

# March EMS Statistics

2015

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

## EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	165	44
Transported ALS	1,183	60
Transported BLS	1,532	57

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

Primary Impression	# Responses	Average Patient Age
Traumatic Injury	297	51
Breathing Difficulty	296	66
Pain	295	58
Abdominal Pain/Problems	254	53
No Apparent Illness/Injury	230	53
Chest Pain/Discomfort	216	57
Other Illness/Injury	139	60
Altered Level of Consciousness	134	65
Weakness	116	71
Other	114	60

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

Performance Measure	January	February	March
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	00:11:09	00:11:52	00:10:14
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	00:14:10	00:15:21	00:14:33
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	00:13:19	00:14:09	00:13:33

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

Performance Measure	January	February	March
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	N/A
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	00:07:47	00:06:48	00:07:29
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest >4 minutes	67%	48%	44%

March  
EMS Response Time Goals

2015

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EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	March	Target	Meet Target	February	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	0:08:16	●	↓ -4%
% of Time < 0:06:00	72%	90%	Lag	65%	●	↑ 7%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:34	0:09:00	Lag	0:14:12	●	↓ -4%
% of Time < 0:09:00	63%	90%	Lag	60%	●	↑ 3%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:14:14	0:12:00	Lag	0:14:56	●	↓ -5%
% of Time < 0:12:00	76%	90%	Lag	60%	●	↑ 16%



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	March	Target	Meet Target	February	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)	0:15:26	0:10:00	Lag	0:16:41		-7%
% of Time < 0:10:00	63%	90%	Lag	56%		7%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:15:04	0:15:00	Lag	0:16:46		-10%
% of Time < 0:15:00	90%	90%	Lead	86%		4%

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures					
Interval Measure	March	February	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow	
90 <sup>th</sup> Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:03	0:02:02			1%
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:03:02	0:03:10			-4%
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:26:28	0:28:19			-7%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:26:25	0:29:03			-9%
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:17:57	0:19:21			-7%
90 <sup>th</sup> Percentile Transport Time: Zone Car (Transport-Hospital)	0:20:42	0:22:56			-10%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:44:59	0:44:04			2%
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:52:51	0:48:22			9%

March

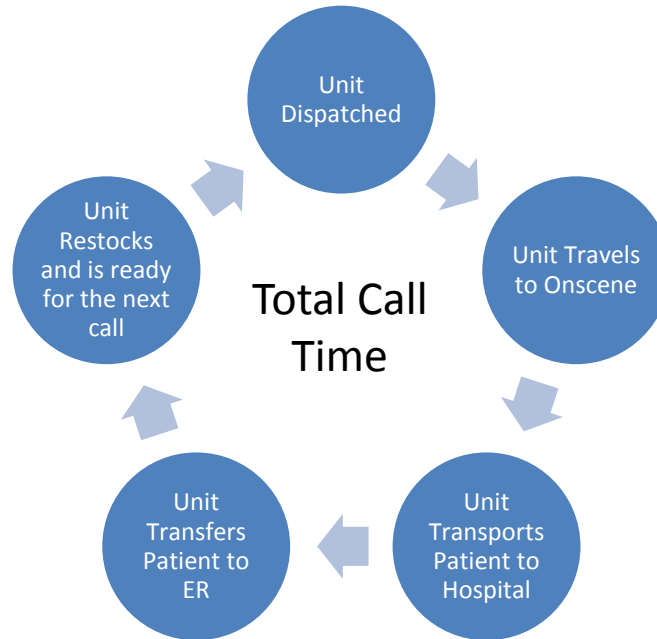
2015

EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	March	February	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)	01:22:50	1:25:35	●	↓ -3%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	01:23:28	1:23:43	●	0%



# March EMS Response Time Benchmark

2015

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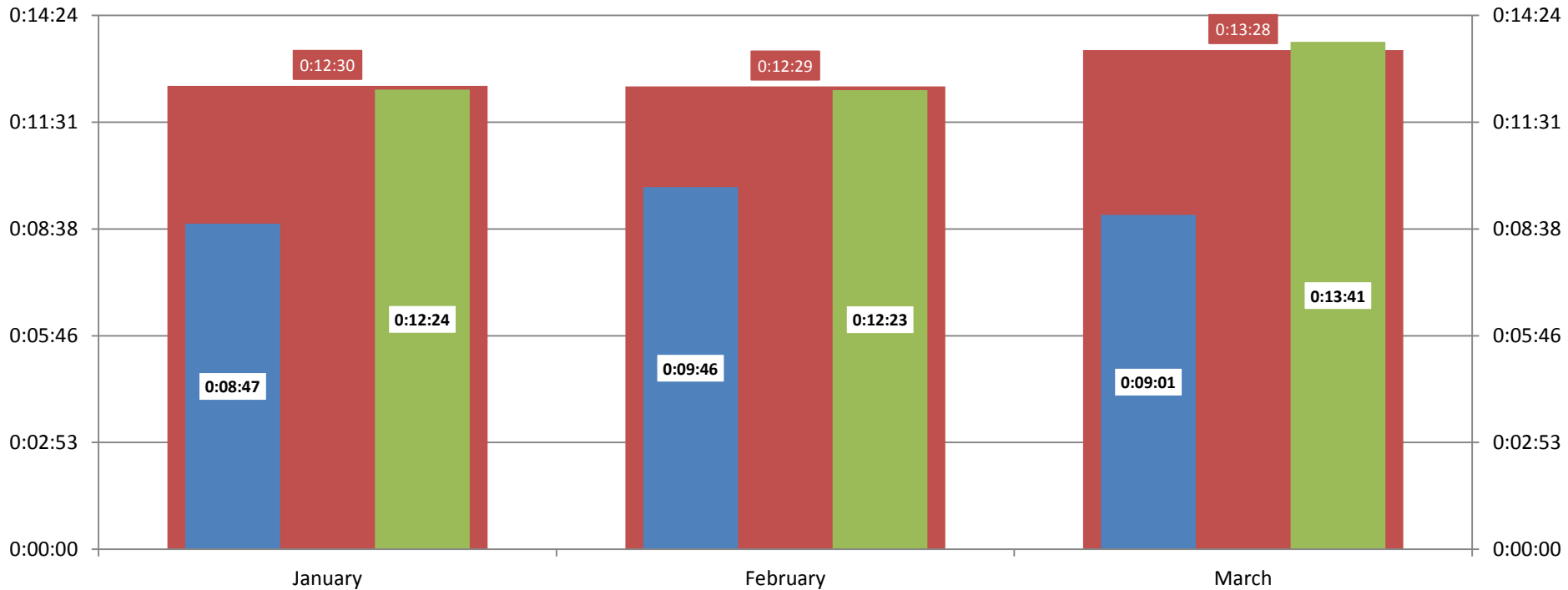
## EMS Response Time (Dispatch-Onscene)

### 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)



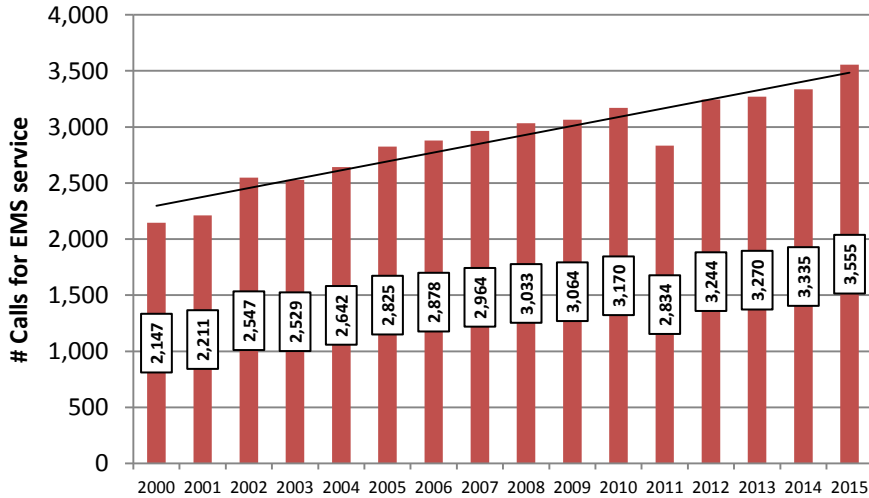
# Monthly EMS Demand

# Historic EMS Demand March

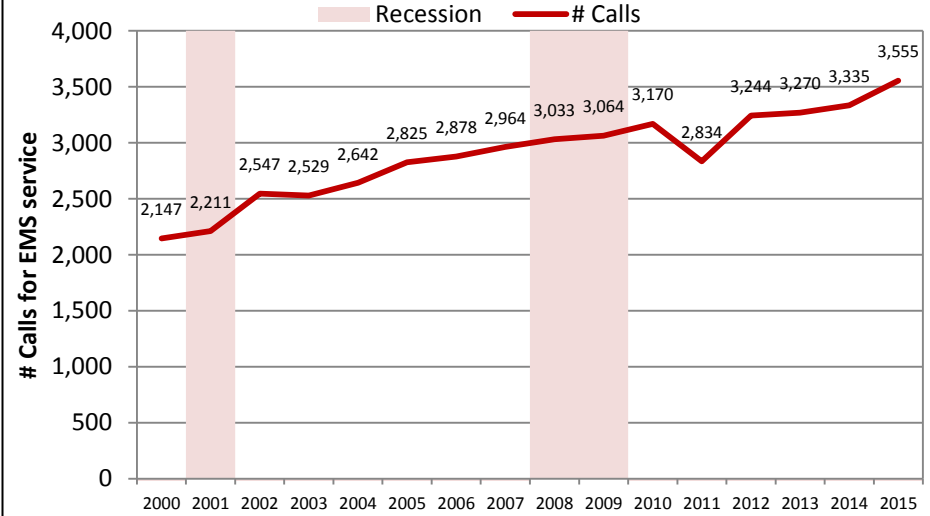
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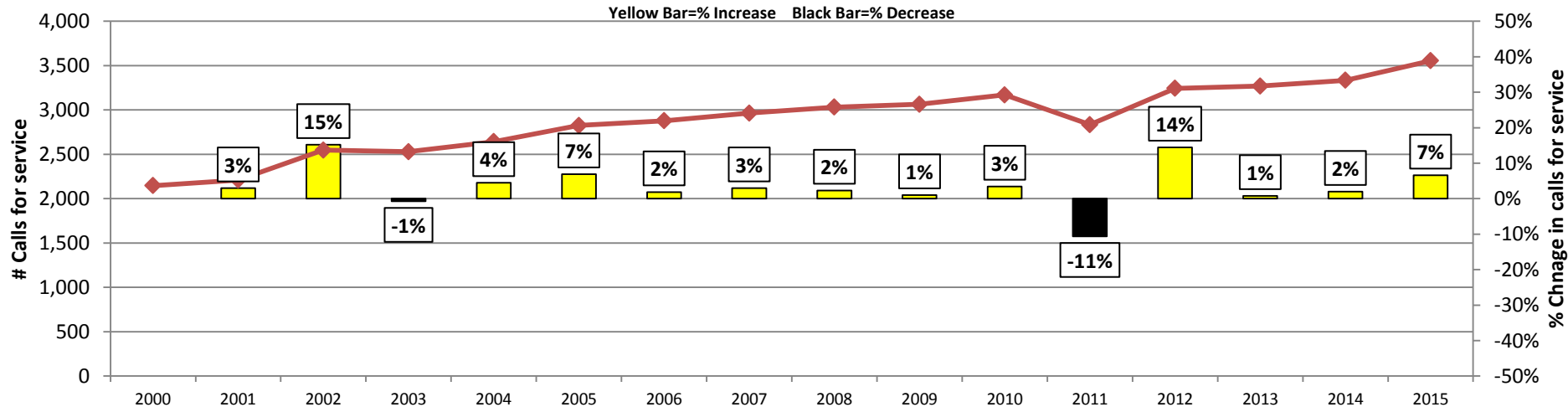
March Total # calls for service (demand)



March Total # calls for service (demand)



March % Change in calls for service (demand)



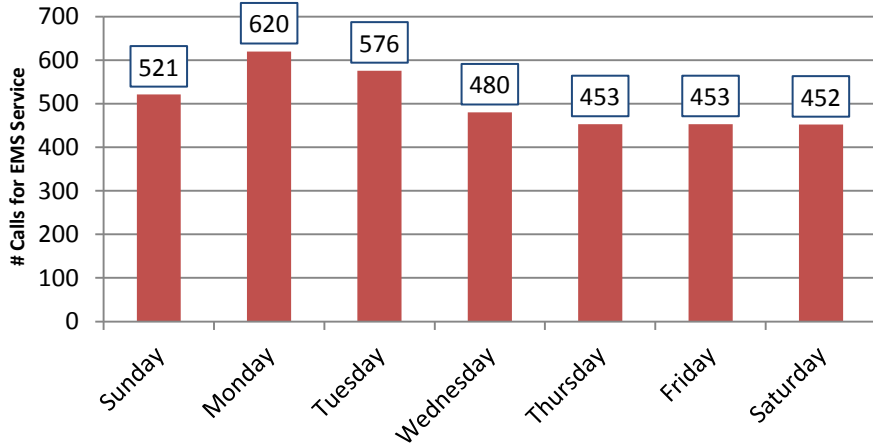


# EMS Demand Per Day & Hour March

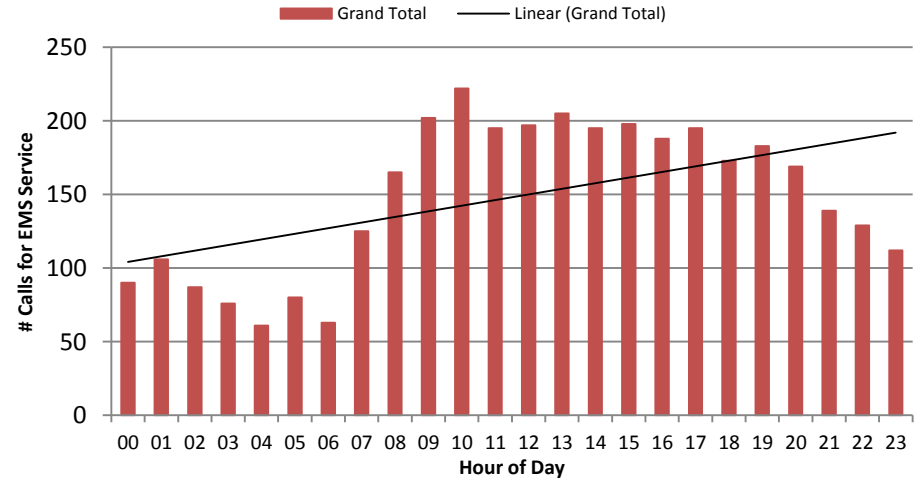
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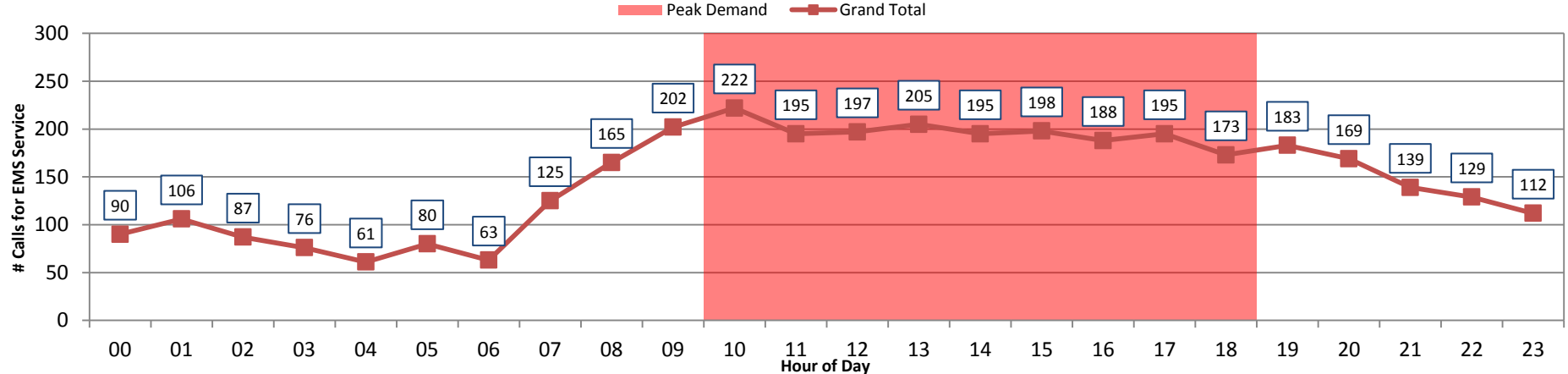
**March Total # Calls for Service (Demand)  
Per Day of Week**



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



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





## March 2015, EMS 911 Incident Locations

