

2020 REPORT TO THE TOWN OF OSSIPEE

REPORTING PERIOD: APRIL 1ST, 2020 THRU JULY 31ST, 2020



Jason Lefebvre

ACTION AMBULANCE SERVICE | 844 WOBURN ST WILMINGTON MA 01887

Contents

INTRODUCTION	2
Report Parameters	3
911 Operational Performance Data (2020)	4
Volume.....	5
Transport vs. Non-Transports	6
Type of Call (Transports Only)	7
Hospital Destinations	8
Graphics – Charts.....	9
Top 5 Complaint Types.....	9
Complaint Totals	10
Transports Vs. Non-Transports (Graph)	11
Glossary of Terms	12

INTRODUCTION

This is the 2020 Monthly Report for the town of Ossipee.

As we progress through 2020, you will be sent a more detailed quarterly report that will be submitted to supplement the monthly data sheets that we provide to you.

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

Thank You,

Management Team

Action Ambulance Service Inc.



Report Parameters

Municipality: Ossipee

Population: Approximately 4,345

Geographic Size: 75.6 Sq. Miles

Villages: Ossipee, Center Ossipee, Corner Ossipee, Granite, Moultonville, Water Village, West Ossipee

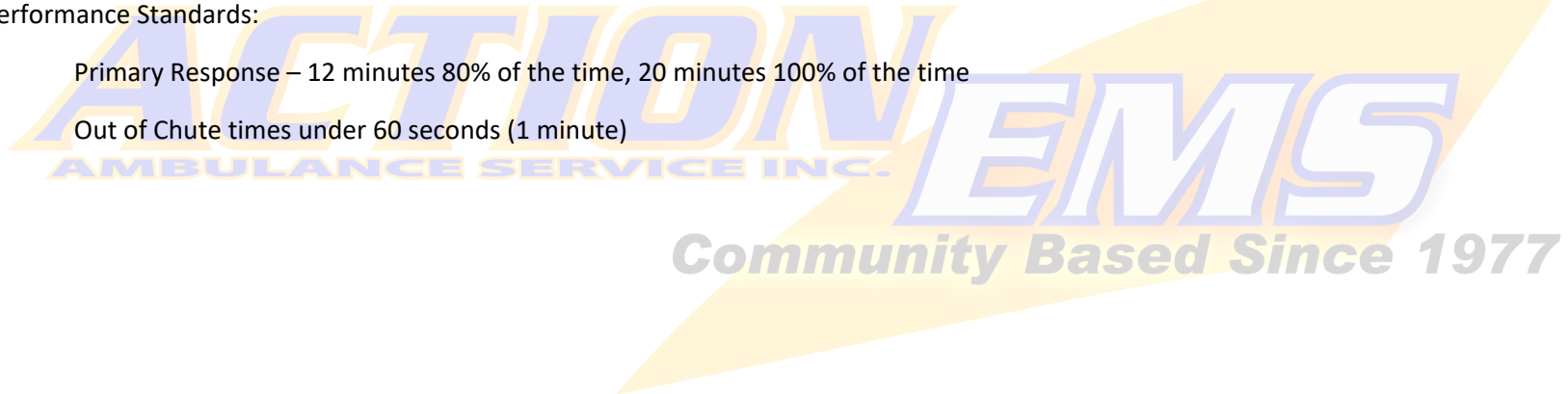
Primary Service: Consortium of 6 towns, sharing 3 ALS level transporting ambulances 24/7

Back-Up: As needed

Performance Standards:

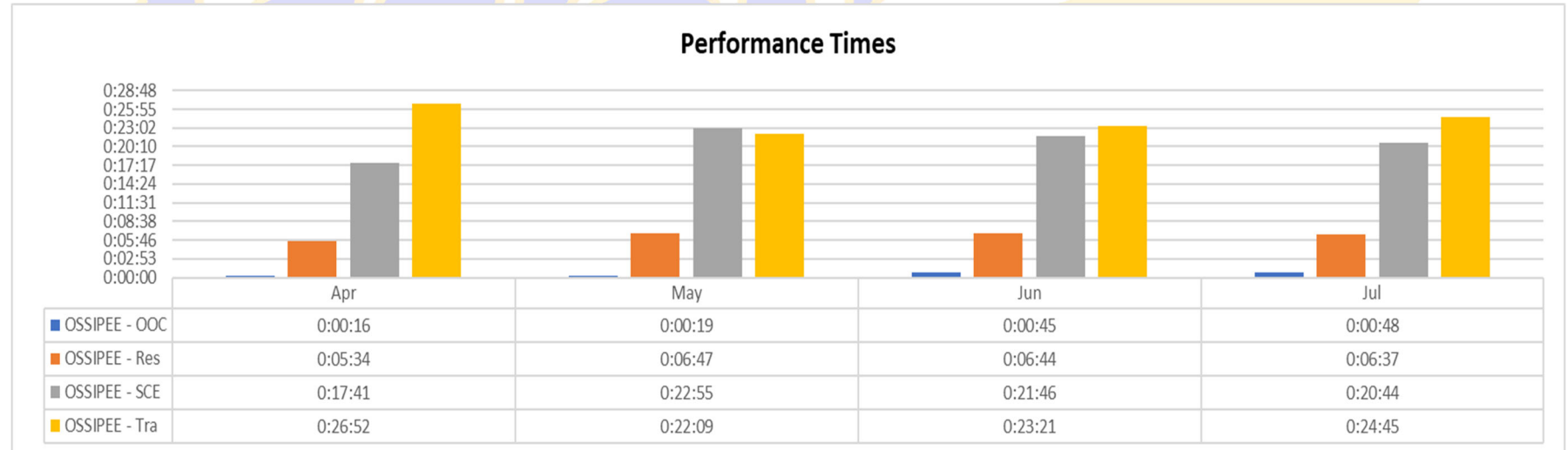
Primary Response – 12 minutes 80% of the time, 20 minutes 100% of the time

Out of Chute times under 60 seconds (1 minute)

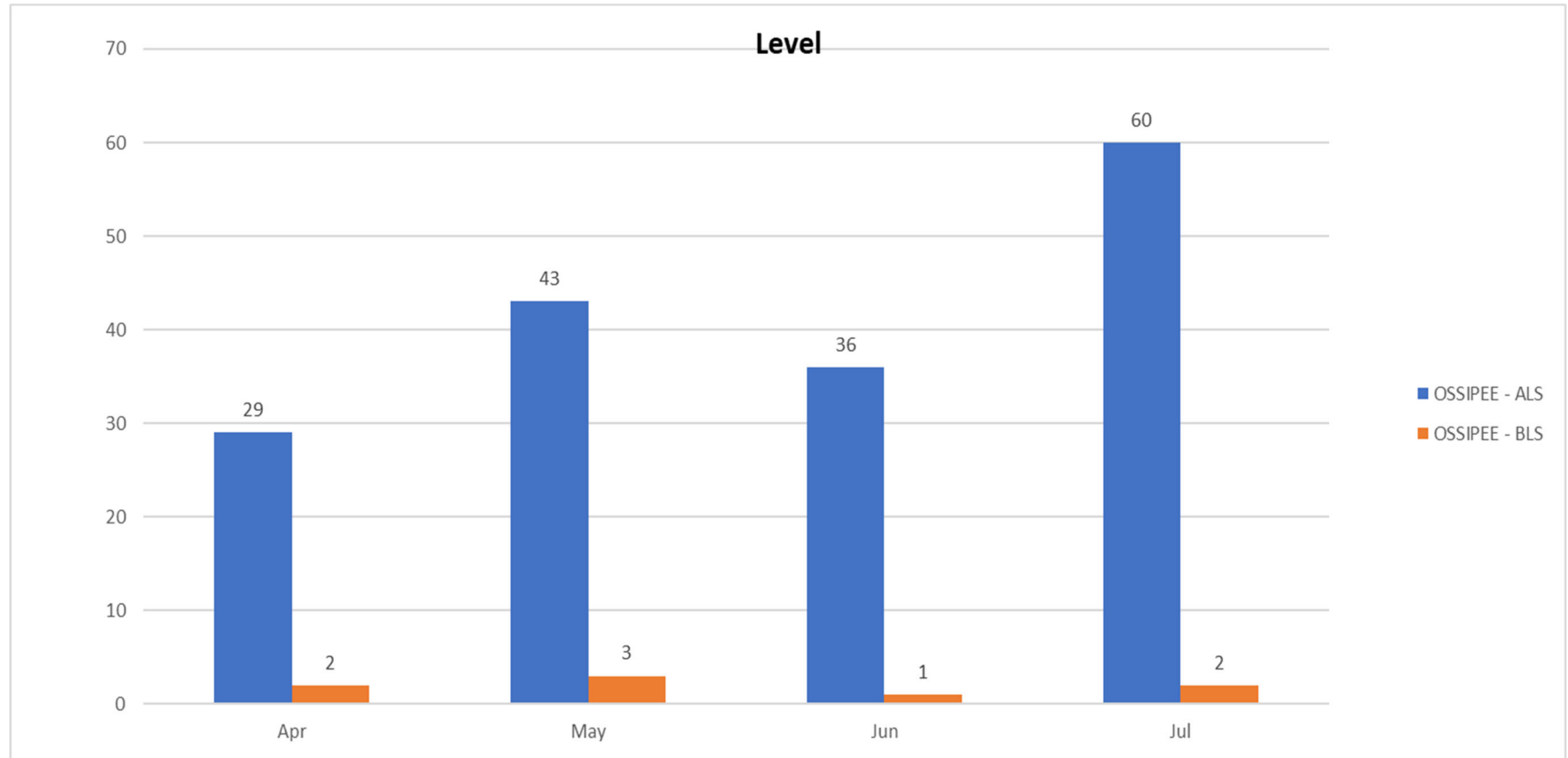


911 Operational Performance Data (2020)

OSSIPPEE				
	OOO	Res	SCE	Tra
Apr	0:00:16	0:05:34	0:17:41	0:26:52
May	0:00:19	0:06:47	0:22:55	0:22:09
Jun	0:00:45	0:06:44	0:21:46	0:23:21
Jul	0:00:48	0:06:37	0:20:44	0:24:45
Grand Total	0:00:34	0:06:30	0:20:59	0:24:09



Volume



Transport vs. Non-Transports

OSSIPPEE					
	Apr	May	Jun	Jul	Grand Total
Non- Transports	38	51	32	69	190
Canceled By Fire	19	24	10	29	82
Canceled By Police	1	7	2	4	14
No Patient Found			2		2
Other	6	9	7	10	32
Other Service			1		1
Patient Refusal	11	11	9	26	57
Triage to BLS	1		1		2
Transport	31	47	32	62	172
Transport	31	47	32	62	172
Grand Total	69	98	64	131	362

AMBULANCE SERVICE INC.

Community Based Since 1977

Type of Call (Transports Only)

OSSIPEE	Apr	May	Jun	Jul	Grand Total
Abdominal Pain	1	1	1	3	6
Allergic Reaction			1	1	2
Altered Mental Status	3	2	2	2	9
Cardiac Arrest				1	1
Cardiac Disorder	5	3	4	9	21
CVA/TIA	1	1			2
Diabetic				2	2
Dyspnea	5	5		5	15
GI Bleed			1	1	2
Nausea/Vomiting	1		1		2
Overdose/ETOH		1		3	4
Psychiatric	1		2		3
Seizures	1			1	2
Sepsis			1	2	3
Sick Person	7	18	19	22	66
Syncopal	2	3		3	8
Trauma	4	12	5	7	28
Grand Total	31	46	37	62	176

Hospital Destinations

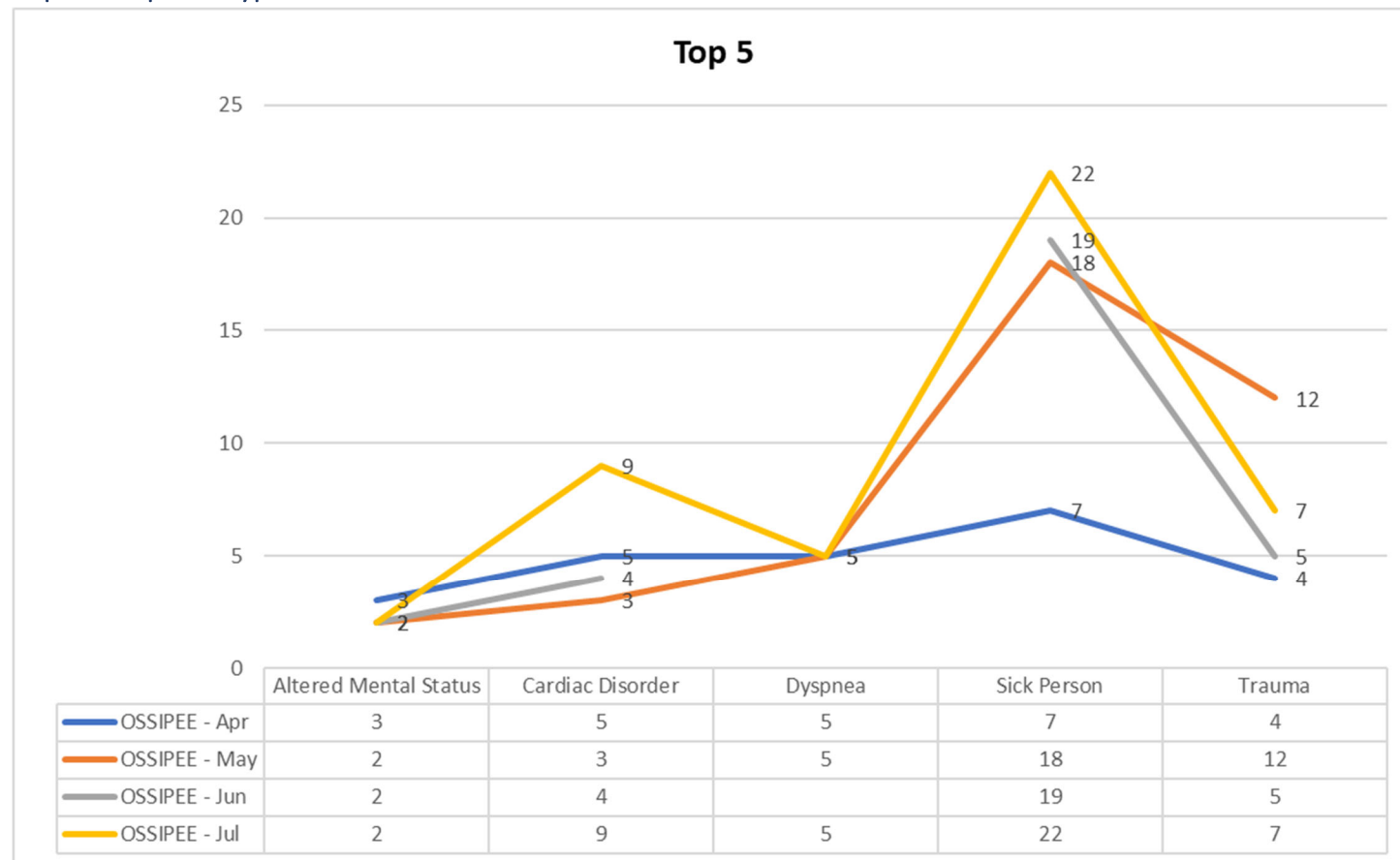
OSSIPEE					Grand Total
	Apr	May	Jun	Jul	
FRISBIE MEMORIAL HOSPITAL (NH)	1	3			4
HUGGINS HOSPITAL (NH)	22	39	32	53	146
MEMORIAL HOSPITAL (THE) (NH)	8	4	4	6	22
PORTSMOUTH REGIONAL HOSPITAL (NH)			1	2	3
Grand Total	31	46	37	61	175

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

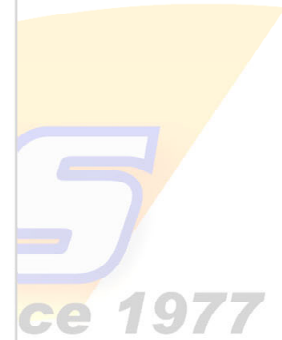
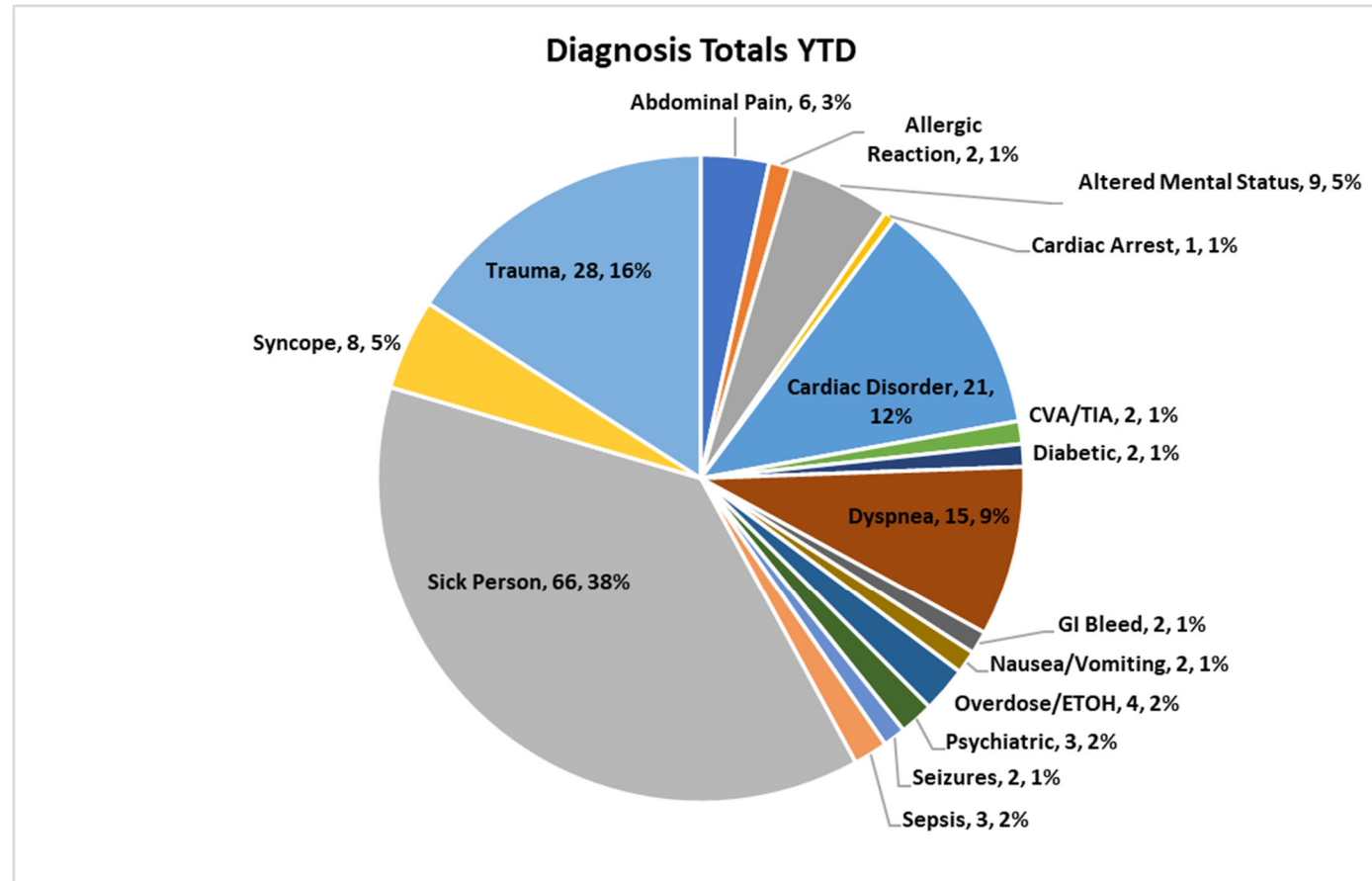


Graphics – Charts

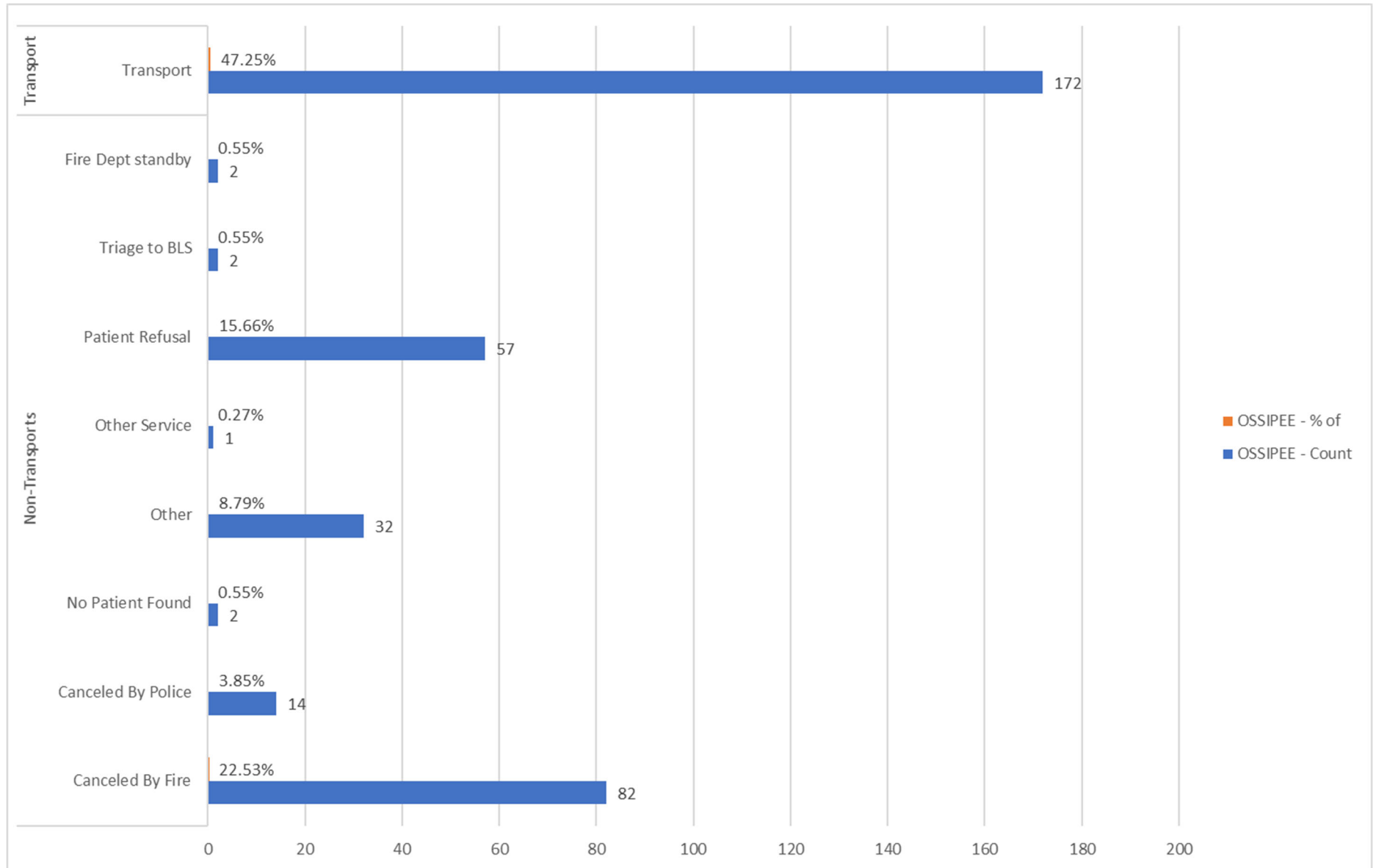
Top 5 Complaint Types



Complaint Totals



Transports Vs. Non-Transports YTD (Graph)



Glossary of Terms

1st quarter	January 1st through March 31st
2nd Quarter	April 1st through June 30th
3rd Quarter	July 1st through September 30th
4th Quarter	October 1st through December 31st
A-EMT/Advanced	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)
ALS	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
AMS	Altered Mental Status
BLS	Basic Life Support. Care provided at the basic EMT (EMT) level. No advanced skills are performed.
BP	Blood Pressure
Complaint	What is the patient complaining of or reason for call
CVA/TIA	Cerebral Vascular Accident/Transient Ischemic Attack
Destination	The facility/hospital the patient is transported to.
Destination Time	The time the unit signs off at destination
DOS	Dead on Scene
EMT	Level of certification/licensure that allows the person to operate at the Basic Life Support level of care
ETOH	Abbreviation for ethanol alcohol. Type of alcohol found in "Adult" beverages
GI	Gastrointestinal - Anything to do with the digestive system
MVA	Motor Vehicle Accident
Non-Transports	A response that does not result in a transport of a patient.
OB/GYN/GU	Obstetrical, Gynecological or Genitourinary emergencies
On Scene Time	The time when the unit signs off on scene
OOC	Abbreviation for Out of Chute Time
Out of Chute	The time calculated from dispatched to actually in the truck responding

Paramedics	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..)
Reasons	A generalized grouping of why patient called 911 or the complaint patient gave to crew.
RES	Abbreviation for Response Time
Response Time	The time calculated from dispatch to on scene
Responses	The total number of calls Action responded to in the municipality. It includes both transports & Non-Transports
SCE	Abbreviation for Scene Time
Scene	The location or address of the incident
Scene Time	The time the unit spends on scene. It is calculated from the On-Scene Time to Transporting Time
TRA	Abbreviation for Transport Time
Transport Time	The time the unit spends transporting the patient. It is calculated from the Transporting Time to Destination Time
Transporting Time	The time when the unit signs on transporting
Transports	The number of responses that result in a patient transported to a hospital
Triage to BLS	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
YTD	Year to Date