



Virginia Beach Department of Emergency Medical Services



REGULATION AND ENFORCEMENT

RESPONSE TIME MONITORING & REPORTING POLICY

PURPOSE: To establish response time goals for the Emergency Response System.

APPLICABILITY: This policy shall apply to all personnel and apparatus responding to emergency medical incidents in the City of Virginia Beach as part of the Virginia Beach Emergency Response System.

POLICY STATEMENT: It shall be the policy of the Department of Emergency Medical Services to establish response time goals and monitor achievement as a measure of overall Emergency Response System performance.

DEFINITIONS

First Responder – Any response vehicle or member equipped to provide at a minimum EMT-Basic level care including early defibrillation, CPR, and gross bleeding control. Example first responder units include engines, ladders, squad trucks and oceanfront lifeguards.

Advanced Life Support – Any certified Advanced-EMT, Intermediate or Paramedic, arriving on any type of vehicle. Advanced Life Support units are by default also considered First Responders when arriving as the first unit.

Transport Unit – Any ambulance. Transport units are by default also considered First Responders when arriving as the first unit.

On-Scene Interval – The time interval between when the apparatus stops at the scene until it is physically moving away from the scene.

Transport Interval – The time interval between leaving the scene and arriving on hospital property.

Hospital Turnaround Interval – The time interval between the ambulance arriving on hospital property and when it is available to respond to additional calls for service.

Unit Response Time – The time interval between when the alert tones are first activated and when the apparatus arrives at the scene.

Priority 1 Call – Life-threatening or potentially life-threatening patient complaint or mechanism of injury as defined by the Operational Medical Director and programmed into the Emergency Medical Dispatch System.

Priority 2 Call – Emergency cases not deemed to be life threatening or potentially life-threatening based on patient complaint or mechanism of injury as defined by the Operational Medical Director and programmed into the Emergency Medical Dispatch System.

Priority 3 Call – Non-emergency requests for assistance.

RESPONSE TIME GOALS

I. Unit Response Time

- a. Priority 1 Calls
 - i. First Responder <6:00 min
 - ii. Advanced Life Support Unit <9:00 min
 - iii. Transport Unit <12:00 min
- b. Priority 2 Calls
 - i. First Responder < 10:00 min
 - ii. Transport Unit <15:00 min

II. Additional Interval Measures to Monitor

- a. Turnout Interval by Time of Day
 - i. Daytime (0600-2159)
 - ii. Night (2200-0559)
- b. On-Scene Interval
- c. Transport Interval
- d. Hospital Turnaround Interval
- e. Total Call Time
- f. Time from initial medical contact to arrival at specialty center
- g. Time from initial medical contact to critical clinical intervention

III. Achievement Goals

- a. Fractile response time achievement goal is 90%.
- b. Achievement goals and compliance percentages will be established for other interval measures as formal reporting systems are developed.

IV. Exceptions

- a. The EMS Public Safety Analyst will note unusual conditions that may adversely impact response times for a given period (i.e. inclement weather).
- b. The EMS Chief shall establish a minimum threshold for automatic review of incidents with prolonged response times.
- c. Minimum and maximum thresholds for automatic review or deletion may also be established for all public safety agencies by the ERS Executive Committee.

V. Reports

- a. Response time analysis reports will be generated quarterly and annually.
- b. Response time analysis reports will be provided to the EMS Chief, EMS Deputy Chiefs, all EMS Division Chiefs, and Operational Medical Director.
- c. The EMS Chief will routinely share reports with members, officers from other ERS agencies and the city's management team.
- d. The EMS Public Safety Analyst will maintain a file of reports and use the data to monitor long-term trends.

ORDERED:



1/20/2017

EMS Chief

Date