

# September EMS Statistics

2015

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

## EMS Services Provided and Performance Measures

Destination Patient Disposition	# Responses	Average Patient Age
Patient Refused Transport Only	189	45
Transported ALS	1,089	58
Transported BLS	1,576	56

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

Primary Impression	# Responses	Average Patient Age
No Apparent Illness/Injury	177	57
Weakness	132	70
Injury - Head without L.O.C.	101	56
Neuro - Seizure	95	34
CV - Chest Pain - Presumed Cardiac	85	62
GI/GU - Abdominal Generalized	81	59
Neuro - Altered Mental Status	77	66
Respiratory - Not Otherwise Listed	77	66
Pain - Chest (presumed non-cardiac)	73	46
Illness Not Otherwise Listed	66	60

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

Performance Measure	July	August	September
1 <sup>st</sup> Responder arrival onscene (90 <sup>th</sup> Percentile)	0:11:17	0:09:54	0:10:12
Ambulance arrival onscene (90 <sup>th</sup> Percentile)	0:14:52	0:14:30	0:14:37
Zone Car arrival onscene (90 <sup>th</sup> Percentile)	0:13:55	0:13:24	0:13:15

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

Performance Measure	July	August	September
Sudden Cardiac Arrest Survival Rate Utstein Model	N/A	N/A	N/A
1 <sup>st</sup> responder arrival onscene Cardiac Arrest	0:06:49	0:06:58	0:07:19
% of Time 1 <sup>st</sup> Responder onscene of Cardiac Arrest ≤4 minutes	36%	37%	33%

# September EMS Response Time Goals

2015

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## EMS Response Time Performance Measures

Balance Scorecard: Priority 1 EMS Calls						
Performance Measure	September	Target	Meet Target	August	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)	0:08:04	0:06:00	Lag	0:07:49	●	↑ 3%
% of Time < 0:06:00	68%	90%	Lag	71%	●	↓ -3%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Response Time (Dispatch-Onscene)	0:13:16	0:09:00	Lag	0:13:25	●	↓ -1%
% of Time < 0:09:00	63%	90%	Lag	62%	●	↑ 1%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:14:05	0:12:00	Lag	0:14:07	●	No Change
% of Time < 0:12:00	82%	90%	Lag	81%	●	↑ 1%



Dispatcher  
Notifies Available  
EMS Unit



EMS Travels and  
Arrives Onscene  
to Provide Care



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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	September	Target	Meet Target	August	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)	0:15:01	0:10:00	Lag	0:15:09		-1%
% of Time < 0:10:00	63%	90%	Lag	65%		-2%
90 <sup>th</sup> Percentile Transport Unit Ambulance Response Time (Dispatch-Onscene)	0:15:30	0:15:00	Lag	0:15:24		1%
% of Time < 0:15:00	89%	90%	Lag	89%		No Change

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EMS Response Time Goals

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EMS Interval Time Measures

Tracking Table: EMS Interval Time Measures				
Interval Measure	September	August	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	0:02:07		No Change
90 <sup>th</sup> Percentile Turnout Time: Night (Dispatch-Enroute)	0:02:15	0:02:37		-14%
90 <sup>th</sup> Percentile Scene Time: Ambulance (Onscene-Transport)	0:26:17	0:26:14		No Change
90 <sup>th</sup> Percentile Scene Time: Zone Car (Onscene-Transport)	0:26:48	0:26:51		No Change
90 <sup>th</sup> Percentile Transport Time: Ambulance (Transport-Hospital)	0:18:28	0:18:23		No Change
90 <sup>th</sup> Percentile Scene Time: Zone Car (Transport-Hospital)	0:25:41	0:23:05		11%
90 <sup>th</sup> Percentile Hospital Time: Ambulance (Transport-Hospital)	0:45:40	0:44:31		3%
90 <sup>th</sup> Percentile Hospital Time: Zone Car (Transport-Hospital)	0:49:48	0:53:55		-8%

September

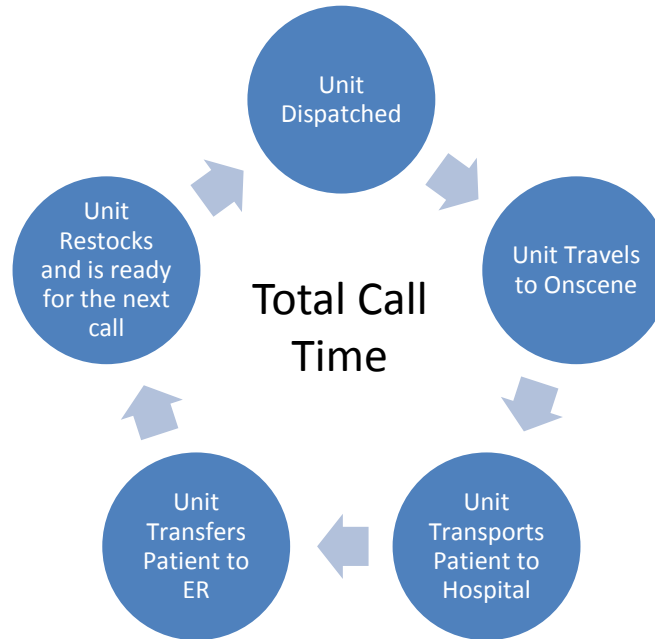
2015

EMS Response Time Goals

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EMS Response Time Performance Measures

Balance Scorecard: EMS Total Call Time				
Performance Measure	September	August	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)	1:25:02	1:22:47	●	↑ 3%
90 <sup>th</sup> Percentile Advanced Life Support Unit Zone Car Total Call Time (Dispatch-Clear)	1:22:09	1:22:20	●	No Change



# September 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 Urban Classification Unit Dispatch-Unit Onscene

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

