

June
EMS Statistics

2015

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

EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	204	45
Transported ALS	1,165	57
Transported BLS	1,640	55

Top 10 Responses Resulting in Medical Treatment and/or Transport

Primary Impression	# Responses	Average Patient Age
No Apparent Illness/Injury	214	53
Neuro - Seizure	109	36
Weakness	108	71
Injury - Head without L.O.C.	94	52
CV - Chest Pain - Presumed Cardiac	88	62
Respiratory - Not Otherwise Listed	83	62
GI/GU - Abdominal Generalized	81	57
Neuro - Altered Mental Status	68	66
Pain - Chest (presumed non-cardiac)	67	57
GI/GU - Nausea/Vomiting	63	51

Outcome: Improve the response time arrival of medical help to patients in need of service			
Performance Measure	April	May	June
1 st Responder arrival onscene (90 th Percentile)	00:10:21	0:10:13	0:10:58
Ambulance arrival onscene (90 th Percentile)	00:15:01	0:14:38	0:14:31
Zone Car arrival onscene (90 th Percentile)	00:13:11	0:13:12	0:13:35

Outcome: The probability that patient's suffering a Cardiac Arrest have an increased rate of survival			
Performance Measure	April	May	June
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	N/A
1 st responder arrival onscene Cardiac Arrest	00:06:25	0:06:47	0:06:51
% of Time 1 st Responder onscene of Cardiac Arrest >4 minutes	88%	33%	80%

June EMS Response Time Goals

2015

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EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	June	Target	Meet Target	May	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile 1 st Responder Response Time (Dispatch-Onscene)	0:07:42	0:06:00	Lag	0:07:48	●	↓ -1%
% of Time < 0:06:00	71%	90%	Lag	71%	●	No Change
90 th Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:35	0:09:00	Lag	0:13:14	●	↑ 3%
% of Time < 0:09:00	66%	90%	Lag	62%	●	↑ 4%
90 th Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:13:57	0:12:00	Lag	0:13:55	●	No Change
% of Time < 0:12:00	82%	90%	Lag	83%	●	↓ 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	June	Target	Meet Target	May	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile 1 st Responder Response Time (Dispatch-Onscene)	0:15:05	0:10:00	Lag	0:16:05		-7%
% of Time < 0:06:00	67%	90%	Lag	60%		7%
90 th Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:15:36	0:15:00	Lag	0:16:15		-4%
% of Time < 0:12:00	88%	90%	Lag	83%		5%

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	June	May	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:12	0:02:06	●	↓ -5%
90 th Percentile Turnout Time: Night (Dispatch-Enroute)	0:02:55	0:02:52	●	↓ -2%
90 th Percentile Scene Time: Ambulance (Onscene-Transport)	0:27:36	0:26:37	●	↓ -4%
90 th Percentile Scene Time: Zone Car (Onscene-Transport)	0:26:39	0:27:05	●	↓ -2%
90 th Percentile Transport Time: Ambulance (Transport-Hospital)	0:17:59	0:18:35	●	↓ -3%
90 th Percentile Scene Time: Zone Car (Transport-Hospital)	0:23:01	0:23:24	●	↓ -2%
90 th Percentile Hospital Time: Ambulance (Transport-Hospital)	0:44:14	0:44:35	●	↓ -1%
90 th Percentile Hospital Time: Zone Car (Transport-Hospital)	0:48:07	0:50:11	●	↓ -4%

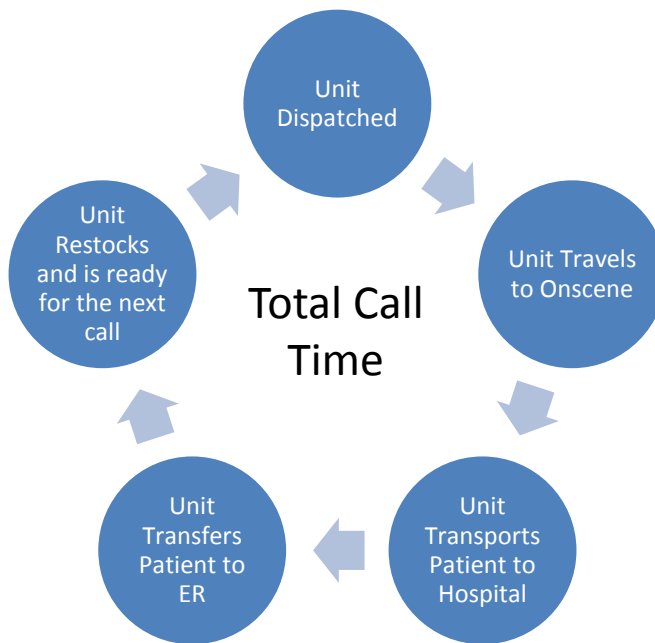
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EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	June	May	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 th Percentile Transport Unit Total Call Time (Dispatch-Clear)	01:22:30	01:23:40	●	↓ -1%
90 th Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	01:18:57	01:21:18	●	↓ -3%



June

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EMS Response Time Benchmark

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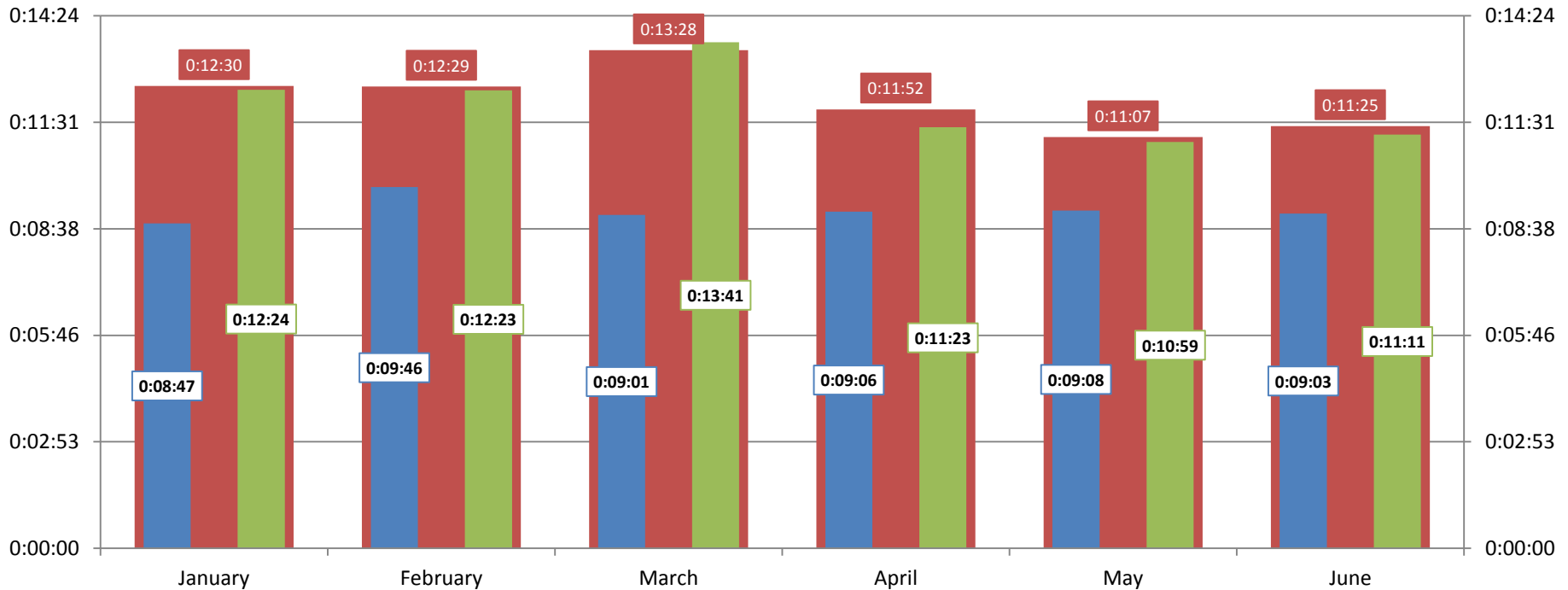
EMS Response Time (Dispatch-Onscene)

How VBEMS compares to other EMS Agencies across the United States

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

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)



EMS Monthly Demand

Historic EMS Demand

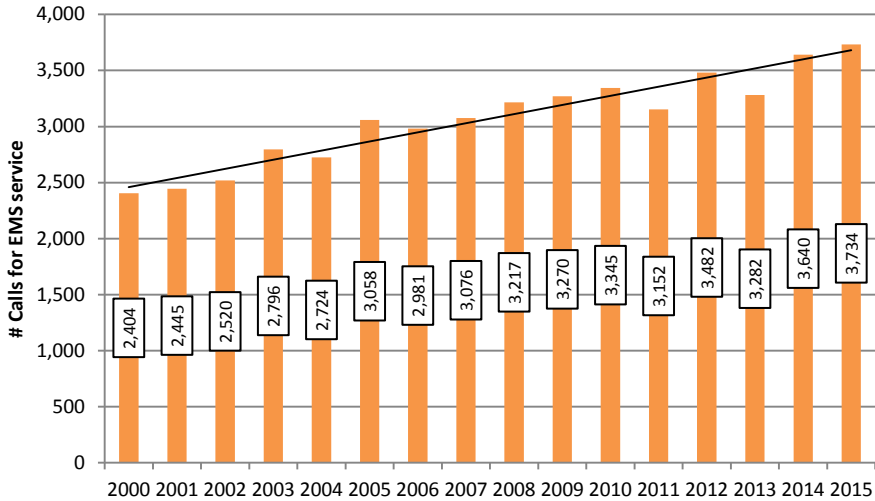
June

2015

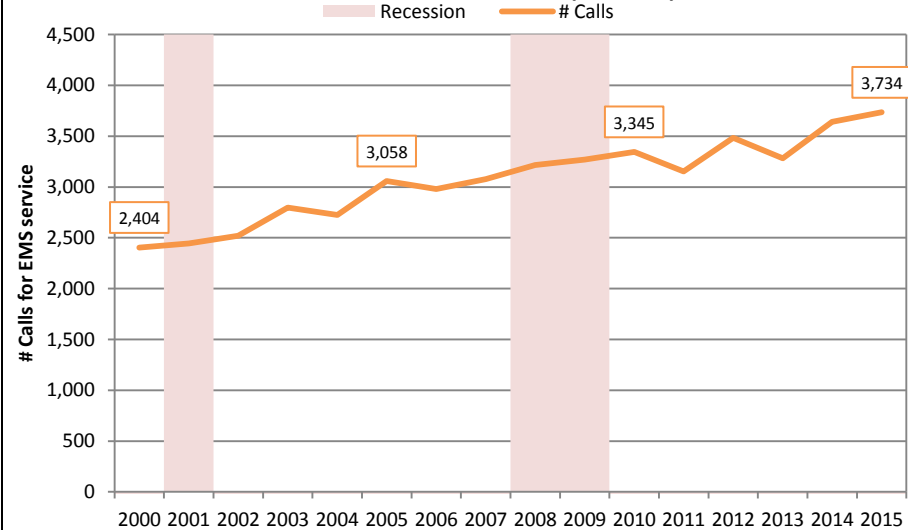


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June Total # calls for service (demand)

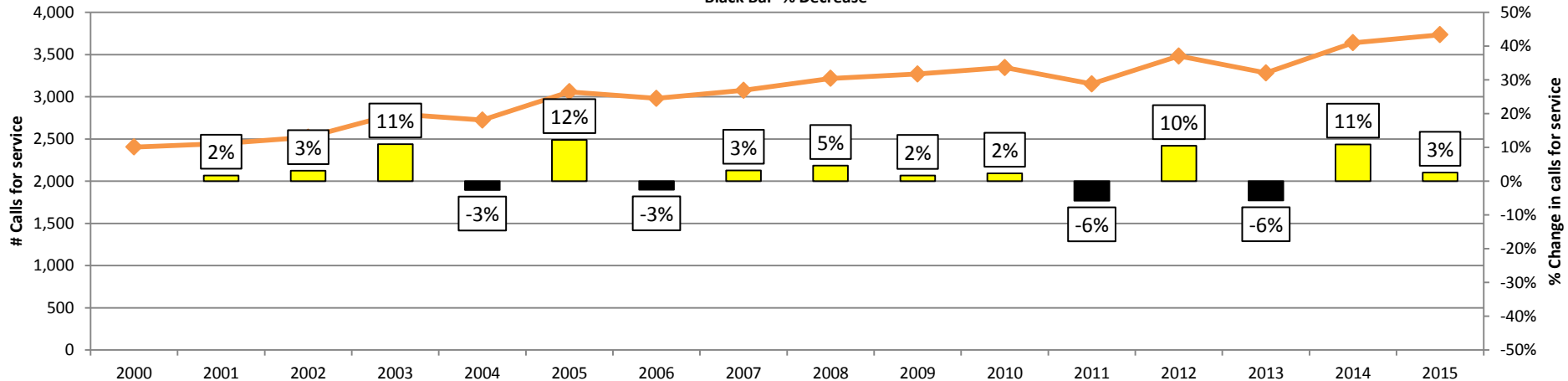


June Total # calls for service (demand)



June % Change in calls for service (demand)

Yellow Bar=% Increase
Black Bar=% Decrease

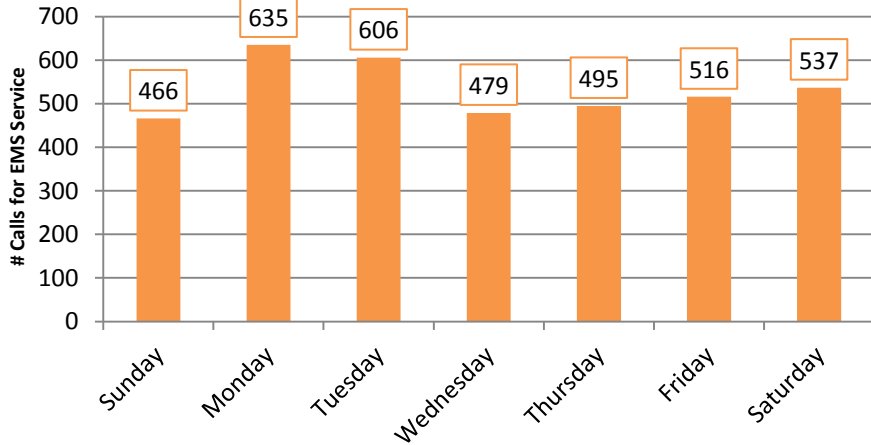


EMS Demand Per Day & Hour June

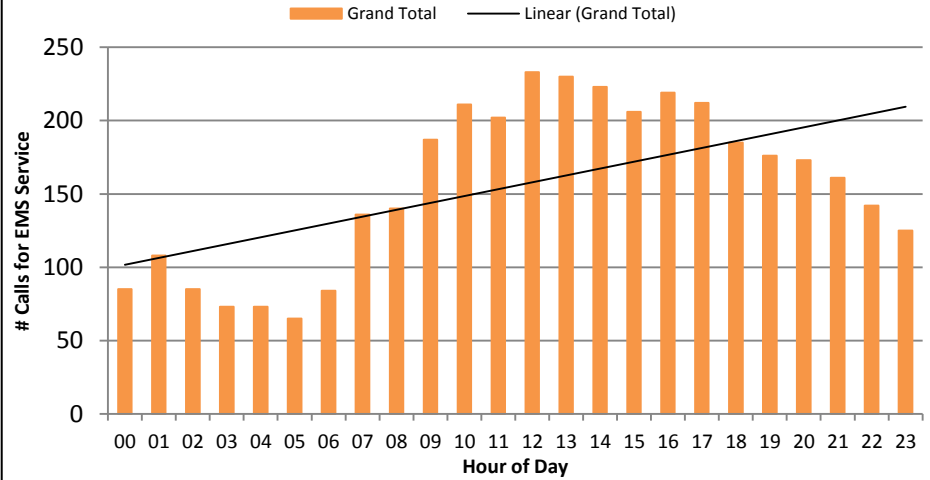
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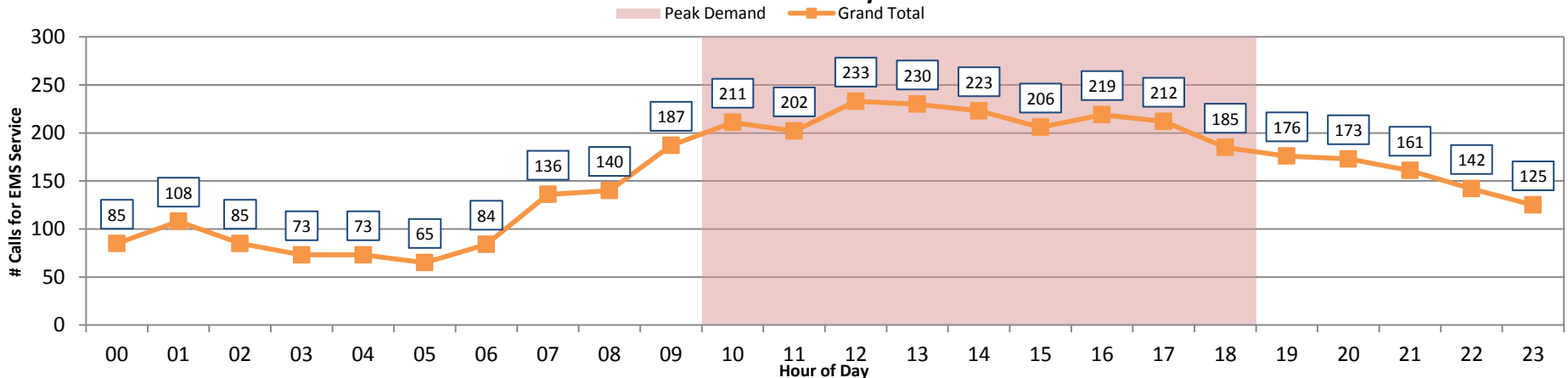
**June Total # Calls for Service (Demand)
Per Day of Week**



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



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





June 2015, EMS 911 Incident Locations

