

# Operational Compliance Report

## July 2022

*Frank Gresh*

*Interim Chief Operating Officer*



**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

## July 2022 Compliance Summary – Combined

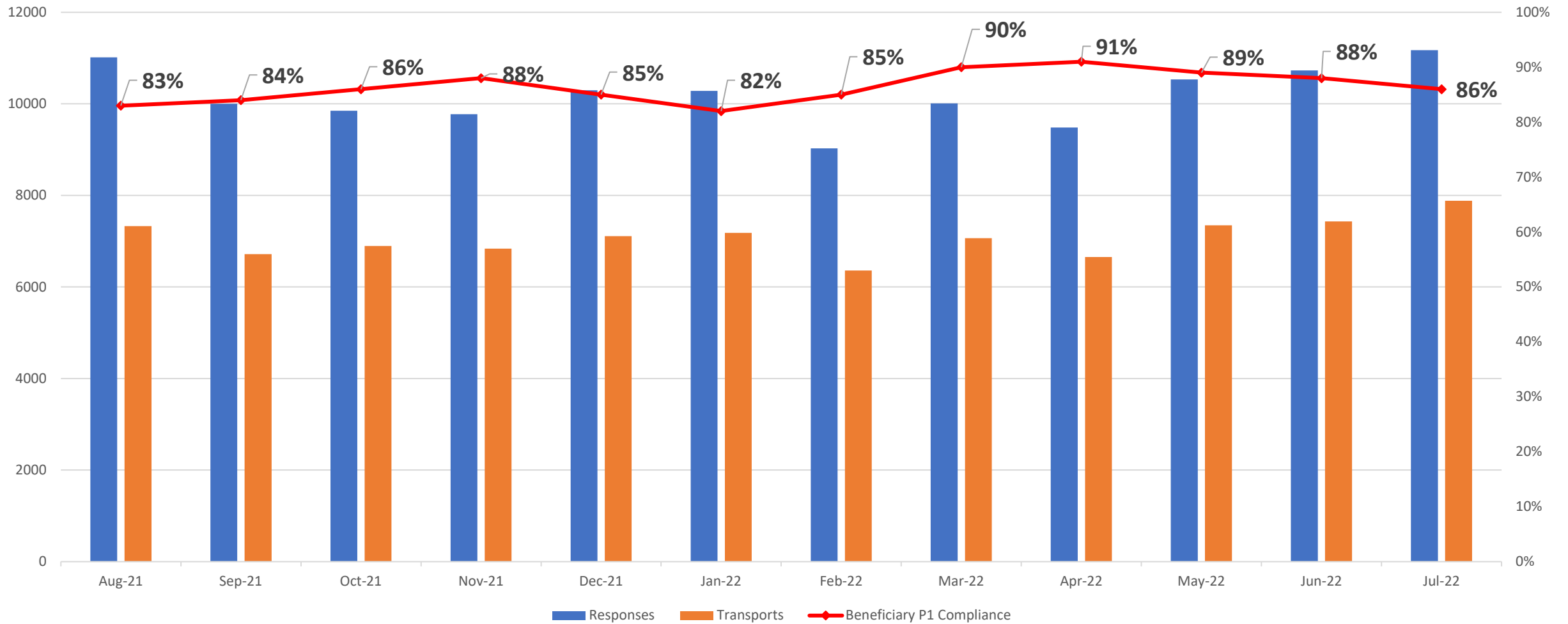
	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	<b>86%</b>	93%	<b>82%</b>	<b>88%</b>
East NB Total	Priority 1&2	<b>77%</b>	100%	N/A
West Ben. Total	<b>51%</b>	<b>70%</b>	<b>62%</b>	<b>72%</b>
West NB Total	Priority 1&2	<b>70%</b>	100%	N/A



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# P1 Compliance Trends – EASTERN DIVISION

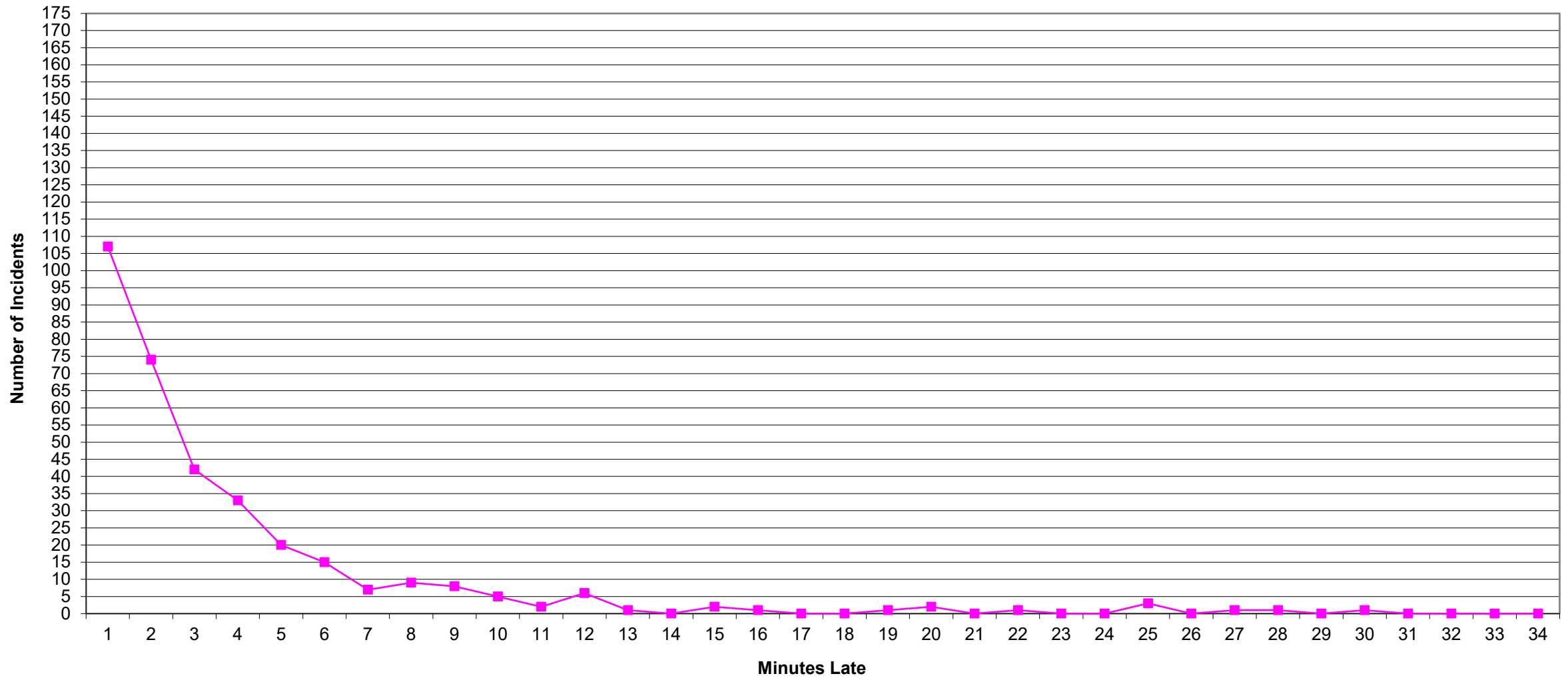
East Beneficiary Response Time Compliance with Response and Transport Totals



■ Responses ■ Transports —● Beneficiary P1 Compliance



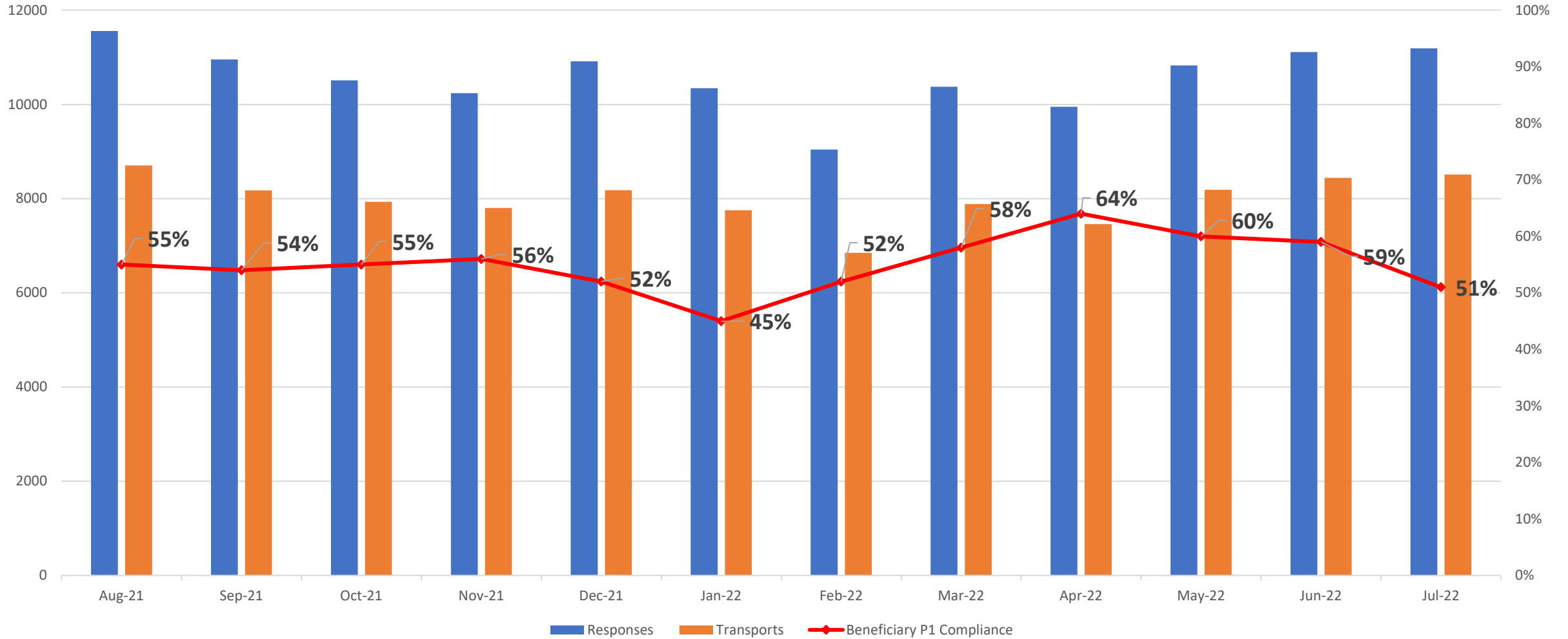
## Eastern Division Priority 1 Late Calls July 2022



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# P1 Compliance Trends – WESTERN DIVISION

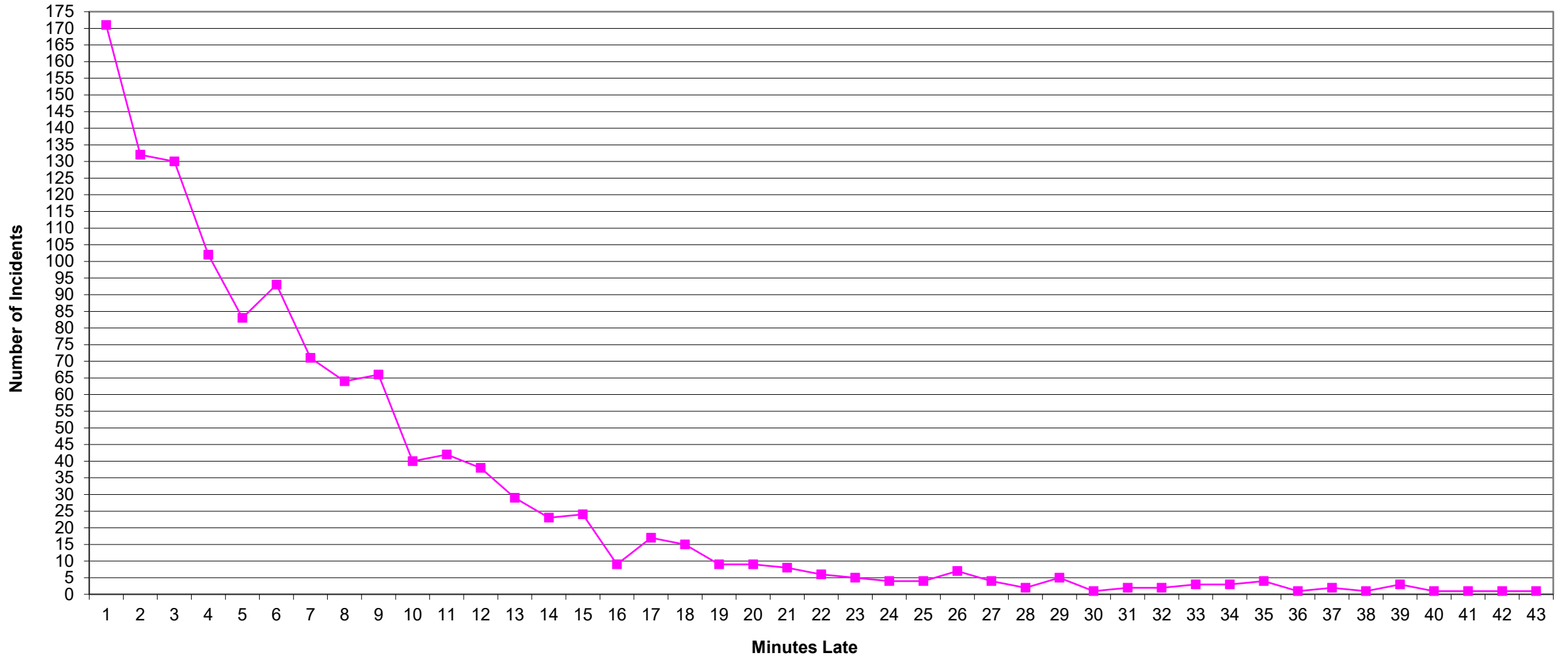
West Beneficiary Response Time Compliance with Response and Transport Totals



■ Responses ■ Transports —◆ Beneficiary P1 Compliance



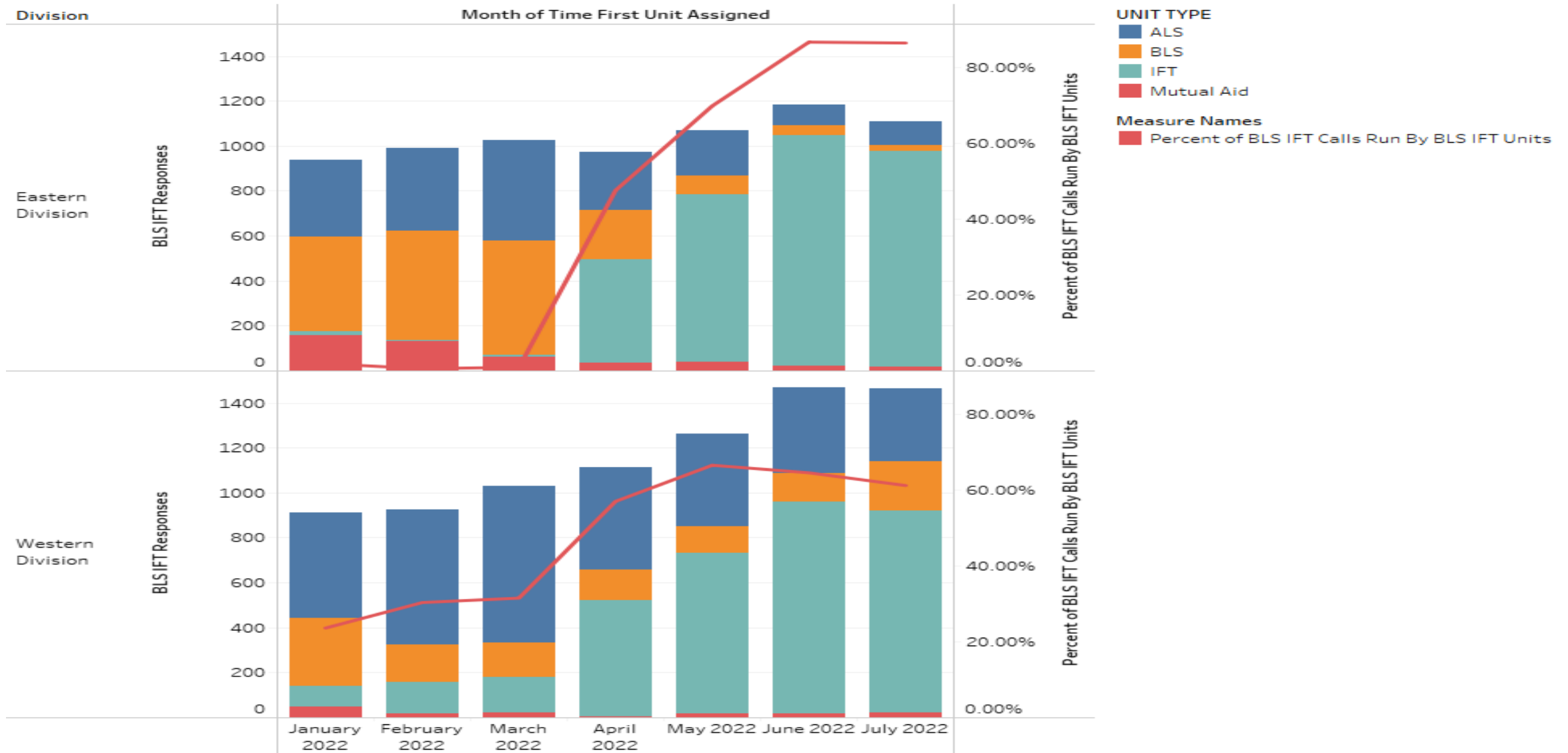
## Western Division Priority 1 Late Calls July 2022



**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

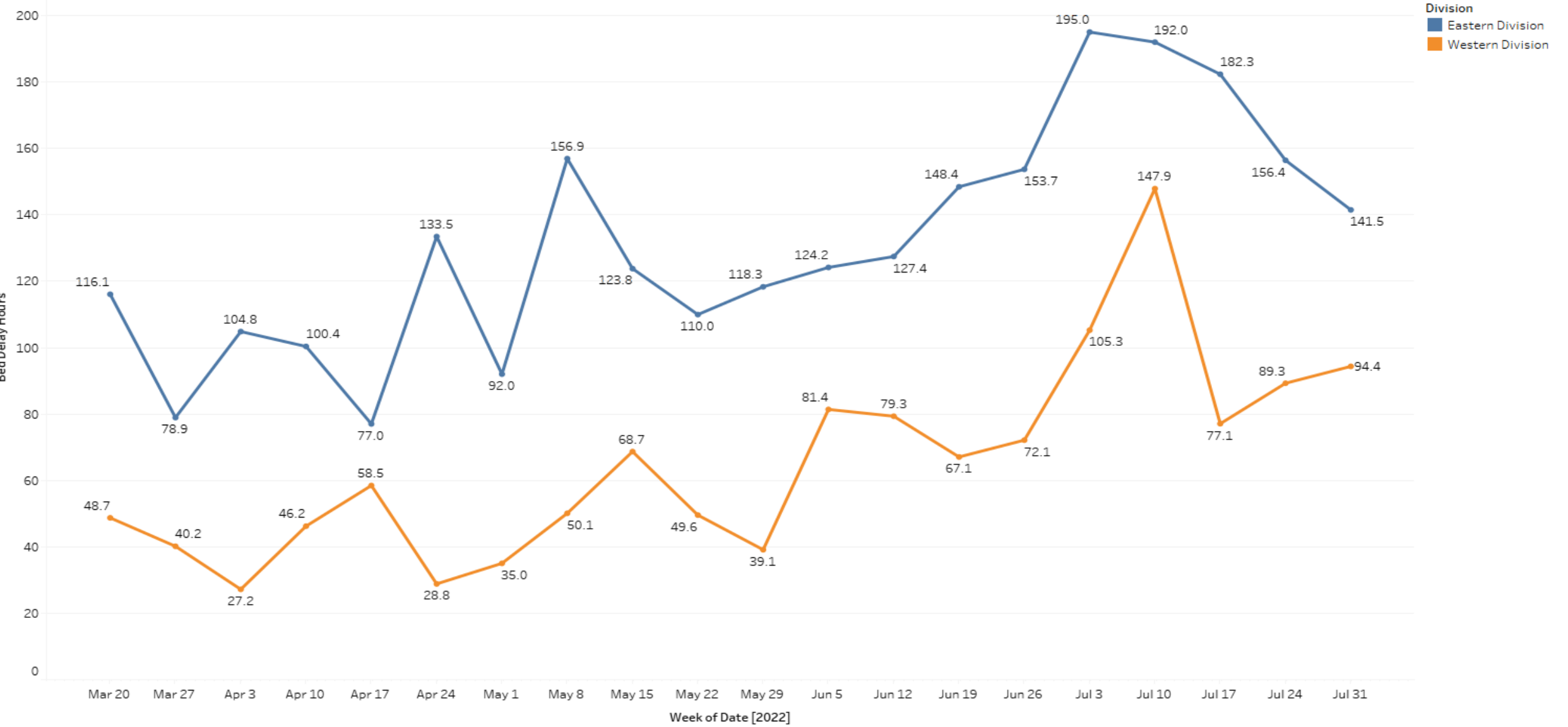
# IFT Utilization

## BLS IFT Unit Utilization



# BED DELAY – BOTH DIVISIONS

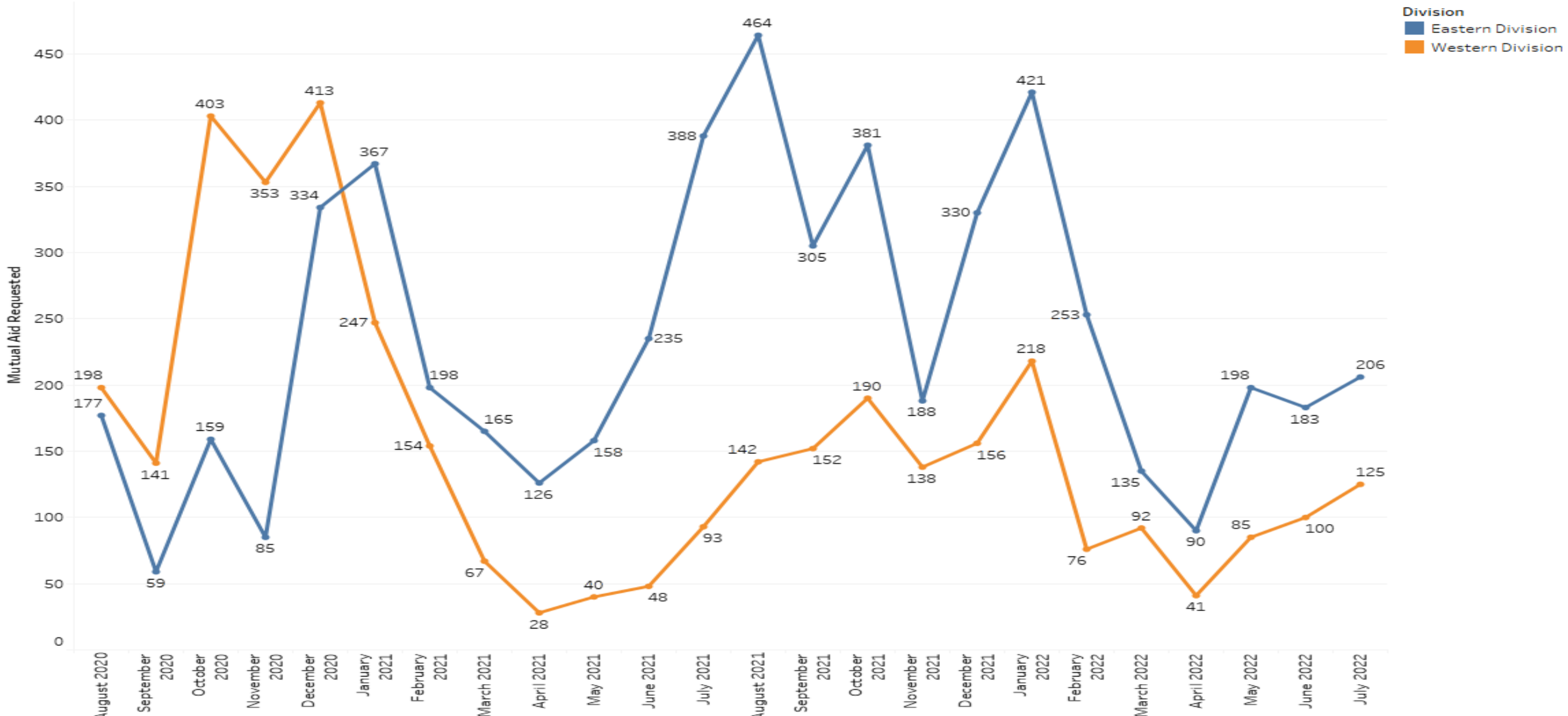
Bed delays over time





# Mutual Aid Utilization – Both Division

Mutual Aid Requested Trend



# Year over Year by week

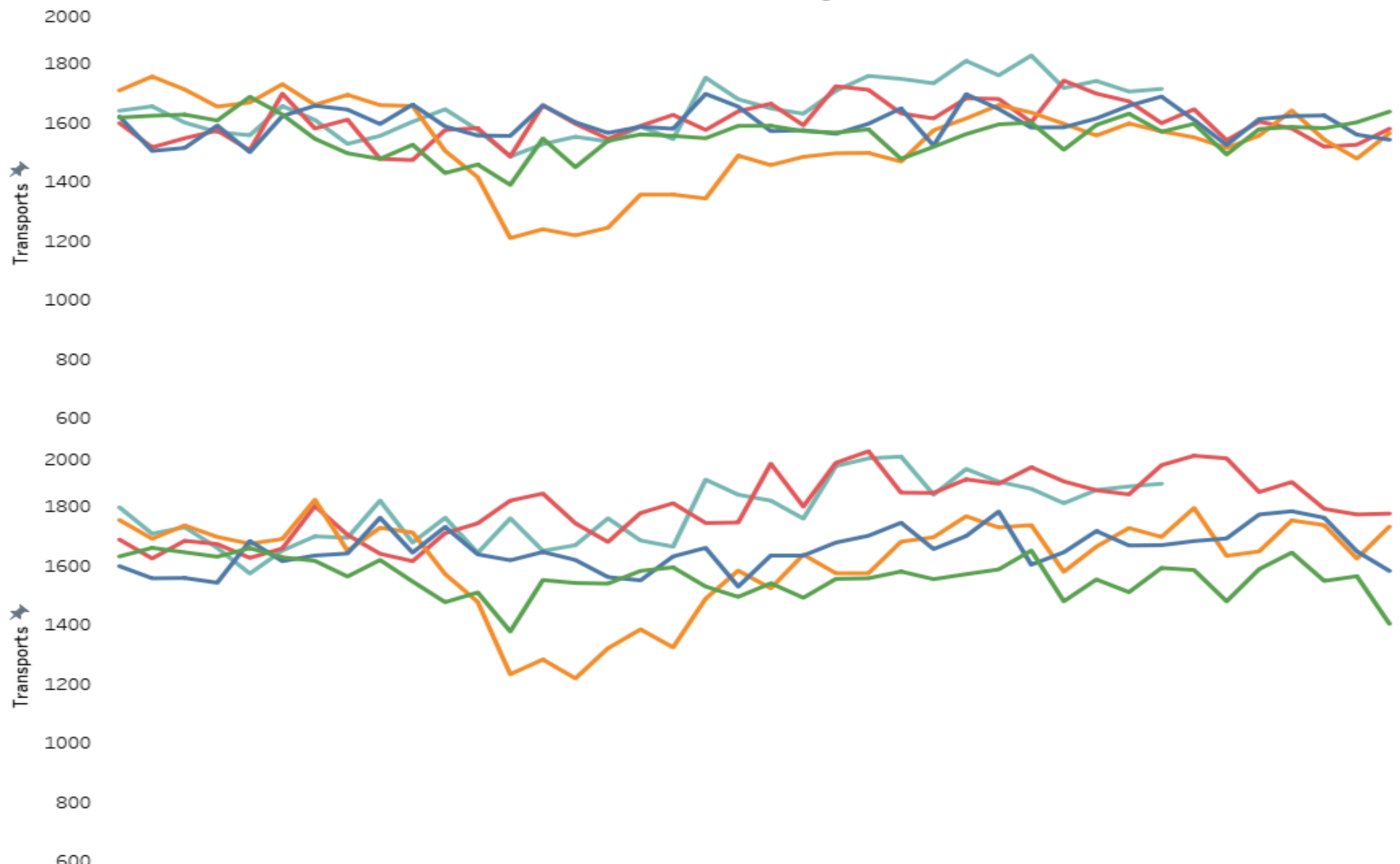
Division

Time First Unit Assigned

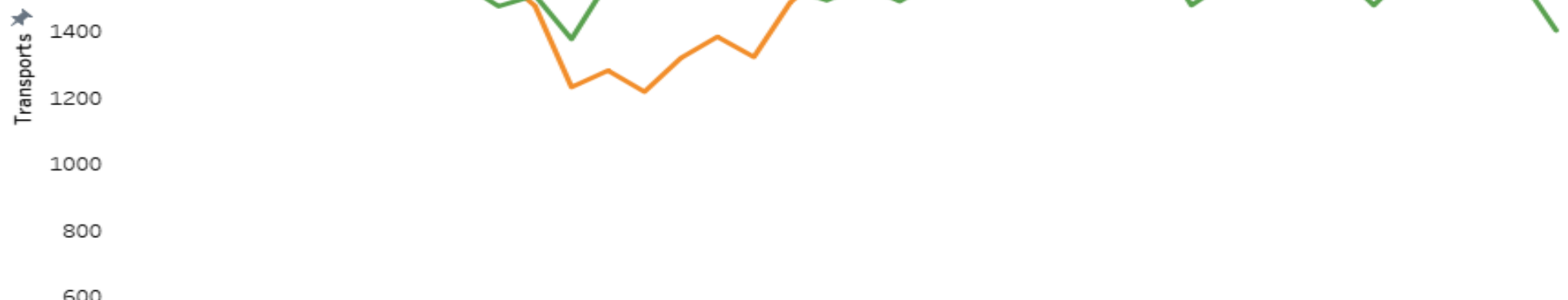
Year of Time First Unit Assigned

- 2018
- 2019
- 2020
- 2021
- 2022

Eastern Division



Western Division



# Headcount – EMSA Operations

EASTERN DIVISION	FTE Goal	FTE Actual	PTE Actual (.5)	Total Headcount	% Staffed	Productive Headcount	% Productive
EMT	105	96	10	101	91%	100	95%
Paramedic	75	81	6	84	108%	84	108%
SSC	23	14	0	14	61%	14	61%

WESTERN DIVISION	FTE Goal	FTE Actual	PTE Actual (.5)	Total Headcount	% Staffed	Productive Headcount	% Productive
EMT	118	103	11	108.5	87%	106.5	91%
Paramedics	80	59	12	65	74%	65	81%
SSC	23	15	1	15.5	65%	15.5	65%

% Productive impacted by TMs being moved out of a productive role due to LOA, FMLA, OJI, secondary assignment or, training

