

# May EMS Statistics

2015

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

## EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	210	45
Transported ALS	1,250	58
Transported BLS	1,673	54

Top 10 Responses Resulting in Medical Treatment and/or Transport		
Primary Impression	# Responses	Average Patient Age
No Apparent Illness/Injury	199	56
Weakness	127	68
Neuro - Seizure	108	32
Respiratory - Not Otherwise Listed	108	65
CV - Chest Pain - Presumed Cardiac	90	62
Neuro - Altered Mental Status	83	67
GI/GU - Abdominal Generalized	79	55
Pain - Chest (presumed non-cardiac)	79	50
Injury - Head without L.O.C.	74	53
Injury - Shoulder or Upper Arm	63	46

Outcome: Improve the response time arrival of medical help to patients in need of service			
Performance Measure	March	April	May
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	00:10:14	00:10:21	0:10:13
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	00:14:33	00:15:01	0:14:38
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	00:13:33	00:13:11	0:13:12

Outcome: The probability that patient's suffering a Cardiac Arrest have an increased rate of survival			
Performance Measure	March	April	May
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	N/A
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	00:07:29	00:06:25	0:06:47
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest >4 minutes	44%	88%	33%

May  
EMS Response Time Goals

2015

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EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	May	Target	Meet Target	April	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)	0:07:48	0:06:00	Lag	0:08:09	●	↓ -4%
% of Time < 0:06:00	71%	90%	Lag	71%	●	No Change
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:14	0:09:00	Lag	0:13:05	●	↑ 1%
% of Time < 0:09:00	62%	90%	Lag	62%	●	No Change
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:13:55	0:12:00	Lag	0:14:23	●	↓ -3%
% of Time < 0:12:00	83%	90%	Lag	81%	●	↑ 2%



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	May	Target	Meet Target	April	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)	0:16:05	0:10:00	Lag	0:16:18		-1%
% of Time < 0:06:00	60%	90%	Lag	62%		-2%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:16:15	0:15:00	Lag	0:16:22		-3%
% of Time < 0:12:00	83%	90%	Lag	81%		2%

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	May	April	Improve=Green No Change=Yellow Worse=Red	Increase=White Arrow Decrease=Black Arrow
90 <sup>th</sup> Percentile Turnout Time: Day (Dispatch-Enroute)	0:02:06	0:02:08	●	↓ -2%
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:02:52	0:02:53	●	↓ -1%
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:26:37	0:27:13	●	↓ -2%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:27:05	0:27:38	●	↓ -2%
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:18:35	0:18:22	●	↑ 1%
90 <sup>th</sup> Percentile Scene Time: Zone Car (Transport-Hospital)	0:23:24	0:21:58	●	↑ 7%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:44:35	0:44:59	●	↓ -1%
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:50:11	0:48:51	●	↑ 3%

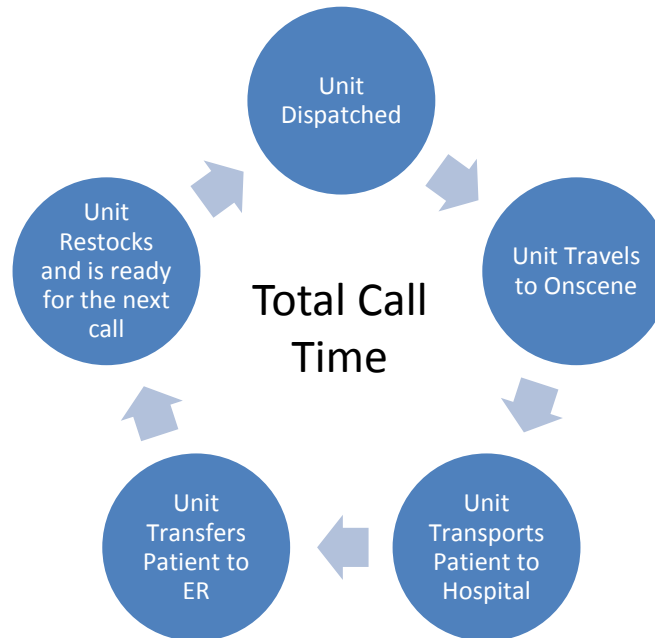
May  
EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	May	April	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)	01:23:40	01:24:31	●	↓ -1%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	01:21:18	01:21:46	●	↓ -1%



# May EMS Response Time Benchmark

2015

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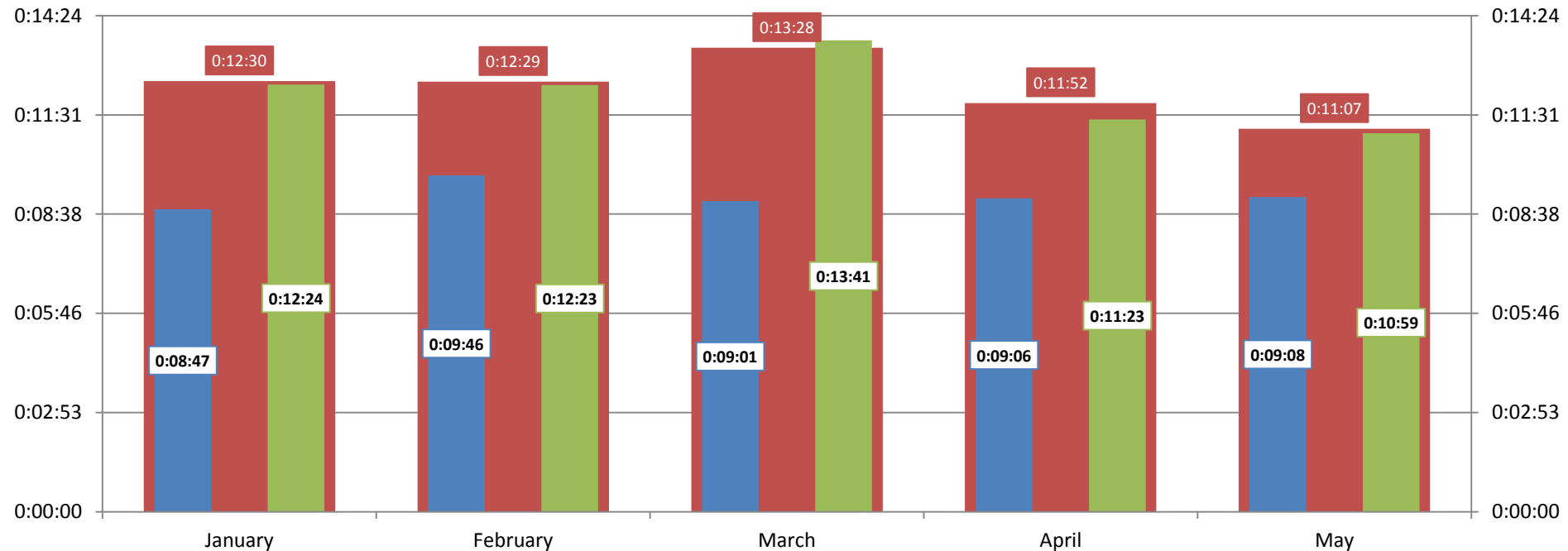
## EMS Response Time (Dispatch-Onscene)

### 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

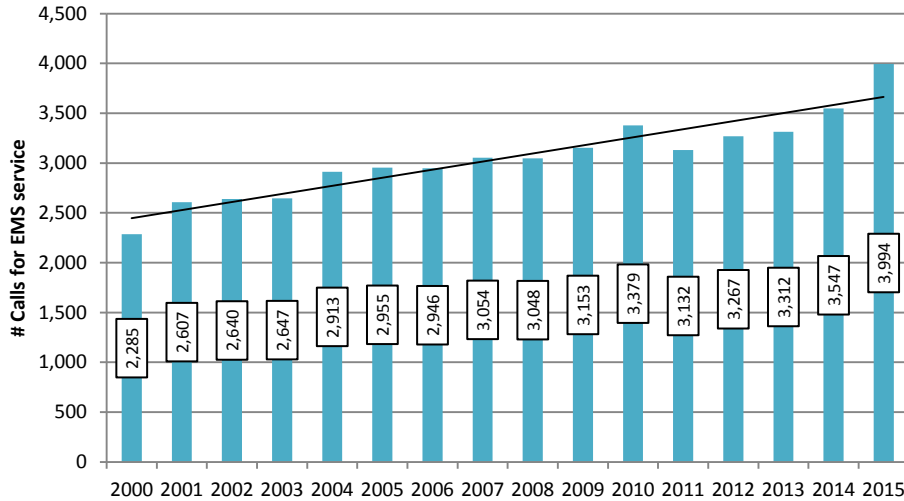
## May

2015

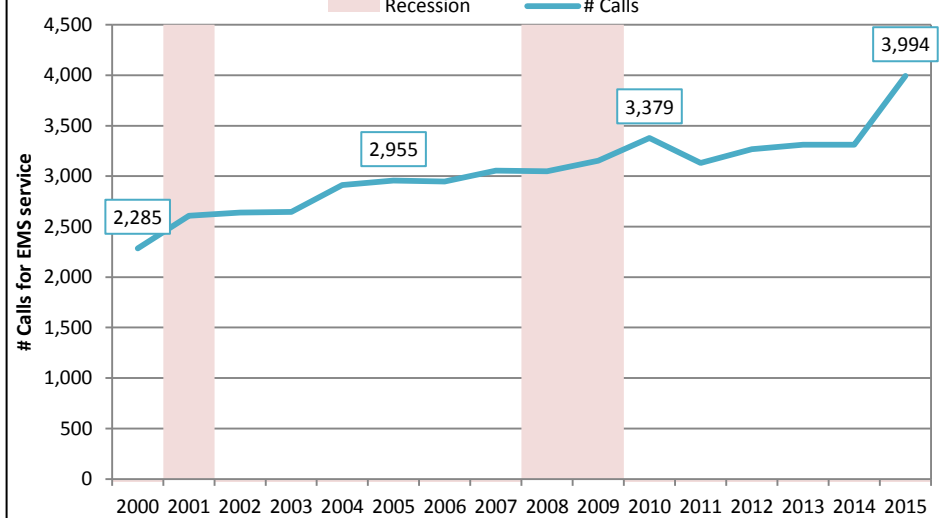


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May Total # calls for service (demand)

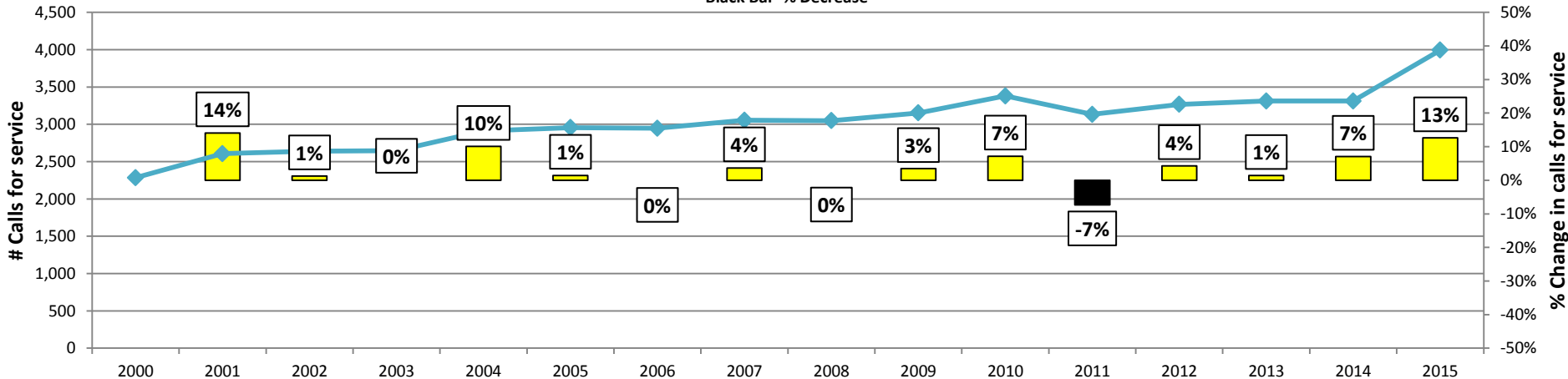


May Total # calls for service (demand)



May % Change in calls for service (demand)

Yellow Bar=% Increase  
Black Bar=% Decrease



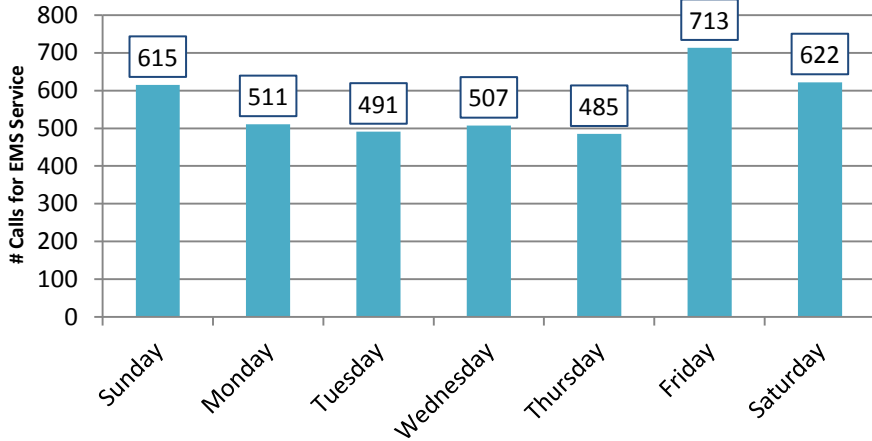


# EMS Demand Per Day & Hour May

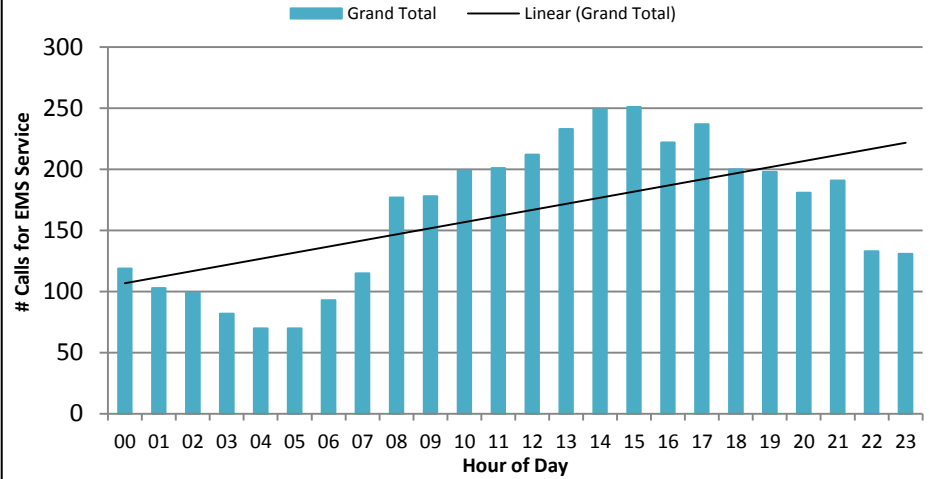
2015

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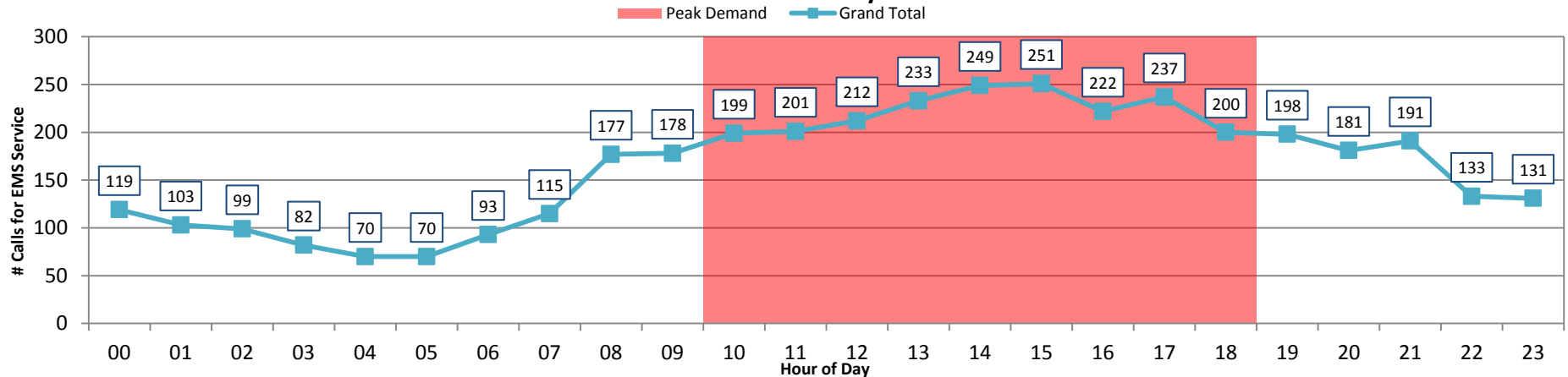
**May Total # Calls for Service (Demand)  
Per Day of Week**



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



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





## May 2015, EMS 911 Incident Locations

