

2005 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.

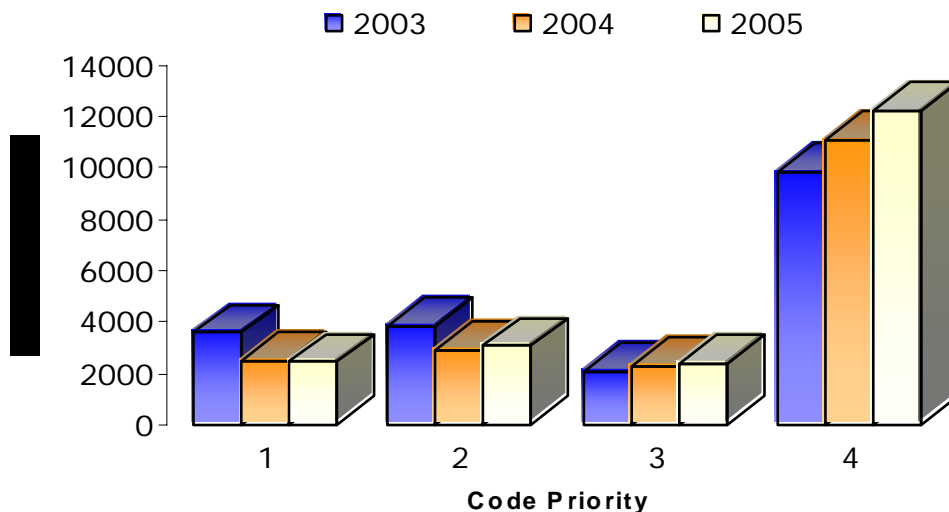
Code 3 is a call that requires a moderate amount of urgency where the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

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.

Code	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
1	243	221	244	182	193	172	198	220	195	197	189	189	2443
2	253	241	284	243	286	247	254	262	225	281	231	263	3070
3	194	190	210	175	183	227	225	202	186	194	199	216	2401
4	1033	973	1088	914	1021	1005	1060	1079	1037	993	944	1054	12201
8	13	8	11	11	6	7	9	11	8	3	13	8	108
Total	1736	1633	1837	1525	1689	1658	1746	1774	1651	1668	1576	1730	20223

City of Thunder Bay - Call Volume Information



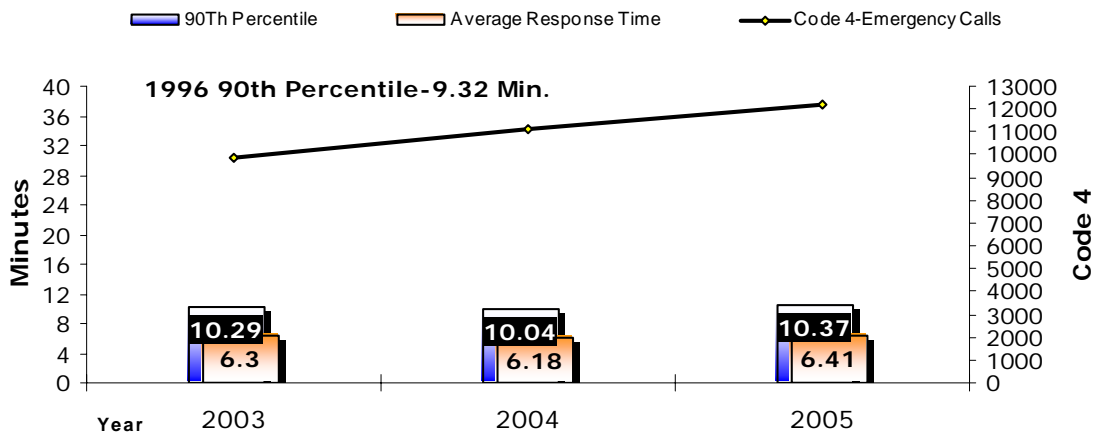
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90th Percentile and Average Response Times:

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.

City of Thunder Bay

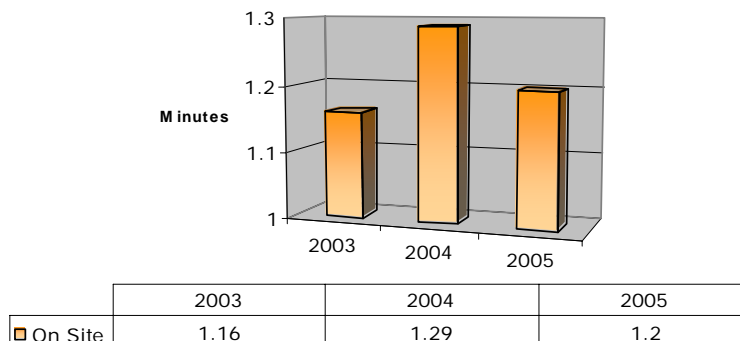


Service Level: Basic Life Support, Advanced Life Support
1996 District 90th Percentile: 12:41 minutes

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.

T2-T3 Response Times-Thunder Bay



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Staffing Report:

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:

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

Downstaffing:

	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:

Total kilometers traveled: 370,916

Facility Report:

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.

Training:

January - June

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

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

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

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

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

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

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

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

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

Injuries:

Lost time: 6
Medical aid: 5

Public Relations:

- * 48 hrs. of public relations, including career fairs and school visits
 - * 20 hrs. Remembrance Day ceremonies
-

Contracted Services:

Nature of event: 0
Number of hours: 0

Investigations:

Substantiated: 3
Unsubstantiated: 5
Other: 1

Other Information:

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.

