

ELM GROVE EMERGENCY MEDICAL SERVICES

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July 8, 2019

Village of Elm Grove Board of Trustees
c/o Mary Stredni, Village Clerk
13600 Juneau Boulevard
Elm Grove, Wisconsin 53122

Trustees,

Re: Summary of Department Activity in Quarter 2 of 2019

On behalf of Elm Grove EMS, please find the attached department summary for the second quarter of 2019. There were minor revisions from last quarter's report.

This quarter, there were a total of 83 calls for service (-16 from last quarter). Of those, 72 were in Elm Grove (87% of total, -1% from last quarter) and 9 were mutual aid calls (11%, -1%), or calls to surrounding municipalities. A total of 69 patients (-11) were evaluated, with 53 (-16) being transported to the hospital (77% of the total patient evaluations, -9%).

A collective 310 EMS personnel responded to those 83 calls for service (CFS), an average of 3 personnel per CFS. These personnel spent nearly **77 cumulative hours** on calls this quarter. This does not include time spent performing 2 blood draws (-2) this quarter for the Elm Grove Police Department. It also does not account for time spent at trainings, departmental/committee meetings, public relation events, nor the countless number of other volunteer hours our members donate behind the scenes to ensure the department runs smoothly.

There have had a total of 182 CFS year to date (+14 compared to this same time last year), with 87% (-2%) being in the Village. A total of 149 patients have been examined (+7 compared to this same time last year), and 122 (82%, +7%) of those have been transported to a hospital.

Our monthly training topics for the quarter included

- Approach to the Unresponsive Patient
- Evolution of TEMS in Elm Grove, by John Schindler
- Intro to LUCAS Device
- Pool Rescue w/ lifeguards at Village Pool

Public relation events for this quarter included

- Memorial Day Parade
- Elm Grove Citizen Police Academy

We also

- continue work on taking delivery of a new ambulance in January 2020
- cleaning the EMS office for future potential use for sleeping quarters

Village of Elm Grove Board of Trustees

c/o Mary Stredni, Village Clerk

Re: Summary of Department Activity in Quarter 1 of 2019

July 6, 2019

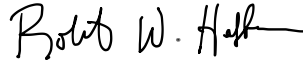
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We continue to strive to provide exceptional prehospital medical care that is compassionate, cost-effective, and responsive to the needs of our patients and community. Please do not hesitate to contact us with questions or concerns.

Respectfully submitted,



Ryan Bentzien, RN/Paramedic



Robert Heffernan, AEMT

Enclosure (8 pages)

SECTION I: Calls for Service (CFS)

Table 1: CFS Types

2019	Q1			Q2			Q3			Q4			YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Total CFS	99 (100%)			83 (100%)									182 (100%)
	41	25	33	23	44	16							
CFS In Elm Grove	87 (88%)			74 (89%)									161 (88%)
	39	22	26	20	39	15							
Patient Contact	79 (80%)			64 (77%)									143 (79%)
	35	20	24	18	32	14							
CFS with >1 Patient ^A	0 (0%)			1 (1%)									1 (1%)
	1	0	0	0	1	0							
No Patient Contact	8 (8%)			10 (12%)									18 (10%)
	4	2	2	2	7	1							
Standby <i>only</i> ^B	2 (2%)			1 (1%)									3 (2%)
	2	0	0	0	1	0							
Cancelled ^C	5 (5%)			7 (8%)									12 (7%)
	1	2	2	2	4	1							
Received Mutual Aid	1 (1%)			0 (0%)									1 (1%)
	1	0	0	0	0	0							
Pubic Assist Only ^L	0 (0%)			2 (2%)									2 (1%)
	0	0	0	0	2	0							
CFS Outside Elm Grove	12 (12%)			9 (11%)									21 (12%)
	2	3	7	3	5	1							
Patient Contact	1 (1%)			2 (2%)									3 (2%)
	1	0	0	1	1	0							
CFS with >1 Patient ^A	0 (0%)			0 (0%)									0 (0%)
	0	0	0	0	0	0							
No Patient Contact	11 (11%)			7 (8%)									18 (10%)
	1	3	7	2	4	1							
Standby or CoQ <i>only</i> ^B	4 (4%)			1 (1%)									5 (3%)
	1	0	3	0	1	0							
Cancelled ^C	7 (7%)			6 (7%)									13 (7%)
	0	3	4	2	3	1							
Pubic Assist Only ^L	0 (0%)			0 (0%)									0 (0%)
	0	0	0	0	0	0							

Table 2: Call Volume by Hour & Day Type

2019	Q1			Q2			Q3			Q4			YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Total CFS	98 (100%)			83 (100%)									182 (100%)
	41	25	32	23	44	16							
Day (0600-1800)	69 (70%)			58 (70%)									128 (70%)
	30	18	21	16	28	14							
Night (1800-0600)	29 (30%)			25 (30%)									54 (30%)
	11	7	11	7	16	2							
Total CFS	72 (73%)			64 (77%)									136 (75%)
	32	19	21	19	32	13							
Weekend (Sat-Sun)	26 (27%)			19 (23%)									46 (25%)
	9	6	11	4	12	3							

Table 3: Call Volume by Hour & Day YTD

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	TL
M	-	-	1	-	-	1	-	3	2	1	-	-	-	1	3	3	4	1	-	1	2	1	-	-	24
TU	1	-	1	-	-	-	-	-	1	2	3	-	5	1	-	-	1	1	1	-	1	2	-	-	20
W	-	1	1	-	1	2	-	1	3	2	1	2	3	1	1	3	1	4	1	-	1	1	1	1	32
TH	-	-	2	-	2	-	-	-	2	2	3	3	7	1	2	2	4	-	1	1	1	3	-	-	36
F	1	1	-	1	-	-	-	-	3	1	2	3	2	3	1	2	1	1	1	1	-	-	-	-	24
SA	2	2	1	-	-	1	1	1	1	2	3	1	4	2	2	1	1	1	-	1	-	1	-	-	28
SU	1	1	-	2	-	-	-	1	1	2	-	-	1	-	1	2	-	1	-	3	-	1	1	-	18
TL	5	5	6	3	3	4	1	6	13	12	12	9	22	9	10	13	12	9	4	7	5	9	2	1	182

Chart 1: Call Volume by Day of Week, by Quarter

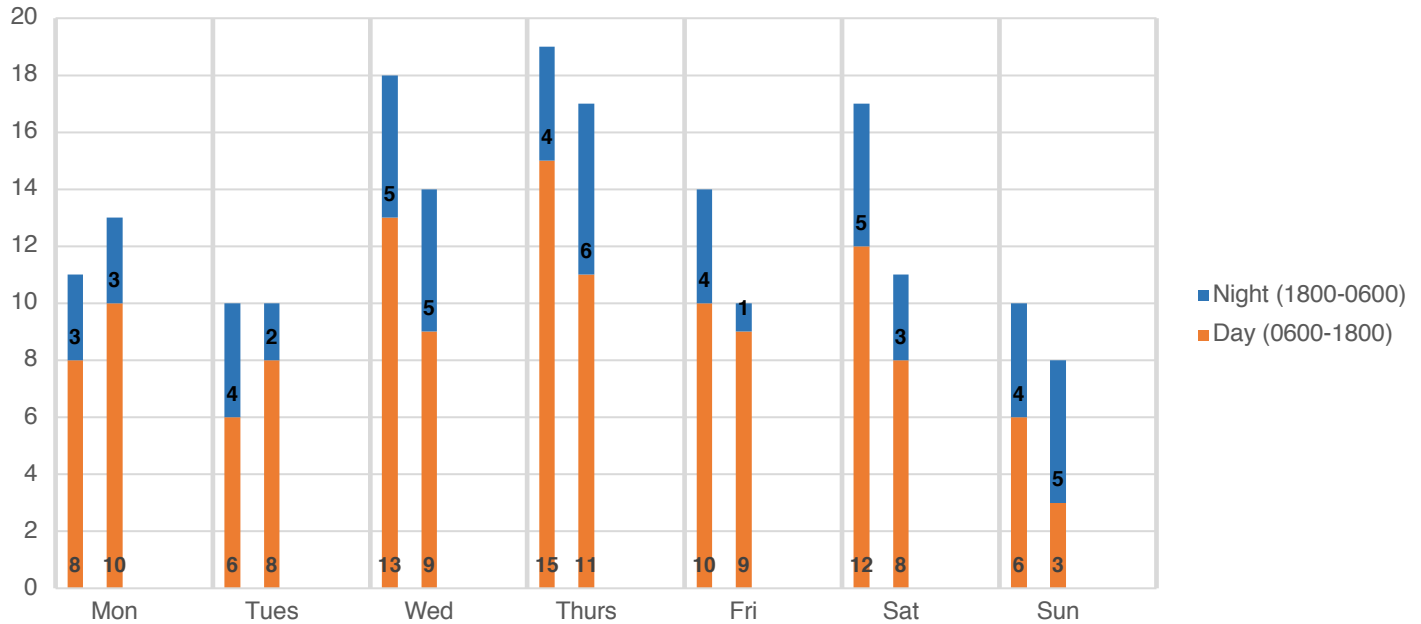


Chart 2: Total Call Volume by Day of Week, YTD

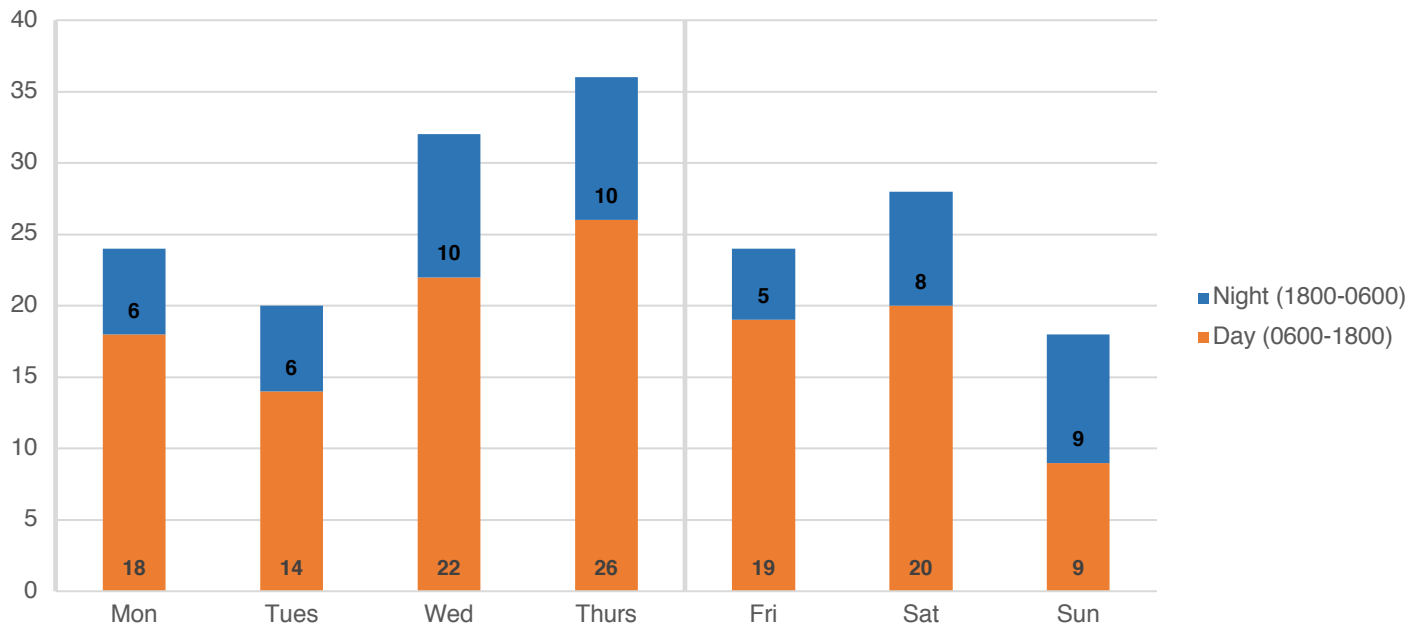


Chart 3: Call Volume by Hour of Day, by Quarter

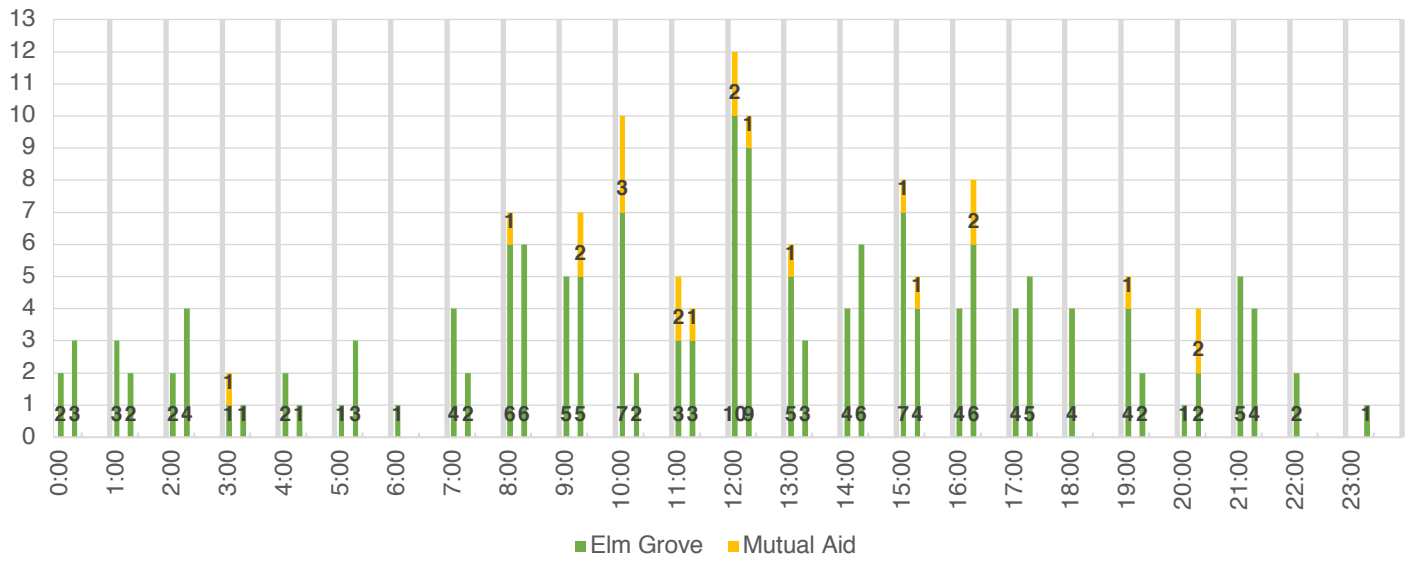


Chart 4: Total Call Volume by Hour of Day, YTD

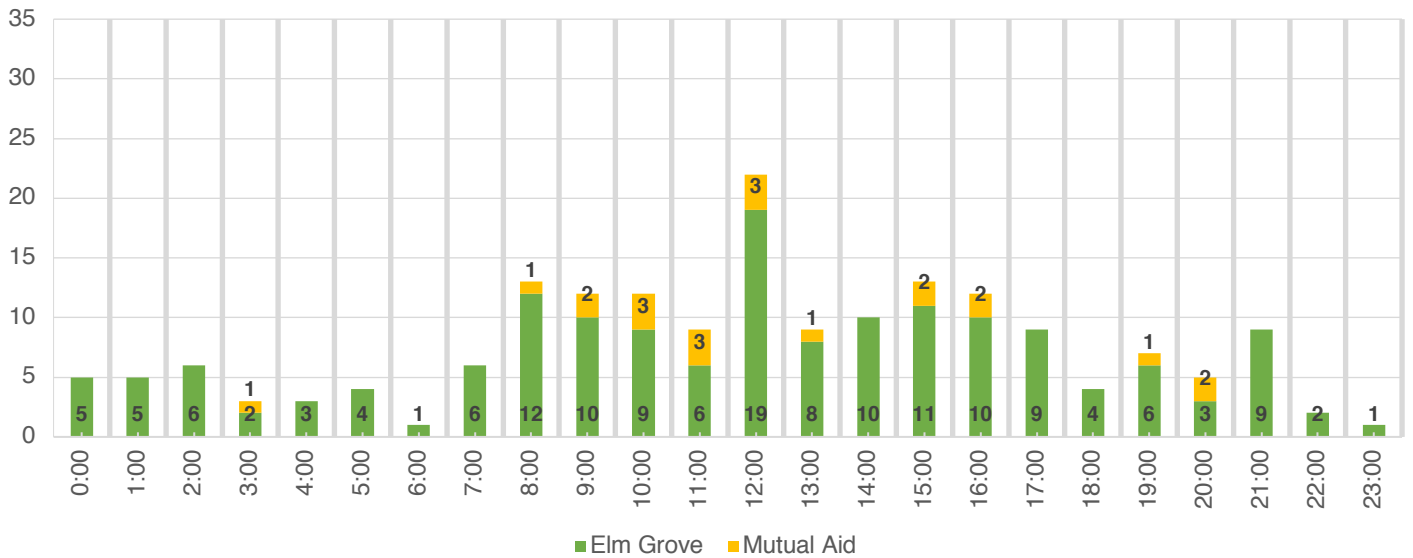


Table 4: Ambulance Use

2019	Q1			Q2			Q3			Q4			YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Total CFS	99 (100%)			83 (100%)									182 (100%)
	41	25	33	23	44	16							
2451	73 (74%)			77 (93%)									150 (82%)
	34	24	15	21	41	15							
2452	25 (25%)			6 (7%)									31 (17%)
	6	1	18	2	3	1							
At Same Time ^D	7 (7%)			4 (5%)									11 (6%)
	4	1	2	1	2	1							

Table 5: Mutual Aid, Detailed

2019	Q1			Q2			Q3			Q4			YTD		
	Cn	SB	PC	Cn	SB	PC	Cn	SB	PC	Cn	SB	PC	Cn	SB	PC
Mutual Aid Given To:	12 (100%)			9 (100%)									21 (100%)		
	7	4	1	6	1	2							13	5	3
C/Brookfield	5 (42%)			3 (33%)									8 (38%)		
	3	1	1	2	0	1							5	1	2
T/Brookfield	1 (8%)			1 (11%)									2 (10%)		
	1	0	0	1	0	0							2	0	0
New Berlin	3 (25%)			4 (44%)									7 (33%)		
	1	2	0	3	1	0							4	3	0
Menomonee Falls	2 (17%)			0 (0%)									2 (10%)		
	1	1	0	0	0	0							1	1	0
Wauwatosa	0 (0%)			0 (0%)									0 (0%)		
	0	0	0	0	0	0							0	0	0
Other	1 (8%)			1 (11%)									2 (10%)		
	1	0	0	0	0	1							1	0	1

	Rcvd	Trnsfr	Rcvd	Trnsfr	Rcvd	Trnsfr	Rcvd	Trnsfr	Rcvd	Trnsfr
Mutual Aid Received From:	2 (100%)		0 (100%)						2 (100%)	
	1	1	0	0					1	1
C/Brookfield	2 (100%)		0 (0%)						2 (100%)	
	1	1	0	0					1	1
Wauwatosa	0 (0%)		0 (0%)						0 (0%)	
	0	0	0	0					0	0
Private Ambulance	0 (0%)		0 (0%)						0 (0%)	
	0	0	0	0					0	0
Other	0 (0%)		0 (0%)						0 (0%)	
	0	0	0	0					0	0

Reasons for Received MA:					
>1 Simultaneous CFS		0	0		0
Inadequate staffing		0	0		0
Patient requested transport to hospital operationally unavailable		0	0		0
Mechanical issue		1	0		1
Planned mutual aid coverage		1	0		1
Other		0	0		0

SECTION II: Patients' Dispositions

Table 6: Transport Decisions

2019	Q1			Q2			Q3			Q4			YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Total Patient Contact	80 (100%)			67 (100%)									147 (100%)
	36	20	24	19	34	14							
Total Transported	69 (86%)			53 (79%)									122 (83%)
	33	16	20	14	28	11							
Patients In Elm Grove	79 (99%)			65 (97%)									144 (98%)
	35	20	24	18	33	14							
Transported	68 (85%)			52 (78%)									120 (82%)
	32	16	20	14	27	11							
No Transport	10 (13%)			13 (19%)									23 (16%)
	3	4	3	4	6	3							
Transport from Standby	0 (0%)			0 (0%)									0 (0%)
	0	0	0	0	0	0							
No Transport from Standby	0 (0%)			0 (0%)									0 (0%)
	0	0	0	0	0	0							
Transferred Care	1 (1%)			0 (0%)									1 (1%)
	0	0	1	0	0	0							
Patients Outside Elm Grove	1 (1%)			2 (3%)									3 (2%)
	1	0	0	1	1	0							
Transported	1 (1%)			1 (1%)									2 (1%)
	1	0	0	0	1	0							
No Transport	0 (0%)			1 (1%)									1 (1%)
	0	0	0	1	0	0							
Transport from Standby	0 (0%)			0 (0%)									0 (0%)
	0	0	0	0	0	0							
No Transport from Standby	0 (0%)			0 (0%)									0 (0%)
	0	0	0	0	0	0							

Table 7: Transport Destinations

2019	Q1	Q2	Q3	Q4	YTD
Total Transported	69 (100%)	53 (100%)			122 (100%)
Aurora West Allis Med. Ctr.	4 (6%)	3 (6%)			7 (6%)
Children's Hosp. of Wis.	4 (6%)	0 (0%)			4 (3%)
Elmbrook Memorial Hosp.	25 (36%)	22 (42%)			47 (39%)
Froedtert Mem. Luth. Hosp.	29 (42%)	23 (43%)			52 (43%)
Waukesha Memorial Hosp.	5 (7%)	4 (8%)			9 (7%)
Other Not Listed	2 (3%)	1 (2%)			3 (2%)

SECTION III: Call Times

Table 8: Chute & Response Times^{E,F}

2019	Q1		Q2		Q3		Q4		YTD	
	Chute	Resp.	Chute	Resp.	Chute	Resp.	Chute	Resp.	Chute	Resp.
Selected CFS in Elm Grove	86 (100%)		72 (100%)						158 (100%)	
Minimum (minutes)	0.0	2.5	0.0	0.0					0.0	0.0
Median (minutes)	7.0	9.5	7.5	10.0					7.0	10.0
Maximum (minutes)	14.0	18.5	14.5	17.5					14.5	18.5
Mean (minutes)	7.0	10.0	7.5	10.0					7.5	10.0
Patient Contact & Standby Day (0600-1800)	56 (65%)		46 (64%)						102 (65%)	
Minimum (minutes)	0.0	2.5	2.0	5.0					0.0	2.5
Median (minutes)	6.5	9.5	7.5	9.5					7.0	9.5
Maximum (minutes)	12.0	17.0	14.5	17.5					14.5	17.5
Mean (minutes)	6.5	9.5	7.5	10.0					7.0	9.5
Patient Contact & Standby Night (1800-0600)	25 (29%)		19 (26%)						44 (28%)	
Minimum (minutes)	3.0	6.0	0.0	0.0					0.0	0.0
Median (minutes)	8.0	10.5	9.0	11.0					8.0	11.0
Maximum (minutes)	14.0	18.5	11.5	14.5					14.0	18.5
Mean (minutes)	8.0	10.5	8.5	10.5					8.0	10.5
Elm Grove Cancelled^K	5 (6%)		7 (10%)						12 (7%)	

Table 9: On Scene Time (OST) & Total Call Time (TCT)^{E,G}

2019	Q1		Q2		Q3		Q4		YTD	
	OST	TCT	OST	TCT	OST	TCT	OST	TCT	OST	TCT
Total CFS	99 (100%)		83 (100%)						182 (100%)	
CFS with Patient Contact (see below)	80 (81%)		66 (80%)						146 (80%)	
Standby only^B	6 (6%)		2 (2%)						8 (4%)	
Minimum (minutes)	20.0	28.5	3.5	25.5					3.5	25.5
Median (minutes)	47.0	85.0	12.0	33.0					30.5	61.0
Maximum (minutes)	318.0	361.0	20.5	40.0					318.0	361.0
Mean (minutes)	89.5	120.5	12.0	33.0					70.0	98.5
Cancelled^K	12 (12%)		13 (16%)						25 (14%)	
Received Mutual Aid^K	1 (1%)		0 (0%)						1 (1%)	

Total Patient Contact	80 (100%)		67 (100%)						147 (100%)	
Minimum (minutes)	4.5	11.0	0.0	0.0					0.0	0.0
Median (minutes)	17.0	53.5	17.0	56.5					17.0	55.0
Maximum (minutes)	49.5	94.0	57.0	112.5					57.0	112.5
Mean (minutes)	18.0	54.5	19.5	58.5					19.0	56.5
Transported	69 (86%)		53 (79%)						122 (83%)	
Minimum (minutes)	6.0	38.5	0.0	0.0					0.0	0.0
Median (minutes)	17.0	54.0	16.0	58.0					17.0	57
Maximum (minutes)	40.5	94.0	49.0	112.5					49.0	112.5
Mean (minutes)	18.5	58.5	18.5	64.0					18.5	61.0
No Transport	10 (13%)		14 (21%)						24 (16%)	
Minimum (minutes)	4.5	11.0	9.5	18.5					4.5	11.0
Median (minutes)	13.0	25.0	18.5	35.0					17.5	28.5
Maximum (minutes)	49.5	57.5	57.0	63.5					57.0	63.5
Mean (minutes)	18.5	58.5	18.5	64.0					18.5	61.0
Transported from Standby	0 (0%)		0 (0%)						0 (0%)	
Minimum (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
Median (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
Maximum (minutes)	0.0	0.0	0.0	0.0					0.0	0.0

Mean (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
No Transport from Standby	0 (0%)		0 (0%)						0 (0%)	
Minimum (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
Median (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
Maximum (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
Mean (minutes)	0.0	0.0	0.0	0.0					0.0	0.0
Transferred Care to Another EMS Agency^K	1 (1%)		0 (0%)						1 (1%)	
Cumulative Man Hours (hours)^H	-	85.8	-	76.7					-	162
Total # EMS Personnel^J	433		310						743	
Average Response per CFS	4.4		3.7						4.0	

SECTION IV: Elm Grove Data & Miscellaneous

Table 10: Blood Draws for Elm Grove Police Department

2019	Q1			Q2			Q3			Q4			YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Total Blood Draws	0	3	1	0	2	0							6

Table 11: Elm Grove Scene Types

2019	Q1			Q2			Q3			Q4			YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
CFS in Elm Grove	87 (100%)			72 (100%)									159 (100%)
	39	22	26	20	37	15							
Residence	56 (64%)			47 (65%)									103 (65%)
	25	13	18	17	23	7							
Place of Business	8 (9%)			6 (8%)									14 (9%)
	3	2	3	0	2	4							
Nursing Home/Asst. Living	9 (10%)			9 (13%)									18 (11%)
	4	1	4	1	6	2							
Roadway	5 (6%)			7 (10%)									12 (8%)
	1	4	0	1	5	1							
Other Not Listed	9 (10%)			3 (4%)									12 (8%)
	6	2	1	1	1	1							

Table 12: Patient Demographics

2019	Q1			Q2			Q3			Q4			YTD
Patients In Elm Grove	79 (100%)			64 (100%)									143 (100%)
Residency													
Elm Grove Resident	62 (78%)			53 (83%)									115 (80%)
Non-Resident	17 (22%)			12 (19%)									29 (20%)
Sex													
Male	32 (41%)			25 (39%)									57 (40%)
Female	47 (59%)			40 (63%)									87 (60%)
Age (years)													
0-20	4 (5%)			0 (0%)									4 (3%)
21-40	7 (9%)			7 (11%)									14 (10%)
41-60	7 (9%)			5 (8%)									12 (8%)
61-80	22 (28%)			32 (50%)									54 (38%)
81-100	38 (48%)			21 (33%)									59 (41%)
≥101	0 (0%)			0 (0%)									0 (0%)

Table 13: Activities, by Quarter

2019	Q1	Q2	Q3	Q4
Trainings	<ul style="list-style-type: none"> • Annual Blood Borne Pathogens Review • Ice Rescue Training in Village Park w/ Fire • CPR Recertification • Extremity Injuries & Splinting 	<ul style="list-style-type: none"> • Approach to the Unresponsive Patient • Evolution of TEMS • Intro to LUCAS (mechanical CPR) device • Pool Rescue w/ lifeguards at Village Pool 		
Public Relations	<ul style="list-style-type: none"> • Tonawanda Girl Scout Education: First Aid & Bandaging 	<ul style="list-style-type: none"> • Memorial Day Parade • Elm Grove Citizen Police Academy EMS Night 		
Notable Milestones	<ul style="list-style-type: none"> • Annual EMS Christmas at Sunset Playhouse celebrating our members' accomplishments • 1 year anniversary of "shield emblem" • Ambulance Acquisition Committee is well on way to be able to order new ambulance Summer 2019; planned delivery January 2020. 	<ul style="list-style-type: none"> • None 		

Endnotes

- A Certain calls for service (CFS) may have more than one patient evaluated and/or transported. Note this percentage should not be used when summing the subsections to 100%.
- B CFS where EMS may have provided general rehabilitation to first responders and/or victims on an emergency scene without the creation of a formal patient care report (PCR). If a patient is evaluated in more detail, a PCR is created and is reflected in the "Transported" or "No Transport" categories. "CoQ" is an abbreviation for Change of Quarters.
- C Indicates EMS was cancelled prior to arrival on scene or did not make patient contact.
- D Indicates that both ambulances were in use at the same time (either on the same CFS or two different CFS). Does not include simultaneous calls where mutual aid was requested/given to Elm Grove. Note this percentage should not be used when summing the subsections to 100%.
- E Times are reported to dispatch via radio, marked by dispatch in the computer aided dispatch (CAD) and are entered into the patient care report by the EMT crew. They are therefore at risk for human error. Times do not reflect police response times, nor the EMT/paramedics who respond directly to the scene.
- F Chute Time is time from dispatch to time ambulance is en route. Response Time is time from dispatch to time ambulance is on scene.
- G Total Call Time is time from dispatch to when the call was closed (i.e., whenever the ambulance becomes available for another CFS).
- H Sum of total call hours do not include time spent performing the following activities: Blood draws for the PD, monthly department meetings, committee meetings, trainings, public relation events, return time to the station from hospital/scene, restocking supplies, nor paperwork.
- J "Total # of EMS Personnel" is the total number of EMS personnel responding to the total number of CFS that quarter; does not include police EMTs. Personnel are entered into an electronic database at the end of each call by the EMT crew and are therefore at risk for human error.
- K Not included in calculations.
- L Situations in which no formal patient assessment/treatment takes place (e.g., additional manpower, lifting assistance, home medical device assistance, etc.)