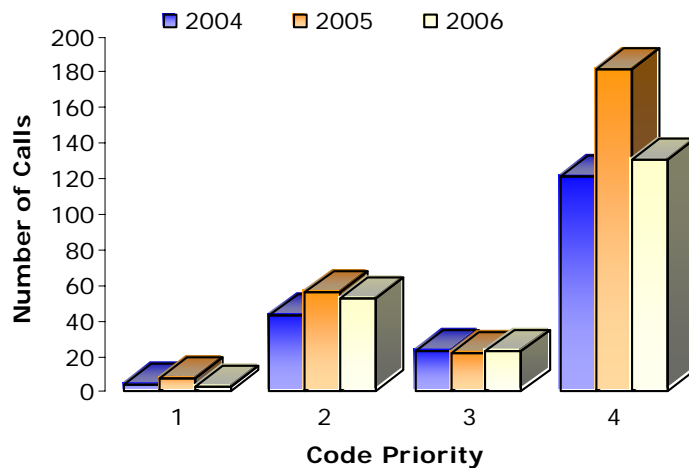


### REQUEST FOR SERVICE:

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.

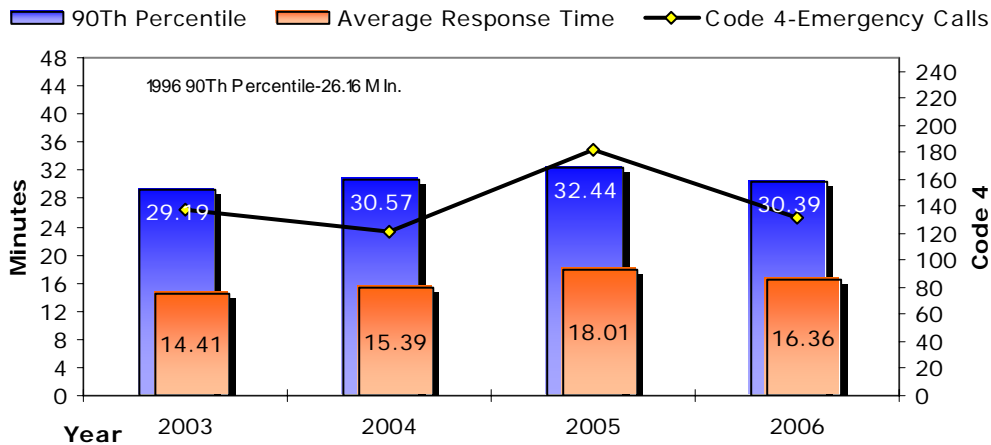
CODE	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
<b>1</b>	0	0	0	0	1	0	0	0	1	0	1	0	<b>3</b>
<b>2</b>	6	2	7	5	13	4	9	1	0	3	1	2	<b>53</b>
<b>3</b>	4	2	3	1	1	1	0	5	1	3	0	2	<b>23</b>
<b>4</b>	10	8	9	9	6	9	17	21	11	16	2	13	<b>131</b>
<b>8</b>	5	1	2	2	7	3	4	3	2	2	2	1	<b>34</b>
<b>Total</b>	<b>25</b>	<b>13</b>	<b>21</b>	<b>17</b>	<b>28</b>	<b>17</b>	<b>30</b>	<b>30</b>	<b>15</b>	<b>24</b>	<b>6</b>	<b>18</b>	<b>244</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.

#### MUNICIPALITY OF SHUNIAH

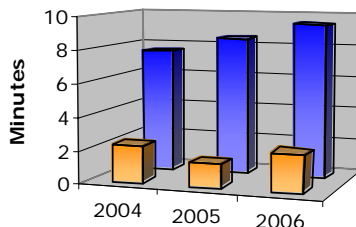


**SERVICE LEVEL:** Basic Life Support  
**1996 DISTRICT 90<sup>TH</sup> PERCENTILE:** 12:41 minutes

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### 90<sup>TH</sup> PERCENTILE REACTION TIMES FROM NOTIFICATION TO DEPARTURE FROM 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	2.26	1.48	2.31
On Call	7.57	8.45	9.43

**STAFFING REPORT:**

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

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**STAFFING PATTERN:**

On site hours: 10  
Off-site hours: 14

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**DOWNSTAFFING:**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	114.52	51.19	8	.25	.42	0	0	0	0	0	0	1.58
Fully Downstaffed	0	49.61	0	0	0	0	0	0	0	0	0	0
Total - First Response	114.52	1.58	8	.25	.42	0	0	0	0	0	0	1.58

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**FLEET REPORT:**

Total kilometers traveled:

42,488



#### **FACILITY REPORT:**

**January** - Paramedics were complaining about illumination issues when entering the station during the evening callbacks. Reports of tripping and running into the rear of a Shuniah emergency vehicle during the call-outs were finally being forwarded to the Supervisor. In consultation and discussion with the new Fire Chief, it was determined that the point of entry into the ambulance bay was inappropriate and was changed. This has corrected the problem and there have been no further issues.

**February** - There is an on-going situation concerning room between the ambulance when parked in the garage and the Shuniah Fire Emergency Response vehicle which is parked directly behind the ambulance. The room between the rear of the ambulance and the front of the Shuniah Emergency Response vehicle is extremely limited preventing proper access & egress to the rear of the ambulance. The other situation that needs to be addressed is that should the Shuniah Fire Dept. require the use of the Shuniah Fire Emergency Response ( which does occur ) the Fire team is moving our ambulance out to access their Emergency First Response Unit. I have had informal conversations with the Fire Chief and we have not been able to devise a solution to this matter other than expansion of the facility to better accommodate the users.

**March** - An overhead electrical plug in for the ambulance was installed to improve OH&S concerns regarding extension cords on the floor. Low water pressure into the paramedic residence has been discovered. Medics who have been in the residence since it was established indicate the water pressure has always been low. The chemical pump for our cleaning supplies does not operate on this low pressure and the situation had not been previously reported. Investigation into the problem as well as possible solutions is on-going.

**April** - Rodent issues brought to the Supervisor's attention. It has been noted that the skirting surrounding the residence has been damaged by snow removal operations and should be replaced. Nor-West Pest contacted to address the rodent issue. Contractor contacted about replacement of the skirting when snow is gone. Clow Darling has proposal to increase water pressure to acceptable levels in the residence.

**May** - Minor phone and fax line changes initiated to accommodate improved relocation of both. Wireless router for Internet installed to accommodate multiple users of Lotus Notes or e-mail simultaneously.

**June** - The skirting surrounding the residence was repaired and replaced. Paramedics undertake a redecoration on one of the bedrooms ( the old supervisors office) at their own expense in order to add a personal touch to the facility. Because of the type of rotation that has to be worked at rural stations this was permitted by the Supervisor after consultation outlining what crew wished to do.

**September** - The installation of a system to increase water pressure into the residence was completed. Water pressure increased and the chemical pump now operational.

**October** - A review of the system to increase water pressure indicates that water pressure has returned to the original status. The pressure is still inadequate and various operational issues have resulted. These are being investigated and corrected.

**November** - There are continuing problems with the pressure system. The installed pressure boosting system had to be circumvented due to occasional over-filling of the storage tank.

**December** - The water pressure must be investigated in more detail and may result in digging up the supply line to the station and ascertaining if it has been damaged during the initial installation. This endeavour will have to wait until the spring of 2007 when the frost is out of the ground.

**TRAINING:**

*January - June*

Type: Driver Training  
Date: May  
No. attended: 5  
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: 5  
Length: 11 hrs.  
Location: Thunder Bay

Type: Pediatric Review  
Date: November  
No. attended: 1  
Length: 2 hrs.  
Location: Thunder Bay

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**INJURIES:**

Lost time: 1  
Medical aid: 1

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**PUBLIC RELATIONS:**

- \* General public inquiries
- \* Mini moose medics given to patients
- \* Thunder Bay Christmas parade

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**CONTRACTED SERVICES:**

Nature of event: 0  
Number of hours: 0

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**INVESTIGATIONS:**

Partially substantiated: 1

**OTHER INFORMATION:**

*January – June*

Unit 6051 is the Western Cluster spare and mileage is not tabulated on a monthly basis.

*July – December*

A crew member is off on STD until approximately the end of November resulting in staff shortages and substantial overtime shift coverage during summer months.

In September/October discussions are held with the crew to determine how to improve involvement in public relation activities to and increase a visible presence in the municipality.

In November the crew activity participates in the Thunder Bay Christmas parade.

Unit 6051 is involved in a single vehicle accident while responding on a call to meet with Armstrong unit 6253 on Highway 527. There are no injuries and the vehicle is placed out of service.

**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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Find out more from our newsletter – located at [www.SuperiorNorthEMS.com](http://www.SuperiorNorthEMS.com)

*Proudly Serving the People of the District of Thunder Bay*