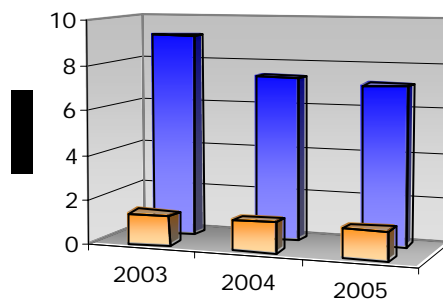


**Service Level:** Basic Life Support  
**1996 District 90<sup>th</sup> Percentile:** 12:41 minutes

## 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.

### T2-T3 Response Times-Manitouwadge



	2003	2004	2005
On Site	1.36	1.33	1.28
On call	9.15	7.36	7.13

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## Staffing Report:

Approved staffing complement: 3 full-time, 4 part-time  
 Actual staffing complement: 3 full-time, 2 part-time  
 Hires: 0  
 Separations: 1

## Staffing Pattern:

On site hours: 10  
 Off-site hours: 14

## Downstaffing:

(hours)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Downstaffing Total	0	0	0	0	0	0	0	0	0	0	0	0
Fully Downstaffed	0	0	0	0	0	0	0	0	0	0	0	0
Total - First Response	0	0	0	0	0	0	0	0	0	0	0	0

## Fleet Report:

Total kilometers traveled: 5,817

## Facility Report:

A washer and dryer were installed in March.

Strip, wax, buff floors/steam clean all carpets in September.

## Training:

### January – June

Type: Driver Training  
 Date: May 3, 4, 5  
 No. attended: 6  
 Length: 8 hrs.  
 Location: Marathon

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Type: WHMIS Recertification  
Date: April  
No. attended: 6  
Length: 1 hr.  
Location: Manitouwadge

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All staff reviewed Basic Life Support and Ambulance Call Report standards.

Helicopter Safety – all staff completed self-directed instruction.

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## ***July – December***

Type: Service Instructor Workshop  
Date: September  
No. attended: 1  
Length: 4 hrs.  
Location: Thunder Bay

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Type: Mandatory Fall Training (harassment, privacy laws, infection control procedures)  
Date: November  
No. attended: 5  
Length: 8 hrs.  
Location: Manitouwadge

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## **Injuries:**

Lost time: 0  
Medical aid: 0

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## **Public Relations:**

### ***January – June***

- \* Tsunami bottle relief
- \* Donation of Andy the Ambulance books to hockey event
- \* First aid basics reviewed in high school
- \* Hypothermia presentation to grade six class
- \* Snow drag standby
- \* First aid inquiries
- \* Review Advanced Care Life Support with registered nurse
- \* Parade

### ***July – December***

- \* General registration night
- \* First aid basics – high school
- \* General phone inquiries
- \* Fire Dept. open house display
- \* Babysitter course in October – 21 attendees
- \* Pandemic planning meeting in November
- \* Christmas with LTC residents

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## Contracted Services:

Nothing to report.

## Investigations:

Substantiated: 0  
Unsubstantiated: 0

## Other Information:

Twelve people from the community attended standard first aid training in January and February.

A child safe program was administered April 12, 14, 19, 21 with six people in attendance each day. Three people were recertified in standard first aid.

An automatic external defibrillation course was taught to 14 people in the community in June.



Tsunami Bottle Drive – January 2005