

# February EMS Statistics

2015

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

## EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	138	47
Transported ALS	1,087	59
Transported BLS	1,328	57

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

Primary Impression	# Responses	Average Patient Age
Pain	283	57
Traumatic Injury	254	56
Breathing Difficulty	243	66
Chest Pain/Discomfort	186	60
Abdominal Pain/Problems	160	52
Altered Level of Consciousness	140	64
No Apparent Illness/Injury	130	55
Other Illness/Injury	129	60
Other	92	61
Weakness	84	71

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

Performance Measure	December	January	February
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	00:10:48	00:11:09	00:11:52
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	00:14:03	00:14:10	00:15:21
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	00:13:52	00:13:19	00:14:09

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

Performance Measure	December	January	February
Sudden Cardiac Arrest Survival Rate Utstein Model	50%	N/A	N/A
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	00:06:23	00:07:47	00:06:48
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest >4 minutes	36%	67%	48%

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EMS Response Time Goals

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

EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	February	Target	Meet Target	January	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)	0:08:16	0:06:00	Lag	0:07:56	●	↑ 4%
% of Time < 0:06:00	65%	90%	Lag	70%	●	↓ -5%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:14:12	0:09:00	Lag	0:13:16	●	↑ 7%
% of Time < 0:09:00	60%	90%	Lag	62%	●	↓ -2%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:14:56	0:12:00	Lag	0:13:40	●	↑ 9%
% of Time < 0:12:00	60%	90%	Lag	83%	●	↓ -23%



Dispatcher  
Notifies Available  
EMS Unit



EMS Travels and  
Arrives Onscene  
to Provide Care



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EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: Priority 2 EMS Calls						
Performance Measure	February	Target	Meet Target	January	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)	0:16:41	0:10:00	Lag	0:15:21		9%
% of Time < 0:10:00	56%	90%	Lag	61%		-5%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:16:46	0:15:00	Lag	0:15:22		9%
% of Time < 0:15:00	86%	90%	Lag	88%		-2%

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EMS Response Time Goals

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	February	January	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:02	0:02:02		0%
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:03:10	0:03:10		0%
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:28:19	0:26:58		5%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:29:03	0:27:40		5%
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:19:21	0:17:49		9%
90 <sup>th</sup> Percentile Transport Time: Zone Car (Transport-Hospital)	0:22:56	0:21:36		6%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:44:04	0:45:44		-4%
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:48:22	0:49:09		-2%

February

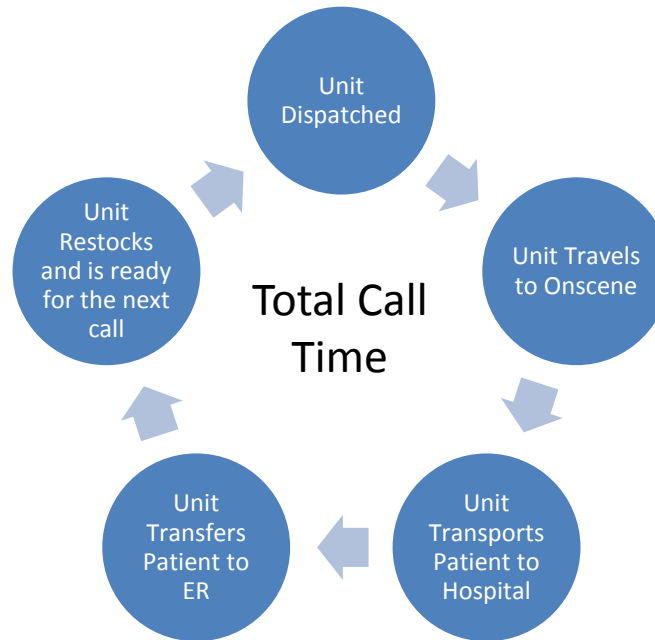
2015

EMS Response Time Goals

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

EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	February	January	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)	01:25:35	01:24:05	●	↑ 2%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	01:23:43	01:22:12	●	↑ 2%



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# EMS Response Time Benchmark

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

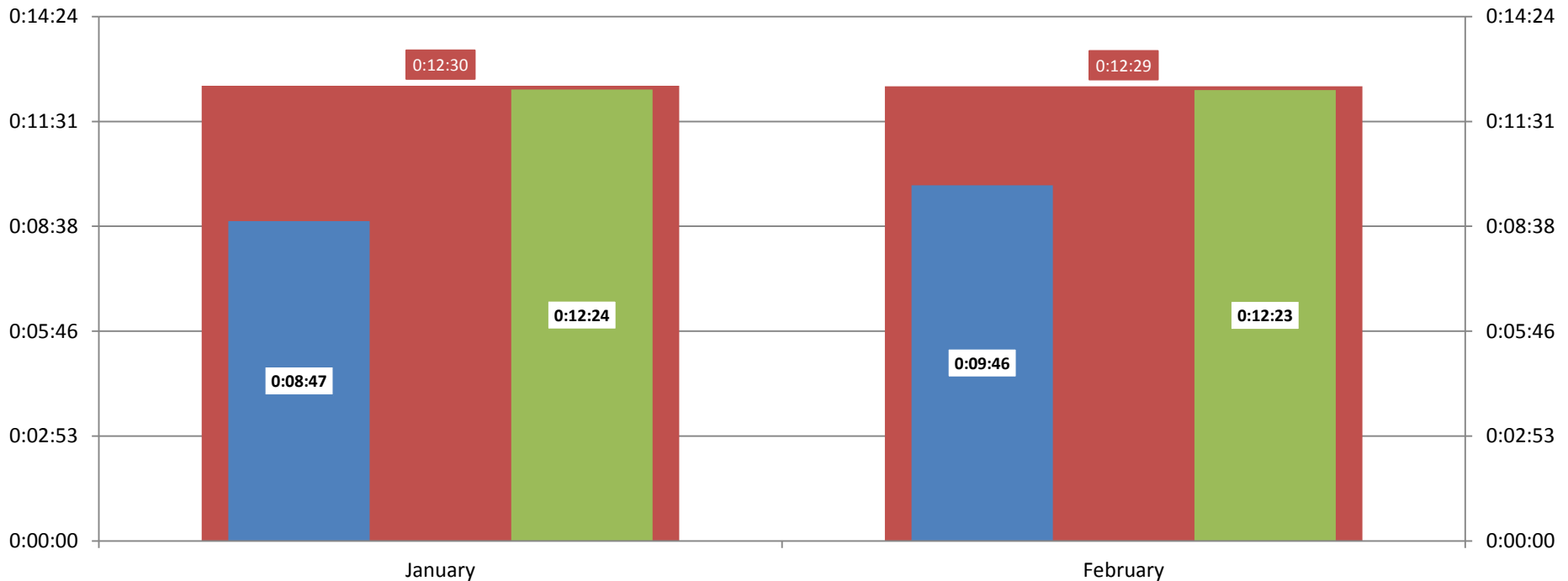
## EMS Response Time (Dispatch-Onscene)

How VBEMS compares to other EMS Agencies across the United States

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

### Response Time Benchmark 2014 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

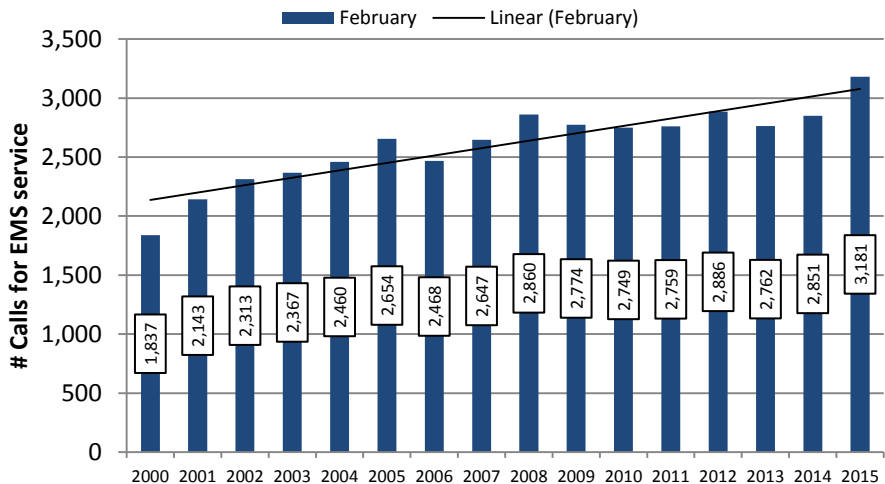
# Historic EMS Demand February

2015

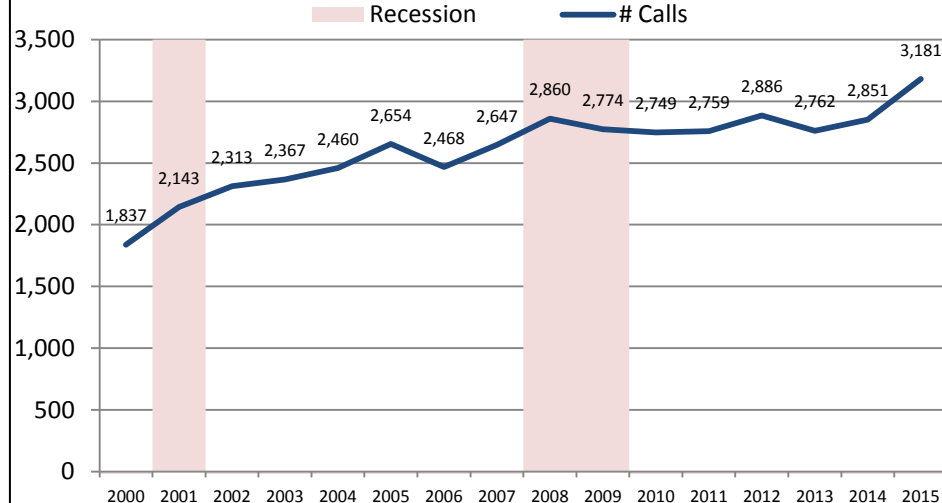


<http://www.vbems.com/>

**February Total # calls for service (demand)**

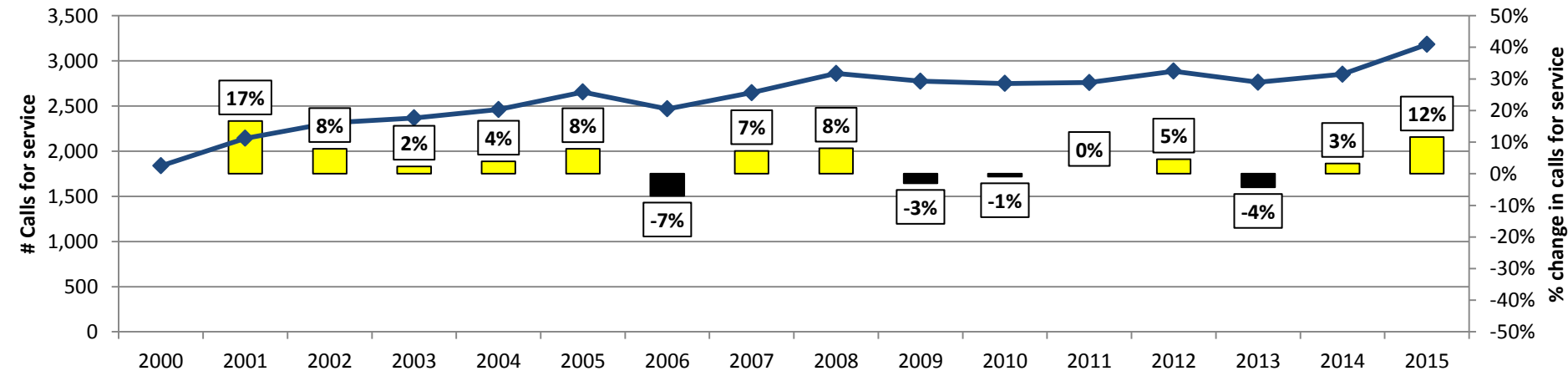


**February Total # calls for service (demand)**



**February % Change in calls for EMS service (demand)**

Yellow Bar=% Increase Black Bar=% Decrease



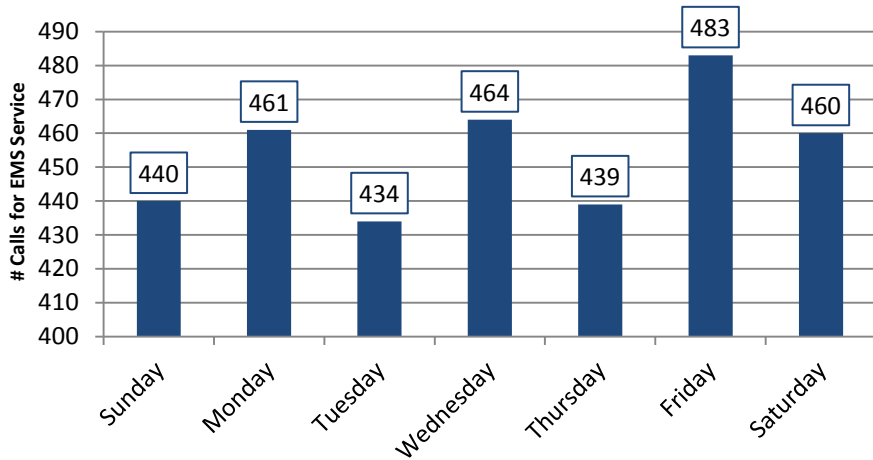


# EMS Demand Per Day & Hour February

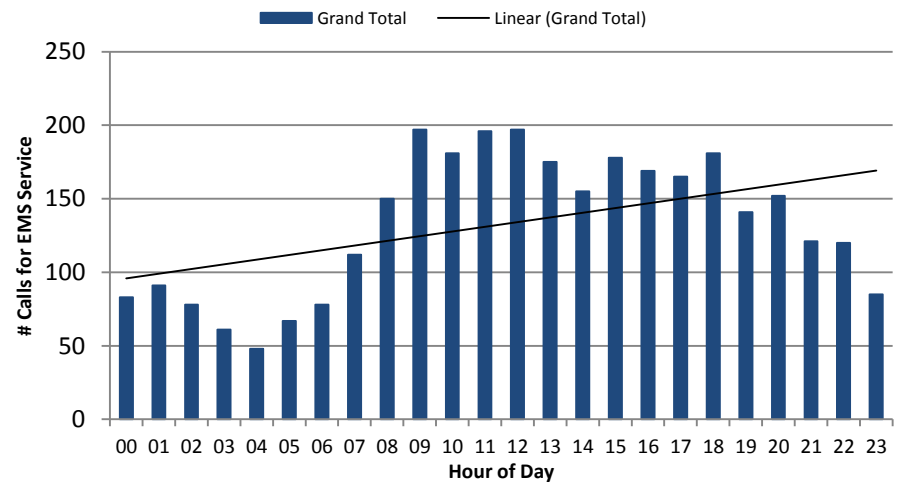
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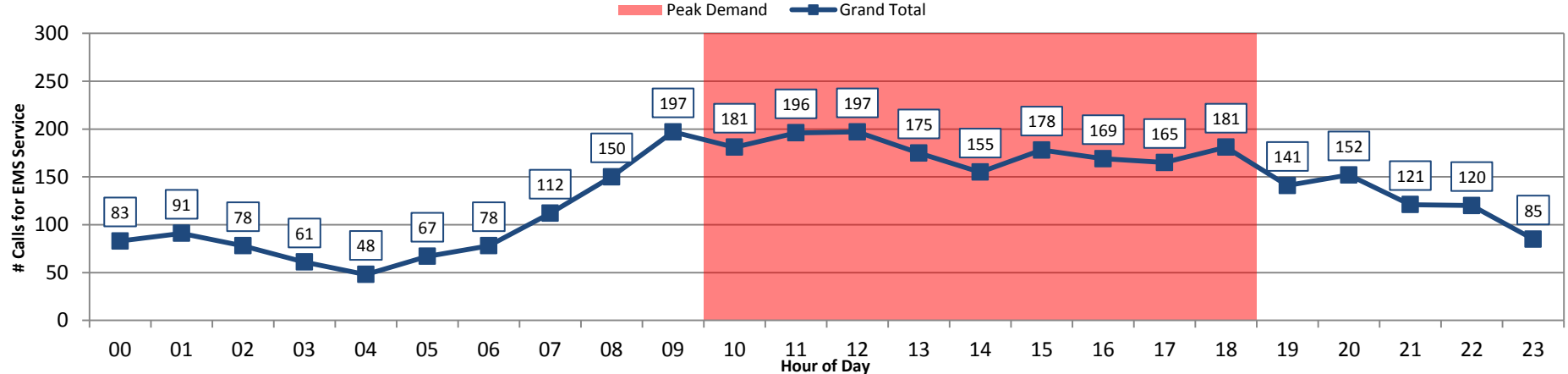
**February Total # Calls for Service (Demand)  
Per Day of Week**



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



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





## February 2015 EMS 911 Incident Locations

