

# Superior North EMS



**2007**  
**Municipal Report**  
**City of Thunder Bay**



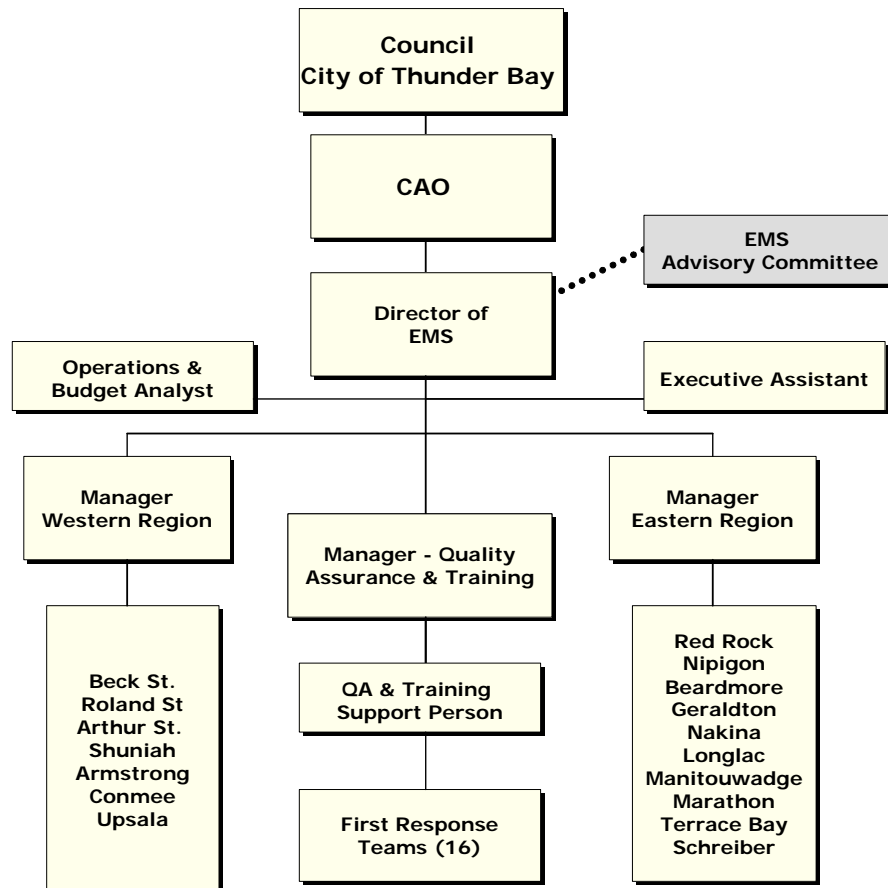
### SUPERIOR NORTH EMS - OVERVIEW:

Superior North Emergency Medical Services, a division of the City of Thunder Bay, provides emergency medical care throughout the District of Thunder Bay, including all communities from Upsala to Manitouwadge and Longlac. Paramedics are posted to 17 stations in 15 communities, and operate a fleet of 45 emergency vehicles.

Paramedics perform emergency care including medical acts to patients who have suffered traumatic injuries or have medical emergencies. As well as transferring ill and injured patients between medical facilities. Every ambulance has two highly trained paramedics on board. In Thunder Bay, each emergency first response unit has one paramedic on board.

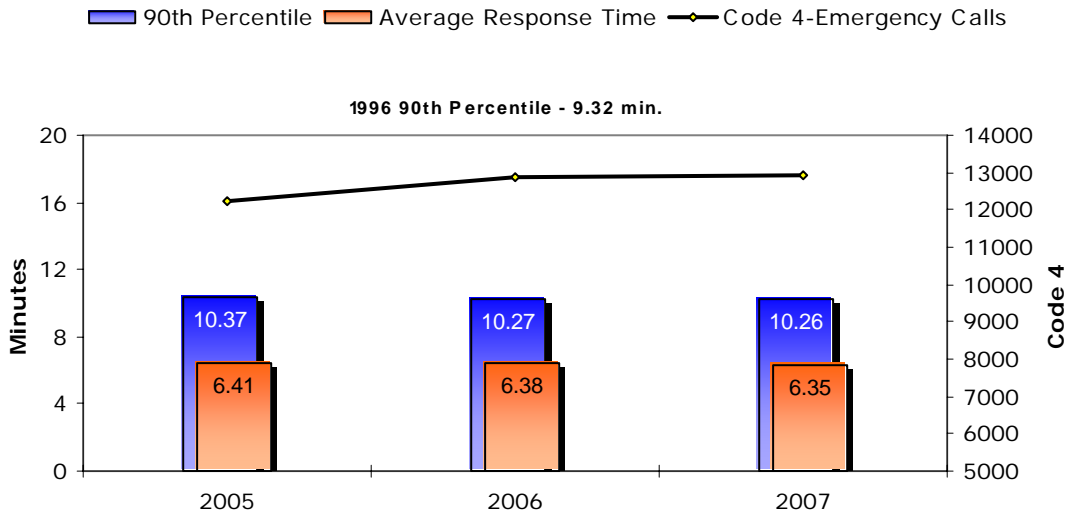
There are two levels of paramedics in the District of Thunder Bay. Primary Care Paramedics (PCP) provide defibrillation and administer drugs for breathing, cardiac and diabetic problems, and for allergic reactions. Advanced Care Paramedics (ACP) perform the same skills but can also perform IV therapy, intubation, and advanced assessments, and administer a wider array of drugs. ACPs practice in Thunder Bay and Armstrong.

Superior North EMS is divided into two regions. In the Eastern Region stations are located in Beardmore, Geraldton, Longlac, Manitouwadge, Marathon, Nakina, Nipigon, Red Rock, Schreiber, and Terrace Bay. In the Western Region there are stations in Armstrong Conmee, Shuniah, Upsala, and three stations in the City of Thunder Bay.



### 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.



CODE	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	YTD
<b>1</b>	160	187	221	208	178	173	147	154	140	99	88	95	<b>1850</b>
<b>2</b>	301	264	255	276	237	283	285	285	260	251	255	244	<b>3196</b>
<b>3</b>	213	201	193	192	243	227	191	203	247	264	238	273	<b>2685</b>
<b>4</b>	1022	1037	1140	989	966	1101	1184	1162	1085	1122	1007	1132	<b>12947</b>
<b>8</b>	135	181	259	233	206	199	236	218	188	199	230	196	<b>2480</b>
Total	1831	1870	2068	1898	1830	1983	2043	2022	1920	1935	1818	1940	<b>23158</b>

**Code 1** - can be deferred without impact to the patient, i.e. going home from the hospital for a visit.

**Code 2** - that must be done at a certain time due to an appointment, i.e. bringing a patient to the hospital for diagnostic tests at 09:00.

**Code 3** - is urgent because the patient needs medical attention but life or limb is not at risk, i.e. a simple broken leg.

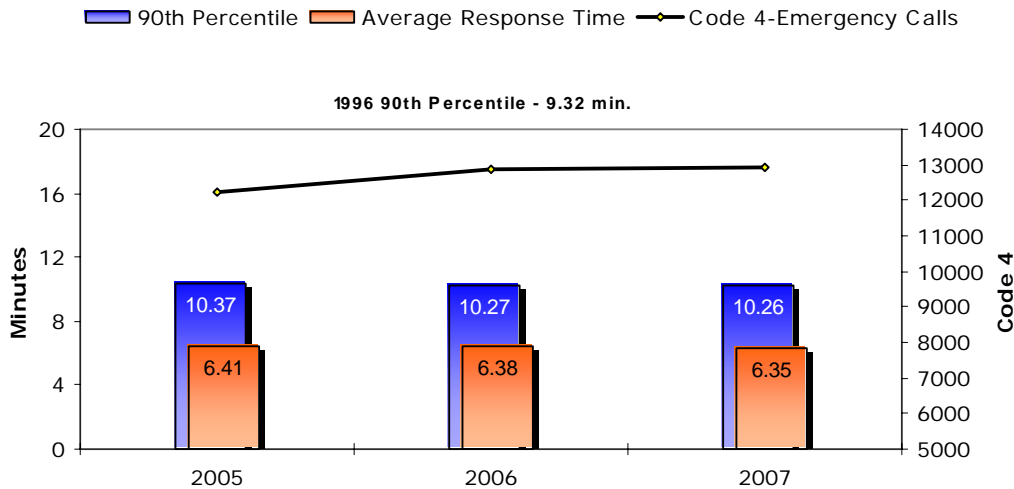
**Code 4** - life and death emergency or unknown situation.

**Code 8** - where the ambulance is asked to stand by at a specific location, i.e. a fire call.

## 90<sup>TH</sup> PERCENTILE AND AVERAGE RESPONSE TIMES:

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.

### CITY OF THUNDER BAY



**SERVICE LEVEL:**

Basic Life Support, Advanced Life Support

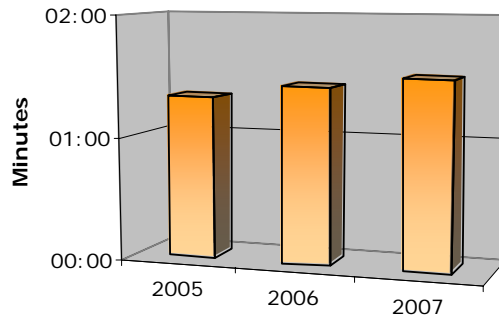
**1996 DISTRICT 90<sup>TH</sup> PERCENTILE:**

12:41 minutes

## 90<sup>TH</sup> PERCENTILE REACTION TIMES FROM NOTIFICATION TO DEPARTURE FROM THE THUNDER BAY STATIONS:

Superior North EMS monitors how quickly paramedics respond 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.

Note: calls are as of Feb/07 due to change in shift pattern in Jan



	2005	2006	2007
On Site	01:20	01:26	01:31

**STAFFING REPORT:**

Approved staffing complement:            24 full-time

**STAFFING PATTERN:**

On site hours:            4 – 24 hr. vehicles  
                                   2 – 12 hr. vehicles – 7 days/week  
                                   1 – 8 hr. vehicle – 5 days/week  
                                   1 – Paramedic Response Unit

**DOWNSTAFFING:**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(hours)												
Downstaffing Total	61.76	122.32	166.15	80.38	81.34	101.25	68.23	145.49	66.76	101.89	102.73	99.45
Total - First Response	8.69	15.47	14.47	3.72	5.27	1.64	3.5	5.15	2.45	4.23	4.48	8.91
Fully Downstaffed	31.05	48.63	58.21	40.69	36.28	92.41	33.76	73.1	46.11	68.61	65.01	54.35
Fully Downstaffed – PRU	22.02	58.22	93.47	35.97	39.79	7.2	30.97	67.24	18.2	29.05	33.24	36.19

**FLEET REPORT:**

Total kilometers traveled:            352,205



**PUBLIC RELATIONS:  
Thunder Bay Stations**

- \* Native Career Day
- \* Lung Association
- \* Triathlon planning
- \* Holy Cross/Corpus Christie/Balsam St. school planning
- \* Bike Rodeo planning
- \* Teddy Bear Picnic
- \* LU Aboriginal Days
- \* Triathlon standby kids/adults
- \* Santa Parade

### **SUPERIOR NORTH EMS - 2007 ACCOMPLISHMENTS:**

1. Superior North EMS in partnership with the City of Thunder Bay's IT department and the Thunder Bay Regional Health Sciences Centre, has implemented a computer network link which allows data from its prehospital information system to move seamlessly from paramedic to administration to medical control and back. This partnership has resulted in operational efficiencies and improved service delivery to the citizens of Thunder Bay.

2. There are six additional Advanced Care Paramedics (ACP) in Thunder Bay and one ACP in Armstrong. This is the first time that a rural station has had the benefits of advanced care, including intubation, cardiac and narcotic drug therapy, intravenous therapy and cardioversion. The medics had to attend an intensive seven month program delivered by Superior North EMS in conjunction with Sudbury's Cambrian College. This program helps medics with other aspects of care such as critical thinking and advanced assessment skills. The laboratory sessions were conducted with over \$400,000 worth of advanced interactive equipment designed to provide realistic training scenarios. There is now a total of 20 ACP's working in the city of Thunder Bay which has greatly improved prehospital care to the citizens of Thunder Bay.

3. The City of Thunder Bay, through Superior North Emergency Medical Services provides ambulance services to the District of Thunder Bay through a certification provided by the Ministry of Health, Emergency Health Services Branch. The operator (the City of Thunder Bay) requires Ministry certification to provide emergency medical services. This certification is provided after a review process conducted by EMS management and paramedics from other EMS agencies under the guidance of EHS, provided that the operator meets many parameters.

We are extremely pleased to report to you that Superior North EMS, our paramedics and the management team have met the requirements of the Ministry of Health's Ambulance Service Review process and has been issued a certificate for continued operation. This certificate is a necessary requirement for Superior North EMS, through the City of Thunder Bay, to operate an ambulance service. The service review ensures that we operate the ambulance service in a manner consistent with legislation, regulations, and provincial standards.

4. Superior North EMS, in partnership with the Heart and Stroke Foundation of Ontario, has taken the lead in developing and implementing a Public Access Defibrillation (PAD) program throughout the Thunder Bay District. These defibrillators allow people who are trained in CPR use the device to try to save a life. The PAD will analyze a victim's heart and may deliver an electric shock. In a cardiac arrest, two keys to survival are early CPR and defibrillation. For every minute a person is in cardiac arrest, the chance of survival decreases by about 10 %. Currently there are 35 locations within the District of Thunder where PADs are located.

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

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