

July  
EMS Statistics

2015

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

**EMS Services Provided and Performance Measures**

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	208	45
Transported ALS	1,143	57
Transported BLS	1,680	55

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

Primary Impression	# Responses	Average Patient Age
No Apparent Illness/Injury	211	57
Weakness	131	69
Respiratory - Not Otherwise Listed	107	65
Neuro - Seizure	102	34
Injury - Head without L.O.C.	99	55
CV - Chest Pain - Presumed Cardiac	89	62
GI/GU - Abdominal Generalized	86	54
Neuro - Altered Mental Status	72	62
Endocrine - Hypoglycemia - Diabetic	66	55
GI/GU - Nausea/Vomiting	64	57

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

Performance Measure	May	June	July
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	0:10:13	0:10:58	0:11:17
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	0:14:38	0:14:31	0:14:52
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	0:13:12	0:13:35	0:13:55

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

Performance Measure	May	June	July
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	0:06:47	0:06:51	0:06:49
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest >4 minutes	33%	80%	36%

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EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	July	Target	Meet Target	June	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)	0:07:53	0:06:00	Lag	0:07:42	●	↑ 2%
% of Time < 0:06:00	70%	90%	Lag	71%	●	↓ -1%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:55	0:09:00	Lag	0:13:35	●	↑ 2%
% of Time < 0:09:00	59%	90%	Lag	66%	●	↓ 7%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:14:22	0:12:00	Lag	0:13:57	●	↑ 3%
% of Time < 0:12:00	82%	90%	Lag	82%	●	No Change



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	July	Target	Meet Target	June	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)	0:15:31	0:10:00	Lag	0:15:05		3%
% of Time < 0:06:00	62%	90%	Lag	67%		-5%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:15:47	0:15:00	Lag	0:15:36		1%
% of Time < 0:12:00	88%	90%	Lag	88%		No Change

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	July	June	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:07	0:02:12		-4%
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:02:55	0:02:55		No Change
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:26:41	0:27:36		-3%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:26:38	0:26:39		No Change
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:18:45	0:17:59		4%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Transport-Hospital)	0:23:16	0:23:01		1%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:43:50	0:44:14		-1%
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:49:48	0:48:07		3%

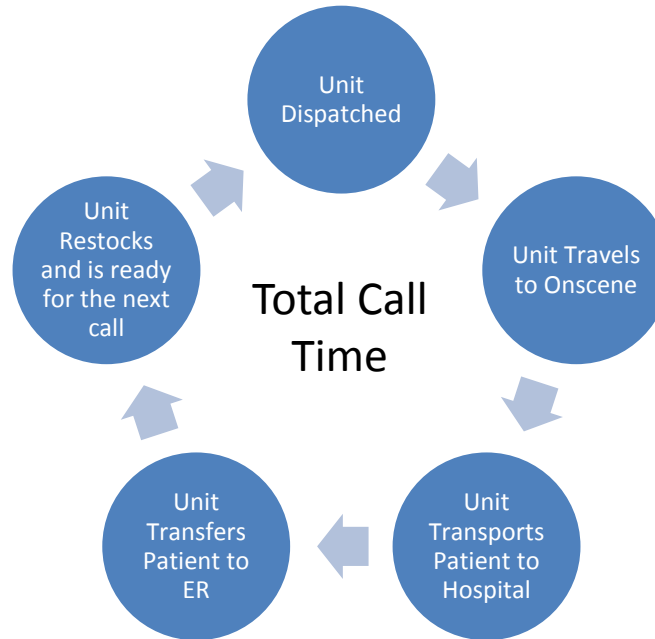
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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	July	June	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)	1:22:32	01:22:30	●	No Change
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	1:20:22	01:18:57	●	↑ 2%



# July EMS Response Time Benchmark

2015

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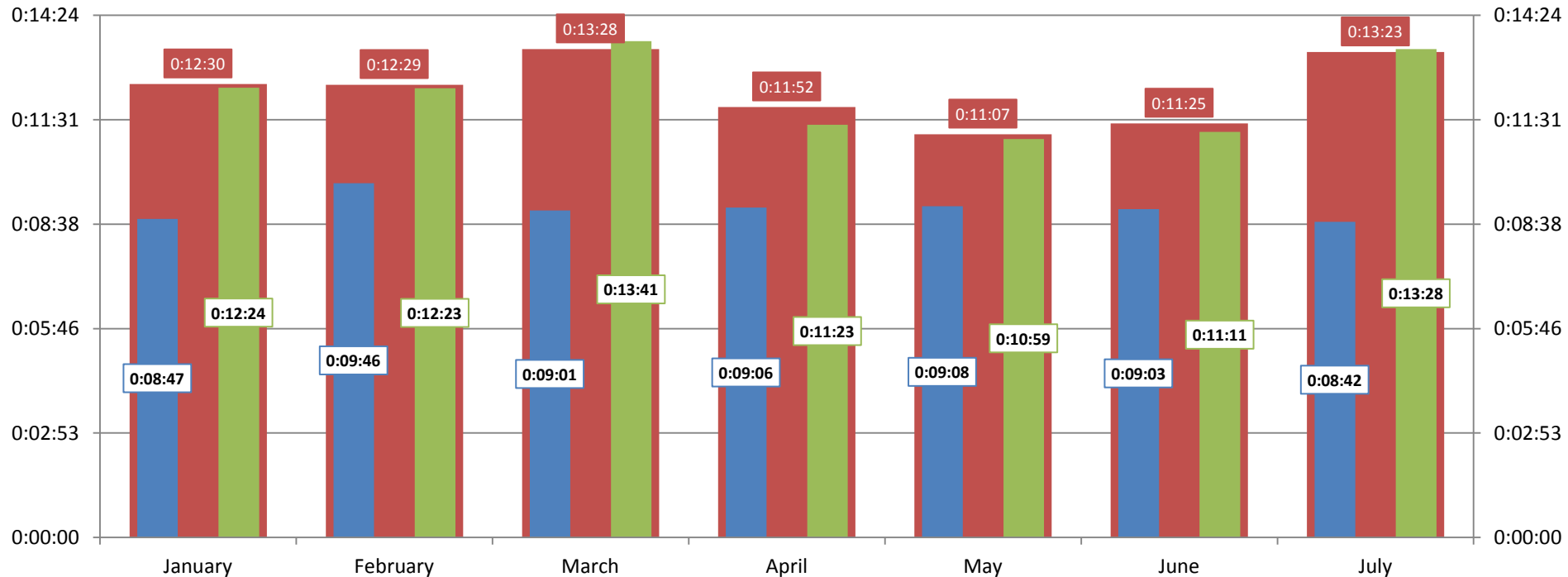
## EMS Response Time (Dispatch-Onscene)

### 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

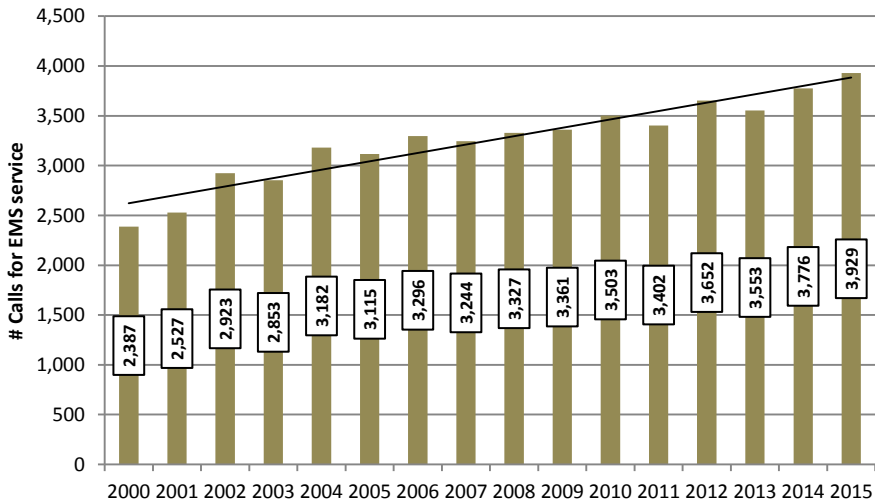
## July

2015

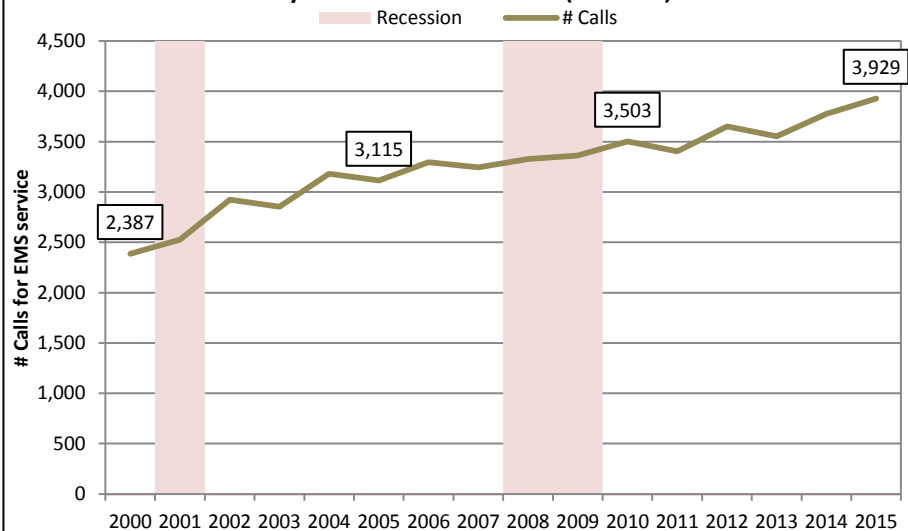


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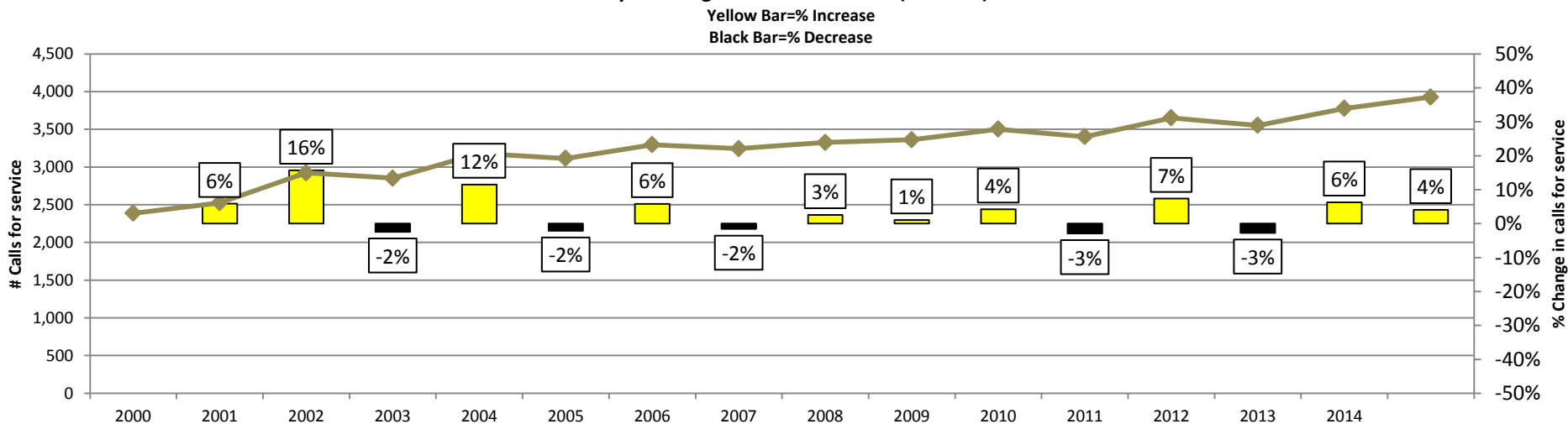
July Total # calls for service (demand)



July Total # calls for service (demand)



July % Change in calls for service (demand)



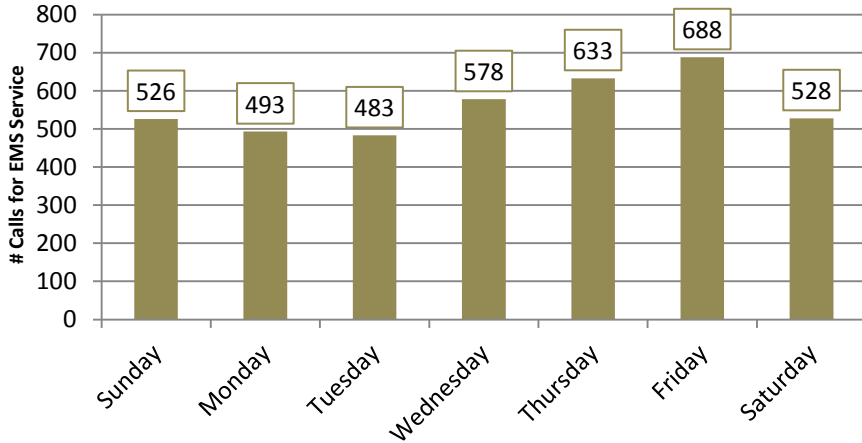


# EMS Demand Per Day & Hour July

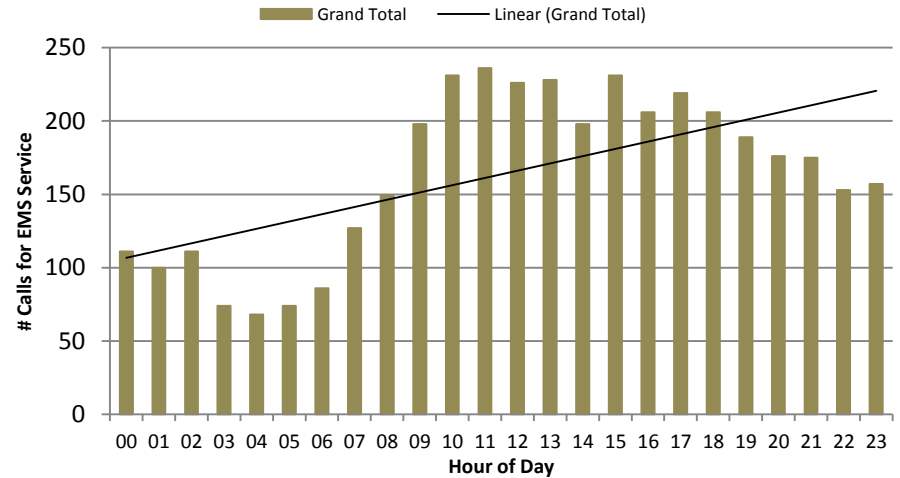
2015

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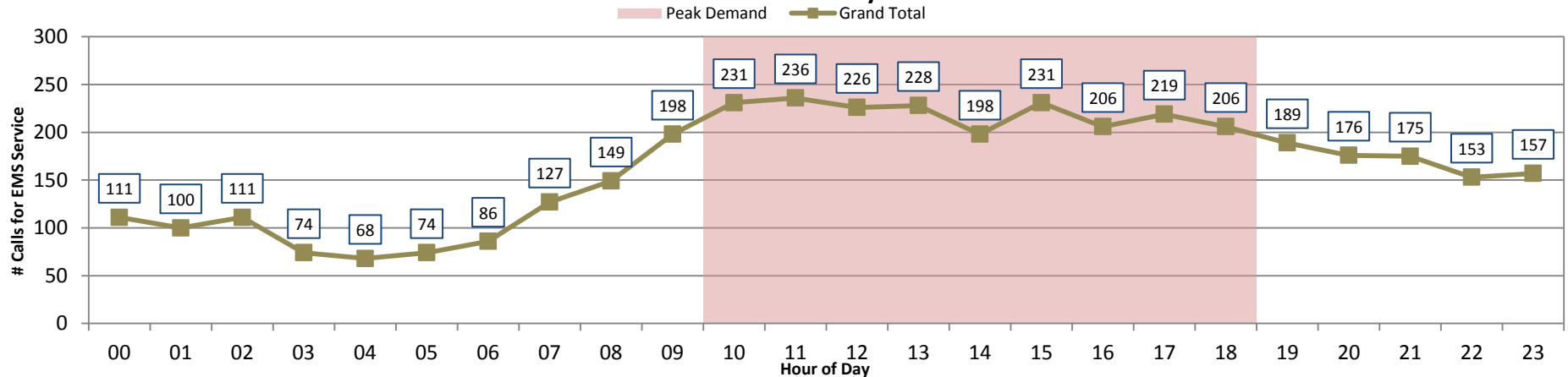
**July Total # Calls for Service (Demand)  
Per Day of Week**



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



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





### July 2015, EMS 911 Incident Locations

