

# 2005 Report for Neebing 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.

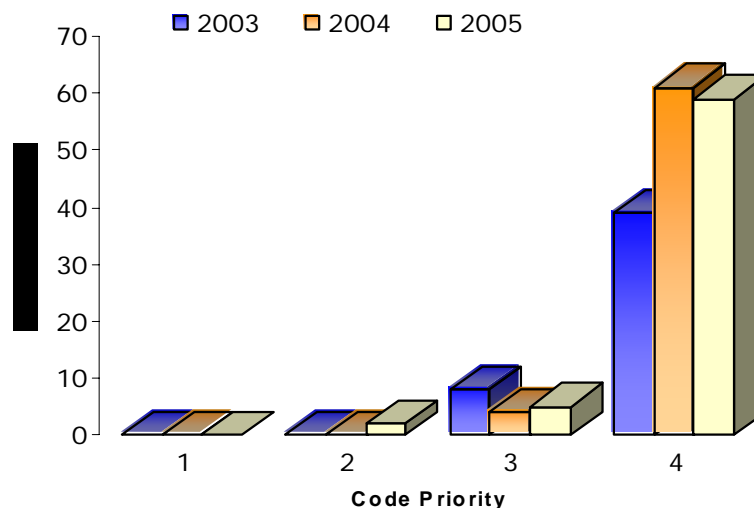
**Code 3** is a call that requires a moderate amount of urgency where the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

**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	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	2	0	0	0	0	2
3	2	0	1	1	1	0	0	0	0	0	0	0	5
4	0	9	6	3	7	4	3	1	11	5	5	5	59
8	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>66</b>

### Township of Neebing - Call Volume Information

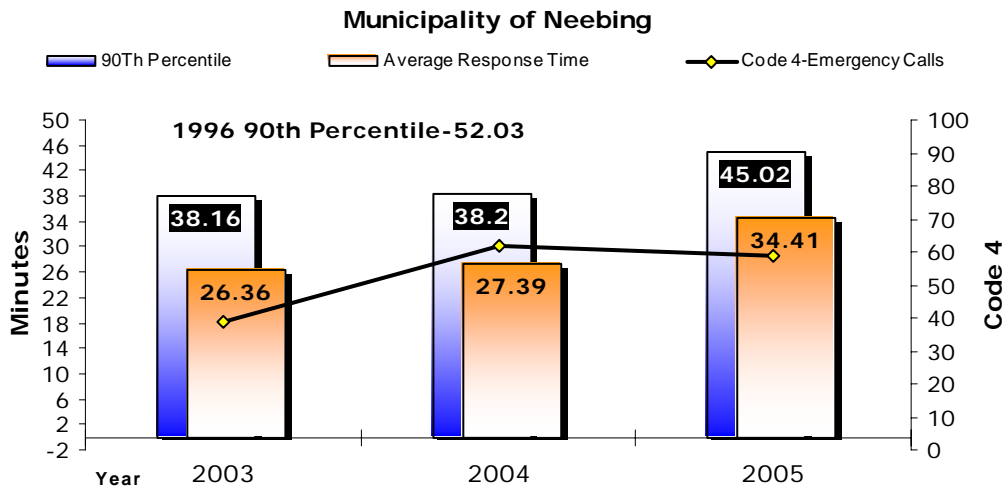


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## 90<sup>th</sup> Percentile and Average Response Times:

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.



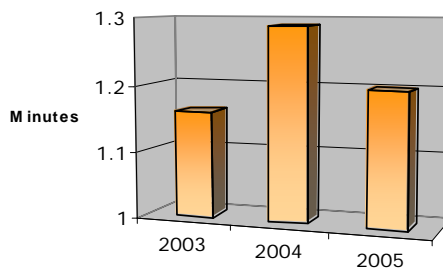
**Service Level: Thunder Bay Stations - Advanced Life Support Basic Life Support**  
 1996 District 90<sup>th</sup> Percentile: 12:41

## 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.

### Thunder Bay Stations

T2-T3 Response Times-Thunder Bay



	2003	2004	2005
■ On Site	1.16	1.29	1.2

# 2005 Report for Neebing Superior North Emergency Medical Services



## Staffing Report:

### Thunder Bay Stations

Approved staffing complement: 40 full-time, 25 part-time  
 Actual staffing complement: 40 full-time, 22 part-time  
 Hires: 1 full-time  
 Separations: 1 part-time, 3 part-time

## Staffing Pattern:

### Thunder Bay Stations

On site hours: 4 - 24 hr. vehicles  
 3 - 8 hr. vehicles  
 1 - 8 hr evening vehicle  
 1 - Paramedic Response Unit

## Downstaffing:

### Thunder Bay Stations

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	166.3	19	70.1	61.5	74.5	140	240.9	363.7	277	194.1	254.6	218.9
Fully Downstaffed	27.8	19	65.3	56	63.5	134	11.92	360.8	274.2	161.7	233.4	189.4
Total - ACP to PCP	138	0	2.3	.98	0	0	0	0	0	0	0	0
Total - First Response	.45	.05	2.5	4.5	11	5.9	228.9	2.8	2.8	32.3	21.2	29.4

## Fleet Report:

### Thunder Bay Stations

Total kilometers traveled: 370,916

## Facility Report:

### Thunder Bay Stations

New flooring has been put in the Arthur Street Station. Minor renovations were done to Roland Station which now allow staff access to the meeting room. Crowding is still an issue.

# 2005 Report for Neebing Superior North Emergency Medical Services



## Training:

*January - June*

### Thunder Bay Stations

Type: Inservice training for Service Instructors  
Date: March 14  
No. attended: 7  
Length: 8 hrs.  
Location: Thunder Bay

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Type: Lead II Interpretation  
Date: May  
No. attended: 9  
Length: 24 hrs.  
Location: Thunder Bay

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Type: Equipment Training/New Staff – I-Medic  
Date: June 16  
No. attended: 4  
Length: 4 hrs.  
Location: Thunder Bay

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Type: Mandatory Spring Training – Harassment, Policies, Multiple Casualty Incident, Infection Control  
Date: March, April  
No. attended: 68  
Length: 8 hrs.  
Location: Thunder Bay

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Type: Myers Briggs Assessment  
Date: January & April  
No. attended: 7  
Length: 3.5 hrs.  
Location: Thunder Bay

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Type: Semi-Automatic External Defibrillation Recertification  
Date: February to April  
No. attended: 72  
Length: 4 hrs.

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Location: Thunder Bay  
Type: Symptom Relief Recertification  
Date: February to April  
No. attended: 72  
Length: 4 hrs.  
Location: Thunder Bay

# 2005 Report for Neebing Superior North Emergency Medical Services



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Type: Wilderness Response  
Date: March  
No. attended: 5  
Length: 16 hrs.  
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***

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Type: O2 Testing Testor  
Date: October  
No. attended: 2  
Length: 8 hrs.  
Location: Thunder Bay

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Type: N95 Qualitative Fit Testing  
Date: October  
No. attended: 2  
Length: 5 hrs.  
Location: Thunder Bay

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## **Injuries:**

### **Thunder Bay Stations**

Lost time: 6  
Medical aid: 5

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## **Public Relations:**

### **Thunder Bay Stations**

- \* 48 hrs. of public relations, including career fairs and school visits
  - \* 20 hrs. Remembrance Day ceremonies
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## **Contracted Services:**

### **Thunder Bay Stations**

Nature of event: 0  
Number of hours: 0



# 2005 Report for Neebing Superior North Emergency Medical Services



## Investigations:

### Thunder Bay Stations

Substantiated:	3
Unsubstantiated:	5
Other:	1

## Other Information:

### Thunder Bay Stations

Four new 2005 Crestline Ambulances are now on line in Thunder Bay.

Two medical students are now doing weekly ride outs with paramedics in Thunder Bay.

