

Operational Compliance Report

June 2022

Frank Gresh

Interim Chief Operating Officer



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

June 2022 Compliance Summary – Combined

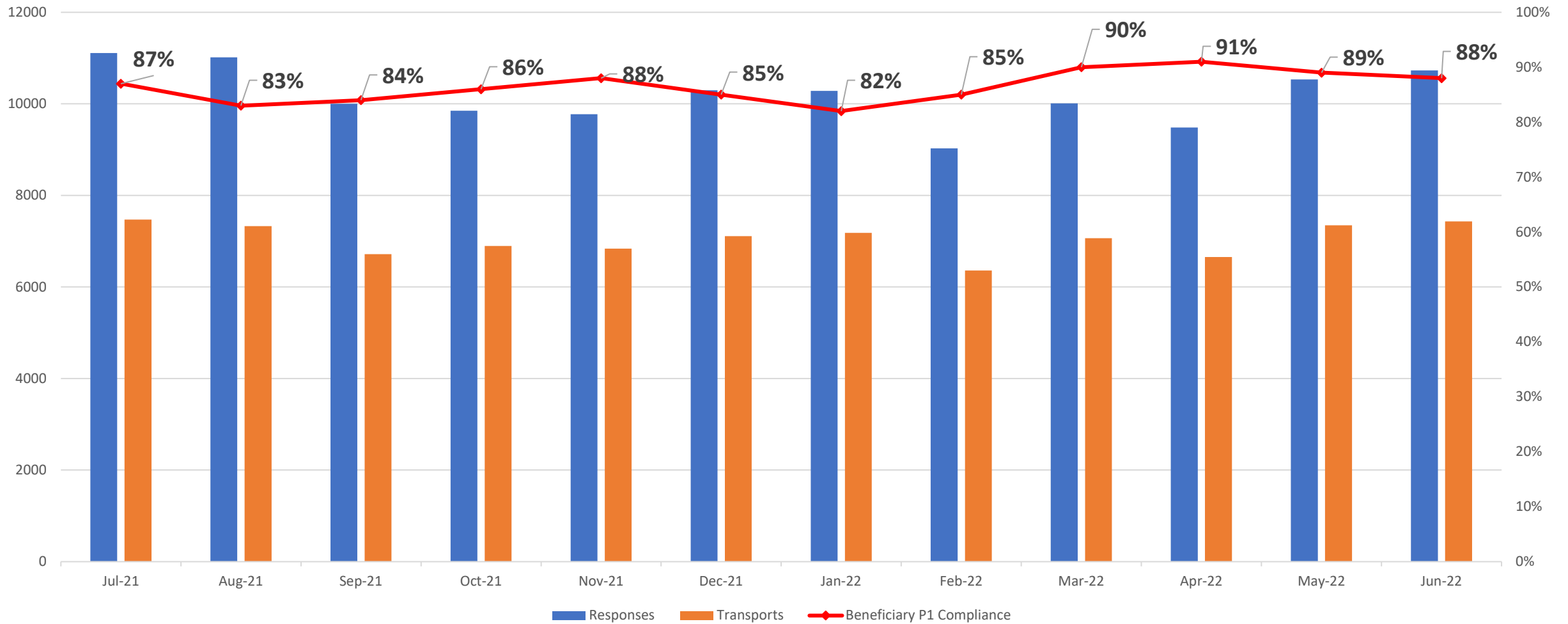
	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	88%	92%	85%	100%
East NB Total	Priority 1&2	78%	100%	100%
West Ben. Total	59%	77%	67%	70%
West NB Total	Priority 1&2	69%	N/A	N/A



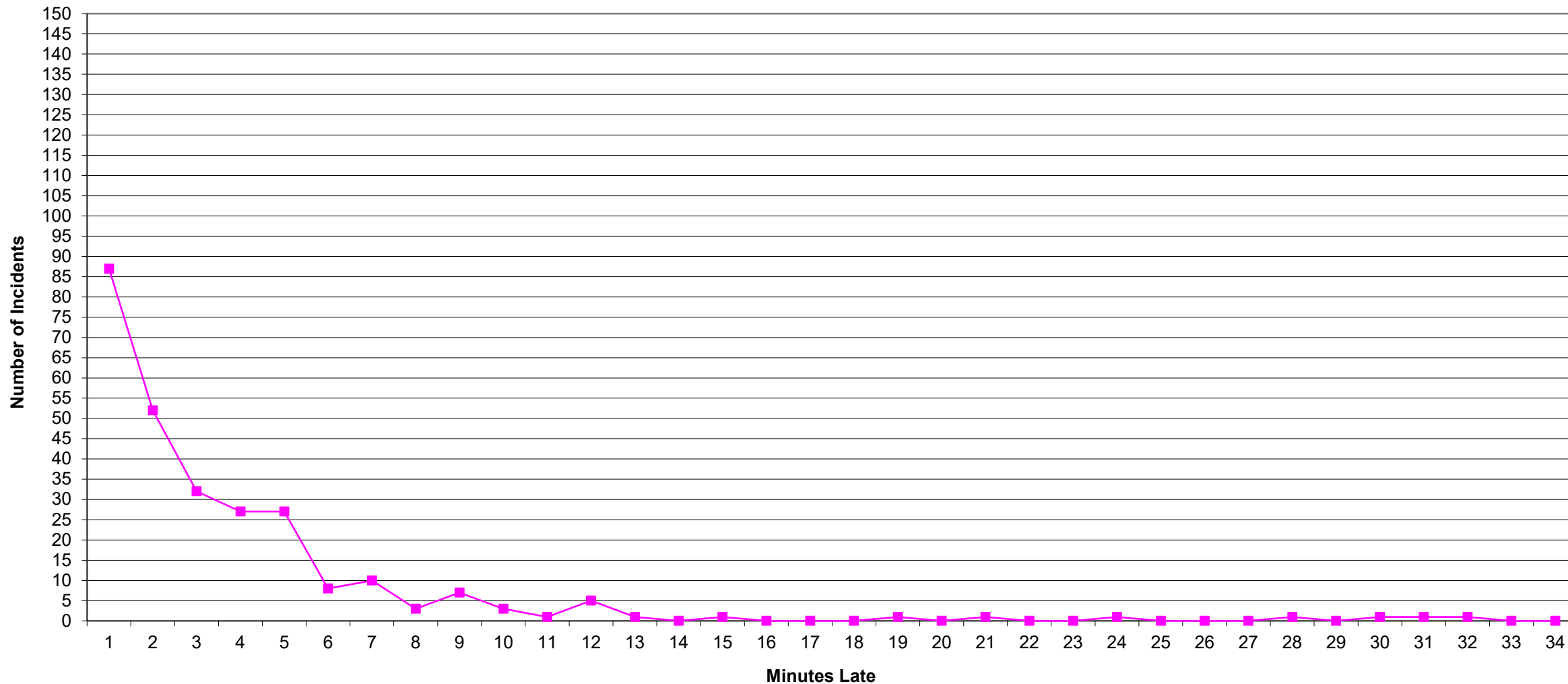
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P1 Compliance Trends – EASTERN DIVISION

East Beneficiary Response Time Compliance with Response and Transport Totals



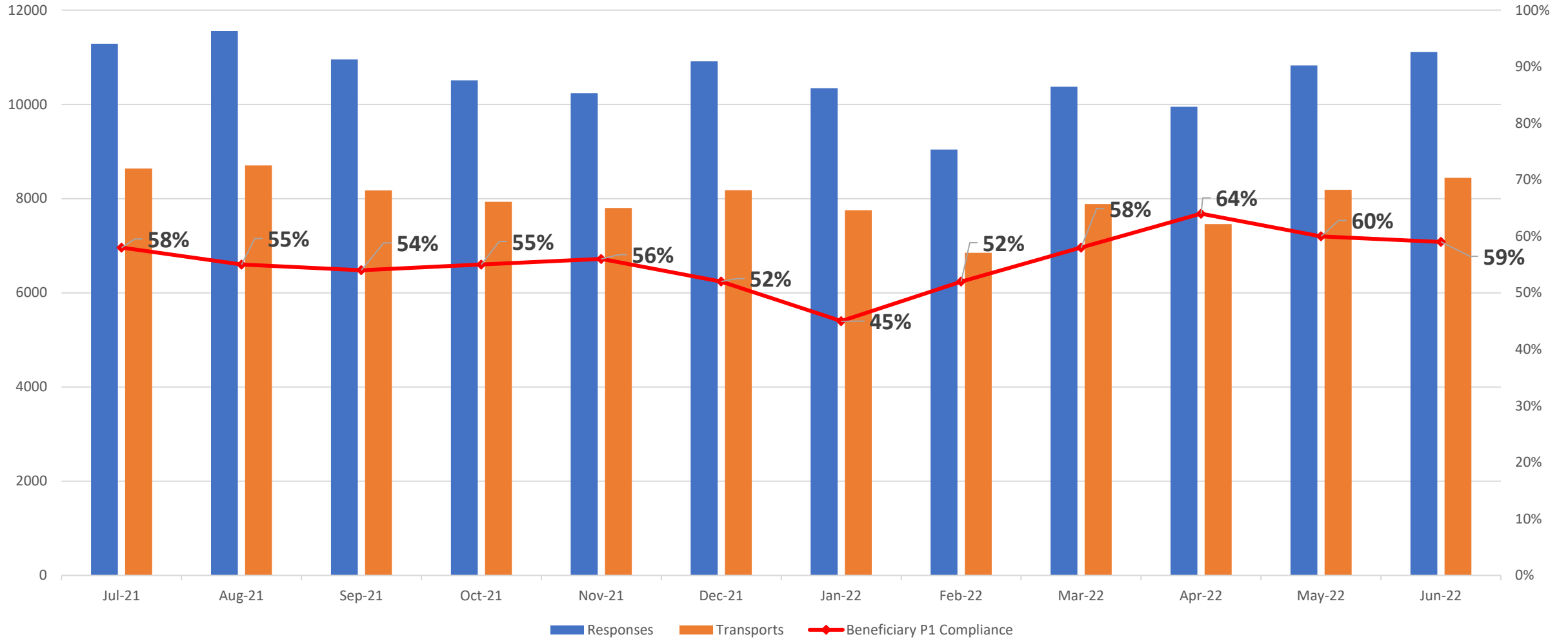
Eastern Division Priority 1 Late Calls June 2022



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P1 Compliance Trends – WESTERN DIVISION

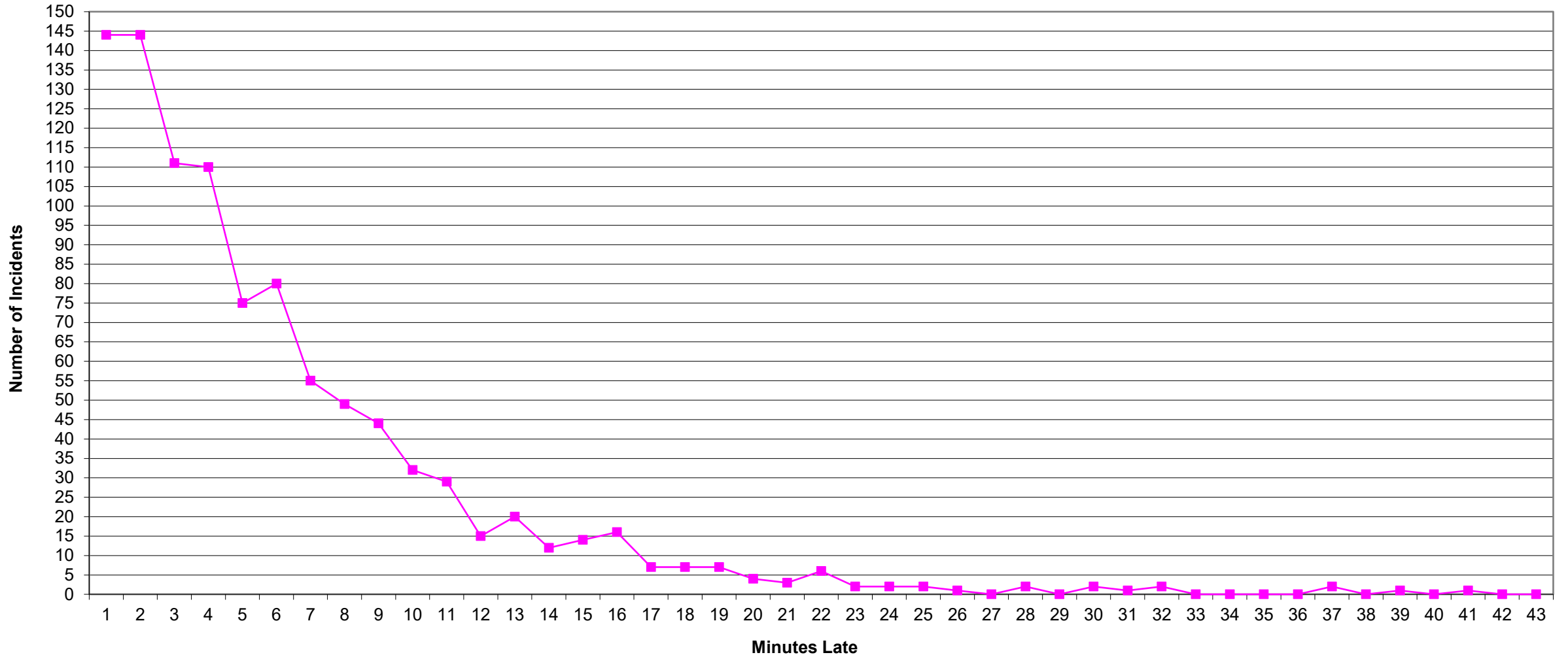
West Beneficiary Response Time Compliance with Response and Transport Totals



■ Responses ■ Transports —◆ Beneficiary P1 Compliance



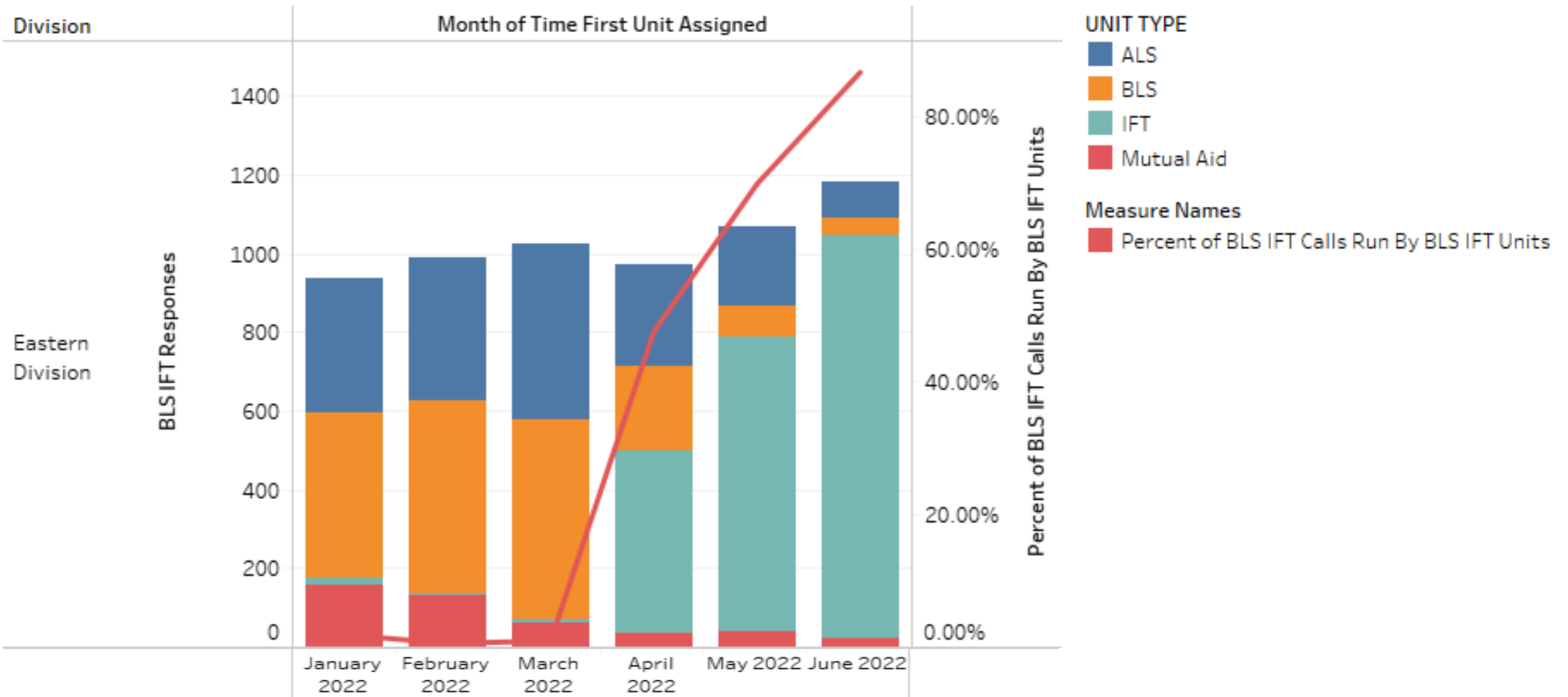
Western Division Priority 1 Late Calls June 2022



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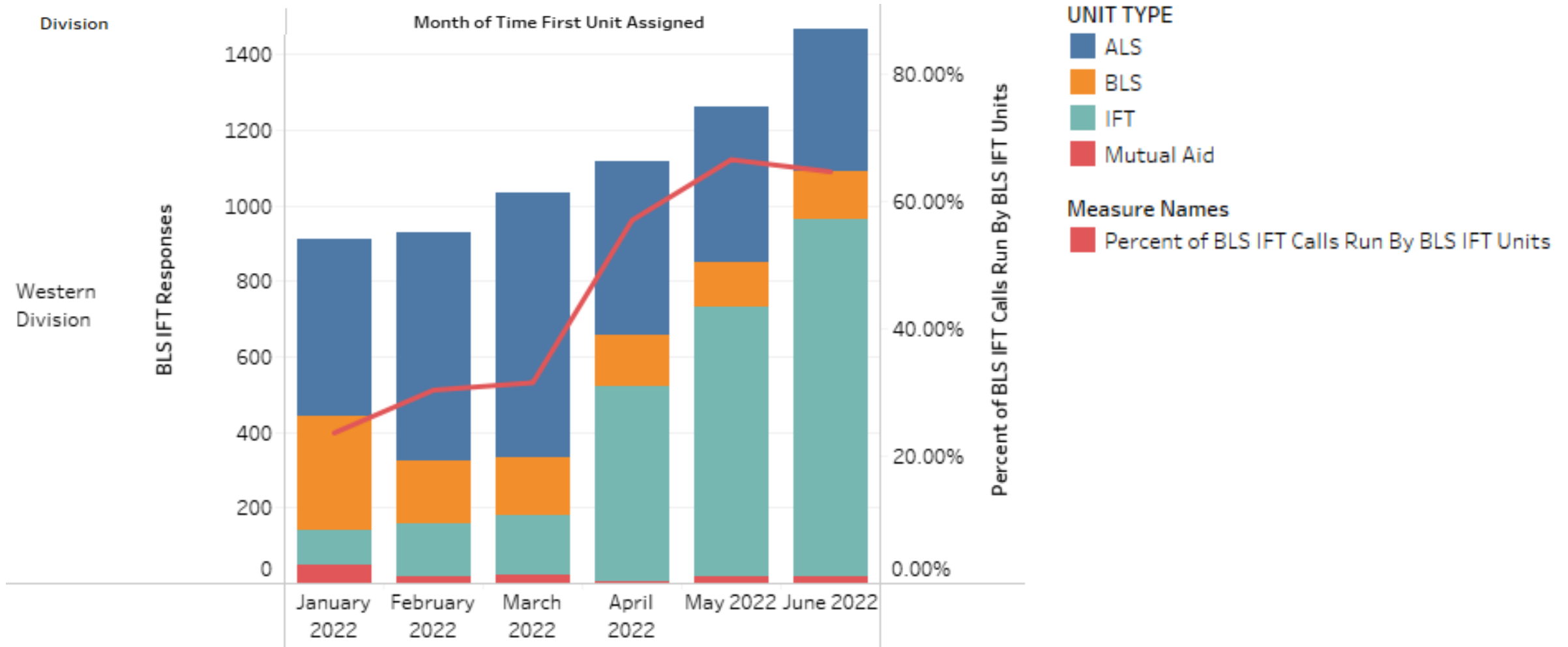
IFT Utilization – EASTERN DIVISION

BLS IFT Unit Utilization



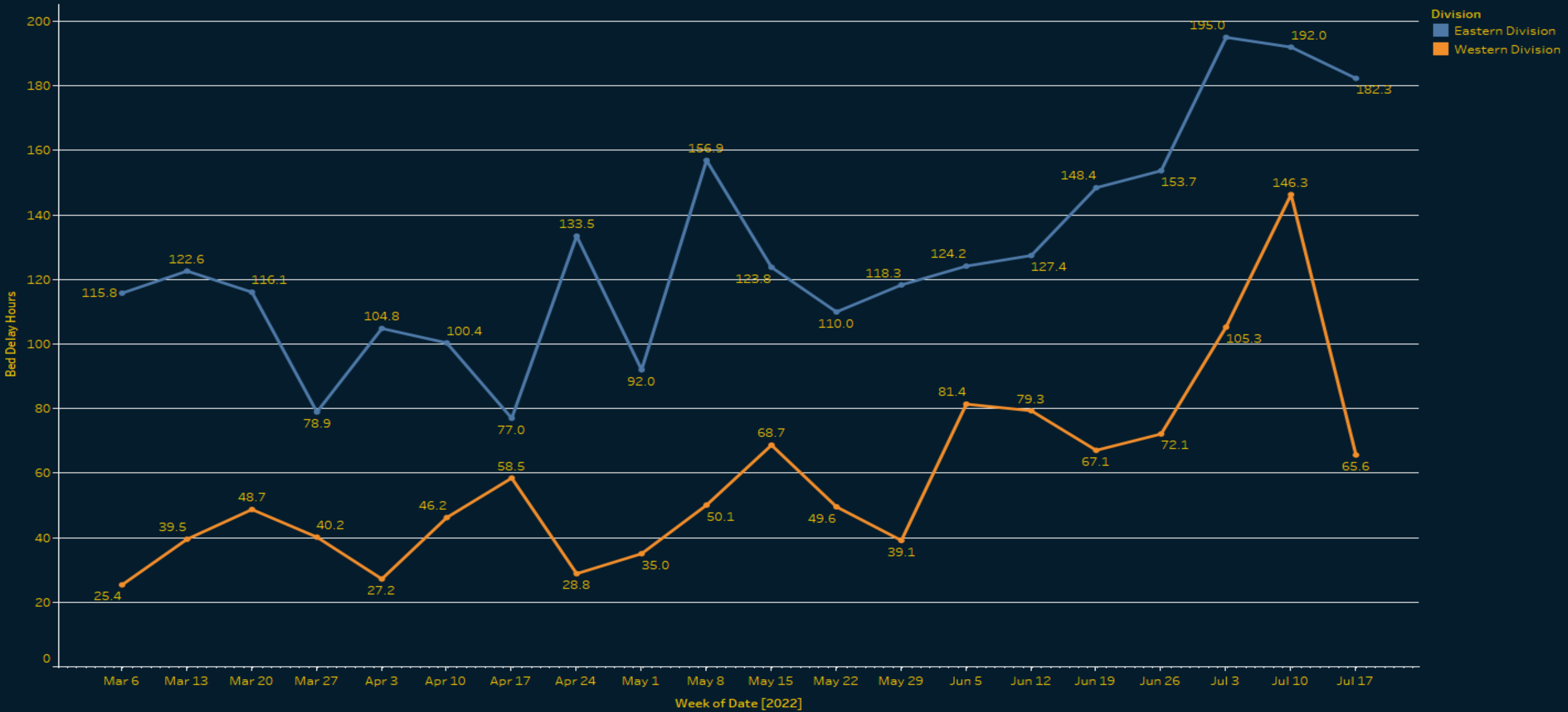
IFT Utilization – WESTERN DIVISION

BLS IFT Unit Utilization



BED DELAY – BOTH DIVISIONS

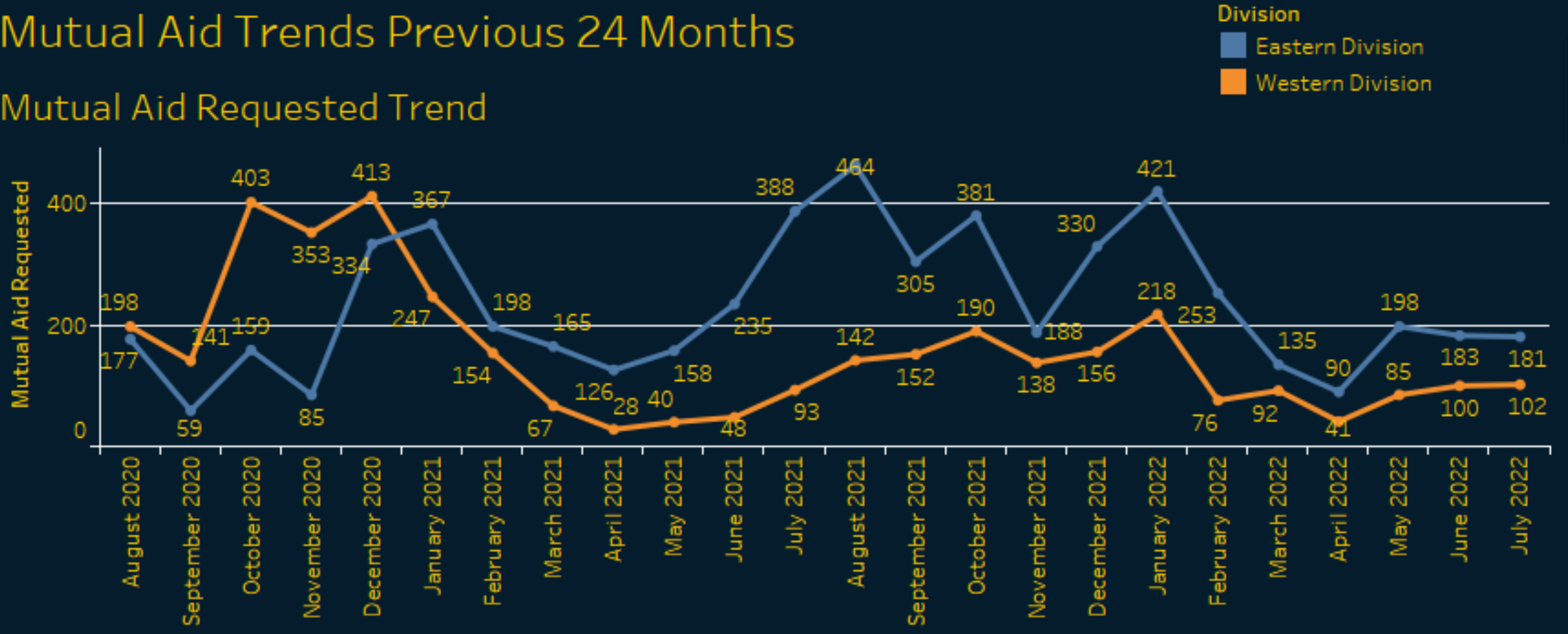
Bed delays over time



Mutual Aid Utilization – Both Division

Mutual Aid Trends Previous 24 Months

Mutual Aid Requested Trend



Headcount – EMSA Operations

EASTERN DIVISION	FTE Goal	FTE Actual	PTE Actual (.5)	Total Headcount	% Staffed	Productive Headcount	% Productive
EMT	100	93	9	98.5	93%	97	97%
Paramedic	72	82	6	86	114%	86	100%
SSC	23	15	0	16	65%	15	65%

WESTERN DIVISION	FTE Goal	FTE Actual	PTE Actual (.5)	Total Headcount	% Staffed	Productive Headcount	% Productive
EMT	110	101	11	106.5	92%	105	96%
Paramedics	90	61	12	67	68%	67	74%
SSC	23	14	1	14.5	61%	15	63%

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

