



# 2006 REPORT FOR GILLIES

## SUPERIOR NORTH EMERGENCY MEDICAL SERVICES

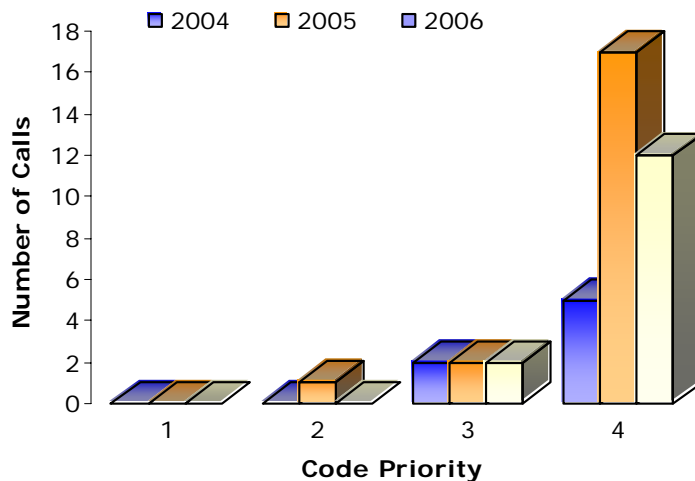
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### REQUEST FOR SERVICE:

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.

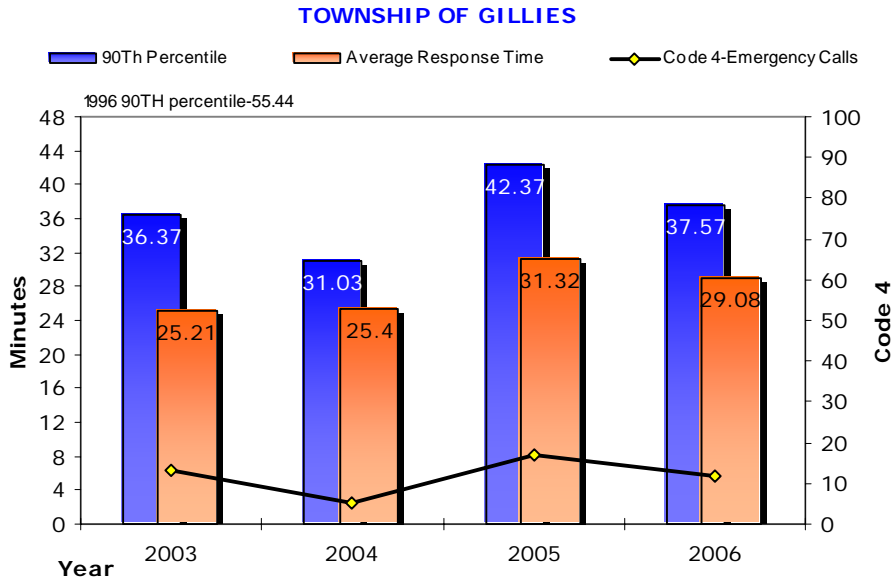
- CODE 1** A call that can be deferred without impact to the patient, i.e. going home from the hospital for a visit.
- CODE 2** A call that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostics tests at 09:00.
- CODE 3** A call that is urgent because the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.
- CODE 4** A call for life and death emergency or unknown situation.
- CODE 8** 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
<b>1</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>2</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>3</b>	0	0	0	1	0	0	0	0	1	0	0	0	<b>2</b>
<b>4</b>	3	0	0	0	1	0	0	0	3	1	3	1	<b>12</b>
<b>8</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>14</b>



### 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.

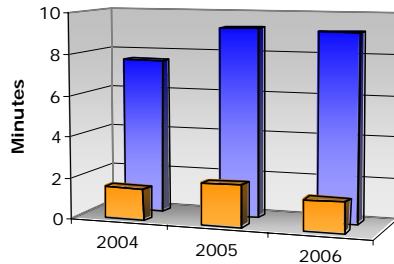


**SERVICE LEVEL:** Basic Life Support  
**1996 DISTRICT 90<sup>TH</sup> PERCENTILE:** 12:41 minutes

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### 90<sup>TH</sup> PERCENTILE REACTION TIMES FROM NOTIFICATION TO DEPARTURE FROM CONMEE 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.



	2004	2005	2006
On Site	1.54	2.01	1.51
On Call	7.51	9.2	9.1

**STAFFING REPORT:**

**Conmee Station**

Approved staffing complement:            3 full-time 2 part-time

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**STAFFING PATTERN:**

**Conmee Station**

On site hours:                    10  
 Off-site hours:                   14

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**DOWNSTAFFING:**

**Conmee Station**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	2.57	8.83	1.17	3.1	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	2.57	8.83	1.17	3.1	0	0	0	0	0	0	0	0

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**FLEET REPORT:**

**Conmee Station**

Total kilometers traveled: 22,836

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**FACILITY REPORT:**

**Conmee Station**

**January** - Water line to station freezes requiring Supervisor to respond and unthaw. This could have been the result of extremely cold weather combined with damaged skirting around the trailer. Skirting requires repairs and will be investigated further in spring. The heat trace cable for waterline found to be unplugged/turned off; situation corrected.

**February** - No further freezing problems noted and plant appears to be operating fine.

**March** - Finalize replacement of equipment lost during garage fire of March 14, 2005. Inventory of equipment lost during fire reviewed and all lost items have been replaced; file closed.

**April** - No plant problems noted or reported.

**May** - Rodents (mice & squirrels) are becoming a problem at the station as they are entering and chewing up toilet paper and food. Northwest Pest Control has been engaged to eradicate rodents. The Emergency Support Unit (ESU) is taken out of Conmee Fire Hall and brought to the Roland Street station. This is an annual transfer as the ESU is wintered in the Conmee Fire Hall.

**June** - Trailer skirting repaired and replaced tightening up base around the residence. This should eliminate potential for freezing of water and sewage lines.

**July, August** – No plant problems were noted or reported.

**September** – Smoke detectors were replaced.

**October** - Electrical problems were noted with the light over the kitchen sink. Our maintenance contractor will investigate and repair, as well as replace the lighting over the kitchen table as staff report the existing lighting is insufficient. The rodent problem appears to be resolved and a decision is made to continue preventative measures to maintain a rodent free environment.

**November** - No plant problems were noted or reported.

**December** – The heating system shuts down which required Clow Darling to respond and perform emergency furnace repairs. The water system freezes up three times and it was discovered that one of the occasions was the result of the water line heat tape not being plugged in and the other two occasions are the result of structural deficiencies in the existing hook up of the water supply. Clow Darling had to unthaw the frozen line once, while the other two times corrective action was initiated by the Supervisor.

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**TRAINING:**

**Conmee Station**

**January – June**

Type: Driver Training  
Date: May  
No. attended: 4  
Length: 8 hrs.  
Location: Thunder Bay



**July – December**

Type: Personal Protective Equipment, Asthma, Congestive Heart Failure, Positive Pressure Ventilation, Safety Syringes  
Date: November  
No. attended: 2  
Length: 11 hrs.  
Location: Thunder Bay

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**INJURIES:**

**Conmee Station**

Lost time: 0  
Medical aid: 0

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**PUBLIC RELATIONS:**

**Conmee Station**

- \* General public inquiries.
  - \* Mini moose medics given to patients.
  - \* Kakabeka Falls street fair.
  - \* Hymers Fall Fair
  - \* Conmee MRx Defibrillator meeting
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**CONTRACTED SERVICES:**

**Conmee Station**

Nature of event: 0  
No. of hours: 0

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**INVESTIGATIONS:**

**Conmee Station**

Substantiated: 0  
Unsubstantiated: 0

[www.SuperiorNorthEMS.com](http://www.SuperiorNorthEMS.com)

**OTHER INFORMATION:**

**Conmee Station**

In January a paramedic had a low speed impact accident with a patient's residence which occurred while backing up to unload the patient returning from hospital. There was minor damage to the structure and ambulance. Paramedic receives City of Thunder Bay demerit points for improper backing procedures.

In July a substantial number of disability days were incurred during the summer months. These situations were non-culpable.

During the later part of September all full time staff returned to work from STD.

In October one part-time staff who has been off work for over a year will be able to return to work. The possibility of 12-hour shifts was discussed with Canadian Auto Workers. This will have a direct impact on the Conmee staffing compliment and more information will follow after the director's meeting with the municipalities.

In December it was confirmed that 12-hour shifts will start in January 2007.

**The Scoop . . .**



Volume 5 Issue 1



**SUPERIOR NORTH EMS MISSIONS & VISIONS STATEMENTS**

**MISSION STATEMENT**

"At Superior North EMS we are dedicated to providing quality treatment both pre-hospital and out of hospital treatment with prompt and safe transport. We are a responsible and accountable team that values our employees and the community and we are committed to promoting injury prevention."

**VISION STATEMENT**

"Superior North EMS will be a professional, modern, and innovative organization. The scope of our mandate in providing emergency medical services will be both comprehensive and progressive. We will value and recognize our employees and encourage a supportive network within our working environment. We will promote effective communication internal and external to the organization".

*Start by doing what's necessary, then what's possible, and suddenly you are doing the impossible.*  
*Francis of Assisi*

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