



End of Year 2011

Emergency Medical Services

Operations Summary

For

The City of Key West



## Operational Review

### Program background

Care Ambulance was awarded the Emergency Ambulance contract for the City of Key West in January of 2011; and began operations at mid night on April 1<sup>st</sup> 2011. After months of planning and cooperation from the City's Mayor's office, the Fire and Police departments a seamless transition was accomplished. Care Ambulance responded to our first call at 0628 for a sick subject. In 2011 we responded to 3,783 calls for service, at detailed report is included in the following pages.

### 2011 Highlights

- Operations Start up April 1 2011
- Response time compliance for every month of 2011
- Reduced Mutual Aid responses for EMS calls from Monroe County
- Attended regular meetings with City and County department liaisons
- Compliance with all training requirements
- Joint training with Fire Department and Coast Guard
  - November 2011; 65 people participated in a Joint EVOC course sponsored by the KWFD and Care Ambulance,
- Implementation of Critical Care Transport Ventilator program and training of staff.
- Implementation of safety programs; drive cam, GPS in all vehicles:
  - 1 low clearance accident, (property damage only)
  - 1 employee injury (back injury, returned to work)
- Coordinated with the City of Key West and the County of Monroe to develop an Emergency Management plan.
- Provided staffing and specialized medical equipment for City's events such as Fantasy Fest week.
- Met all response and transport goals





## 2012 Goals

- Quarterly Clinical quality assurance reviews
- Review and update Emergency Management plan with the City and County officials.
- Improve billing and collections
- Improve response time by:
  - Reducing out of chute times
  - Evaluating posting locations
  - Continuing to evaluate staffing models



## End of Year 2011 Data Summary

# of Responses		
Total Treated, Transported by CARE	2,685	71.0%
Total Patient Refused Treatment Transport	654	17.3%
Total Cancelled - Enroute/on Scene(No PT contact	186	4.9%
Total Patient Treated but REFUSED Transport	155	4.1%
Total Dead at Scene	27	0.7%
Total No Treatment Required	26	0.7%
Total No Patients Found	23	0.6%
Total Stand By/No Treatment	12	0.3%
Total Treated, Tx by Helicopter	9	0.2%
Total Treated, Transferred to Other	3	0.1%
Total Body Haul/Dead	2	0.1%
Total Treated, Tx by Law Enforcement	2	0.1%
Total # of Responses	3,783	100.0%

Top 10 Procedures Administered	# of Times	# of Patients
IV/IO administered	1,140	961
Cardiac Monitor administered	1,131	1,011
Oxygen administered	599	541
Glucometer administered	421	385
Cardiac Monitor 12 Lead administered	244	193
Spinal Immobilization administered	173	171
Bleeding Controlled administered	111	111
Cold Pack administered	86	86
Aspirin administered	69	62
Nitroglycerin administered	68	50
Total Procedures	4,432	3,880



## End of Year 2011 Data Summary

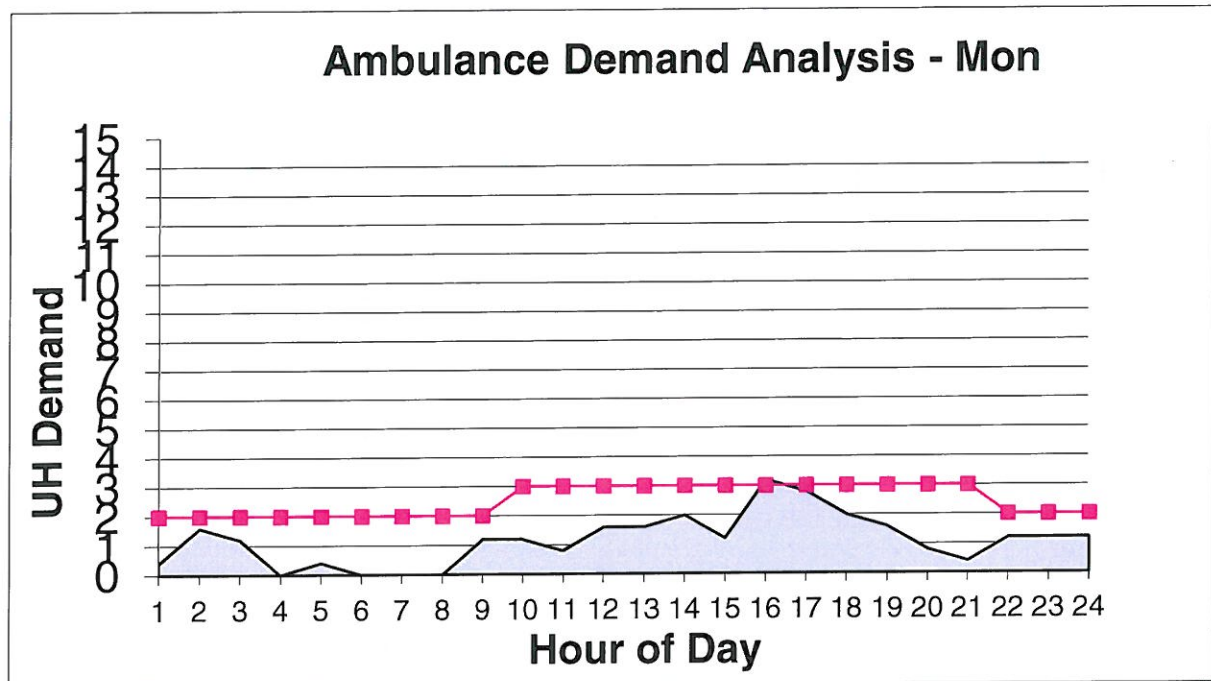
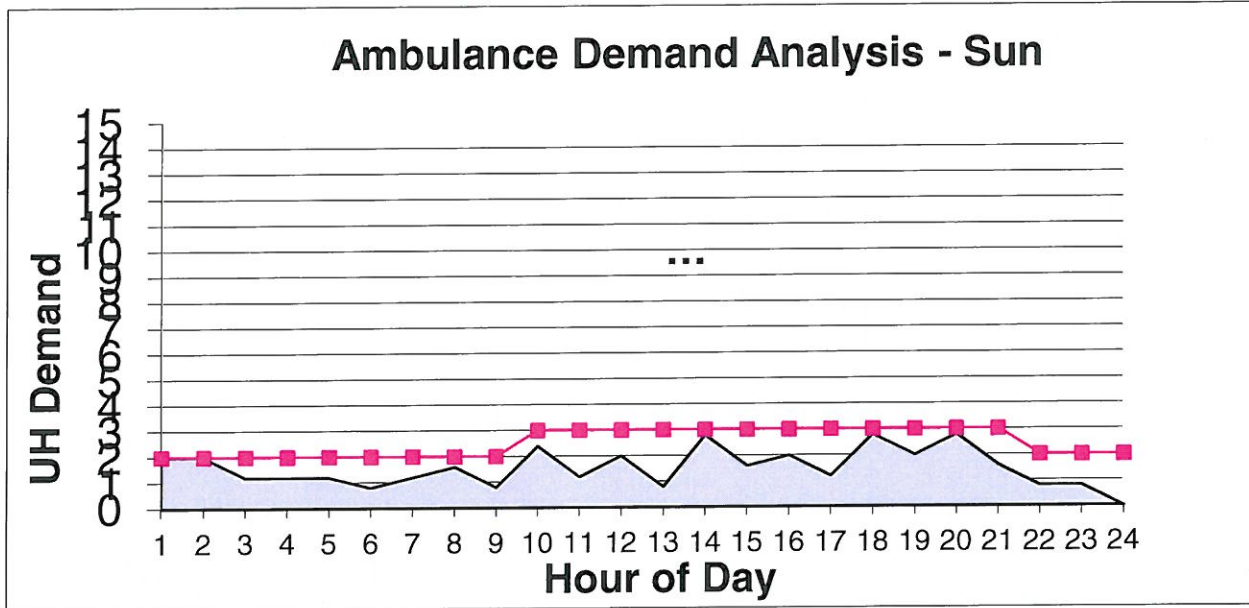
<b>Top 10 Types of calls</b>	<b>Count</b>	<b>Percent</b>
Total General Medical	1,101	29.9%
Total Fall Victim	429	11.6%
Total Motor Vehicle Accident	315	8.5%
Total General Malaise	247	6.7%
Total Assault	172	4.7%
Total Abdominal Pain	131	3.6%
Total Respiratory	123	3.3%
Total Chest Pain	117	3.2%
Total Psychiatric	98	2.7%
Total Loss of Consciousness	93	2.5%

<b>Top 10 Injuries</b>	<b>Count</b>	<b>Percent</b>
Total Unknown	270	7.3%
Total Abdominal Pain	154	4.2%
Total General Malaise	149	4.0%
Total Syncope & Collapse	139	3.8%
Total Hypertension	120	3.3%
Total Chest Pain	118	3.2%
Total alcohol intoxication	91	2.5%
Total Weakness - Muscle (generalized)	72	2.0%
Total overdose	59	1.6%
Total Pain Back	58	1.6%

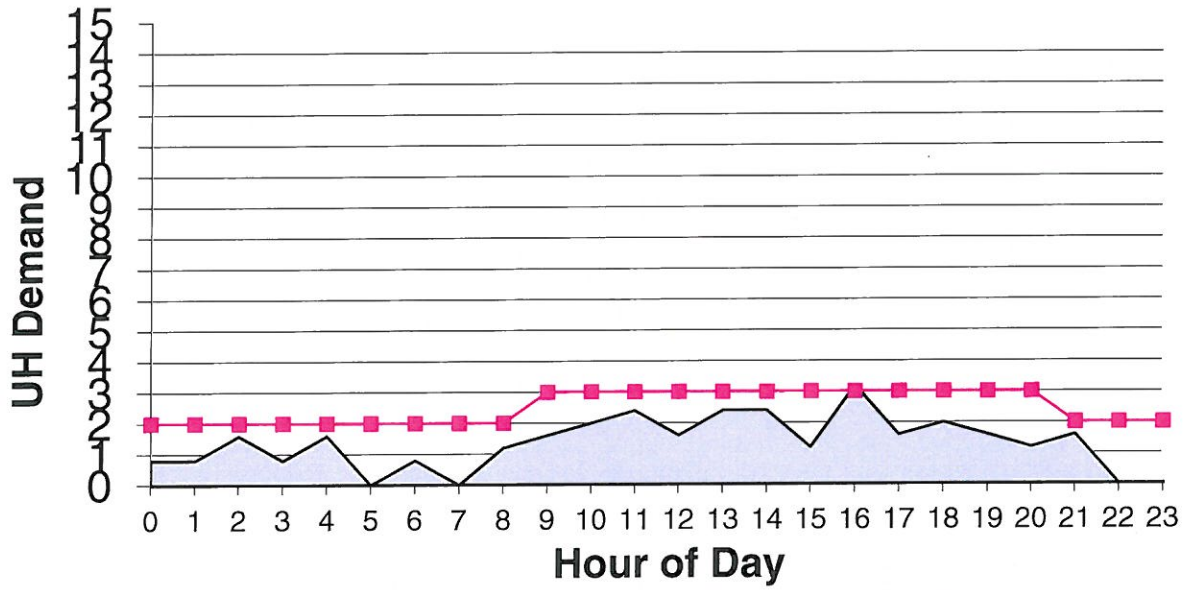
## Current Demand and Staffing Pattern

Legend: filled in area is Unit hour Demand

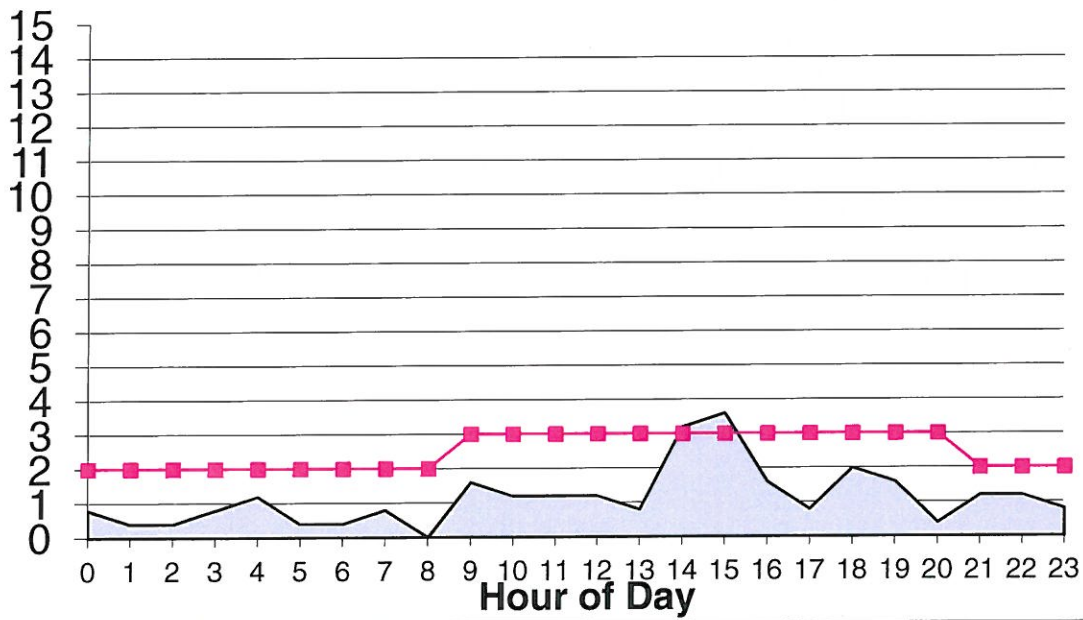
Dotted line is Current Staffing



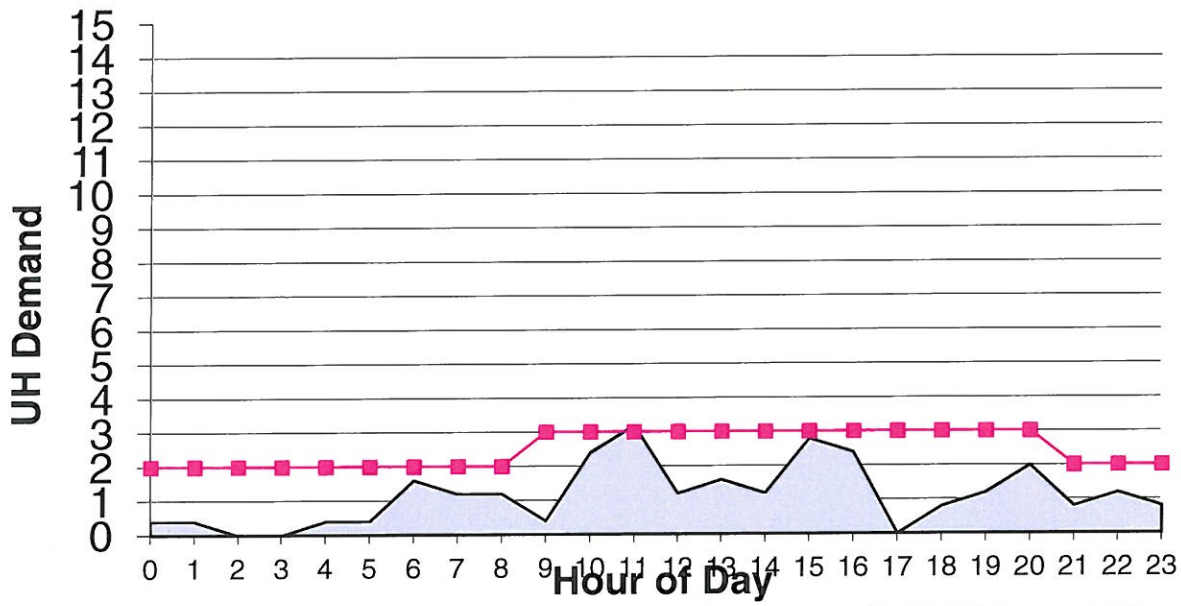
### Ambulance Demand Analysis - Tues



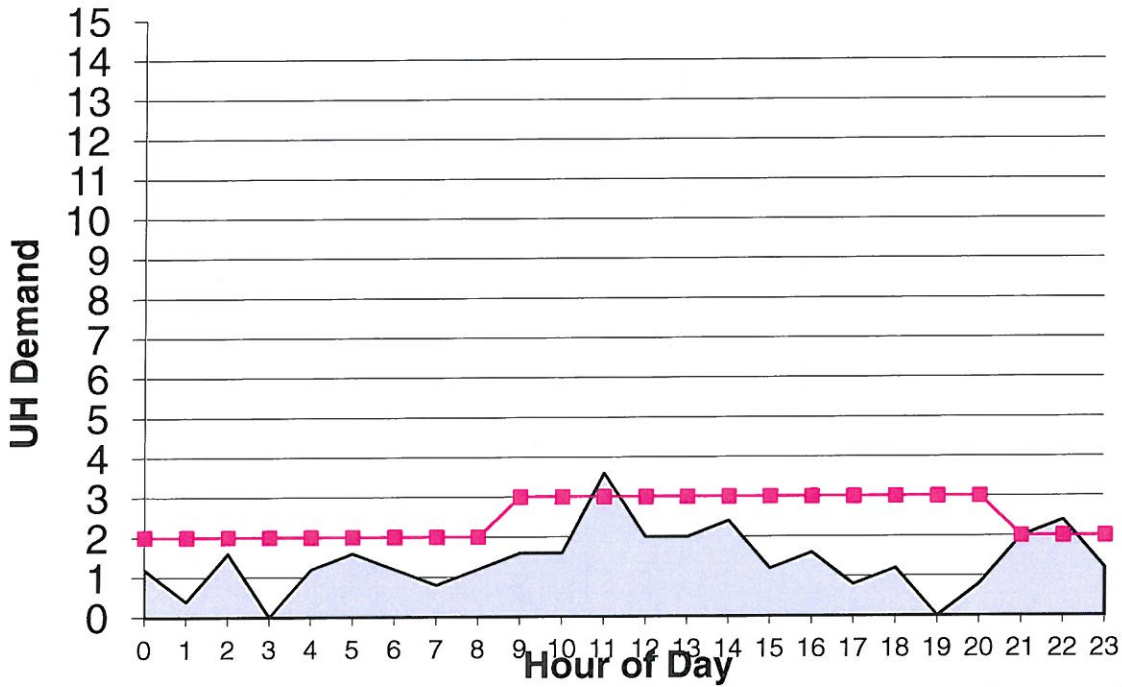
### Ambulance Demand Analysis - Wednesday



### Ambulance Demand Analysis - Thursday



### Ambulance Demand Analysis - Friday





# Ambulance Demand Analysis - Sat

