



# Data Workgroup Report – April 2021

- PATIENT INTERCEPT POINT MODEL
- CLINICAL KEY PERFORMANCE INDICATORS
- OPERATIONAL KEY PERFORMANCE INDICATORS
- EMS SYSTEM STATUS MONITORING

# Patient Intercept Point

- 911 CALL TO FIRE/EMS UNIT ARRIVAL
  - 911 CALL ANSWERING TIME, PROCESSING TIME, DISPATCHING TIME
  - UNIT TURNOUT TIME/UNIT ASSIGNMENT TIME
  - UNIT TRAVEL TIME
  - NUMBER OF EACH CALL TYPE AS DISPATCHED\*\*
- ON SCENE TO ARRIVAL AT HOSPITAL
  - INTERVENTIONS/SKILLS PERFORMED
  - SCENE TIME BASED ON MOI OR NOI
  - TRANSPORT TIMES
    - NUMBER OF DIVERSIONS
- HOSPITAL CARE TO OUTCOME
  - TIME SENSITIVE EMERGENCIES: CARDIAC, STROKE, SEPSIS, TRAUMA WITH SHOCK, PEDIATRIC RESPIRATORY DISTRESS/ARREST

# KEY PERFORMANCE INDICATORS

- CLINICAL
  - CALL TYPES BASED ON CHIEF COMPLAINT\*\*
  - CARDIAC ARREST/CHEST PAIN
  - RESPIRATORY
  - TRAUMA SYSTEM ENTRY
  - PAIN MANAGEMENT
  - REFUSALS

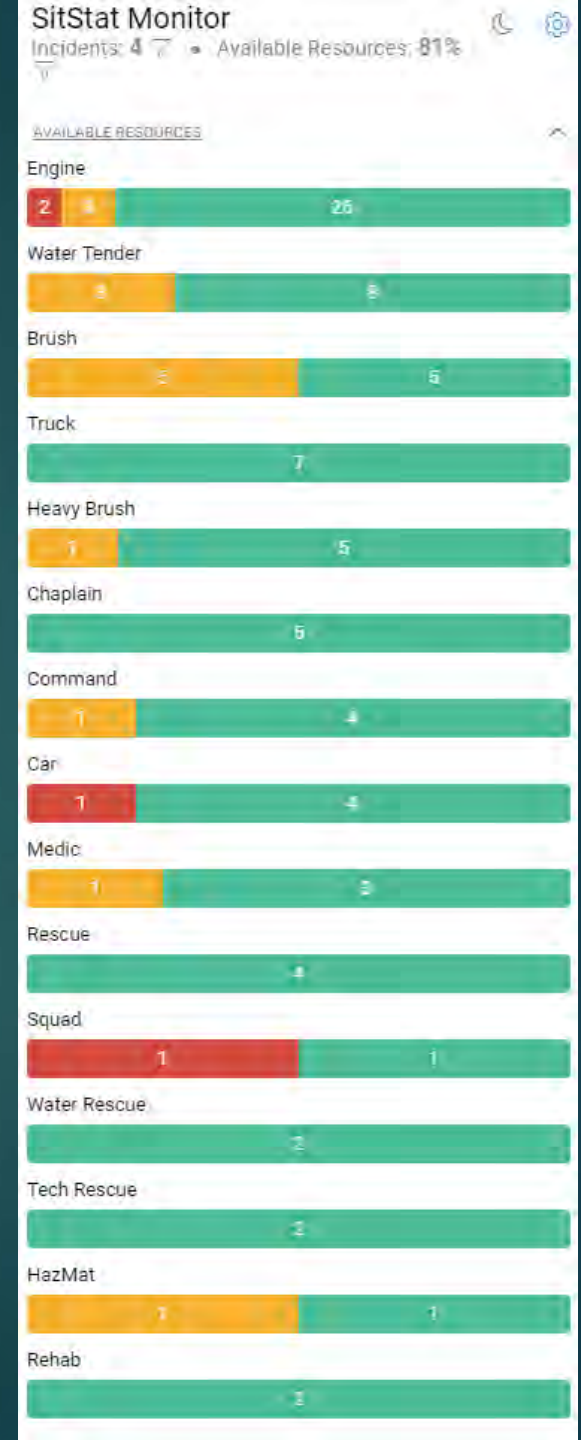


# KEY PERFORMANCE INDICATORS

- OPERATIONAL
  - TOTAL RESPONSE TIME
  - SCENE TIMES FOR SPECIFIC CALL TYPES
  - UNIT HOUR UTILIZATION
  - LEVEL 0
  - TRANSPORT TIMES

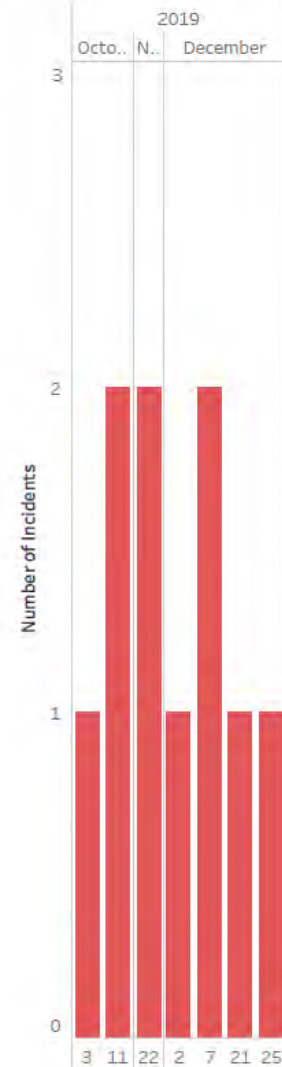
# EMS SYSTEM STATUS MONITORING

- FIRE/EMS UNIT – INTERRA SITUATION STATUS PAGE
  - REGIS LOOKING INTO ADDING AMBULANCE UNITS
- HOSPITAL EMERGENCY DEPARTMENT STATUS BOARD

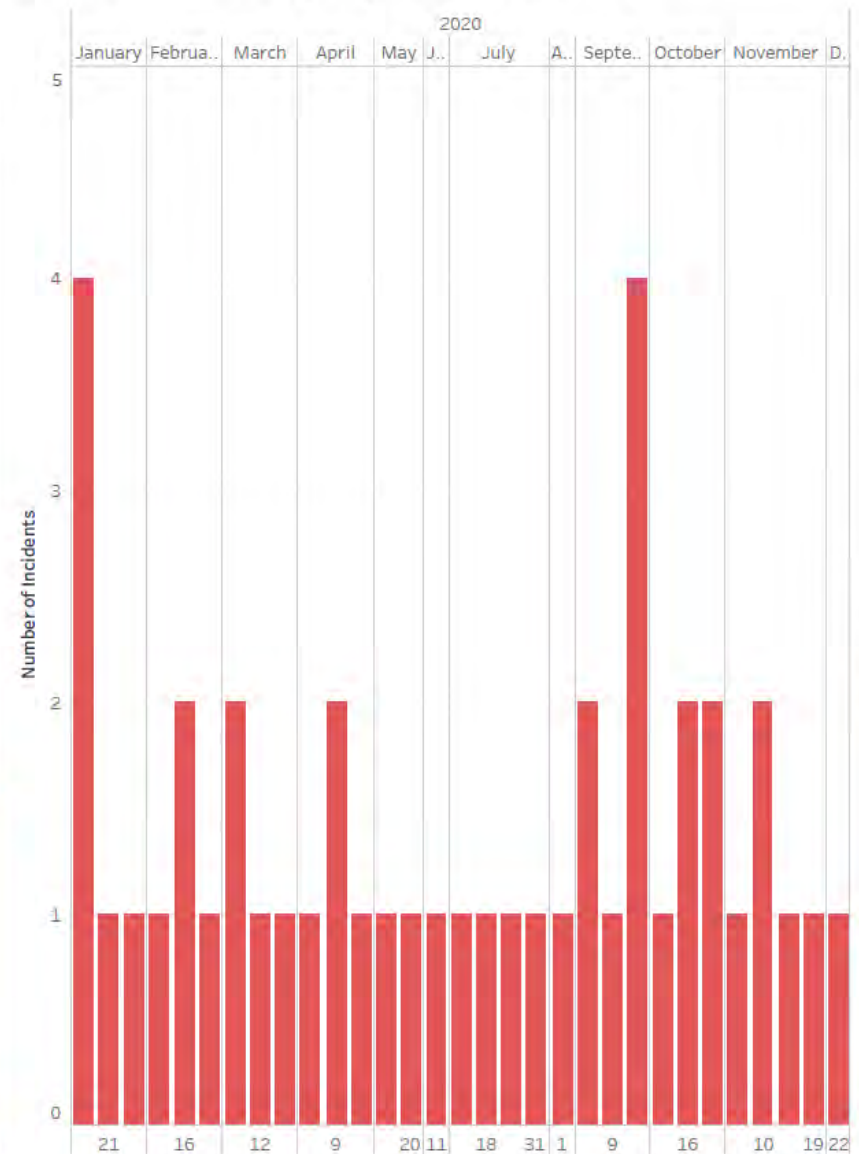


# DATA EXAMPLE – LEVEL 0 AND RESCUE 5

Metro West Level 0 by Day in Hillsboro - 2019

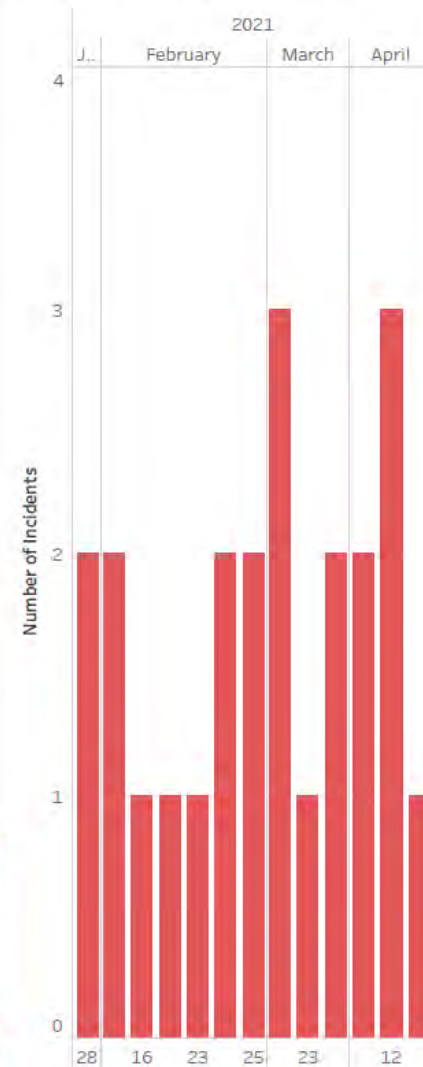


Metro West Level 0 by Day in Hillsboro - 2020



Metro West Level 0 by Day in Hillsboro - 2021 YTD

Number of Calls in CAD that came back with Metro West at Level 0 as of 4/20/2021 11:42:08 AM



R05

Year of Tim..	Month of Ti..	Null	Time ArrivedAtScene				
			2018	2019	2020	2021	
2018	May	1					
	July		1				
	December		1				
2019	January	2		1			
	February	2		1			
	March	1					
	May	1		1			
	June	1		3			
	July	1					
	August			1			
	September	1					
	December	1		2			
2020	January	1			3		
	February	2			2		
	March	3			1		
	April	2			2		
	May	2					
	July	1			2		
	September	2			2		
	October	2			2		
	November	3			3		
	December	1			2		
	2021	January	1				3
		February	2				5
March		3				3	
April		4				5	



# ACTION ITEMS

- DETERMINE METHOD TO RETRIEVE REPORTING DATA FROM THE VARIOUS RECORDS MANAGEMENT SYSTEMS IN USE
- DETERMINE METHOD TO RETRIEVE HOSPITAL PATIENT CARE AND OUTCOME INFORMATION FOR ILLNESSES/INJURIES
- DETERMINE HOW EMS ALLIANCE WANTS EMS SYSTEM DATA DISPLAYED