2021 REPORT TO THE TOWN OF EFFINGHAM

REPORTING PERIOD: JANUARY 1ST, 2021 THRU SEPTEMBER 30TH, 2021

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ACTION AMBULANCE SERVICE | 844 WOBURN ST WILMINGTON MA 01887

Contents

INTRODUCTION

This is the 2021 Monthly Report for the town of Effingham.

As we go forward, please feel free to make suggestions or requests into the type of data you would like to see.

Any questions, comments or concerns surrounding the contents of this report should be directed to:

Action Ambulance Service Inc.

ATTN: Jason Lefebvre – Vice President

844 Woburn St

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Email: jalefebvre@actionambulance.com

Thank You,

Management Team

Action Ambulance Service Inc.

Report Parameters

Municipality: Effingham

Population: Approximately 1,495

Geographic Size: 38.1 Sq. Miles

Villages: Effingham, Center Effingham, Effingham Falls, South Effingham

Primary Service: Consortium of 6 towns, sharing 3 ALS level transporting ambulances 24/7

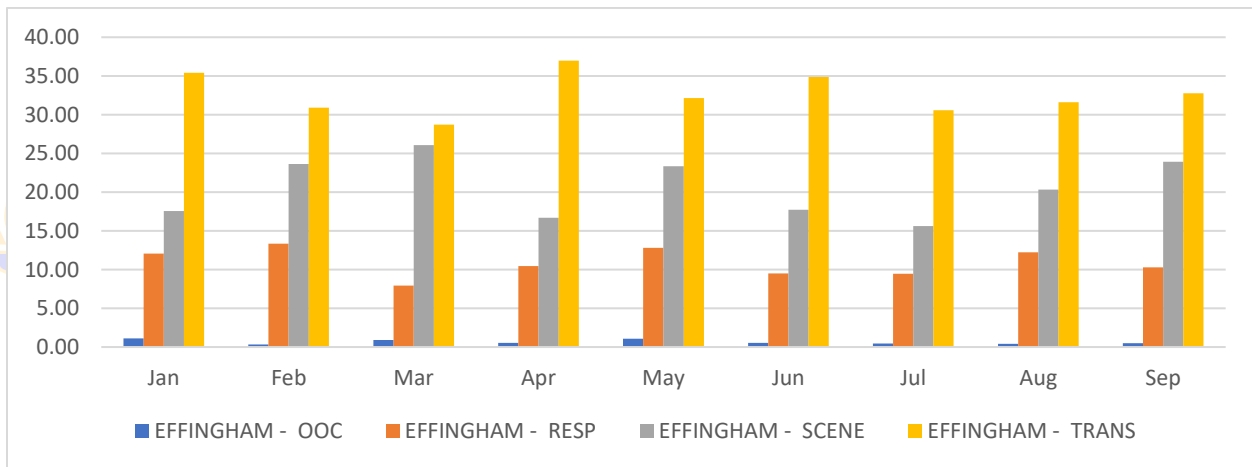Back-Up: As needed

Performance Standards:

Primary Response – 20 minutes 75% of the time, 30 minutes 100% of the time

Out of Chute times under 60 seconds (1 minute)

911 Operational Performance Data

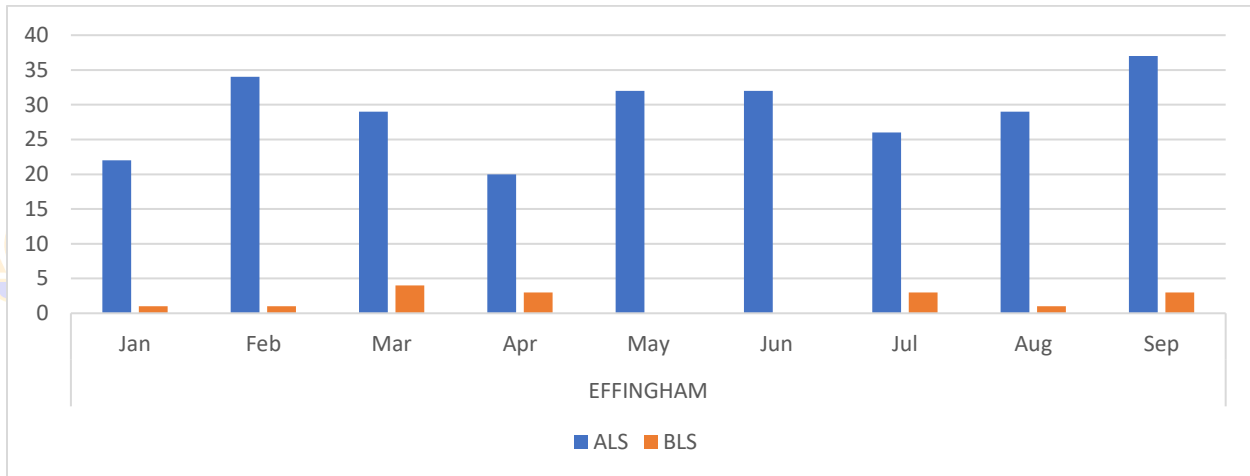| EFFINGHAM	OOC	RESP	SCENE	TRANS
Jan	1.10	12.06	17.57	35.39
Feb	0.33	13.35	23.63	30.92
Mar	0.91	7.94	26.06	28.70
Apr	0.52	10.45	16.68	36.99
May	1.07	12.83	23.35	32.13
Jun	0.54	9.49	17.73	34.87
Jul	0.47	9.45	15.61	30.56
Aug	0.40	12.22	20.32	31.59
Sep	0.49	10.29	23.94	32.77
Grand Total	**0.61**	**10.85**	**20.77**	**32.57**

Times are represented in decimal format. This means that for every 0.1 noted it equals 6 seconds.

2.5 = 2 minutes & 30 seconds / 7.1 = 7 minutes & 6 seconds / 20.25 = 20 minutes & 15 seconds

Volume

	ALS	BLS
EFFINGHAM	**261**	**16**
Jan	22	1
Feb	34	1
Mar	29	4
Apr	20	3
May	32	
Jun	32	
Jul	26	3
Aug	29	1
Sep	37	3
Grand Total	**261**	**16**

Green Mountain Treatment Center

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Grand Total
EFFINGHAM	5	8	5	7	3	6	6	5	6	**51**
244 HIGHWATCH RD	5	8	5	7	3	6	6	5	6	**51**
Canceled by Fire		1		1	1		1			4
Patient Refusal		1	2	1						4
Transport	5	6	3	5	2	5	5	5	6	42
Triage to BLS						1				1
Grand Total	**5**	**8**	**5**	**7**	**3**	**6**	**6**	**5**	**6**	**51**

Fractile Response Times

Row Labels	Count	%	Run Count	Run %
0-1	11	5.31%	11	5.31%
1-2	2	0.97%	13	6.28%
2-3	5	2.42%	18	8.70%
3-4	4	1.93%	22	10.63%
4-5	7	3.38%	29	14.01%
5-6	13	6.28%	42	20.29%
6-7	12	5.80%	54	26.09%
7-8	13	6.28%	67	32.37%
8-9	18	8.70%	85	41.06%
9-10	23	11.11%	108	52.17%
10-11	14	6.76%	122	58.94%
11-12	9	4.35%	131	63.29%
12-13	7	3.38%	138	66.67%
13-14	7	3.38%	145	70.05%
14-15	12	5.80%	157	75.85%
15-16	13	6.28%	170	82.13%
16-17	8	3.86%	178	85.99%
17-18	6	2.90%	184	88.89%
18-19	5	2.42%	189	91.30%
19-20	3	1.45%	192	92.75%
20-21	2	0.97%	194	93.72%
21-22	3	1.45%	197	95.17%
22-23	4	1.93%	201	97.10%
25-26	1	0.48%	202	97.58%
27-28	1	0.48%	203	98.07%
28-29	1	0.48%	204	98.55%
29-30	1	0.48%	205	99.03%
30-31	1	0.48%	206	99.52%
46-47	1	0.48%	207	100.00%
Grand Total	**207**	**100.00%**		

Count - Number of runs with response times between minutes noted.

% - Percent of calls the count (Column to the left) represents. This is only accounts for this particular row.
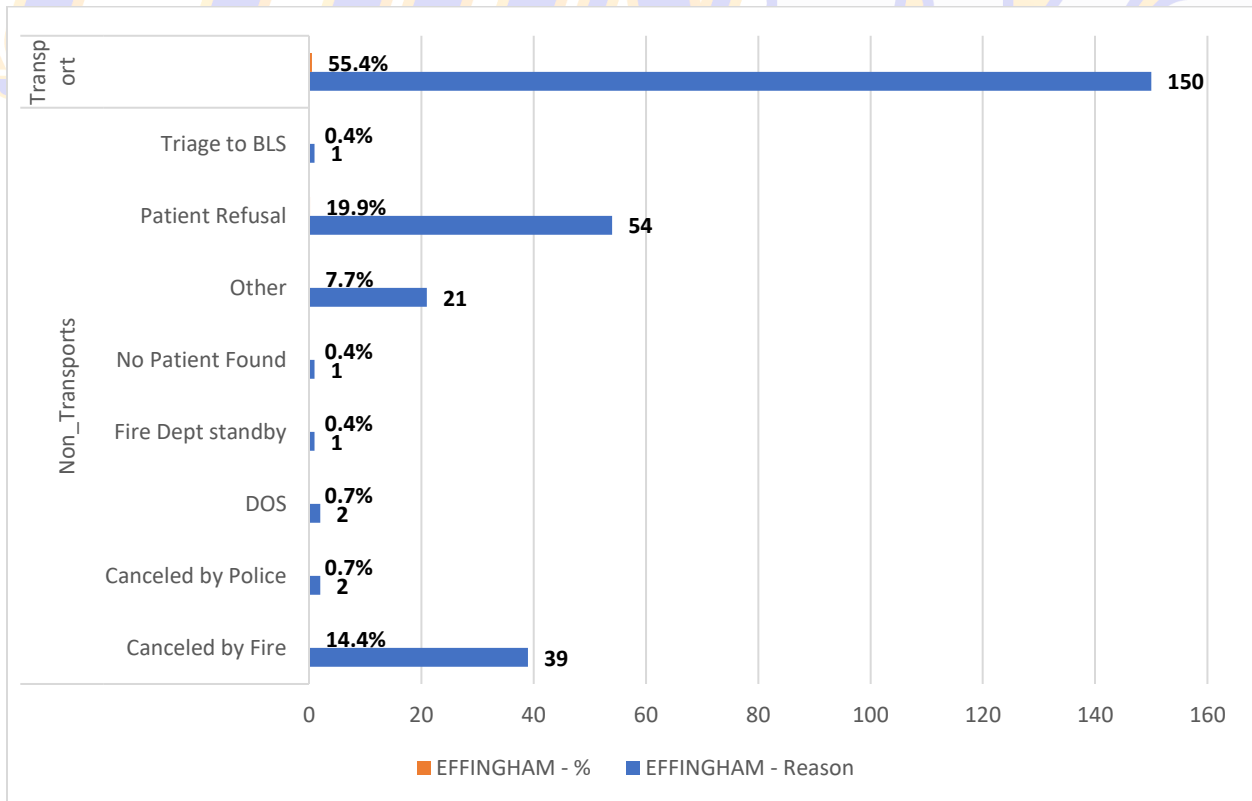
Cum # - Cumulative running count of calls. Accounts for & includes all of the previous rows in the total

Run % - Cumulative Running percentage of calls. Accounts & includes all the previous rows in the percentage represented.

These numbers also only reflect calls where the responding unit has made it to the scene & made patient contact (Transport, Patient Refusal etc..)
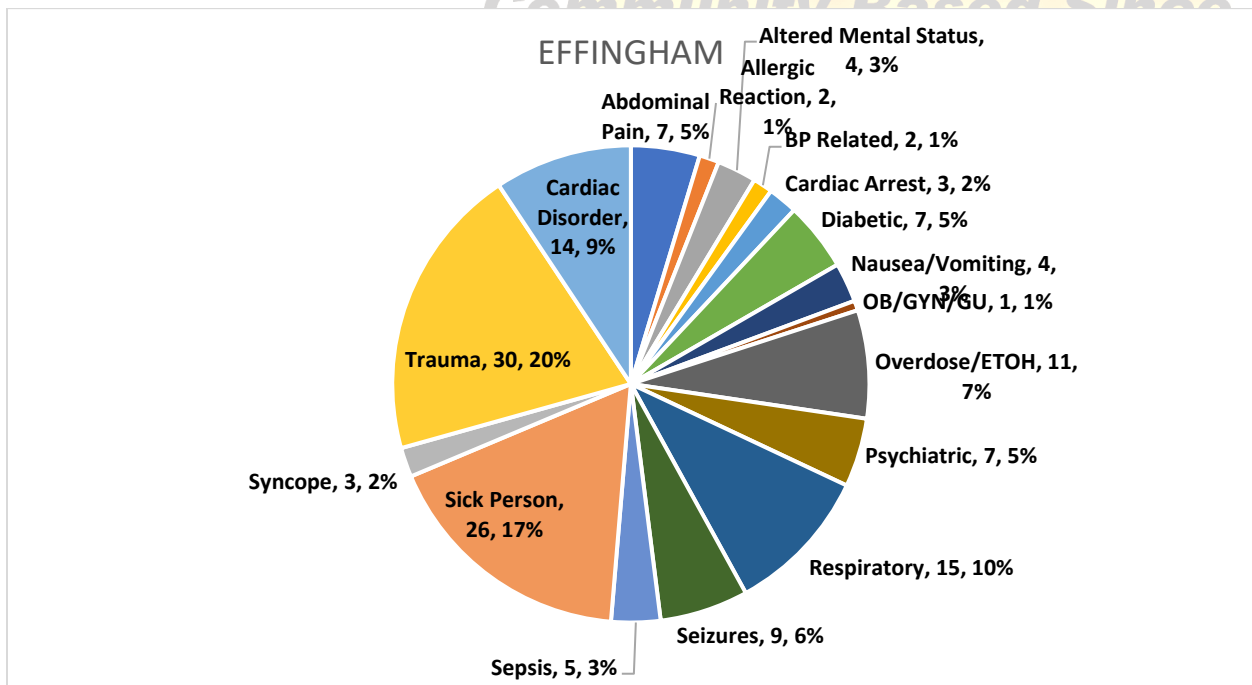
Transport vs. Non-Transports

EFFINGHAM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	EFFINGHAM Total
Non_Transports	**12**	**21**	**19**	**10**	**15**	**11**	**11**	**10**	**12**	**121**
Canceled by Fire	4	8	8	3	5	1	4	3	3	39
Canceled by Police					1	1				2
DOS		1	1							2
Fire Dept standby							1			1
No Patient Found							1			1
Other	1	3			3	2	3	4	5	21
Patient Refusal	7	9	10	7	6	6	2	3	4	54
Triage to BLS						1				1
Transport	**11**	**14**	**12**	**12**	**16**	**20**	**17**	**20**	**28**	**150**
Grand Total	**23**	**35**	**31**	**22**	**31**	**31**	**28**	**30**	**40**	**271**

Type of Call (Transports Only)

EFFINGHAM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	EFFINGHAM Total
Abdominal Pain		1	1	1		1		3		7
Allergic Reaction				1	1					2
Altered Mental Status					1		2	1		4
BP Related					2					2
Cardiac Arrest		1			1			1		3
Cardiac Disorder		5	1			2	1	2	3	14
Diabetic		1		1	1	1			3	7
Nausea/Vomiting						1	1		2	4
OB/GYN/GU		1								1
Overdose/ETOH	1					1	4	2	3	11
Psychiatric			1		1	2	1		2	7
Respiratory			1		3	5	1	2	3	15
Seizures	1		1	2				3	2	9
Sepsis		1				1	1		2	5
Sick Person	6	2	6	4	2	1		4	1	26
Syncope				1			1		1	3
Trauma	3	2	1	2	4	5	5	2	6	30
Grand Total	**11**	**14**	**12**	**12**	**16**	**20**	**17**	**20**	**28**	**150**

EFFINGHAM

- Abdominal Pain, 7, 5%
- Allergic Reaction, 2, 1%
- Altered Mental Status, 4, 3%
- BP Related, 2, 1%
- Cardiac Arrest, 3, 2%
- Diabetic, 7, 5%
- Nausea/Vomiting, 4, 3%
- OB/GYN/GU, 1, 1%
- Overdose/ETOH, 11, 7%
- Psychiatric, 7, 5%
- Respiratory, 15, 10%
- Seizures, 9, 6%
- Sepsis, 5, 3%
- Sick Person, 26, 17%
- Syncope, 3, 2%
- Trauma, 30, 20%
- Cardiac Disorder, 14, 9%

Hospital Destinations

EFFINGHAM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	EFFINGHAM Total
FRISBIE MEMORIAL HOSPITAL (NH)	2		1			1	1			5
HUGGINS HOSPITAL (NH)	7	12	10	8	12	16	14	16	25	120
MEMORIAL HOSPITAL (THE) (NH)	2	2	1	3	2	3	2	3	3	21
WENTWORTH DOUGLASS HOSPITAL (NH)				1	2			1		4
Grand Total	**11**	**14**	**12**	**12**	**16**	**20**	**17**	**20**	**28**	**150**

* Indicates a destination that is not one of the listed above or is not built into our system

Glossary of Terms

1st quarter	January 1st through March 31st
2nd Quarter	April 1st through June 30th
3rd Quarter	July 1st through September 30th
4th Quarter	October 1st through December 31st
A-EMT/Advanced	Level of certification/licensure that allows the person to operate, to the Basic Life Support level, with a few select skills from the ALS level (IV's, certain medications)
ALS	Advanced Life Support. Care provided by any level of certification/licensure higher than a Basic EMT (EMT). This includes an Advanced EMT or a Paramedic
AMS	Altered Mental Status
BLS	Basic Life Support. Care provided at the basic EMT (EMT) level. No advanced skills are performed.
BP	Blood Pressure
Complaint	What is the patient complaining of or reason for call
CVA/TIA	Cerebral Vascular Accident/Transient Ischemic Attack
Destination	The facility/hospital the patient is transported to.
Destination Time	The time the unit signs off at destination
DOS	Dead on Scene
EMT	Level of certification/licensure that allows the person to operate at the Basic Life Support level of care
ETOH	Abbreviation for ethanol alcohol. Type of alcohol found in "Adult" beverages
GI	Gastrointestinal - Anything to do with the digestive system
MVA	Motor Vehicle Accident
Non-Transports	A response that does not result in a transport of a patient.
OB/GYN/GU	Obstetrical, Gynecological or Genitourinary emergencies
On Scene Time	The time when the unit signs off on scene
OOC	Abbreviation for Out of Chute Time
Out of Chute	The time calculated from dispatched to actually in the truck responding
Paramedics	Highest level of certification/licensure in pre-hospital care. Provide all levels of Advanced Life Support care (Medications, IV, IO, Cardiac Monitoring & 12-Lead ECG, etc..)
Reasons	A generalized grouping of why patient called 911 or the complaint patient gave to crew.
RES	Abbreviation for Response Time
Response Time	The time calculated from dispatch to on scene
Responses	The total number of calls Action responded to in the municipality. It includes both transports & Non-Transports

SCE	Abbreviation for Scene Time
Scene	The location or address of the incident
Scene Time	The time the unit spends on scene. It is calculated from the On-Scene Time to Transporting Time
TRA	Abbreviation for Transport Time
Transport Time	The time the unit spends transporting the patient. It is calculated from the Transporting Time to Destination Time
Transporting Time	The time when the unit signs on transporting
Transports	The number of responses that result in a patient transported to a hospital
Triage to BLS	When an ALS crew, after assessment sends the crew with a BLS ambulance for transport, without further care or evaluation at the higher level of care
YTD	Year to Date