

2022

ELM GROVE EMERGENCY MEDICAL SERVICES

ANNUAL REPORT



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ELM GROVE EMERGENCY MEDICAL SERVICES

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January 23, 2023

Citizens of Elm Grove
President Neil Palmer
Village of Elm Grove Board of Trustees
Mr. David DeAngelis, Village Manager
c/o Sandee Policello, Village Clerk/Deputy Treasurer

Citizens, President Palmer, and Trustees:

Re: Elm Grove EMS Annual Report 2022

On behalf of Elm Grove EMS, you will find attached the department's annual report. Special emphasis was paid to compare to year's past so this data can be analyzed with the appropriate context.

For the third consecutive year, Elm Grove EMS broke its record annual call volume. Since 2019, **call volume has increased nearly 28%**. This increase has been caused by an increased call volume within Elm Grove; the volume of mutual aid has essentially remained unchanged. Specifically, of the total 429 calls for service in 2022, 378 (88%) were in Elm Grove and 51 (12%) were mutual aid calls (calls to surrounding municipalities).

A record total 381 patients were evaluated by Elm Grove EMS personnel in 2022, representing **an astonishing 44% increase** since 2019. Most (37%) continue to be geriatric (81+), Elm Grove residents (76%). A record total 307 patients were transported to local hospitals, representing a **41% increase** since 2019. Froedtert Hospital continues to be the most common receiving hospital, accounting for 45% of all transports; Ascension Elmbrook closely followed with 37%.

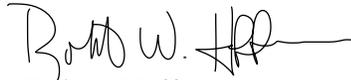
About two-thirds of our calls occur during daytime hours (0600-1800) and three-fourths occur during weekdays (Monday 0600 – Friday 1800), both which has been consistent through the years. Weekends represent slightly more than a third of the total hours per week, but one-fourth of our call volume. The majority (60%) of our calls obviously remain residential, single patient events, mirroring the zoning of the Village.

We have successfully responded to this increased volume because of our dedicated personnel, without increases in staffing or budget. I would like to thank the collective 1,495 individual responses our personnel gave this year to those 429 calls for service (CFS), an average of just over three personnel per CFS. These personnel spent nearly 348 cumulative hours on calls this quarter. This does not include time spent performing a record 15 blood draws 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.

Forever guided by its founding principle of volunteerism, Elm Grove EMS strives to provide exceptional, data-driven prehospital medical care that is compassionate, cost-effective, and responsive to the needs of our patients and the community we call home.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Robert W. Heffernan", with a long horizontal flourish extending to the right.

Robert Heffernan

cc: Jon Robinson, M.D., Chief
Curt Waddell, CCEMT-P, Assistant Chief

Figure 1.1: Total Calls for Service by Location & Patient Contact (per year)

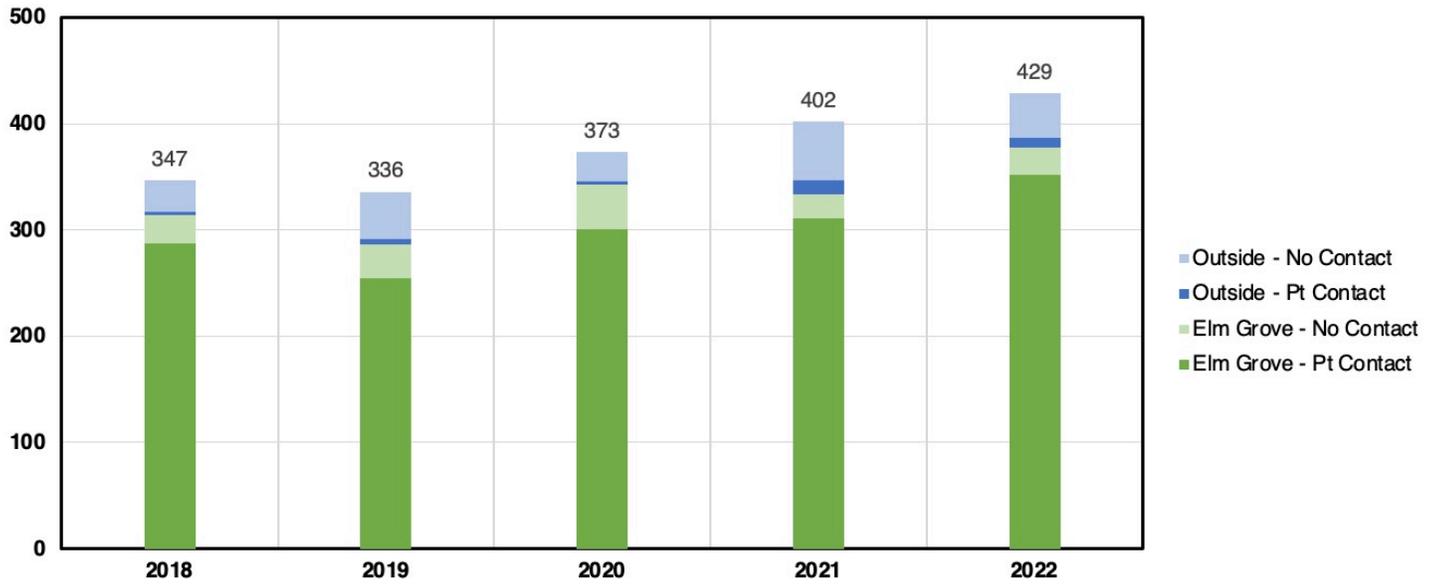


Figure 1.1a: Total Calls for Service by Location & Patient Contact (per quarter)

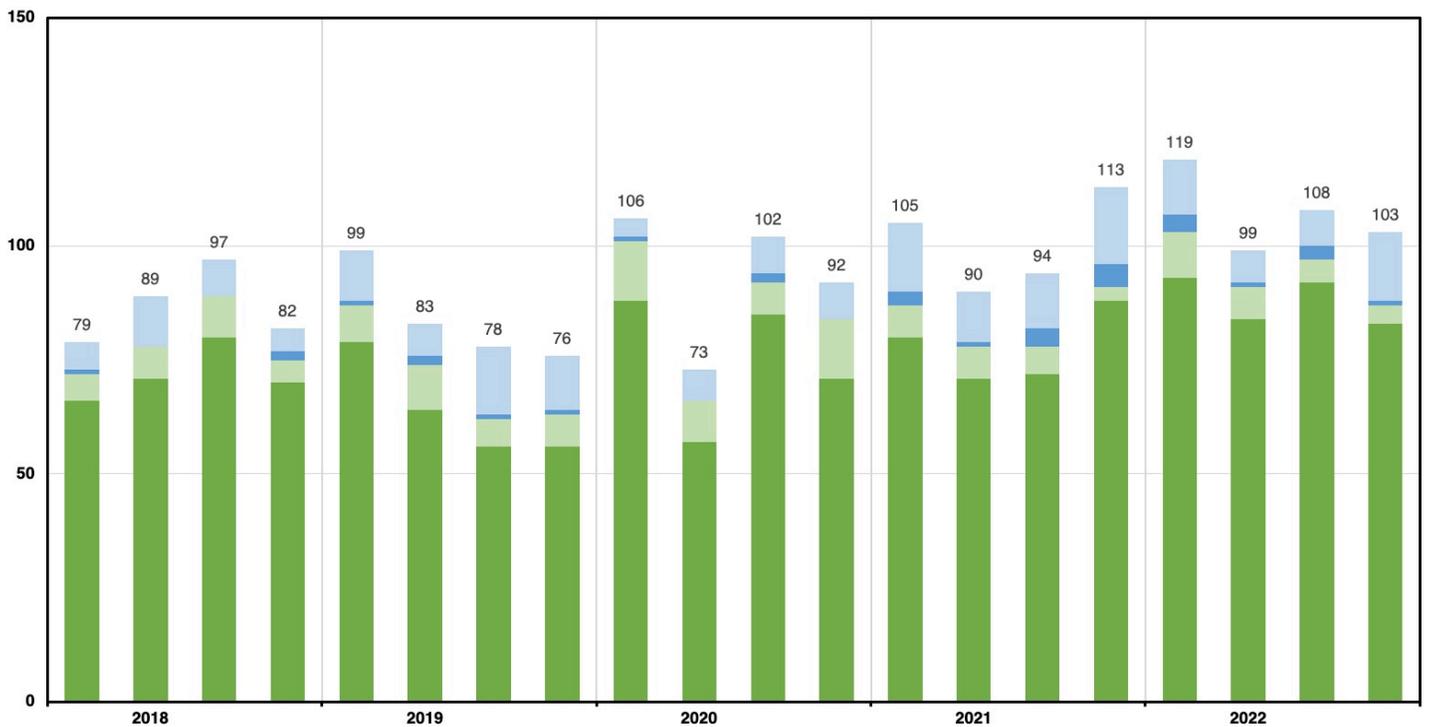


Figure 1.2: Total Calls for Service in Elm Grove by Patient Contact (per year)

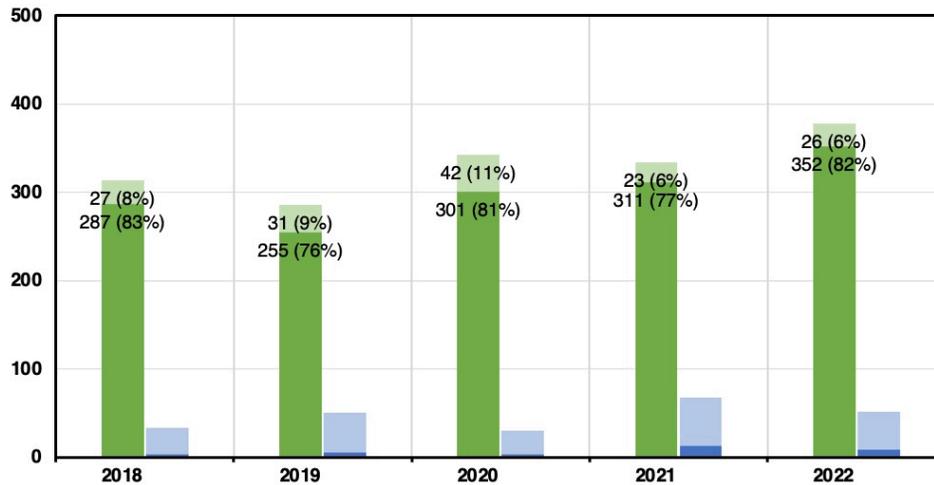


Figure 1.3: Total Calls for Service Outside Elm Grove by Patient Contact (per year)

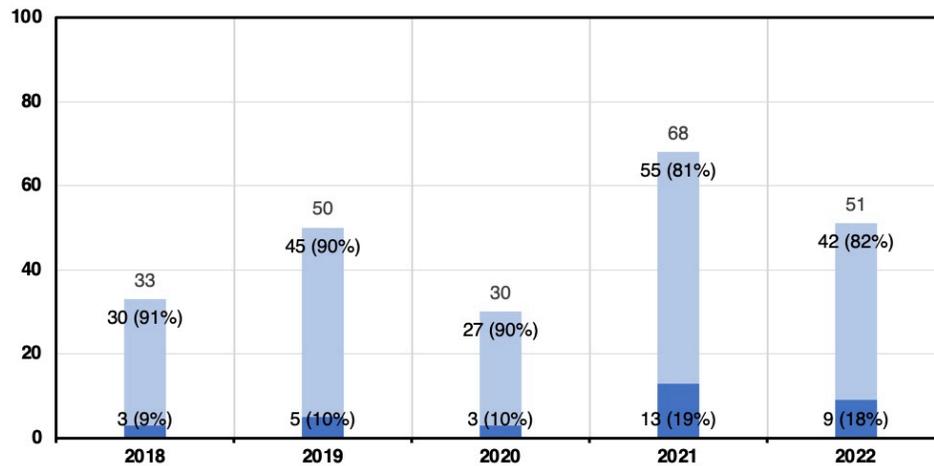


Figure 1.4: Total Calls For Service by Outcome 2022

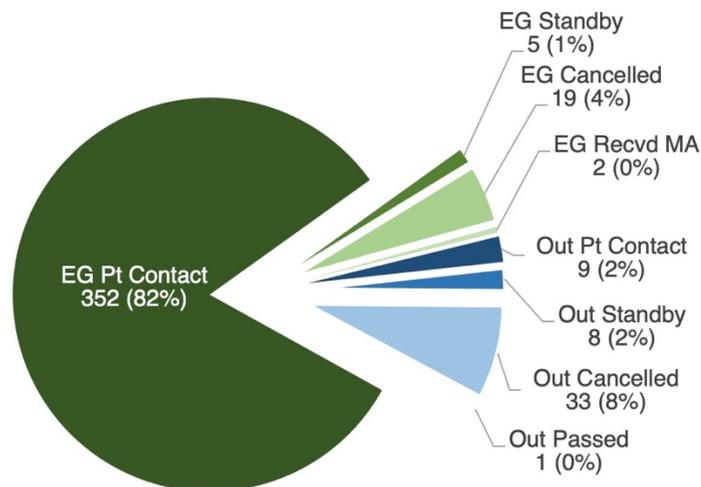


Figure 1.5: Calls For Service in Elm Grove Without Patient Contact 2022

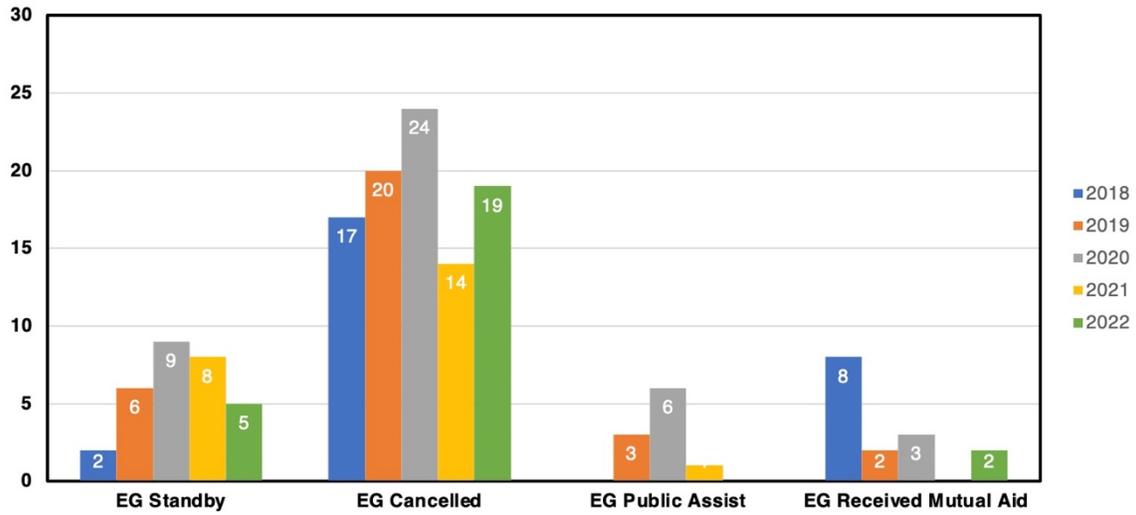


Figure 1.6: Calls For Service Outside Elm Grove 2022

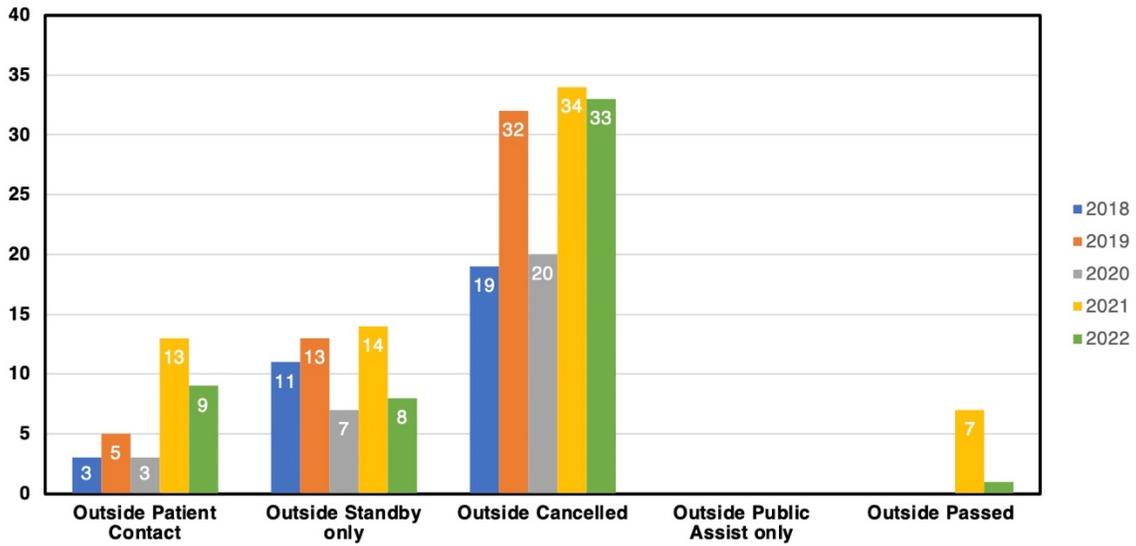


Figure 1.7: Total Calls for Service with More than One Patient (per year)

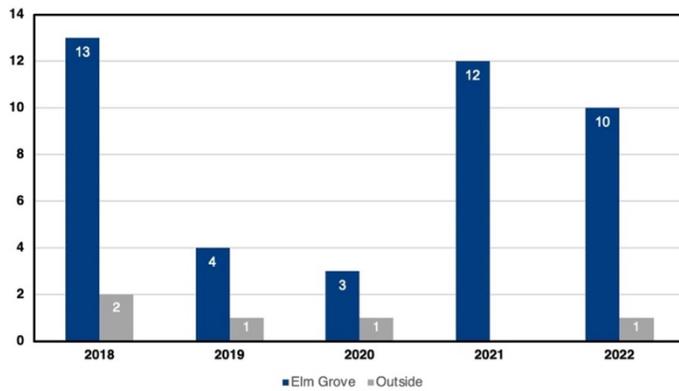


Figure 1.8: Use of Both Apparatus Simultaneously (per year)

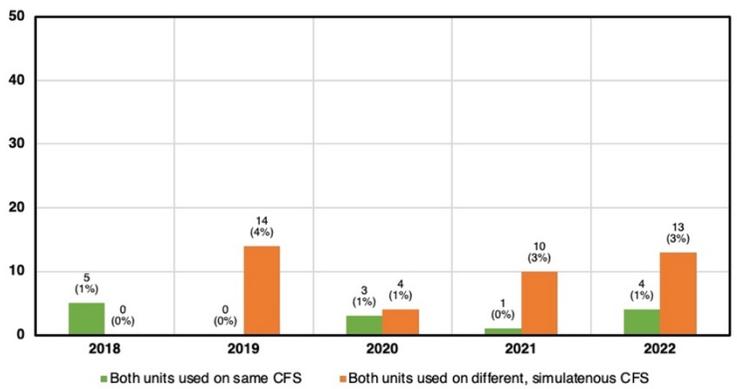


Figure 2.1: Total Calls for Service by Time of Day and Week Type (per year)

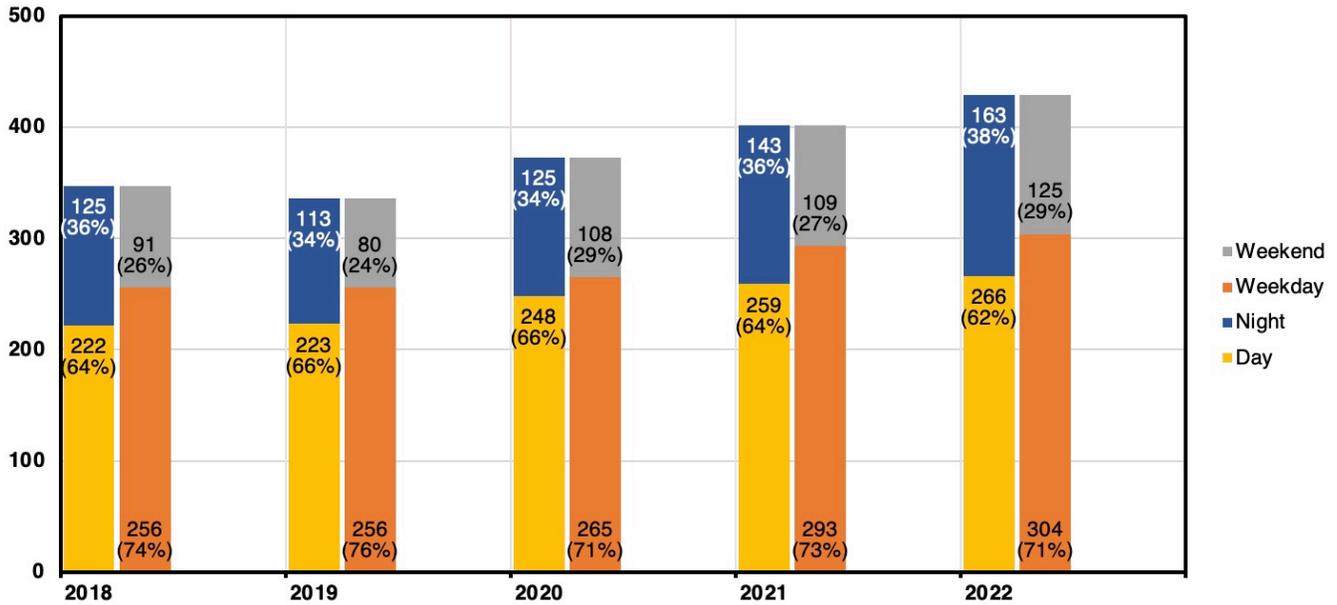


Figure 2.2: Total Calls For Service in 2022 by Day of Week

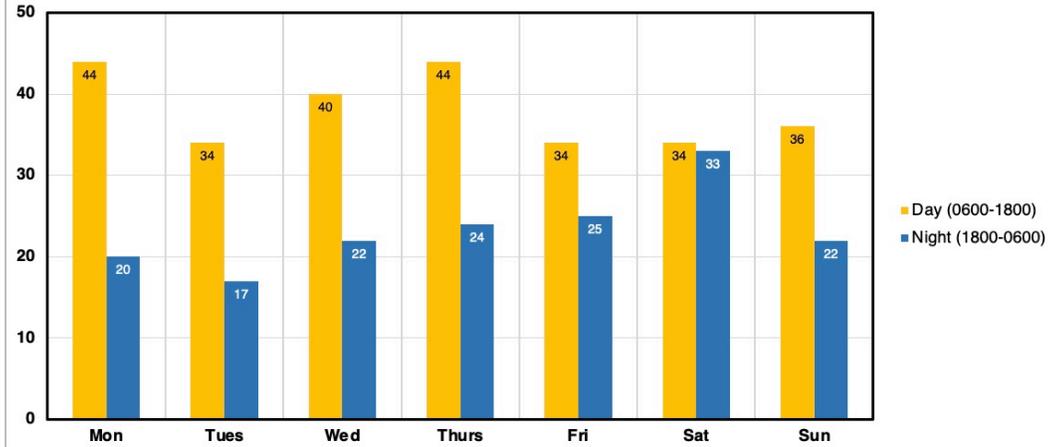


Figure 2.3: Total Calls For Service in 2022 by Day of Week (per quarter)

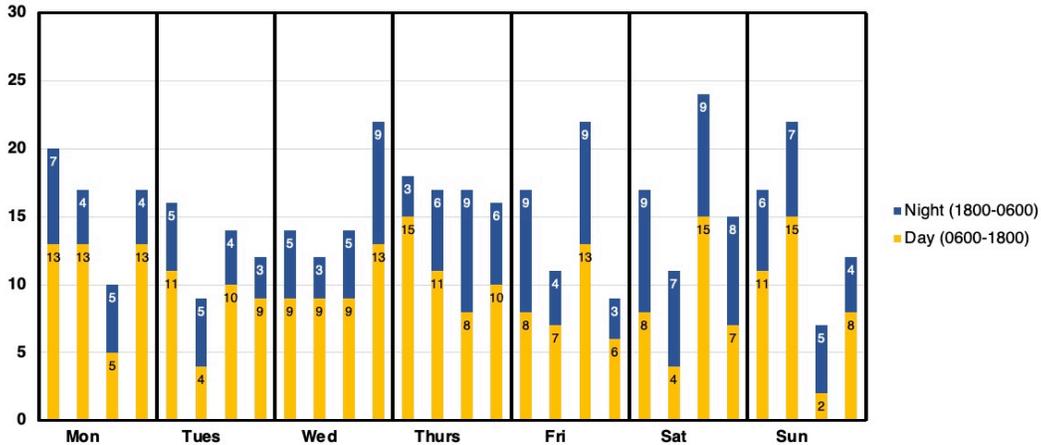


Figure 2.4: Total Calls for Service by Hour of Day 2022

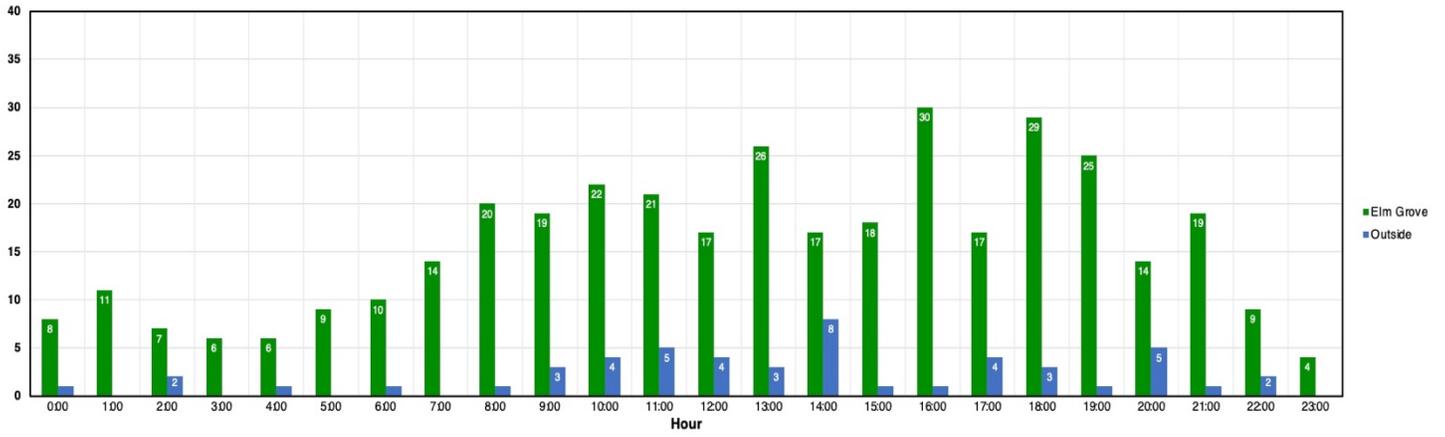


Figure 2.5 Calls for Service in Elm Grove by Hour of Day (per year)

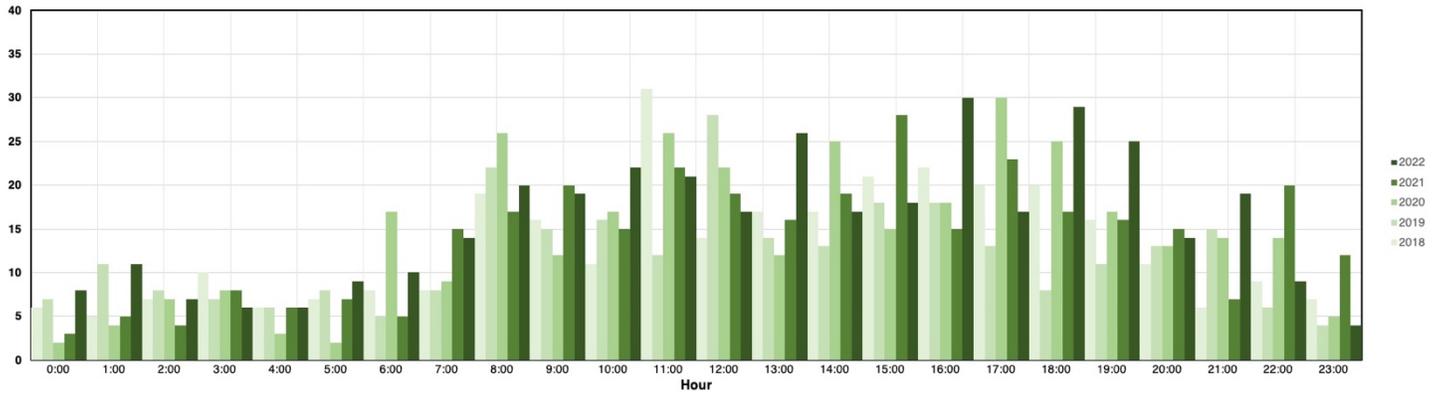
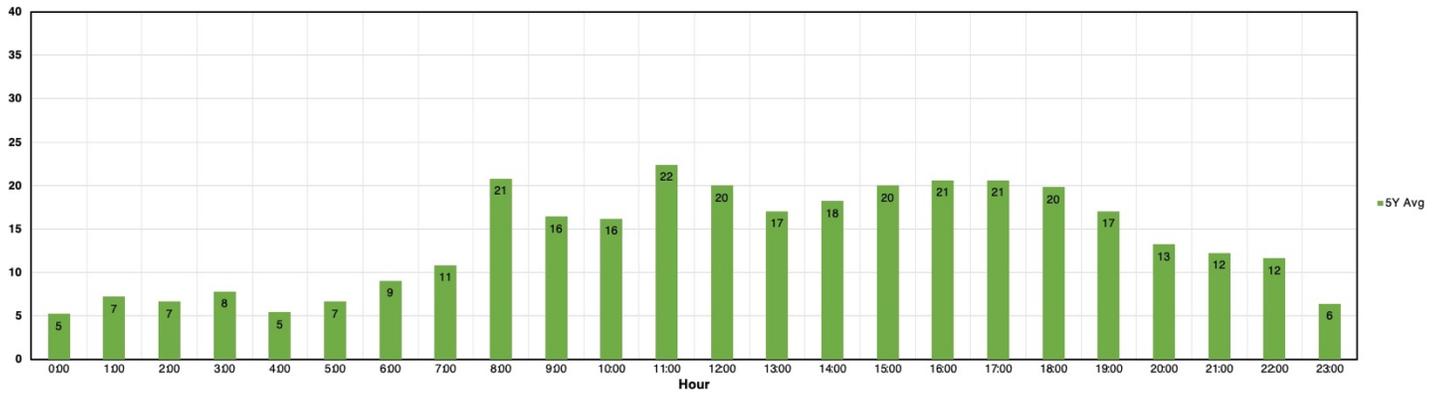


Figure 2.6: Five Year Average Number of Calls for Service in Elm Grove by Hour of Day 2022



SECTION III: MUTUAL AID

Table 3.1: Mutual Aid Given 2022

| 2022 | Q1 | | | Q2 | | | Q3 | | | Q4 | | | YTD | | |
|--------------------------|-----------|--------|-------------------------|----------|--------|-------------------------|-----------|--------|-------------------------|-----------|--------|-------------------------|-----------|--------|-------------------------|
| | Cncl | Stndby | PtCncl/ PblcAss t | Cncl | Stndby | PtCncl/ PblcAss t | Cncl | Stndby | PtCncl/ PblcAss t | Cncl | Stndby | PtCncl/ PblcAss t | Cncl | Stndby | PtCncl/ PblcAss t |
| Mutual Aid Given: | 15 (100%) | | | 8 (100%) | | | 11 (100%) | | | 16 (100%) | | | 50 (100%) | | |
| | 11 | 0 | 4 | 4 | 3 | 1 | 6 | 2 | 3 | 12 | 3 | 1 | 33 | 8 | 9 |
| C/Brookfield | 2 (13%) | | | 4 (50%) | | | 5 (45%) | | | 7 (44%) | | | 18 (36%) | | |
| | 0 | 0 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 6 | 1 | 0 | 10 | 4 | 4 |
| T/Brookfield | 5 (33%) | | | 0 (0%) | | | 2 (18%) | | | 1 (6%) | | | 8 (16%) | | |
| | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 7 | 0 | 1 |
| New Berlin | 4 (27%) | | | 1 (13%) | | | 3 (27%) | | | 4 (25%) | | | 12 (24%) | | |
| | 4 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 3 | 1 | 0 | 10 | 1 | 1 |
| Menomonee Falls | 3 (20%) | | | 3 (38%) | | | 0 (0%) | | | 4 (25%) | | | 10 (20%) | | |
| | 2 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 5 | 3 | 2 |
| Wauwatosa | 0 (0%) | | | 0 (0%) | | | 0 (0%) | | | 0 (0%) | | | 0 (0%) | | |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 1 (7%) | | | 0 (0%) | | | 1 (9%) | | | 0 (0%) | | | 2 (4%) | | |
| | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |

Figure 3.1: Mutual Aid Given by Disposition 2022

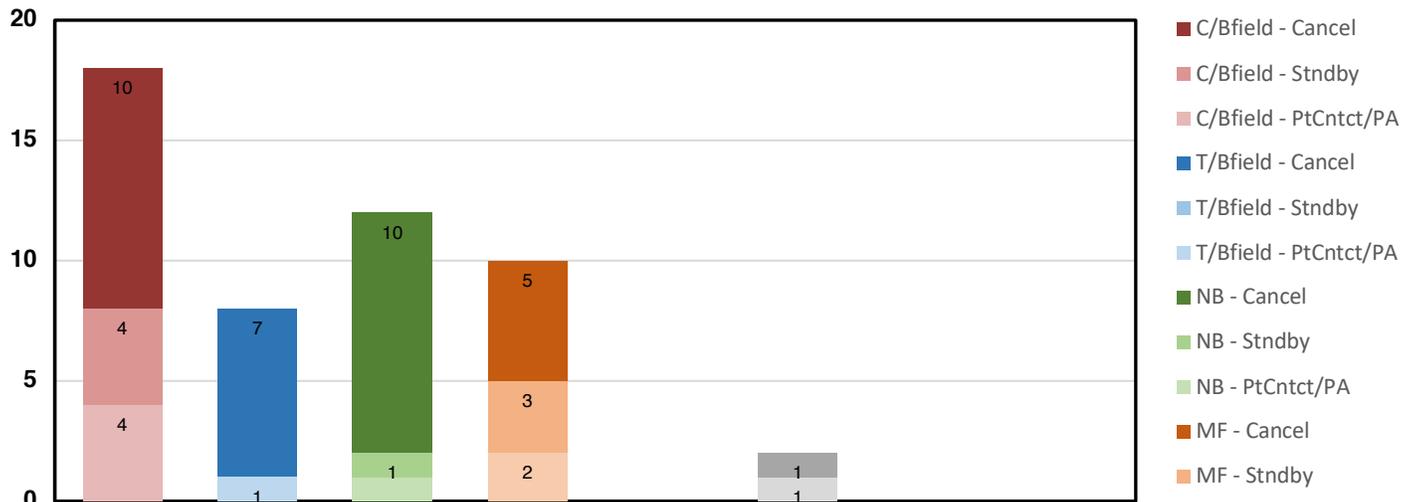


Figure 3.2: Mutual Aid Given by Disposition (per year)

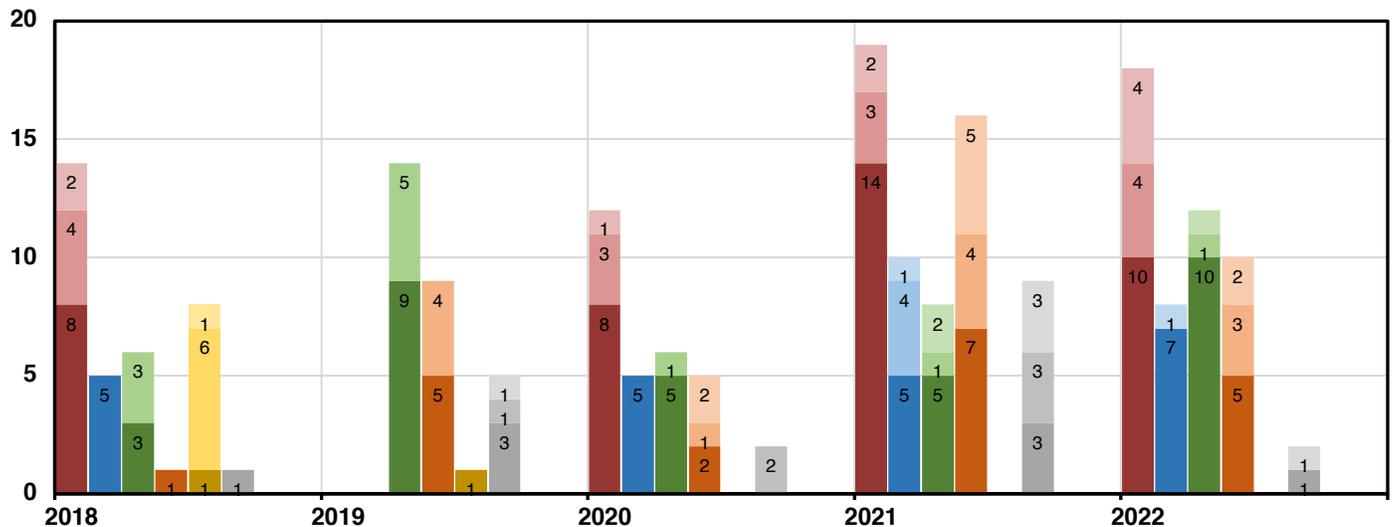


Table 3.2: Mutual Aid Received 2022

| 2022 | Q1 | | Q2 | | Q3 | | Q4 | | YTD | |
|-----------------------------------------------------|----------|---------|----------|---------|----------|---------|----------|---------|----------|---------|
| | Rcvd | Transfr |
| Mutual Aid Received: | 1 (100%) | | 0 (100%) | | 1 (100%) | | 0 (100%) | | 2 (100%) | |
| | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 |
| C/Brookfield | 1 (100%) | | 0 (0%) | | 1 (100%) | | 0 (0%) | | 2 (100%) | |
| | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 |
| Wauwatosa | 0 (0%) | | 0 (0%) | | 0 (0%) | | 0 (0%) | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reasons for Received MA: | | | | | | | | | | |
| >1 simultaneous CFS | 1 | | 0 | | 1 | | 0 | | 2 | |
| CFS w/ multiple patients | 0 | | 0 | | 0 | | 0 | | 0 | |
| Requested destination was operationally unavailable | 0 | | 0 | | 0 | | 0 | | 0 | |
| Patient preference | 0 | | 0 | | 0 | | 0 | | 0 | |
| Mechanical issue | 0 | | 0 | | 0 | | 0 | | 0 | |
| Inadequate staffing | 0 | | 0 | | 0 | | 0 | | 0 | |
| Planned MA coverage | 0 | | 0 | | 0 | | 0 | | 0 | |
| Other | 0 | | 0 | | 0 | | 0 | | 0 | |

SECTION IV: SCENES

Figure 4.1: Scene Types in Elm Grove 2022

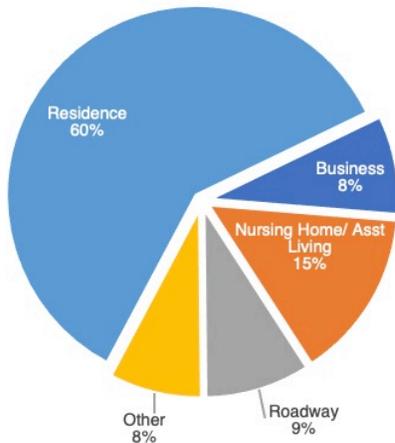


Figure 4.2: Scene Types in Elm Grove (per year)

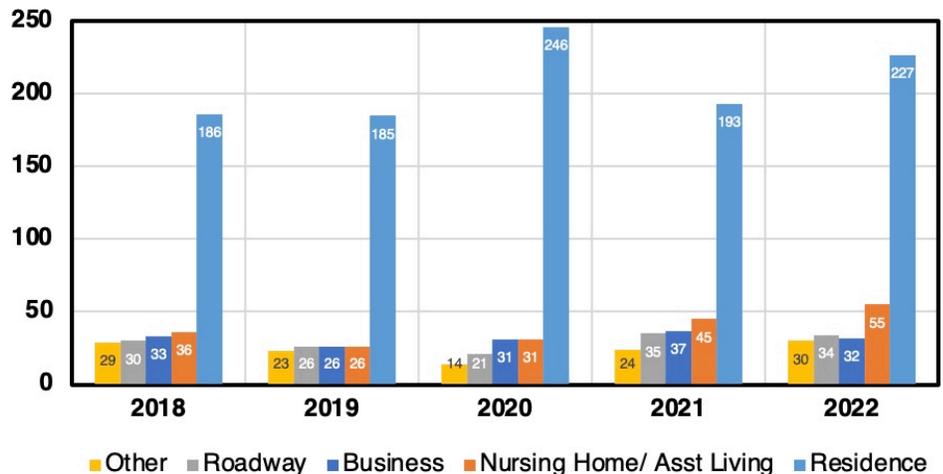


Figure 5.1: Transports (per year)

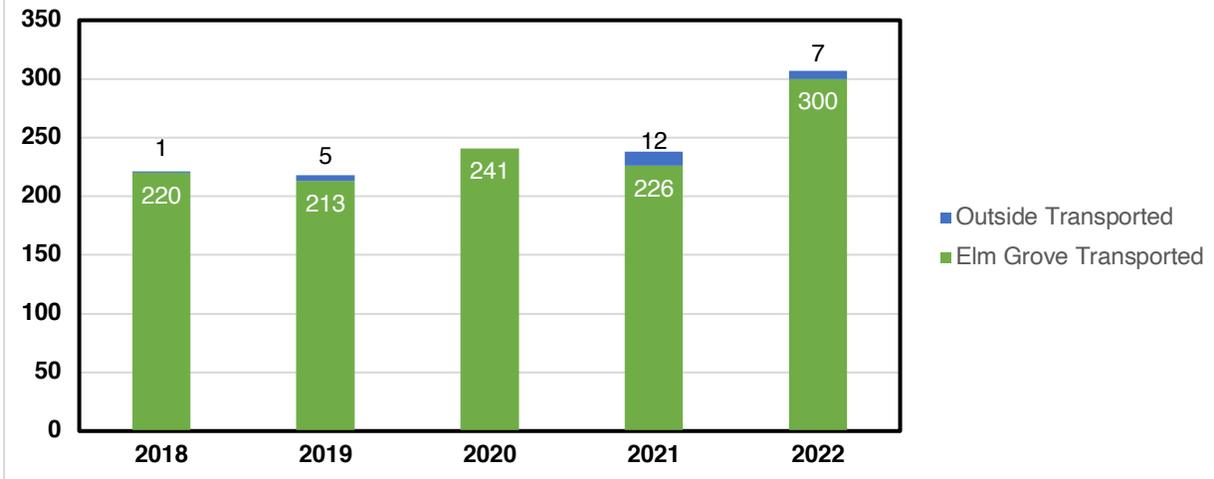


Figure 5.2: Calls for Service in Elm Grove with a Final Disposition Other Than Transport

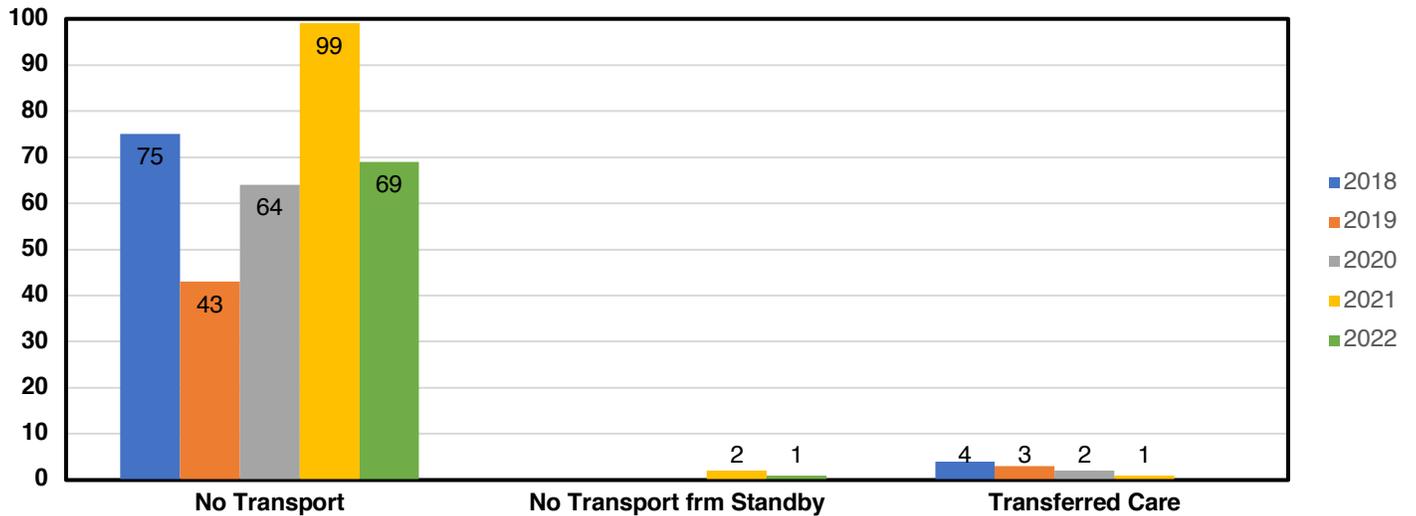
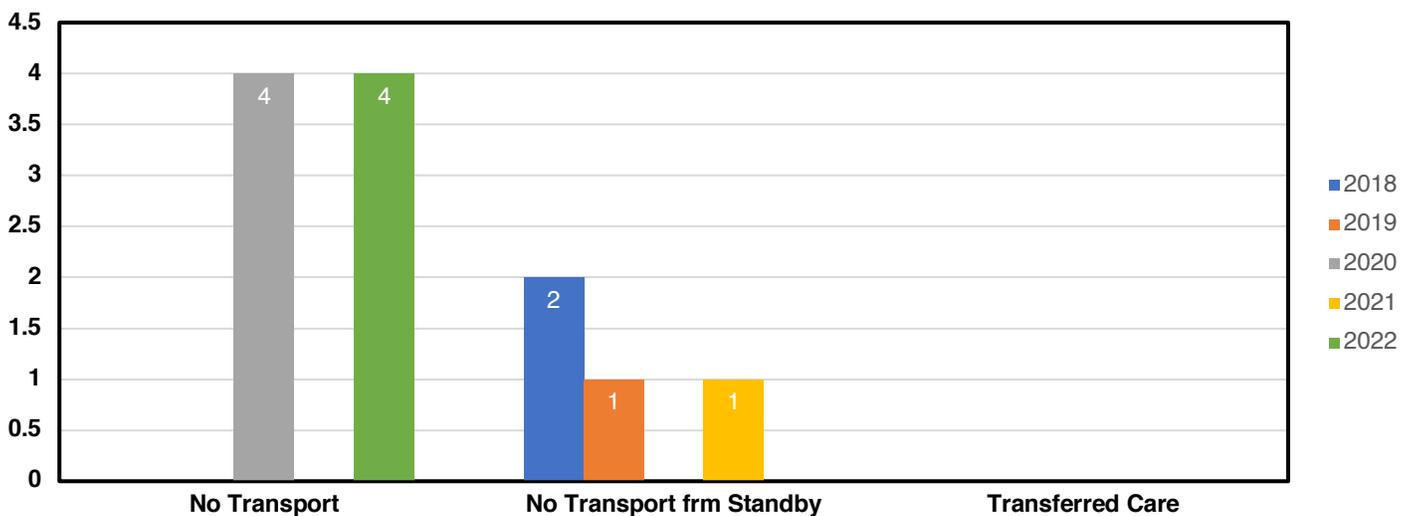


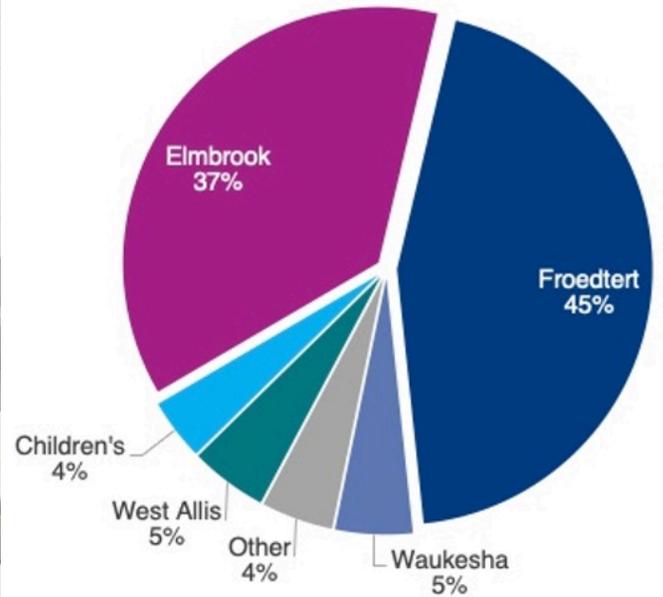
Figure 5.3: Calls for Service Outside Elm Grove with a Final Disposition Other Than Transport



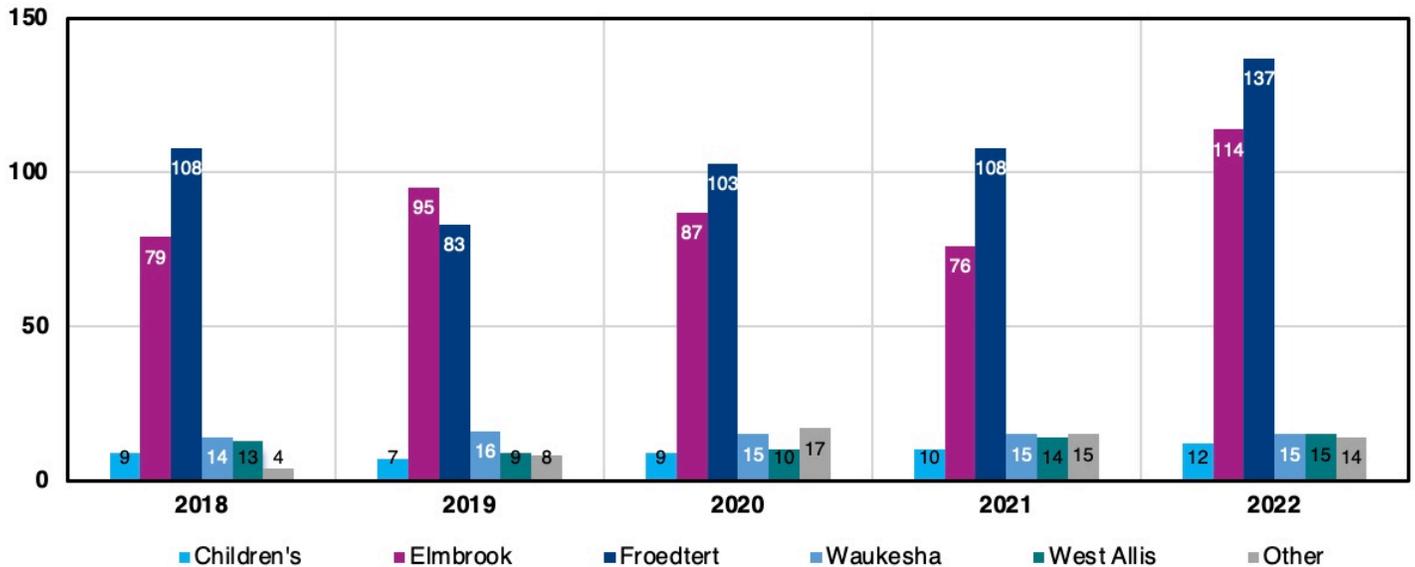
SECTION VI: TRANSPORT DESTINATIONS



Transport Destinations 2022



Transport Destinations (Per Year)



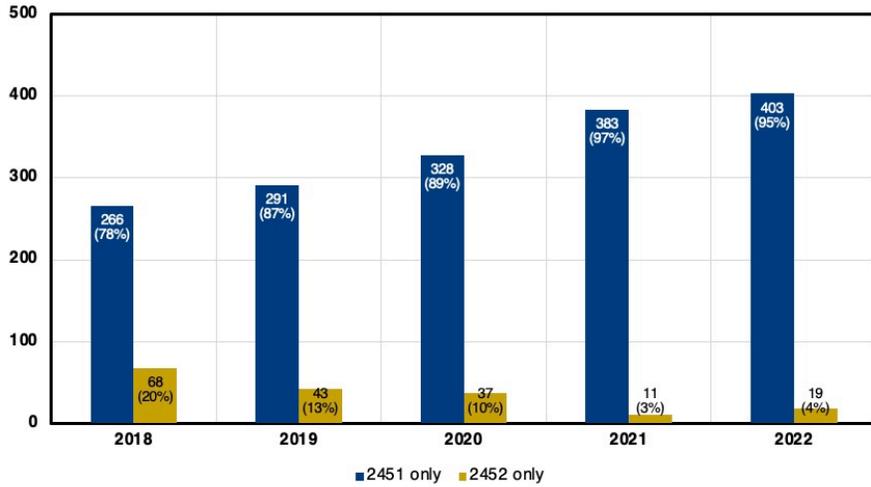
SECTION VII: TIMES

Table 7.1: 2022 Chute & Response Times

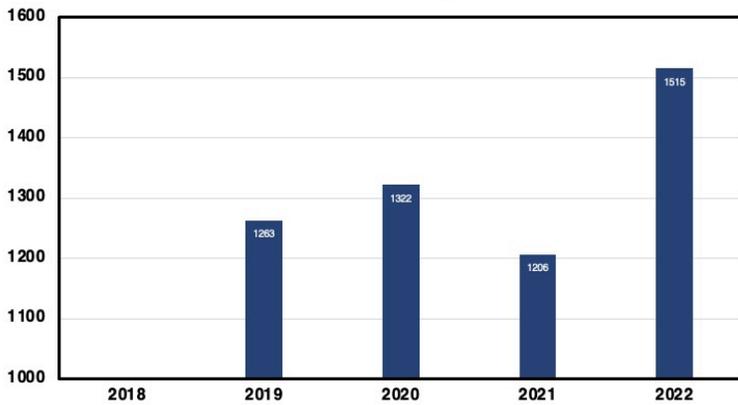
| 2022 | Q1 | | Q2 | | Q3 | | Q4 | | YTD | |
|-----------------------------------------------------|-------------------|-----------|------------------|--------------|------------------|-------------|------------------|-------------|-------------------|--------------|
| | Chute | Resp. | Chute | Resp. | Chute | Resp. | Chute | Resp. | Chute | Resp. |
| CFS in Elm Grove | 103 (100%) | | 91 (100%) | | 97 (100%) | | 87 (100%) | | 378 (100%) | |
| Patient Contact & Standby | 93 (90%) | | 84 (92%) | | 92 (95%) | | 83 (95%) | | 352 (93%) | |
| Minimum (minutes) | 0.0 | 1.0 | 0.0 | 0.5 | 0.0 | 0.5 | 0.0 | 0.5 | 0.0 | 0.5 |
| Median (minutes) | 6.5 | 9.5 | 6.5 | 9.5 | 6.0 | 9.0 | 6.5 | 9.0 | 6.5 | 9.5 |
| Maximum (minutes) | 15.0 | 18.5 | 15.0 | 50.0 | 11.5 | 21.5 | 14.0 | 17.5 | 15.0 | 50.0 |
| Mean ±SD (minutes) | 6.5 ±3.0 | 9.5 ±3.2 | 6.5 ±2.8 | 10.0 ±5.5 | 5.5 ±2.8 | 9.0 ±3.2 | 6.0 ±3.1 | 9.0 ±3.3 | 6.5 ±2.9 | 9.5 ±3.9 |
| Patient Cntct & Stndby Day (0600-1800) | 60 (58%) | | 54 (59%) | | 53 (55%) | | 52 (60%) | | 219 (58%) | |
| Minimum (minutes) | 0.0 | 1.0 | 0.0 | 0.5 | 0.0 | 0.5 | 0.0 | 0.5 | 0.0 | 0.5 |
| Median (minutes) | 6.5 | 9.5 | 7.0 | 9.5 | 6.0 | 8.5 | 6.5 | 9.0 | 6.5 | 9.0 |
| Maximum (minutes) | 14.0 | 16.0 | 15.0 | 18.0 | 11.5 | 14.5 | 14.0 | 17.0 | 15.0 | 18.0 |
| Mean ±SD (minutes) | 6.5 ±2.7 | 9.5 ±2.8 | 7.0 ±2.8 | 10.0 ±3.5 | 5.5 ±2.9 | 8.5 ±3.1 | 6.0 ±3.1 | 9.0 ±3.5 | 6.5 ±2.9 | 9.0 ±3.2 |
| Patient Cntct & Stndby Night (1800-0600) | 33 (32%) | | 30 (33%) | | 39 (40%) | | 31 (36%) | | 133 (35%) | |
| Minimum (minutes) | 0.5 | 3.0 | 0.0 | 3.0 | 0.0 | 1.5 | 0.0 | 2.5 | 0.0 | 1.5 |
| Median (minutes) | 7.5 | 10.5 | 6.5 | 9.0 | 6.5 | 10.0 | 6.5 | 9.5 | 6.5 | 10.0 |
| Maximum (minutes) | 15.0 | 18.5 | 10.0 | 50.0 | 10.0 | 21.5 | 11.5 | 17.5 | 15.0 | 50.0 |
| Mean ±SD (minutes) | 7.0 ±3.4 | 10.0 ±3.7 | 6.0 ±2.6 | 10.0 ±7.9 | 6.0 ±2.5 | 9.5 ±3.3 | 6.5 ±3.0 | 9.5 ±3.0 | 6.5 ±2.9 | 10.0 ±4.8 |
| Elm Grove Cancelled | 7 (7%) | | 5 (5%) | | 4 (4%) | | 3 (3%) | | 19 (5%) | |
| Public Assist | 0 (0%) | | 0 (0%) | | 0 (0%) | | 0 (0%) | | 0 (0%) | |

SECTION VIII: APPARATUS

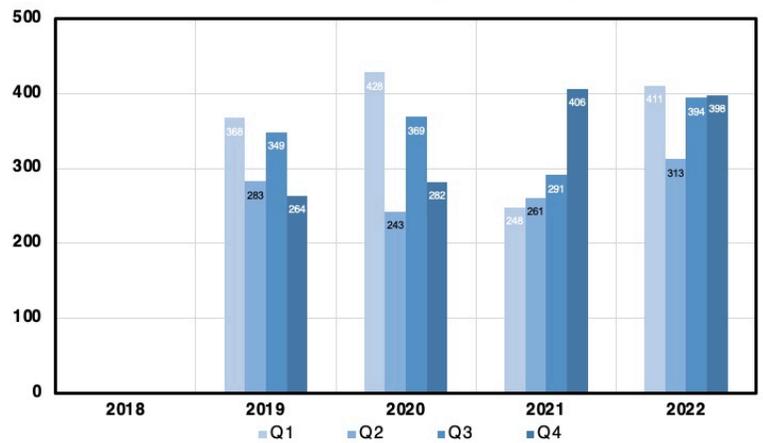
Apparatus Use (Per Year)



Total "Loaded" Miles (Per Year)



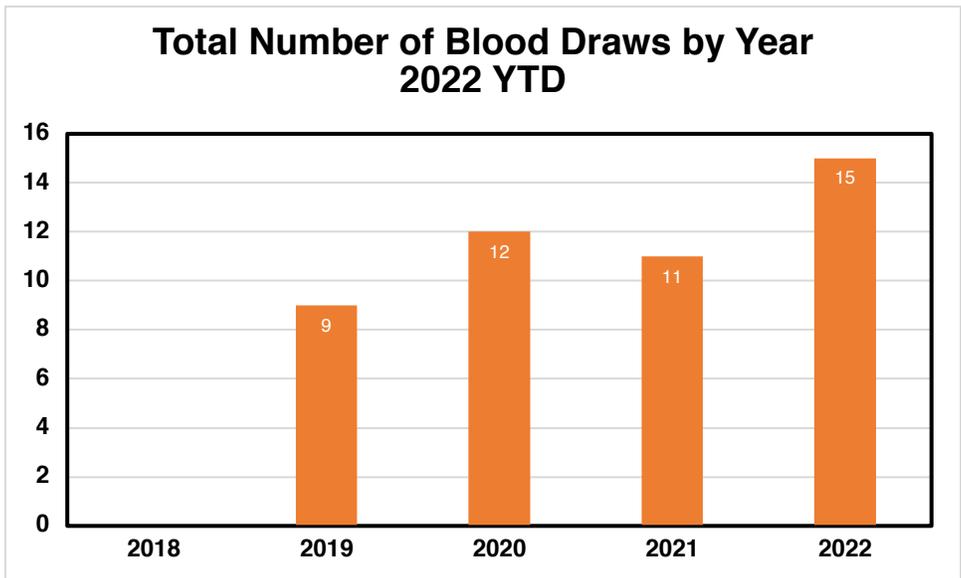
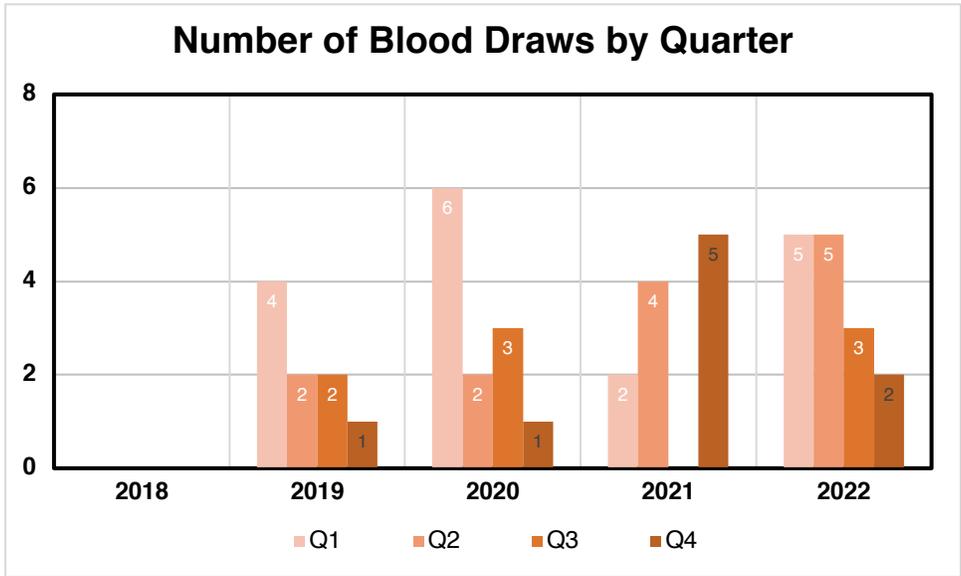
Total "Loaded" Miles (Per Quarter)

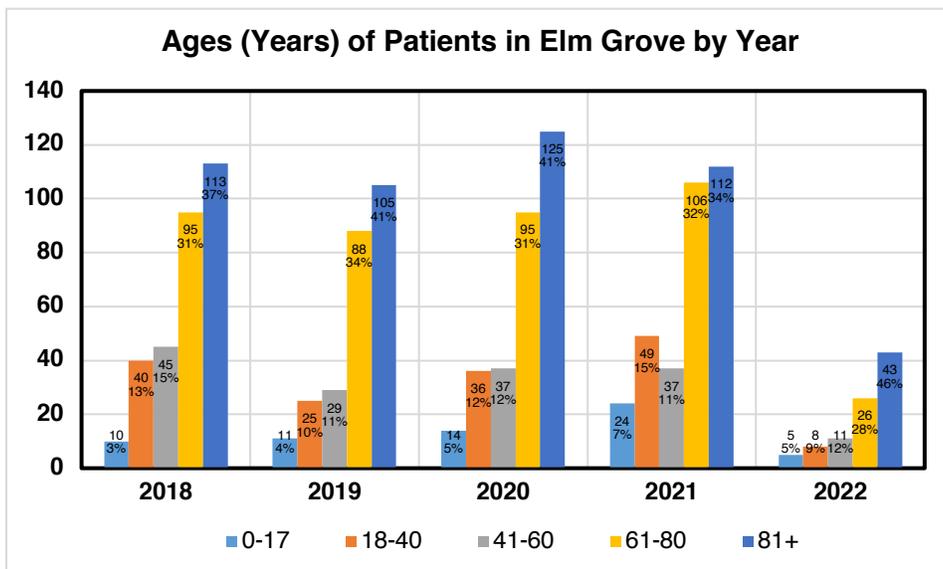
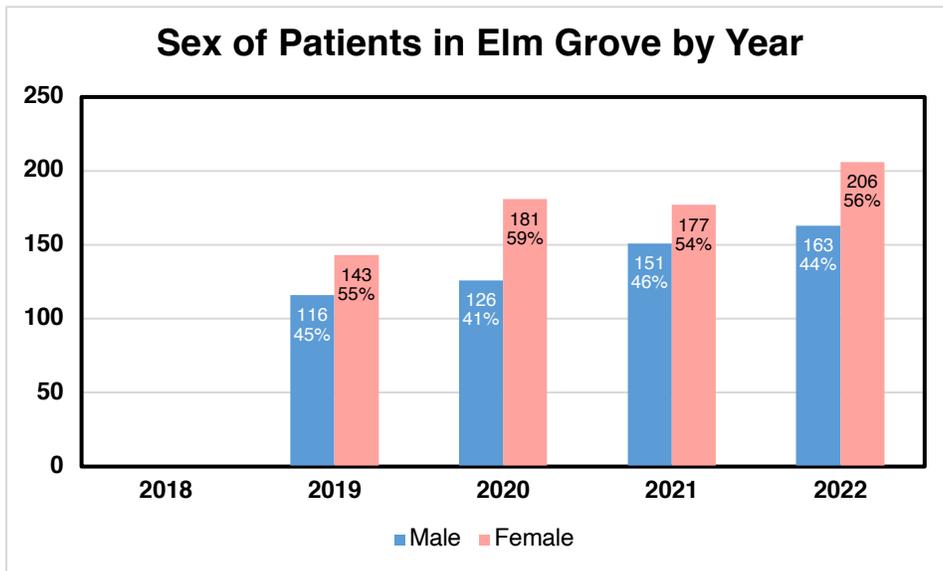
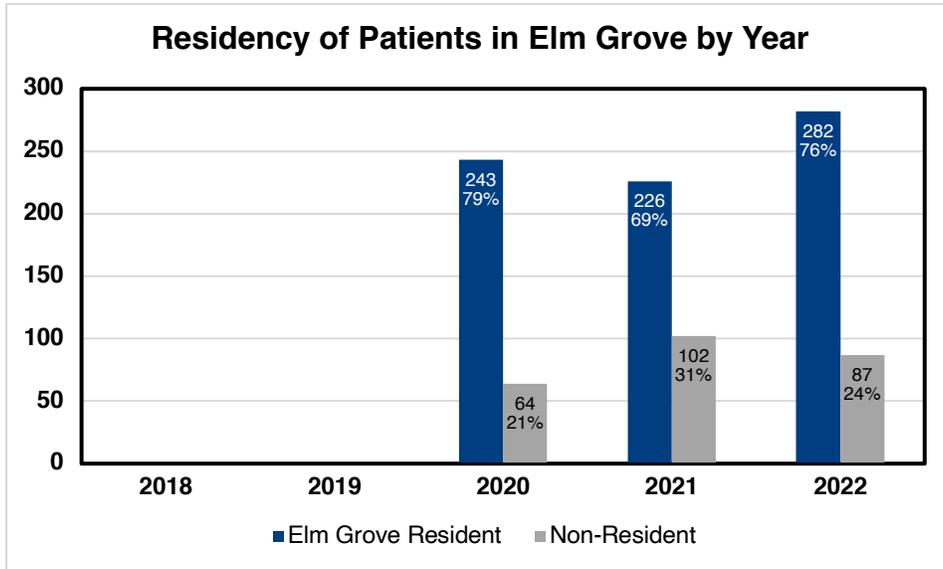


Current Apparatus

| Unit Number | Year | Chassis | Fuel | Brand | Type | Suspension | Miles at End of 2022* | |
|-------------|------|---------|-------|--------|--------|------------|-----------------------|--------|
| 2451 | 2020 | Ford | F-550 | Diesel | Horton | Type 1 | Liquid Spring | 11,000 |
| 2452 | 2008 | Ford | F-450 | Diesel | Horton | Type 1 | Air Ride | 30,000 |

*Estimated





SECTION XI: ACTIVITIES

Table 11.1: 2022 Activities by Quarter

| 2022 | Q1 | Q2 | Q3 | Q4 |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | <ul style="list-style-type: none"> • Cardiac arrest review • Pediatric trauma and pain management | <ul style="list-style-type: none"> • Annual Bloodborne Pathogens Review • Review of Nitrous Oxide • Outdoor Rescue • RTF • Pediatric triage • Driver training | <ul style="list-style-type: none"> • Pool rescue with lifeguards • Joint MCI training with Fire • Ultrasound IV placement • Incident Command and Equipment Review | <ul style="list-style-type: none"> • Joint Services Extrication Training • Verbal de-escalation and Caring for Special Need Patients |
| Public Relations | <ul style="list-style-type: none"> • None | <ul style="list-style-type: none"> • Memorial Day Parade | <ul style="list-style-type: none"> • July 4 in the Park | <ul style="list-style-type: none"> • School visit for Fire Prevention Week • Variety Club Station Tour • Fire Prevention Station Tour • Halloween Glow Stick Handout |
| Notable Milestones & Anniversaries | <ul style="list-style-type: none"> • 3 year anniversary of “shield emblem” • 1 year anniversary of placing new 2020 ambulance in service. | <ul style="list-style-type: none"> • 6 year anniversary of using ActiveAlert, mobile responder software. • 5 year anniversary of electronic patient care record system, ESO. | <ul style="list-style-type: none"> • Elm Grove Fire & EMS Futures Committee formed and met. | <ul style="list-style-type: none"> • After approval, for the first time ever, sleeping quarters in the station were deemed operational. |

