

# 2021 REPORT TO THE TOWN OF EFFINGHAM

REPORTING PERIOD: JANUARY 1<sup>ST</sup>, 2021 THRU OCTOBER 31<sup>ST</sup>, 2021



**Community Based Since 1977**

**Community Based Since 1977**

Jason Lefebvre

ACTION AMBULANCE SERVICE | 844 WOBURN ST WILMINGTON MA 01887

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## INTRODUCTION

This is the 2021 Monthly Report for the town of Effingham.

As we go forward, please feel free to make suggestions or requests into the type of data you would like to see.

Any questions, comments or concerns surrounding the contents of this report should be directed to:

Action Ambulance Service Inc.

ATTN: Jason Lefebvre – Vice President

844 Woburn St

Wilmington Ma 01887

Email: [jalefebvre@actionambulance.com](mailto:jalefebvre@actionambulance.com)

Thank You,

Management Team

Action Ambulance Service Inc.



## Report Parameters

Municipality: Effingham

Population: Approximately 1,495

Geographic Size: 38.1 Sq. Miles

Villages: Effingham, Center Effingham, Effingham Falls, South Effingham

Primary Service: Consortium of 6 towns, sharing 3 ALS level transporting ambulances 24/7

Back-Up: As needed

Performance Standards:

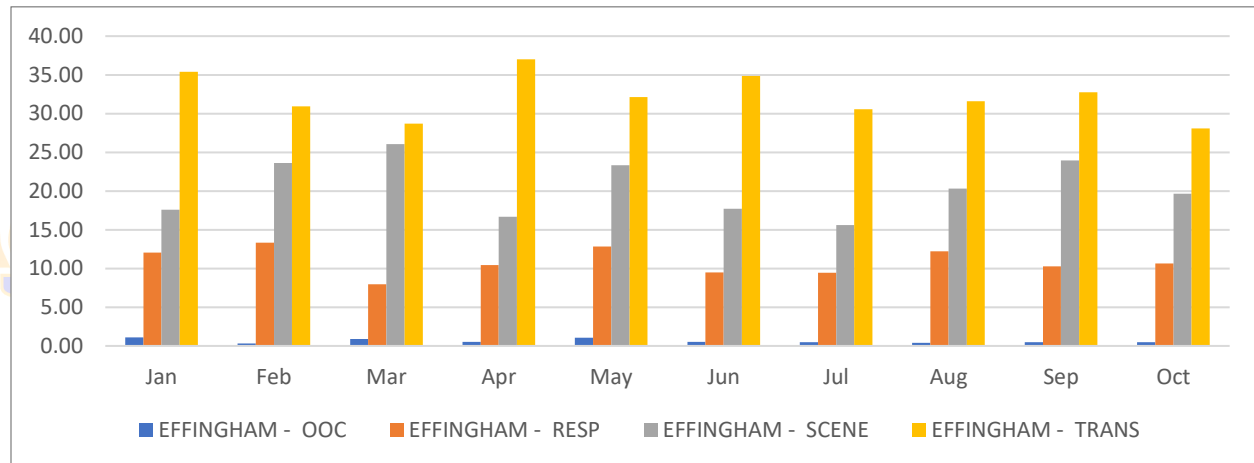
Primary Response – 20 minutes 75% of the time, 30 minutes 100% of the time

Out of Chute times under 60 seconds (1 minute)



## 911 Operational Performance Data

EFFINGHAM				
	OOC	RESP	SCENE	TRANS
Jan	1.10	12.06	17.57	35.39
Feb	0.33	13.35	23.63	30.92
Mar	0.91	7.94	26.06	28.70
Apr	0.52	10.45	16.68	36.99
May	1.07	12.83	23.35	32.13
Jun	0.54	9.49	17.73	34.87
Jul	0.47	9.45	15.61	30.56
Aug	0.40	12.22	20.32	31.59
Sep	0.49	10.29	23.94	32.77
Oct	0.49	10.66	19.64	28.09
<b>Grand Total</b>	<b>0.60</b>	<b>10.83</b>	<b>20.65</b>	<b>32.09</b>

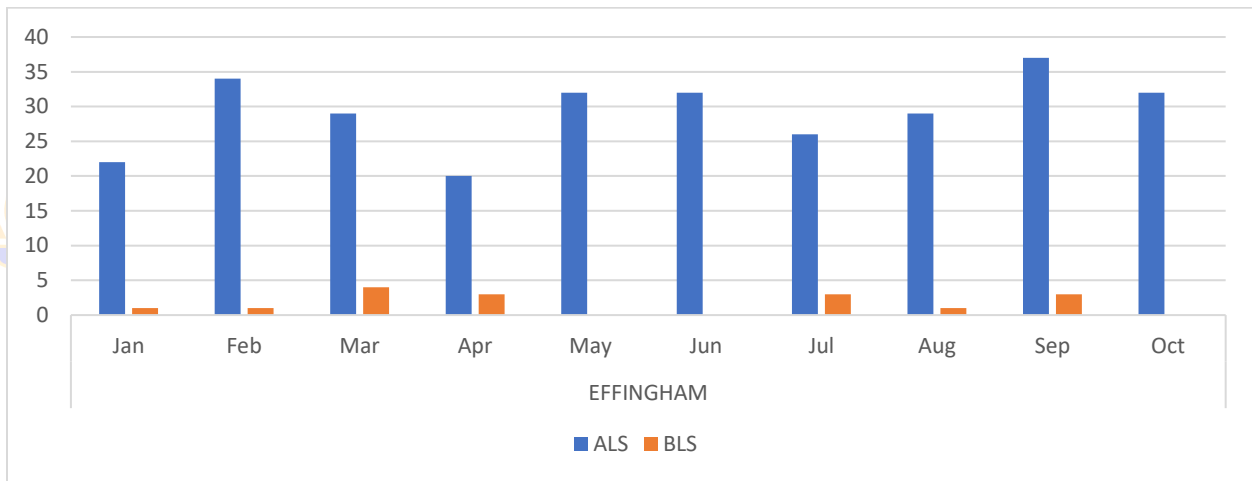


Times are represented in decimal format. This means that for every 0.1 noted it equals 6 seconds.

2.5 = 2 minutes & 30 seconds / 7.1 = 7 minutes & 6 seconds / 20.25 = 20 minutes & 15 seconds

## Volume

	ALS	BLS
<b>EFFINGHAM</b>	<b>293</b>	<b>16</b>
Jan	22	1
Feb	34	1
Mar	29	4
Apr	20	3
May	32	
Jun	32	
Jul	26	3
Aug	29	1
Sep	37	3
Oct	32	
<b>Grand Total</b>	<b>293</b>	<b>16</b>



## Green Mountain Treatment Center

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Grand Total
<b>EFFINGHAM</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>57</b>
<b>244 HIGHWATCH RD</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>57</b>
Canceled by Fire		1		1	1		1			1	5
Other Service Transported										1	1
Patient Refusal		1	2	1							4
Transport	5	6	3	5	2	5	5	5	6	4	46
Triage to BLS						1					1
<b>Grand Total</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>57</b>

## Fractile Response Times

Minutes	Count	%	Run Count	Run %
0-1	13	5.68%	13	5.68%
1-2	2	0.87%	15	6.55%
2-3	6	2.62%	21	9.17%
3-4	4	1.75%	25	10.92%
4-5	8	3.49%	33	14.41%
5-6	14	6.11%	47	20.52%
6-7	13	5.68%	60	26.20%
7-8	17	7.42%	77	33.62%
8-9	19	8.30%	96	41.92%
9-10	24	10.48%	120	52.40%
10-11	14	6.11%	134	58.52%
11-12	11	4.80%	145	63.32%
12-13	8	3.49%	153	66.81%
13-14	8	3.49%	161	70.31%
14-15	13	5.68%	174	75.98%
15-16	14	6.11%	188	82.10%
16-17	9	3.93%	197	86.03%
17-18	7	3.06%	204	89.08%
18-19	5	2.18%	209	91.27%
19-20	3	1.31%	212	92.58%
20-21	3	1.31%	215	93.89%
21-22	4	1.75%	219	95.63%
22-23	4	1.75%	223	97.38%
25-26	1	0.44%	224	97.82%
27-28	1	0.44%	225	98.25%
28-29	1	0.44%	226	98.69%
29-30	1	0.44%	227	99.13%
30-31	1	0.44%	228	99.56%
46-47	1	0.44%	229	100.00%
<b>Grand Total</b>	<b>229</b>	<b>100.00%</b>		

**Count** - Number of runs with response times between minutes noted.

**%** - Percent of calls the count (Column to the left) represents. This is only accounts for this particular row.

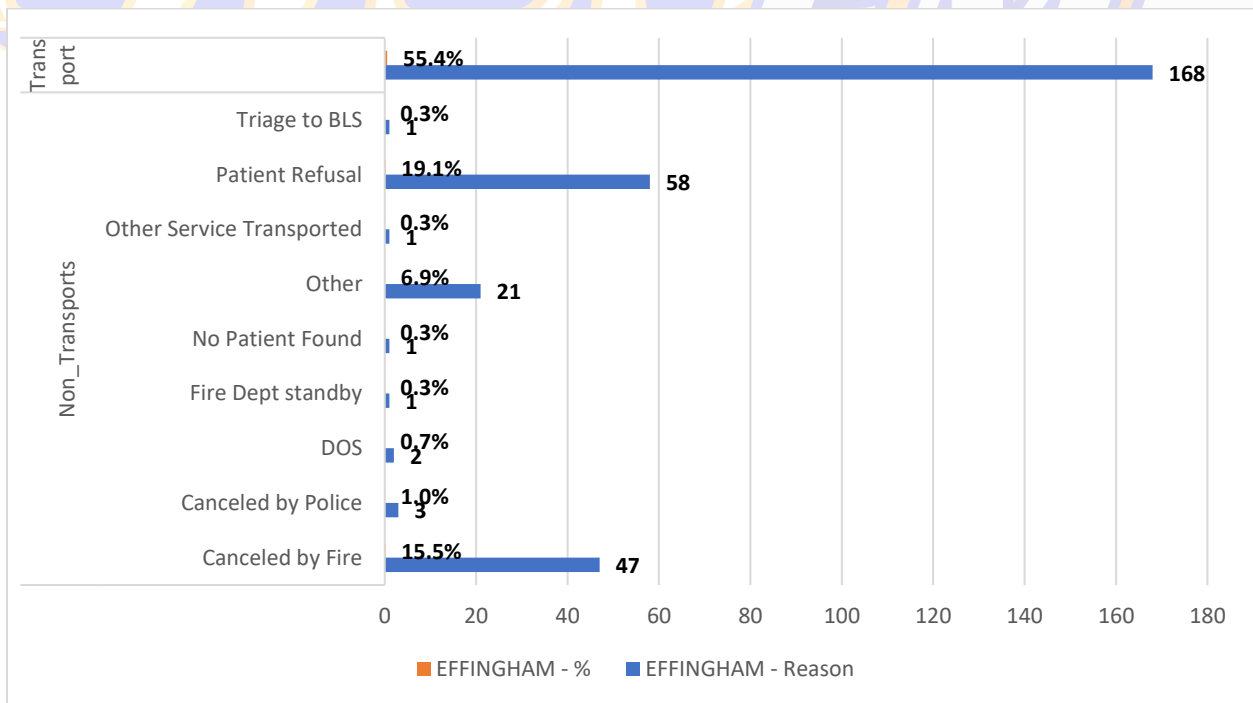
**Cum #** - Cumulative running count of calls. Accounts for & includes all of the previous rows in the total

**Run %** - Cumulative Running percentage of calls. Accounts & includes all the previous rows in the percentage represented.

These numbers also only reflect calls where the responding unit has made it to the scene & made patient contact (Transport, Patient Refusal etc..)

## Transport vs. Non-Transports

EFFINGHAM	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	EFFINGHAM Total
<b>Non_Transports</b>	<b>12</b>	<b>21</b>	<b>19</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>14</b>	<b>135</b>
Canceled by Fire	4	8	8	3	5	1	4	3	3	8	47
Canceled by Police					1	1				1	3
DOS		1	1								2
Fire Dept standby							1				1
No Patient Found							1				1
Other	1	3			3	2	3	4	5		21
Other Service Transported										1	1
Patient Refusal	7	9	10	7	6	6	2	3	4	4	58
Triage to BLS						1					1
<b>Transport</b>	<b>11</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>20</b>	<b>17</b>	<b>20</b>	<b>28</b>	<b>18</b>	<b>168</b>
<b>Grand Total</b>	<b>23</b>	<b>35</b>	<b>31</b>	<b>22</b>	<b>31</b>	<b>31</b>	<b>28</b>	<b>30</b>	<b>40</b>	<b>32</b>	<b>303</b>

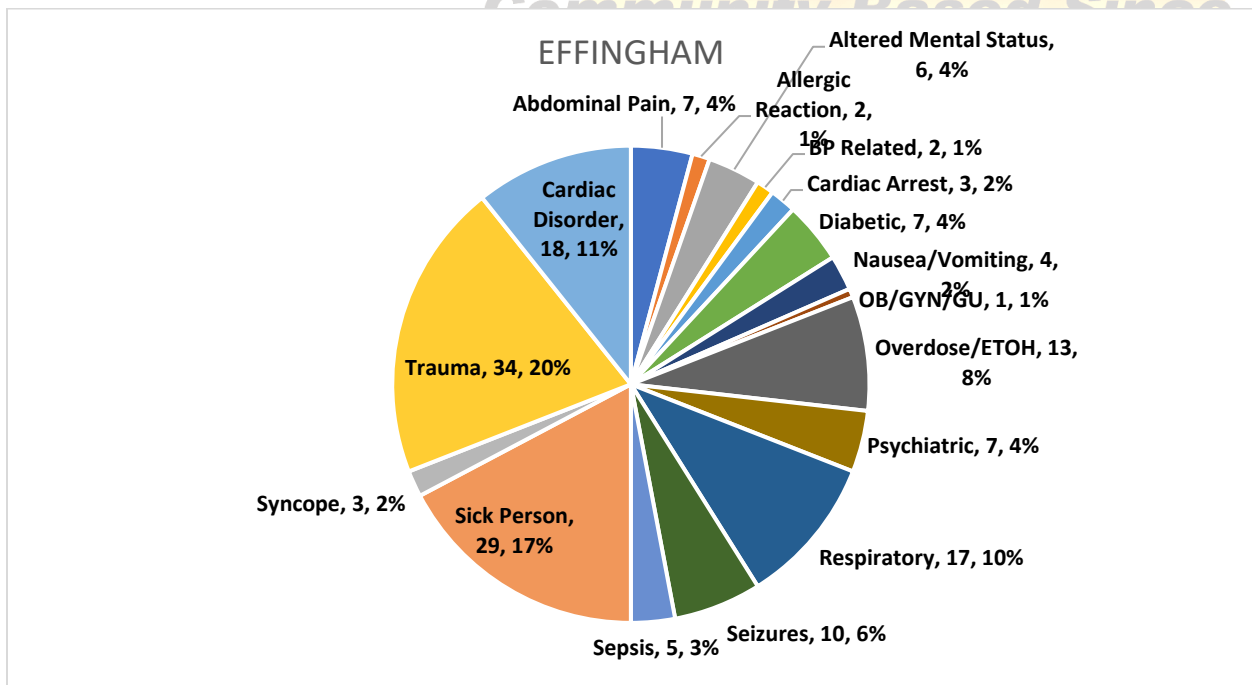


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## Type of Call (Transports Only)

EFFINGHAM											EFFINGHAM Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
Abdominal Pain		1	1	1		1		3			7
Allergic Reaction				1	1						2
Altered Mental Status							2	1		2	6
BP Related					2						2
Cardiac Arrest		1			1			1			3
Cardiac Disorder		5	1			2	1	2	3	4	18
Diabetic		1		1	1	1			3		7
Nausea/Vomiting						1	1		2		4
OB/GYN/GU		1									1
Overdose/ETOH	1					1	4	2	3	2	13
Psychiatric			1		1	2	1		2		7
Respiratory			1		3	5	1	2	3	2	17
Seizures	1		1	2				3	2	1	10
Sepsis		1				1	1		2		5
Sick Person	6	2	6	4	2	1		4	1	3	29
Syncope				1			1		1		3
Trauma	3	2	1	2	4	5	5	2	6	4	34
<b>Grand Total</b>	<b>11</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>20</b>	<b>17</b>	<b>20</b>	<b>28</b>	<b>18</b>	<b>168</b>



## Hospital Destinations

<b>EFFINGHAM</b>											<b>EFFINGHAM Total</b>
	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	
FRISBIE MEMORIAL HOSPITAL (NH)	2		1			1	1			1	6
HUGGINS HOSPITAL (NH)	7	12	10	8	12	16	14	16	25	16	136
MEMORIAL HOSPITAL (THE) (NH)	2	2	1	3	2	3	2	3	3	1	22
WENTWORTH DOUGLASS HOSPITAL (NH)				1	2			1			4
<b>Grand Total</b>	<b>11</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>20</b>	<b>17</b>	<b>20</b>	<b>28</b>	<b>18</b>	<b>168</b>

\* Indicates a destination that is not one of the listed above or is not built into our system



## Glossary of Terms

<b>1st quarter</b>	January 1st through March 31st
<b>2nd Quarter</b>	April 1st through June 30th
<b>3rd Quarter</b>	July 1st through September 30th
<b>4th Quarter</b>	October 1st through December 31st
<b>A-EMT/Advanced</b>	Level of certification/licensure that allows the person to operate, to the Basic Life Support level, with a few select skills from the ALS level (IV's, certain medications)
<b>ALS</b>	Advanced Life Support. Care provided by any level of certification/licensure higher than a Basic EMT (EMT). This includes an Advanced EMT or a Paramedic
<b>AMS</b>	Altered Mental Status
<b>BLS</b>	Basic Life Support. Care provided at the basic EMT (EMT) level. No advanced skills are performed.
<b>BP</b>	Blood Pressure
<b>Complaint</b>	What is the patient complaining of or reason for call
<b>CVA/TIA</b>	Cerebral Vascular Accident/Transient Ischemic Attack
<b>Destination</b>	The facility/hospital the patient is transported to.
<b>Destination Time</b>	The time the unit signs off at destination
<b>DOS</b>	Dead on Scene
<b>EMT</b>	Level of certification/licensure that allows the person to operate at the Basic Life Support level of care
<b>ETOH</b>	Abbreviation for ethanol alcohol. Type of alcohol found in "Adult" beverages
<b>GI</b>	Gastrointestinal - Anything to do with the digestive system
<b>MVA</b>	Motor Vehicle Accident
<b>Non-Transports</b>	A response that does not result in a transport of a patient.
<b>OB/GYN/GU</b>	Obstetrical, Gynecological or Genitourinary emergencies
<b>On Scene Time</b>	The time when the unit signs off on scene
<b>OOC</b>	Abbreviation for Out of Chute Time
<b>Out of Chute</b>	The time calculated from dispatched to actually in the truck responding
<b>Paramedics</b>	Highest level of certification/licensure in pre-hospital care. Provide all levels of Advanced Life Support care (Medications, IV, IO, Cardiac Monitoring & 12-Lead ECG, etc..)
<b>Reasons</b>	A generalized grouping of why patient called 911 or the complaint patient gave to crew.
<b>RES</b>	Abbreviation for Response Time
<b>Response Time</b>	The time calculated from dispatch to on scene
<b>Responses</b>	The total number of calls Action responded to in the municipality. It includes both transports & Non-Transports

<b>SCE</b>	Abbreviation for Scene Time
<b>Scene</b>	The location or address of the incident
<b>Scene Time</b>	The time the unit spends on scene. It is calculated from the On-Scene Time to Transporting Time
<b>TRA</b>	Abbreviation for Transport Time
<b>Transport Time</b>	The time the unit spends transporting the patient. It is calculated from the Transporting Time to Destination Time
<b>Transporting Time</b>	The time when the unit signs on transporting
<b>Transports</b>	The number of responses that result in a patient transported to a hospital
<b>Triage to BLS</b>	When an ALS crew, after assessment sends the crew with a BLS ambulance for transport, without further care or evaluation at the higher level of care
<b>YTD</b>	Year to Date

