

# 2005 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.

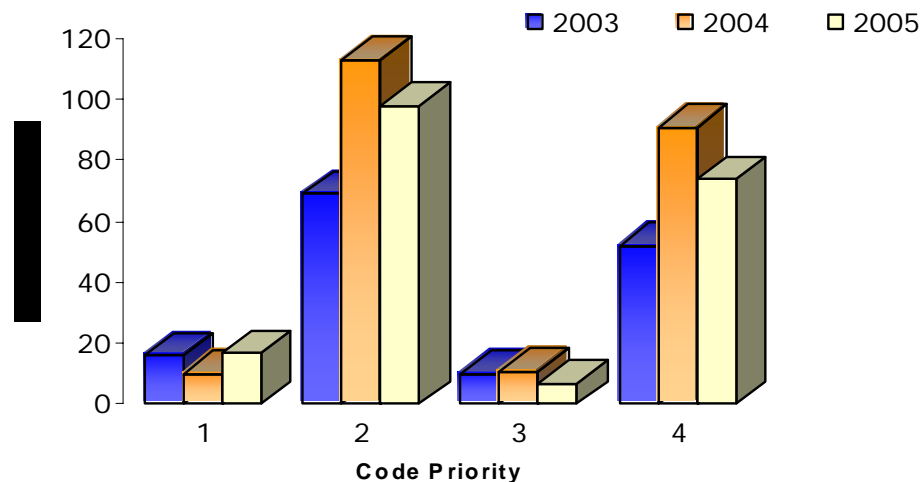
**Code 3** is a call that requires a moderate amount of urgency where the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

**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.

Code	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
1	2	0	0	2	0	0	2	3	4	1	2	1	17
2	8	9	11	9	7	7	5	8	16	7	8	3	98
3	0	0	2	1	0	2	0	0	1	0	1	0	7
4	6	6	3	5	4	9	12	5	3	5	13	3	74
8	0	2	2	2	0	2	8	2	0	2	3	2	74
<b>Total</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>11</b>	<b>20</b>	<b>27</b>	<b>18</b>	<b>24</b>	<b>15</b>	<b>27</b>	<b>9</b>	<b>221</b>

Township of Terrace Bay - Call Volume Information



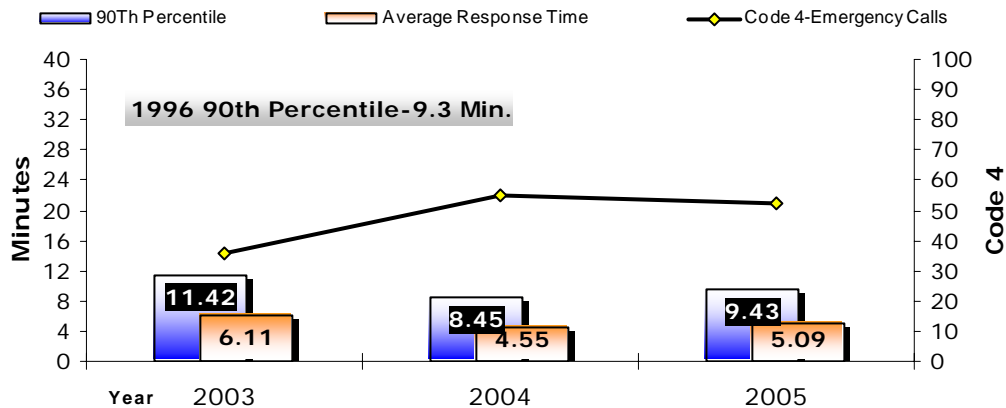
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## 90<sup>th</sup> Percentile and Average Response Times:

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 Terrace Bay

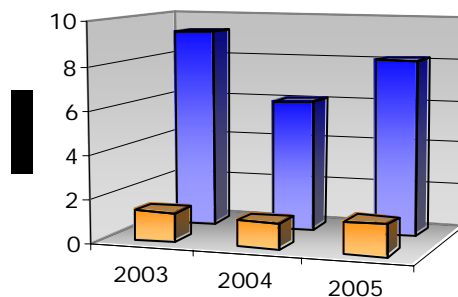


Service Level: Basic Life Support  
1996 District 90<sup>th</sup> Percentile: 12:41 minutes

## 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-Terrace Bay



	2003	2004	2005
On Site	1.36	1.2	1.42
On Call	9.24	6.07	8.14

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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: 1 full-time, 1 part-time  
 Separations: 1 full-time, 1 part-time

## Staffing Pattern:

On site hours: 10  
 Off-site hours: 14

## Downstaffing:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	5.75	0	1.18	0	.25	12	0	0	0	0	0	2
Fully Downstaffed	0	0	1.18	0	0	0	0	0	0	0	0	0
Total - First Response	5.75	0	0	0	.25	12	0	0	0	0	0	2

## Fleet Report:

Total kilometers traveled: 37,038

## Facility Report:

A washer and dryer were installed in March.

## Training:

### January - June

Type: Driver Training  
 Date: May 6, 7, 8  
 No. attended: 5  
 Length: 8 hrs.  
 Location: Terrace Bay

Type: Equipment Training/New Staff  
 Date: April 24  
 No. attended: 1  
 Length: 3 hrs.  
 Location: Terrace Bay

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Type: MRx Defibrillation Review  
Date: February  
No. attended: 1  
Length: 3 hrs.  
Location: Terrace Bay

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Type: N95 Fit Testing  
Date: February  
No. attended: 1  
Length: 1 hr.  
Location: Terrace Bay

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Type: Peer Support  
Date: June 14, 15  
No. attended: 1  
Length: 24 hrs.  
Location: Thunder Bay

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Type: Semi-Automatic External Defibrillation Recertification  
Date: April, May  
No. attended: 2  
Length: 4 hrs.  
Location: Terrace Bay

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Type: Symptom Relief Recertification  
Date: April, May  
No. attended: 2  
Length: 4 hrs.  
Location: Terrace Bay

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Type: WHMIS Recertification  
Date: April  
No. attended: 5  
Length: 1 hr.  
Location: Terrace Bay

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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: Stiffneck Select Collar/Speed  
Date: October  
No. attended: 1  
Length: 4 hrs.  
Location: Terrace Bay

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Type: MRx Training  
Date: October  
No. attended: 1  
Length: 2 hrs.  
Location: Terrace Bay

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Type: N95 Fit Testing  
Date: November  
No. attended: 1  
Length: .5 hrs.  
Location: Nipigon

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

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## Injuries:

Lost time: 0  
Medical aid: 1

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## Public Relations:

### *January – June*

- \* School group tour in January
- \* Station tours in January and April
- \* Standby – junior B hockey in February and March
- \* Standby – building demolition in April

### *July – December*

- \* Fall fair, blood pressure clinic with Moose Medic
  - \* Mobile giving Halloween candy and safety monitoring in October
  - \* Standby on Remembrance Day
  - \* Base tours in September and November
  - \* Answered general questions from the public
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## Contracted Services:

Nature of Event: Superior Classic Car Club Drag Races  
No. of Hours: 29  
Date: July 29, 30, 31

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## Investigations:

Substantiated: 2  
Unsubstantiated: 0

## Other Information:

Nothing to report.

