

# April EMS Statistics

2015

<http://www.vbems.com/>

## EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	175	42
Transported ALS	1,131	58
Transported BLS	1,460	56

## Top 10 Responses Resulting in Medical Treatment and/or Transport

Primary Impression	# Responses	Average Patient Age
Traumatic Injury	283	50
Pain - Not Elsewhere Mentioned Sudden Onset	278	57
Respiratory Distress - Acute Onset	258	63
GI/GU - Abdominal Generalized	230	54
CV - Chest Pain - Presumed Cardiac	209	59
N/A	173	58
No Apparent Illness/Injury	162	54
Neuro - Altered Mental Status	116	61
Weakness	112	69
Neuro - Seizure	92	36

**Outcome: Improve the response time arrival of medical help to patients in need of service**

Performance Measure	February	March	April
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	00:11:52	00:10:14	00:10:21
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	00:15:21	00:14:33	00:15:01
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	00:14:09	00:13:33	00:13:11

**Outcome: The probability that patient's suffering a Cardiac Arrest have an increased rate of survival**

Performance Measure	February	March	April
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	N/A
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	00:06:48	00:07:29	00:06:25
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest >4 minutes	48%	44%	88%

# April EMS Response Time Goals

2015

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## EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	April	Target	Meet Target	March	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile 1 <sup>st</sup> Responder Response Time (Dispatch-Onscene)	0:08:09	0:06:00	Lag	0:07:56	●	↑ 3%
% of Time < 0:06:00	71%	90%	Lag	72%	●	↓ -1%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:05	0:09:00	Lag	0:13:34	●	↓ -4%
% of Time < 0:09:00	62%	90%	Lag	63%	●	↓ -1%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:14:23	0:12:00	Lag	0:14:14	●	↑ 1%
% of Time < 0:12:00	81%	90%	Lag	76%	●	↑ 2%



Dispatcher  
Notifies Available  
EMS Unit



EMS Travels and  
Arrives Onscene  
to Provide Care



April  
EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: Priority 2 EMS Calls						
Performance Measure	April	Target	Meet Target	March	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile 1 <sup>st</sup> Responder Response Time (Dispatch-Onscene)	0:16:18	0:10:00	Lag	0:15:26	●	↑ 6%
% of Time < 0:10:00	62%	90%	Lag	63%	●	↓ -1%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:16:22	0:15:00	Lag	0:15:04	●	↑ 9%
% of Time < 0:15:00	87%	90%	Lag	90%	●	↓ 3%

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	April	March	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:08	0:02:03	●	↑ 4%
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:02:53	0:03:02	●	↓ -5%
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:27:13	0:26:28	●	↑ 3%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:27:38	0:26:25	●	↑ 5%
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:18:22	0:17:57	●	↑ 2%
90 <sup>th</sup> Percentile Transport Time: Zone Car (Transport-Hospital)	0:21:58	0:20:42	●	↑ 6%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:44:59	0:44:59	●	No Change
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:48:51	0:52:51	●	↓ -8%

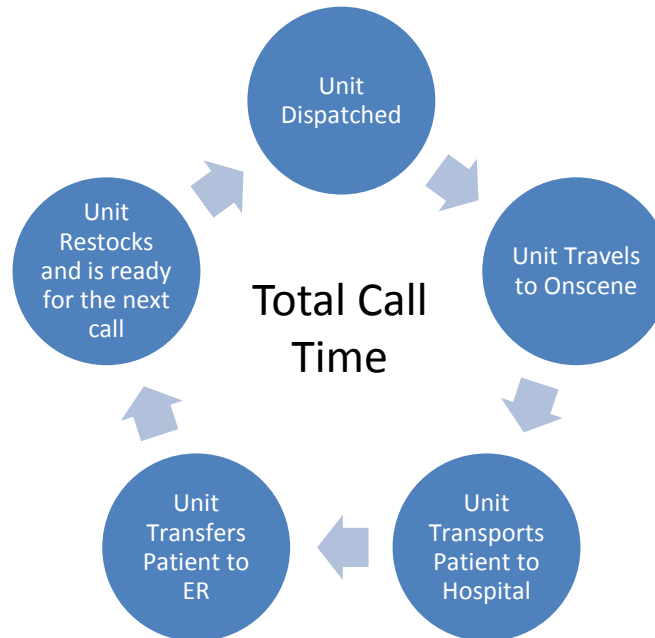
April  
EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	April	March	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile Transport Unit Total Call Time (Dispatch-Clear)	01:24:31	01:22:50	●	↑ 2%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	01:21:46	01:23:28	●	↓ -2%



# April EMS Response Time Benchmark

2015

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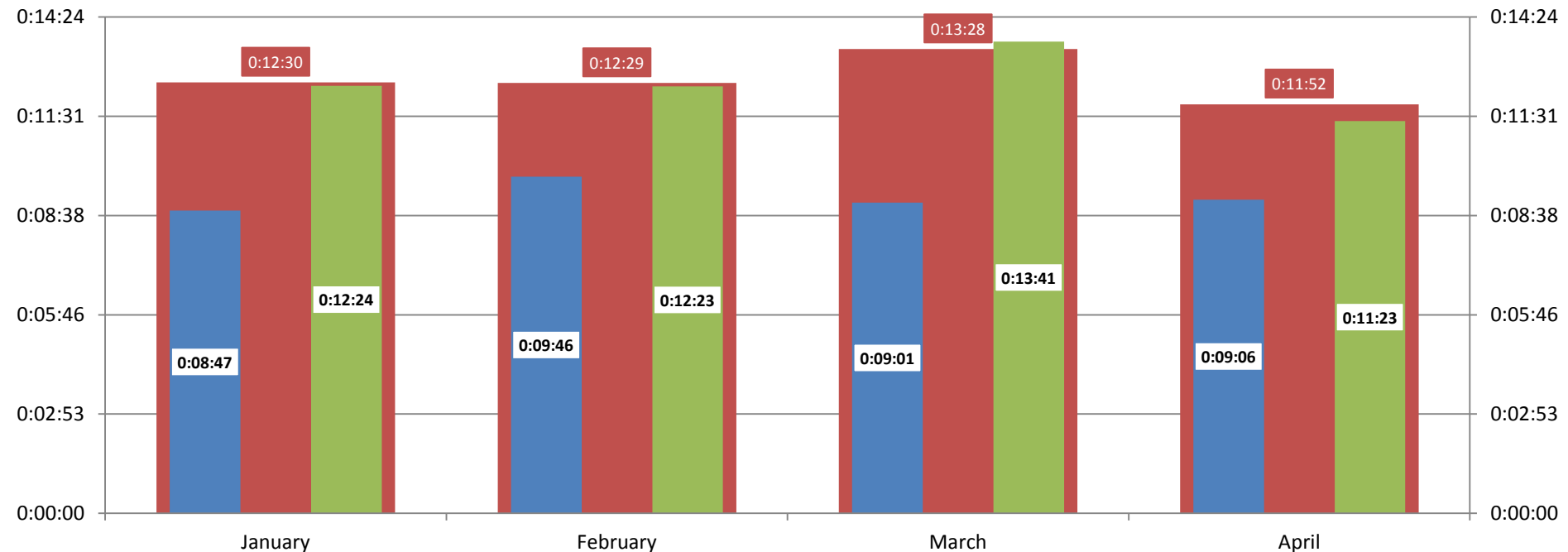
## EMS Response Time (Dispatch-Onscene)

How VBEMS compares to other EMS Agencies across the United States

*\*Virginia Beach EMS Benchmarked Against National EMS Reporting Data "NEMSIS"*

### Response Time Benchmark 2015 National Unit Dispatch-Unit Onscene

- Average NEMSIS (National) Unit Notified-Unit Onscene (all responses)
- Average VBEMS Unit Notified-Unit Onscene (all responses)
- Average NEMSIS (National: Urban Classification) Unit Notified-Unit Onscene (all responses)



# Monthly EMS Demand

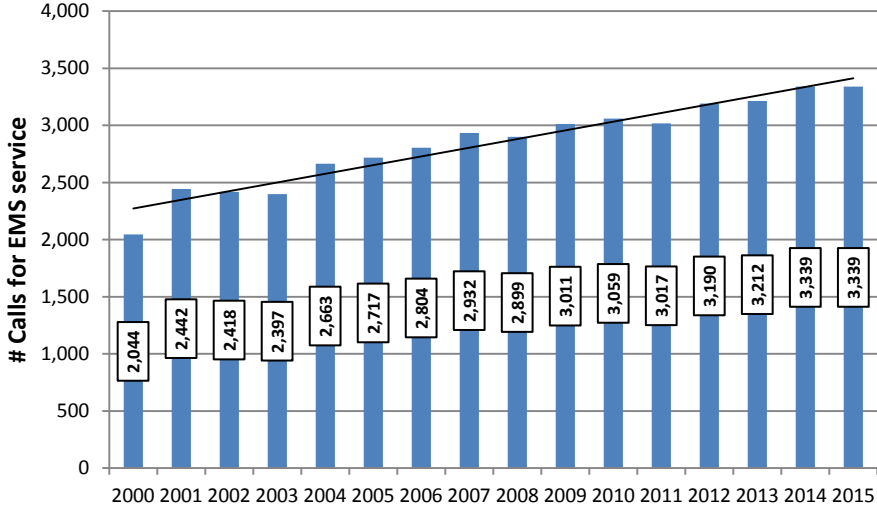
# Historic EMS Demand

## April

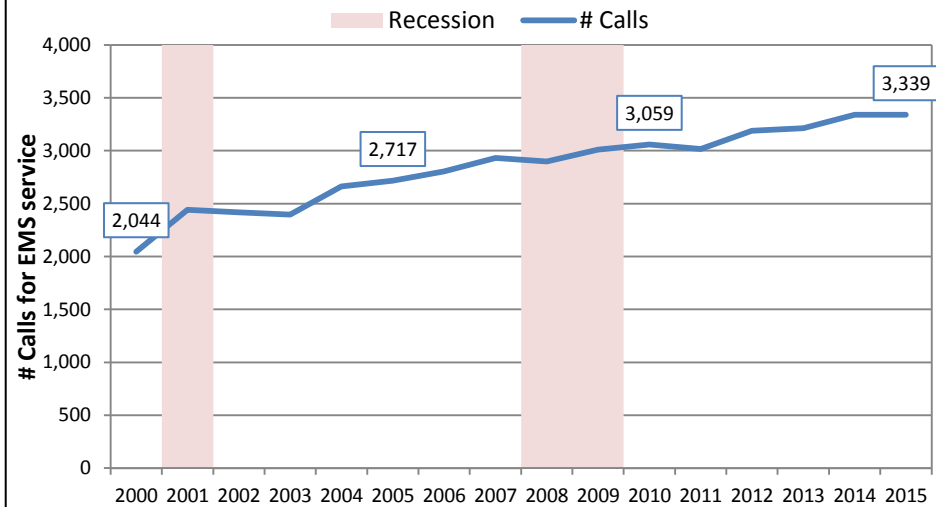
2015

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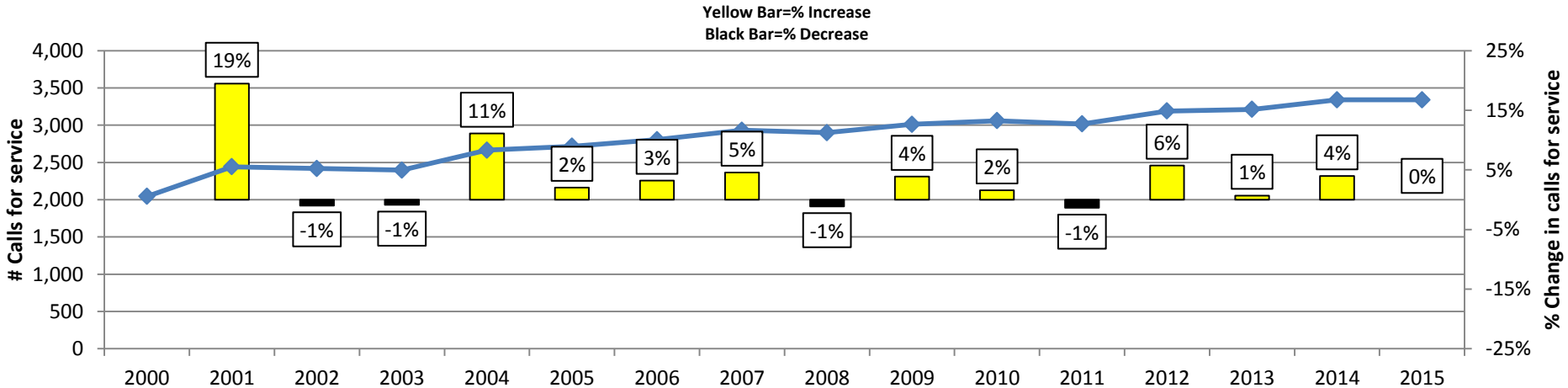
April Total # calls for service (demand)



April Total # calls for service (demand)



April % Change in calls for service (demand)





# EMS Demand Per Day & Hour

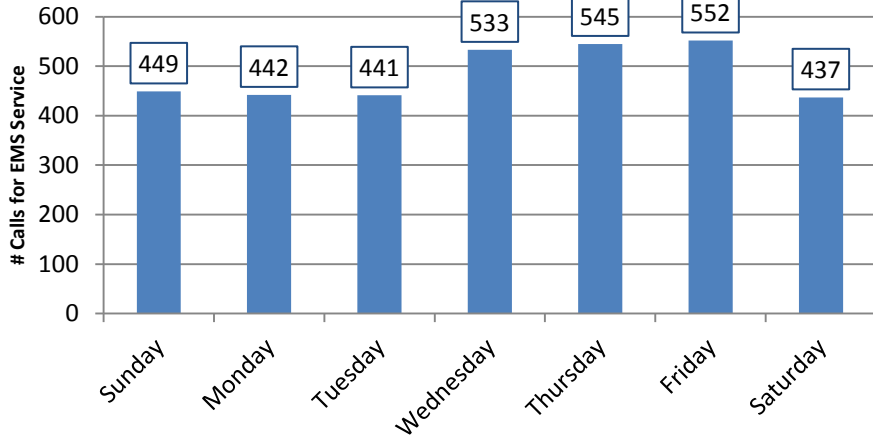
## April

2015

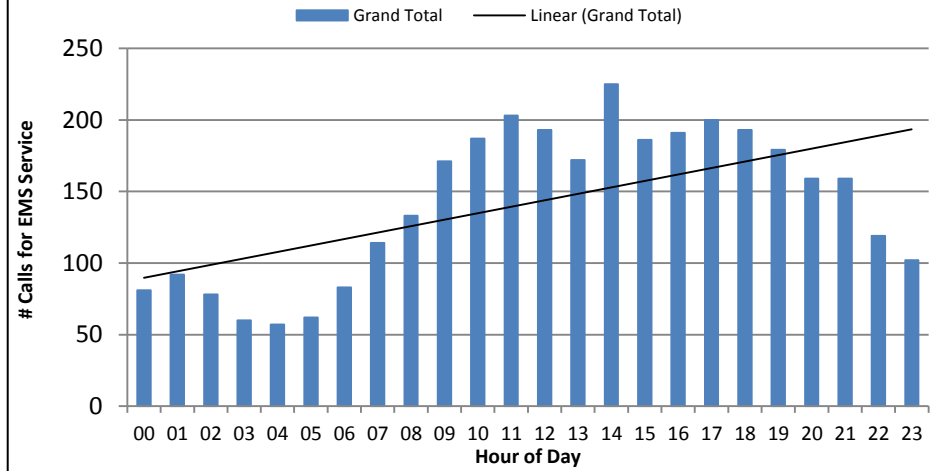


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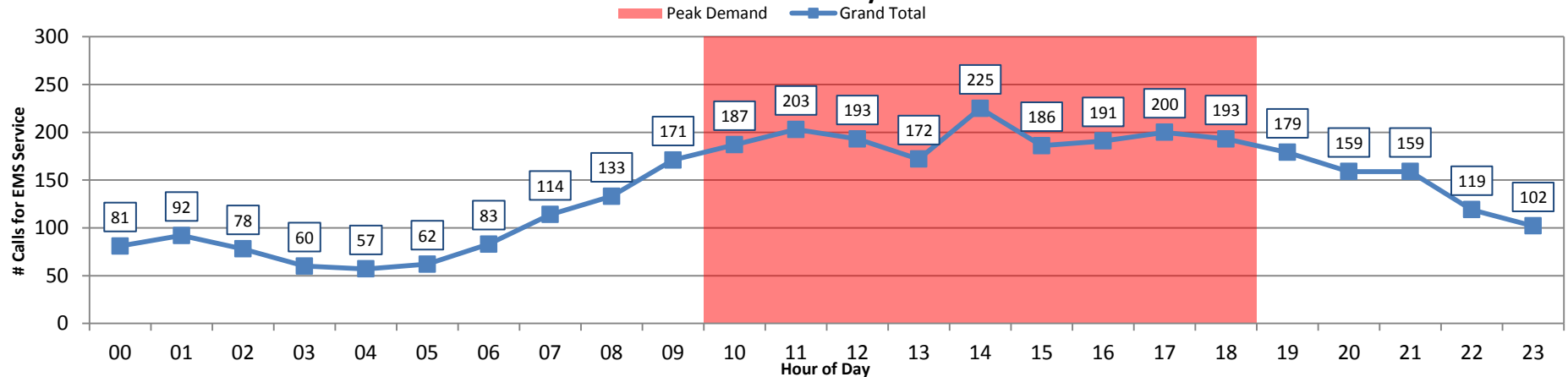
**April Total # Calls for Service (Demand) Per Day of Week**



**April Total # Calls for Service (Demand) Per Hour of Day**



**April Total # Calls for Service (Demand) Per Hour of Day**





## April 2015, EMS 911 Incident Locations

