

August EMS Statistics

2015

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

EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	196	47
Transported ALS	1,173	58
Transported BLS	1,674	56

Top 10 Responses Resulting in Medical Treatment and/or Transport		
Primary Impression	# Responses	Average Patient Age
No Apparent Illness/Injury	183	49
Weakness	127	39
Injury - Head without L.O.C.	101	56
Respiratory - Not Otherwise Listed	94	18
Neuro - Seizure	92	36
CV - Chest Pain - Presumed Cardiac	78	28
Syncope - Syncopal Episode	78	46
GI/GU - Abdominal Generalized	77	47
Neuro - Altered Mental Status	77	49
Pain - Back (Non-traumatic)	74	49

Outcome: Improve the response time arrival of medical help to patients in need of service			
Performance Measure	June	July	August
1 st Responder arrival onscene (90 th Percentile)	0:10:58	0:11:17	0:09:54
Ambulance arrival onscene (90 th Percentile)	0:14:31	0:14:52	0:14:30
Zone Car arrival onscene (90 th Percentile)	0:13:35	0:13:55	0:13:24

Outcome: The probability that patient's suffering a Cardiac Arrest have an increased rate of survival			
Performance Measure	June	July	August
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	N/A
1 st responder arrival onscene Cardiac Arrest	0:06:51	0:06:49	0:06:58
% of Time 1 st Responder onscene of Cardiac Arrest >4 minutes	80%	36%	37%

August EMS Response Time Goals

2015

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EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	August	Target	Meet Target	July	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile 1 st Responder Response Time (Dispatch-Onscene)	0:07:49	0:06:00	Lag	0:07:53	●	↓ -1%
% of Time < 0:06:00	71%	90%	Lag	70%	●	↑ 1%
90 th Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:25	0:09:00	Lag	0:13:55	●	↓ -4%
% of Time < 0:09:00	62%	90%	Lag	59%	●	↑ 3%
90 th Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:14:07	0:12:00	Lag	0:14:22	●	↓ -2%
% of Time < 0:12:00	81%	90%	Lag	82%	●	↓ -1%



Dispatcher
Notifies Available
EMS Unit



EMS Travels and
Arrives Onscene
to Provide Care











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EMS Response Time Performance Measures

Balance Scorecard: Priority 2 EMS Calls						
Performance Measure	August	Target	Meet Target	July	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile 1 st Responder Response Time (Dispatch-Onscene)	0:15:09	0:10:00	Lag	0:15:31		 -2%
% of Time < 0:10:00	65%	90%	Lag	62%		 3%
90 th Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:15:24	0:15:00	Lag	0:15:47		 -2%
% of Time < 0:15:00	89%	90%	Lag	88%		 1%

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	August	July	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:07	0:02:07		No Change
90 th Percentile Turnout Time: Night (Dispatch-Enroute)	0:02:37	0:02:55		-10%
90 th Percentile Scene Time: Ambulance (Onscene-Transport)	0:26:14	0:26:41		-2%
90 th Percentile Scene Time: Zone Car (Onscene-Transport)	0:26:51	0:26:38		1%
90 th Percentile Transport Time: Ambulance (Transport-Hospital)	0:18:23	0:18:45		-2%
90 th Percentile Scene Time: Zone Car (Transport-Hospital)	0:23:05	0:23:16		-1%
90 th Percentile Hospital Time: Ambulance (Transport-Hospital)	0:44:31	0:43:50		2%
90 th Percentile Hospital Time: Zone Car (Transport-Hospital)	0:53:55	0:49:48		8%

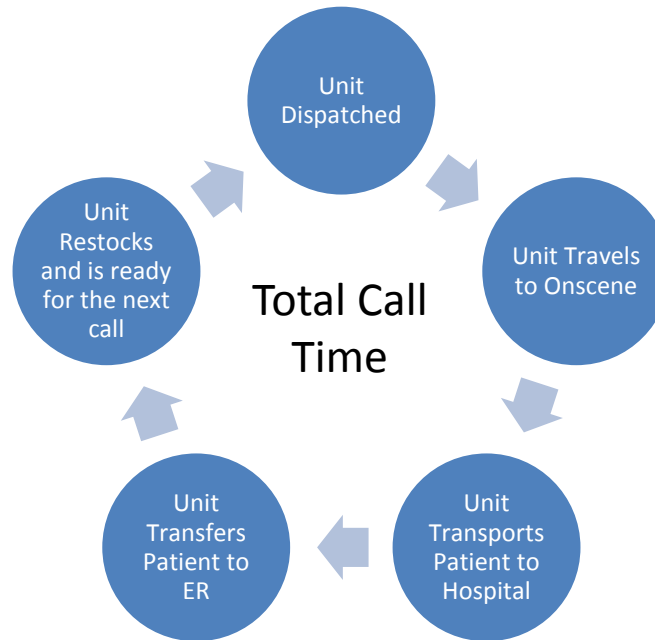
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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	August	July	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile Transport Unit Total Call Time (Dispatch-Clear)	1:22:47	1:22:32	●	No Change
90 th Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	1:22:20	1:20:22	●	↑ 2%



August 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)

