

January  
EMS Statistics

2015

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

**EMS Services Provided and Performance Measures**

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	150	47
Transported ALS	1,111	56
Transported BLS	1,510	61

Top 10 Responses Resulting in Medical Treatment and/or Transport		
Primary Impression	# Responses	Average Patient Age
Breathing Difficulty	480	60
Chest Pain	377	57
Sick Person	334	63
Fall Victim	312	71
Unconscious/ Fainting	301	59
Traumatic Injury	249	39
Stroke / CVA	146	70
Abdominal Pain	144	59
Seizure / Convulsions	117	39
Hemorrhage / Laceration	100	66

Outcome: Improve the response time arrival of medical help to patients in need of service			
Performance Measure	November (2014)	December (2014)	January (2015)
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	00:10:56	00:10:48	00:11:09
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	00:14:01	00:14:03	00:14:10
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	0:13:22	00:13:52	00:13:19

Outcome: The probability that patient's suffering a Cardiac Arrest have an increased rate of survival			
Performance Measure	November (2014)	December (2014)	January (2015)
Sudden Cardiac Arrest Survival Rate Utstein Model	50%	50%	N/A
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	00:06:34	00:06:23	00:07:47
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest >4 minutes	40%	36%	67%

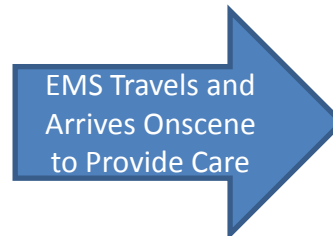
January  
EMS Response Time Goals

2015

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EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	January	Target	Meet Target	December (2014)	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)	0:07:56	0:06:00	Lag	0:07:58	●	↓ -0.4%
% of Time < 0:06:00	70%	90%	Lag	70%	●	No Change
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:16	0:09:00	Lag	0:13:46	●	↓ -4%
% of Time < 0:09:00	62%	90%	Lag	60%	●	↑ 2%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:13:40	0:12:00	Lag	0:13:21	●	↑ 5%
% of Time < 0:12:00	83%	90%	Lag	85%	●	↓ 16%



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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	January	Target	Meet Target	December (2014)	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)	0:15:21	0:10:00	Lag	0:14:48	●	↑ 4%
% of Time < 0:10:00	61%	90%	Lag	64%	●	↓ -3%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:15:22	0:15:00	Lag	0:14:45	●	↑ 4%
% of Time < 0:15:00	88%	90%	Lag	91%	●	↓ 3%

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures					
Interval Measure	January	December (2014)	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	0:01:59	●	↑	3%
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:03:10	0:03:11	●	↓	-1%
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:26:58	0:28:37	●	↓	-6%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:27:40	0:27:30	●	↑	1%
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:17:49	0:18:02	●	↓	-1%
90 <sup>th</sup> Percentile Transport Time: Zone Car (Transport-Hospital)	0:21:36	0:22:10	●	↓	-3%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:45:44	0:44:32	●	↓	-2%
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:49:09	0:48:26	●	↑	10%

February

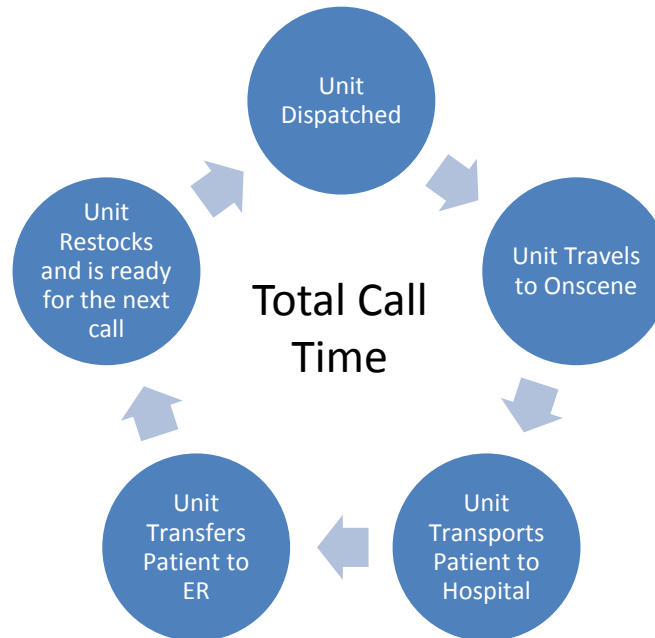
2015

EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	January	December (2014)	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)	01:24:05	01:23:09	●	↑ 1%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	01:22:12	01:21:11	●	↑ 1%



January

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# EMS Response Time Benchmark

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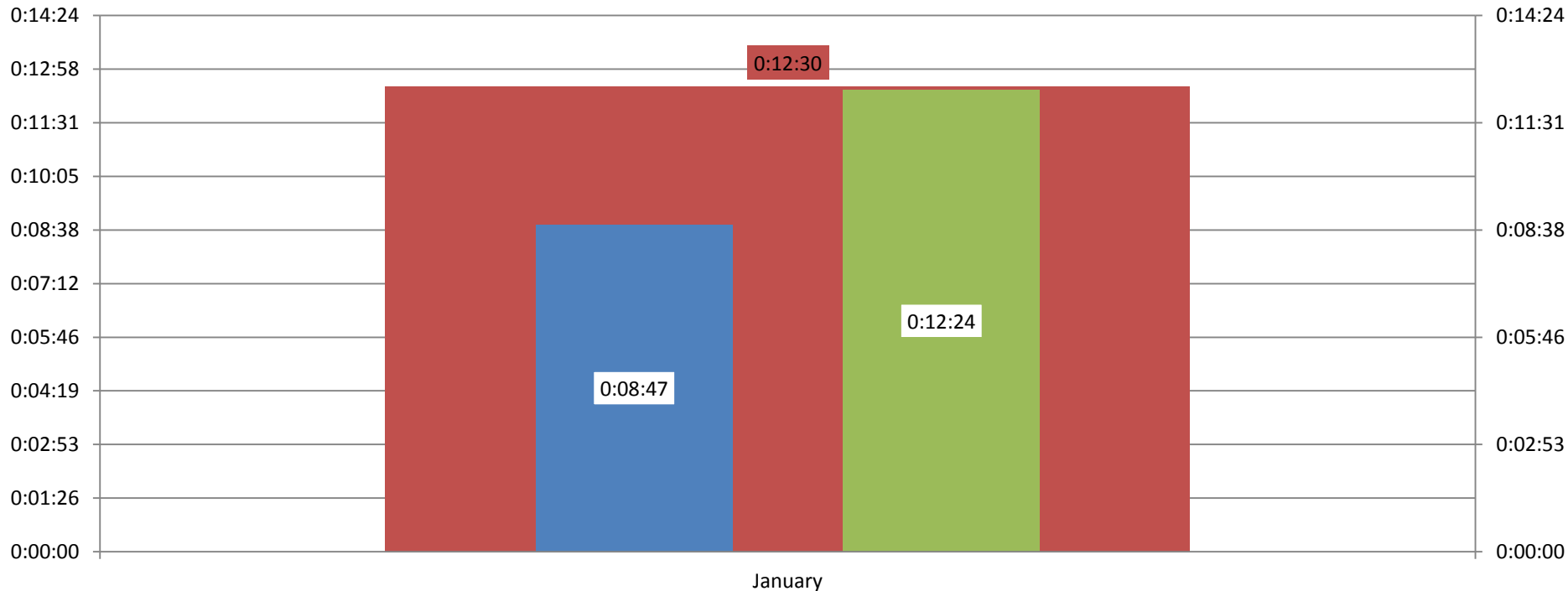
## EMS Response Time (Dispatch-Onscene)

How VBEMS compares to other EMS Agencies across the United States

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

### Unit Notified to Unit Onscene Response Time National Benchmark

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



# Monthly EMS Demand

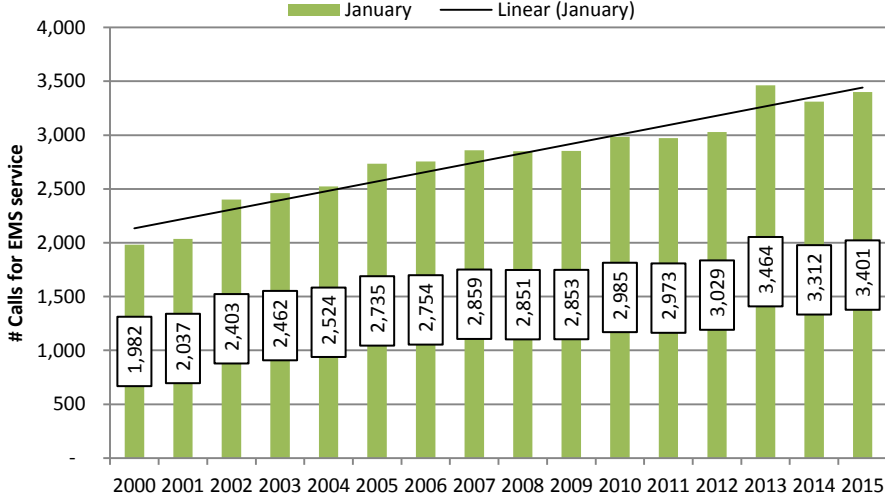
# Historic EMS Demand January

2015

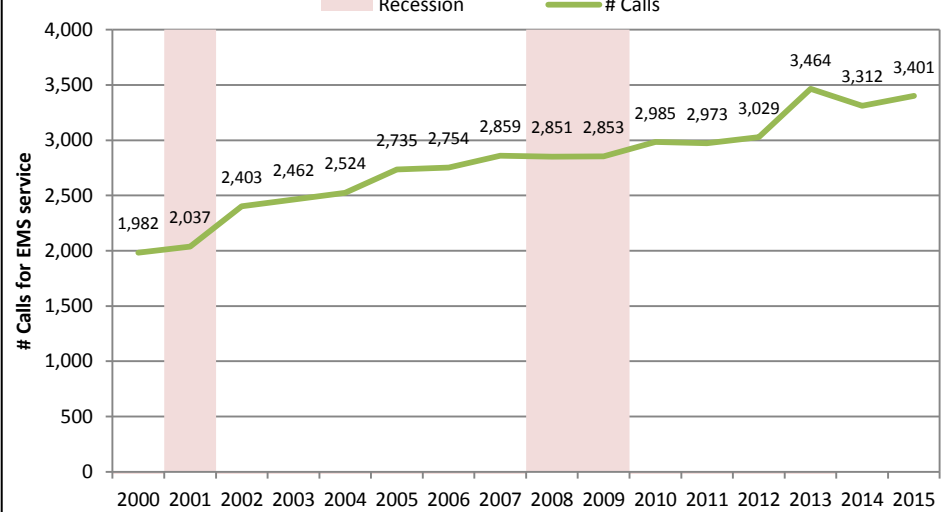


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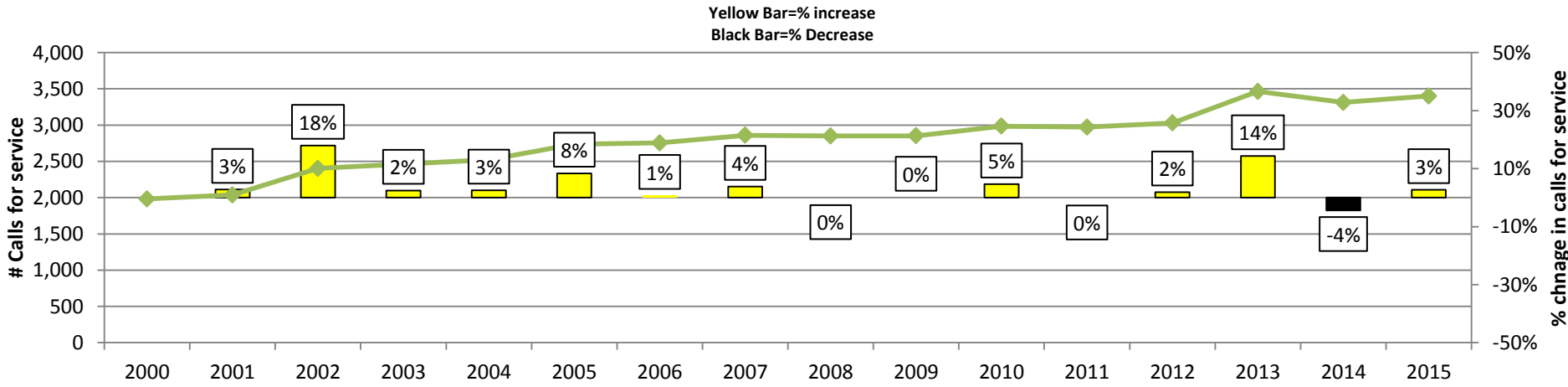
January Total # calls for service (demand)



January Total # calls for service (demand)



January % Change in calls for EMS service (demand)





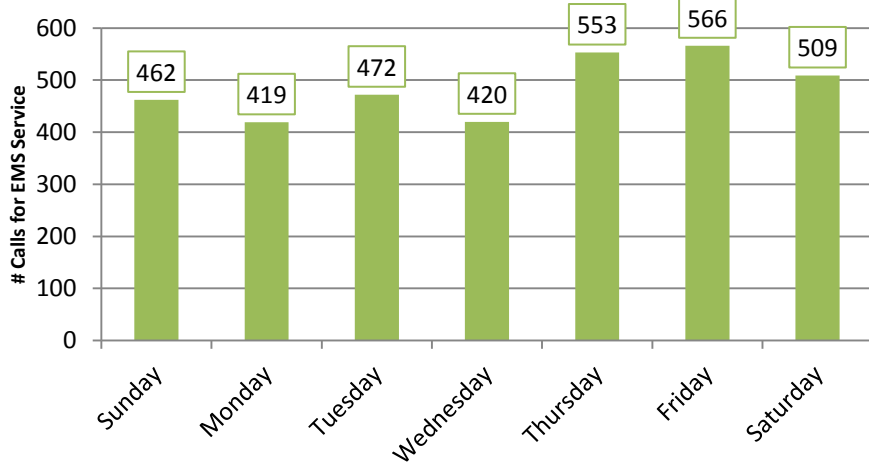
# EMS Demand Per Day & Hour January

2015

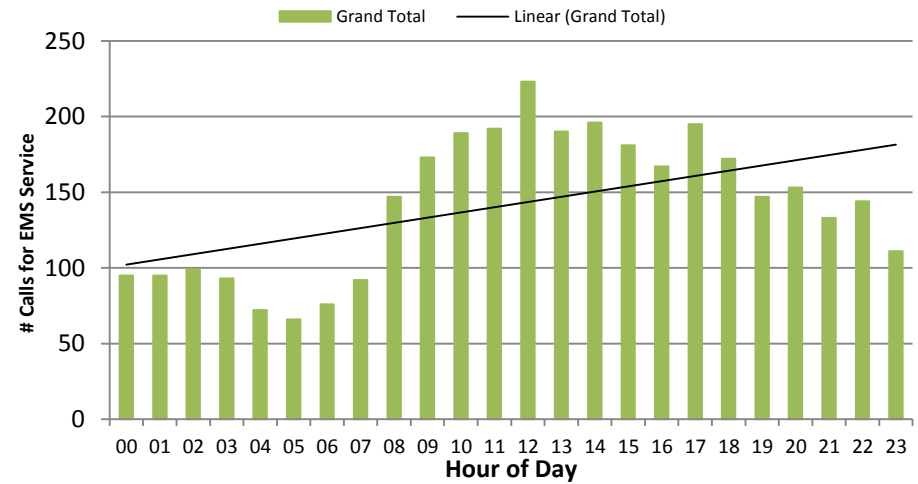


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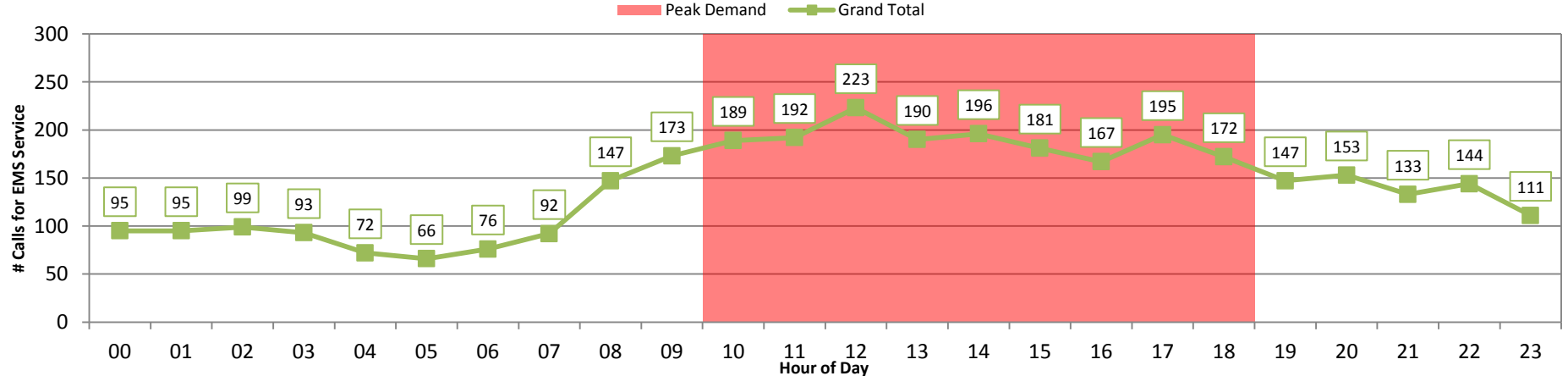
**January Total # Calls for Service (Demand)  
Per Day of Week**



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



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





## January 2015, EMS 911 Incident Locations

