

## 2020 REPORT TO THE TOWN OF TAMWORTH

REPORTING PERIOD: APRIL 1<sup>ST</sup>, 2020 THRU JULY 31<sup>ST</sup>, 2020

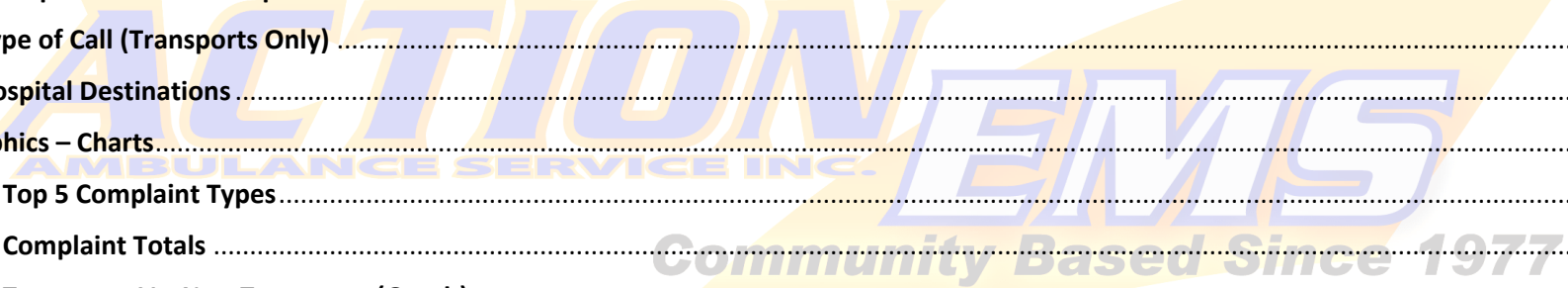


Jason Lefebvre

ACTION AMBULANCE SERVICE | 844 WOBURN ST WILMINGTON MA 01887

## Contents

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



## INTRODUCTION

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

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](mailto:jalefebvre@actionambulance.com)

Thank You,

Management Team

Action Ambulance Service Inc.



## Report Parameters

Municipality: Tamworth

Population: Approximately 2,856

Geographic Size: 60.7 Sq. Miles

Villages: Tamworth, Chocorua, Whittier, Wonalancet

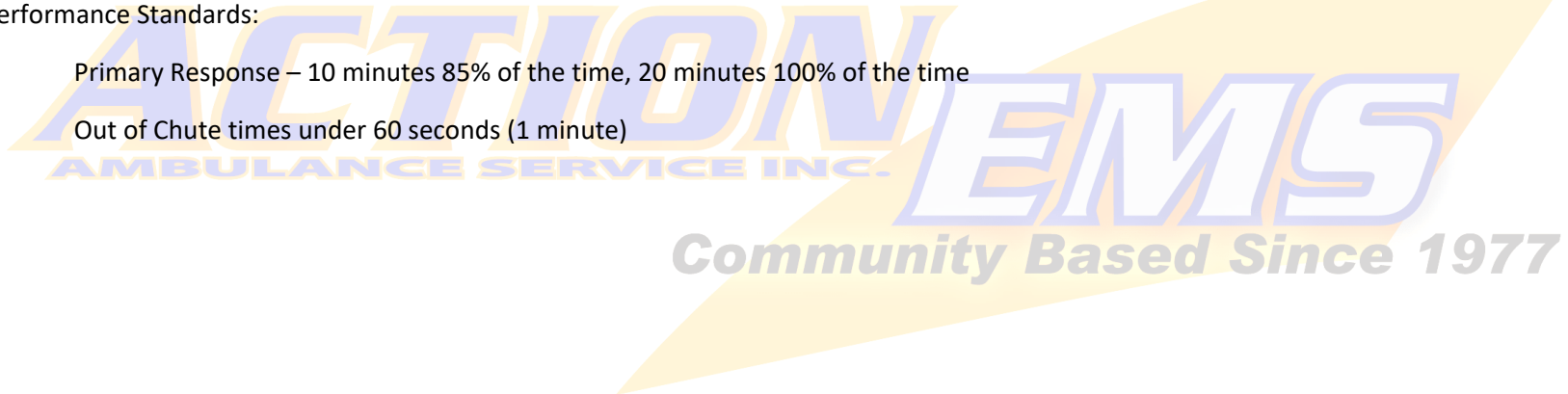
Primary Service: Consortium of 6 towns, sharing 3 ALS level transporting ambulances 24/7

Back-Up: As needed

Performance Standards:

Primary Response – 10 minutes 85% of the time, 20 minutes 100% of the time

Out of Chute times under 60 seconds (1 minute)



## 911 Operational Performance Data (2020)

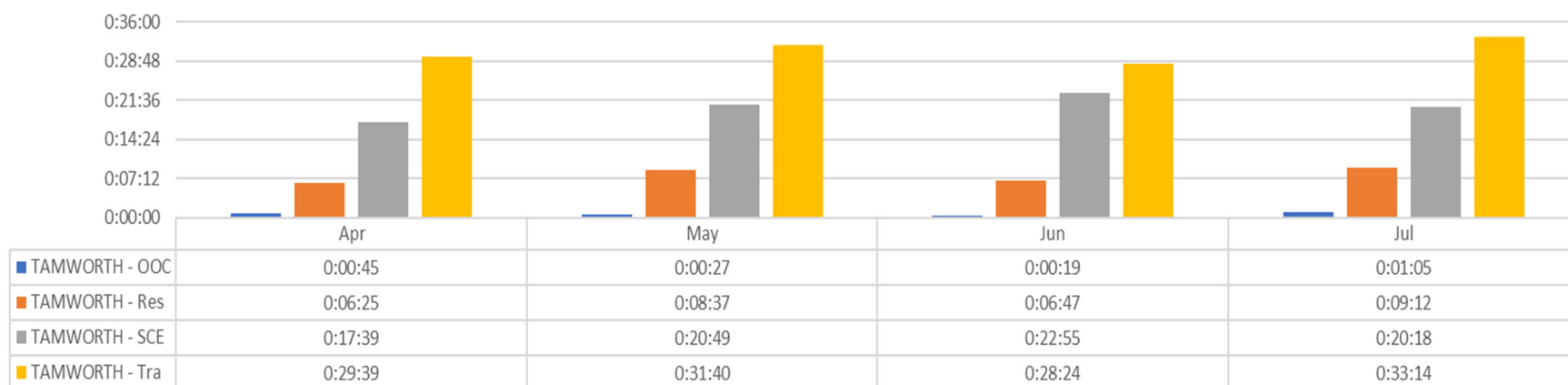
2020

TAMWORTH

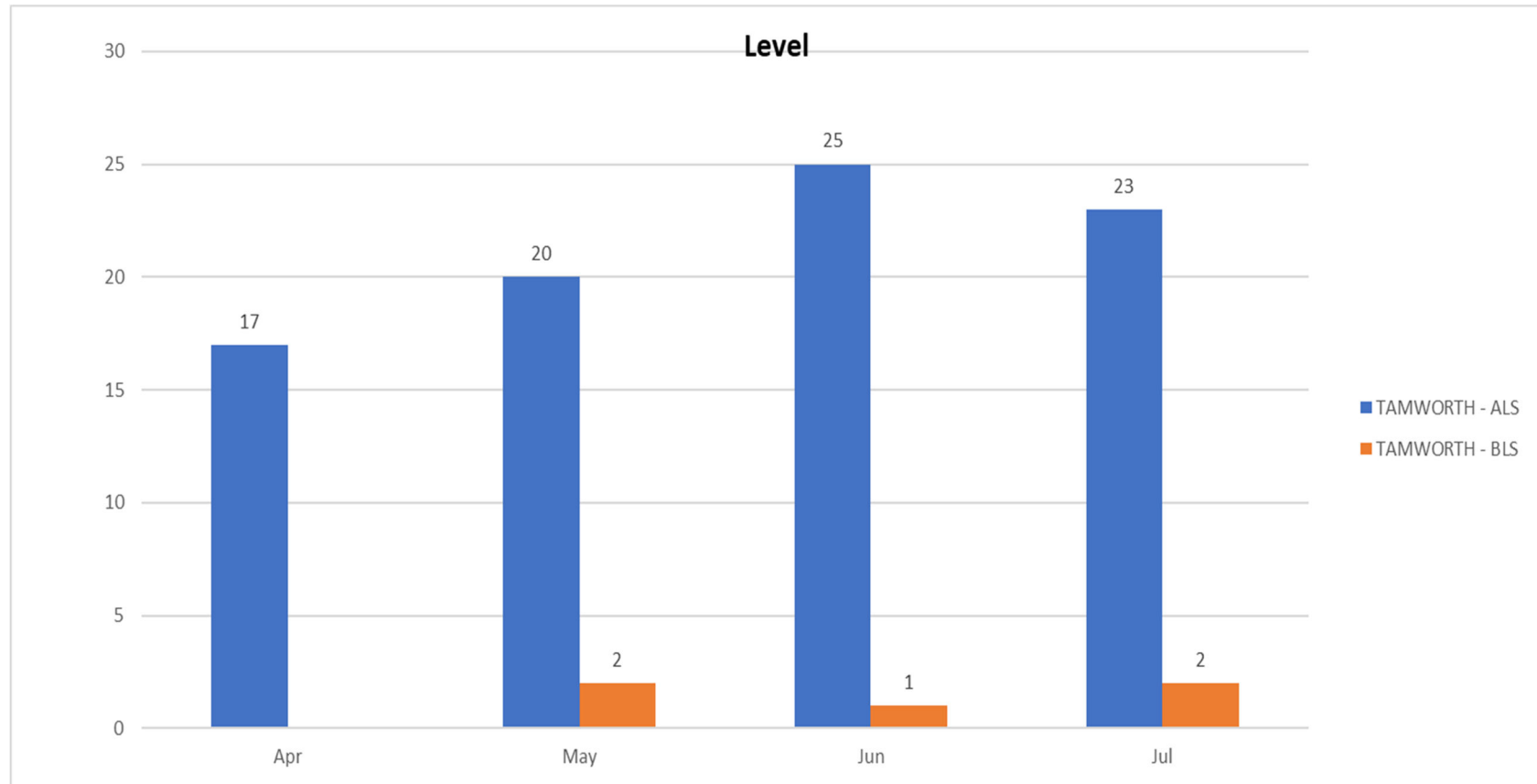
	OOO	Res	SCE	Tra
Apr	0:00:45	0:06:25	0:17:39	0:29:39
May	0:00:27	0:08:37	0:20:49	0:31:40
Jun	0:00:19	0:06:47	0:22:55	0:28:24
Jul	0:01:05	0:09:12	0:20:18	0:33:14
Grand Total	0:00:39	0:07:50	0:20:41	0:30:47

**ACTION**

Performance Times



## Volume



## Transport vs. Non-Transports

TAMWORTH						
	Mar	Apr	May	Jun	Jul	Grand Total
<b>Non- Transports</b>	<b>1</b>	<b>24</b>	<b>34</b>	<b>22</b>	<b>33</b>	<b>114</b>
Canceled By Fire		15	17	12	13	57
Canceled By Police		1	1			2
DOS		1				1
No Patient Found				1		1
Other	1	4	8	5	8	26
Patient Refusal		3	7	4	12	26
Triage to BLS			1			1
<b>Transport</b>		<b>17</b>	<b>24</b>	<b>22</b>	<b>25</b>	<b>88</b>
Transport		17	24	22	25	88
<b>Grand Total</b>	<b>1</b>	<b>41</b>	<b>58</b>	<b>44</b>	<b>58</b>	<b>202</b>

AMBULANCE SERVICE INC.

Community Based Since 1977

## Type of Call (Transports Only)

TAMWORTH					
	Apr	May	Jun	Jul	Grand Total
Abdominal Pain	2	3	4	2	11
Altered Mental Status	1	1	1		3
Cardiac Disorder				3	3
Dyspnea	1		2	3	6
Nausea/Vomiting	1		1		2
OB/GYN/GU	2	2		1	5
Overdose/ETOH	1	1	1	1	4
Psychiatric	1			1	2
Seizures		3			3
Sepsis			1	1	2
Sick Person	5	10	12	10	37
Syncope	1				1
Trauma	2	2	4	3	11
<b>Grand Total</b>	<b>17</b>	<b>22</b>	<b>26</b>	<b>25</b>	<b>90</b>

**Community Based Since 1977**



## Hospital Destinations

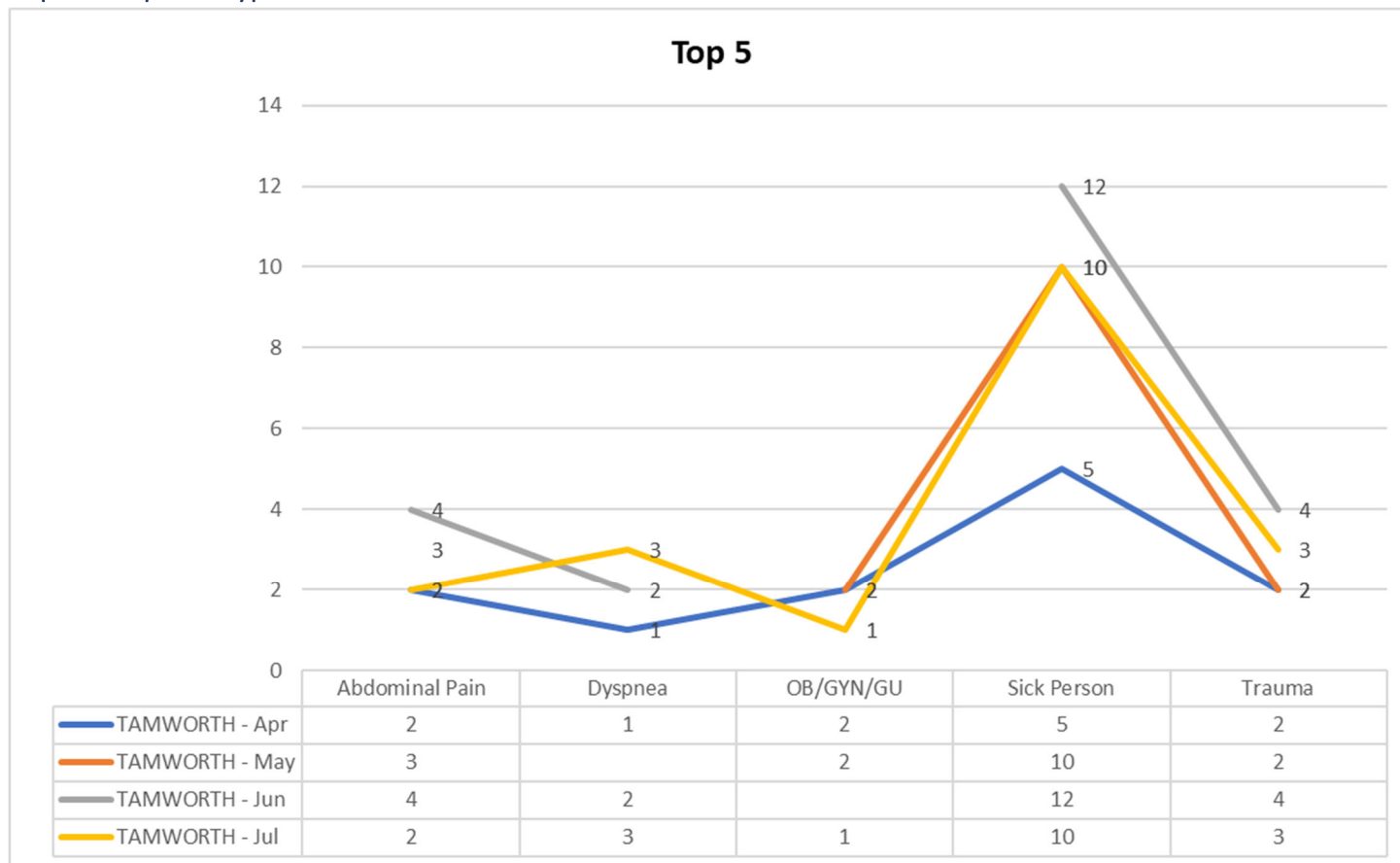
TAMWORTH					Grand Total
	Apr	May	Jun	Jul	
HUGGINS HOSPITAL (NH)	8	10	8	14	40
LAKES REGION GENERAL HOSPITAL (NH)	1				1
MEMORIAL HOSPITAL (THE) (NH)	8	12	16	10	46
PORTSMOUTH REGIONAL HOSPITAL (NH)				1	1
<b>Grand Total</b>	<b>17</b>	<b>22</b>	<b>24</b>	<b>25</b>	<b>88</b>

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



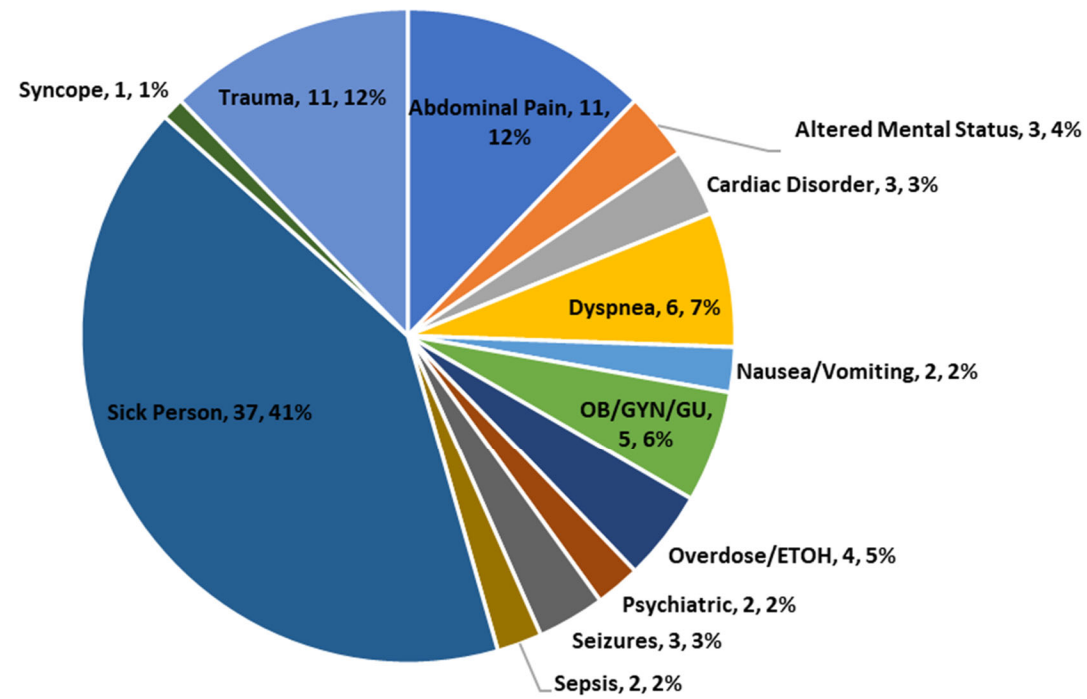
## Graphics – Charts

### Top 5 Complaint Types

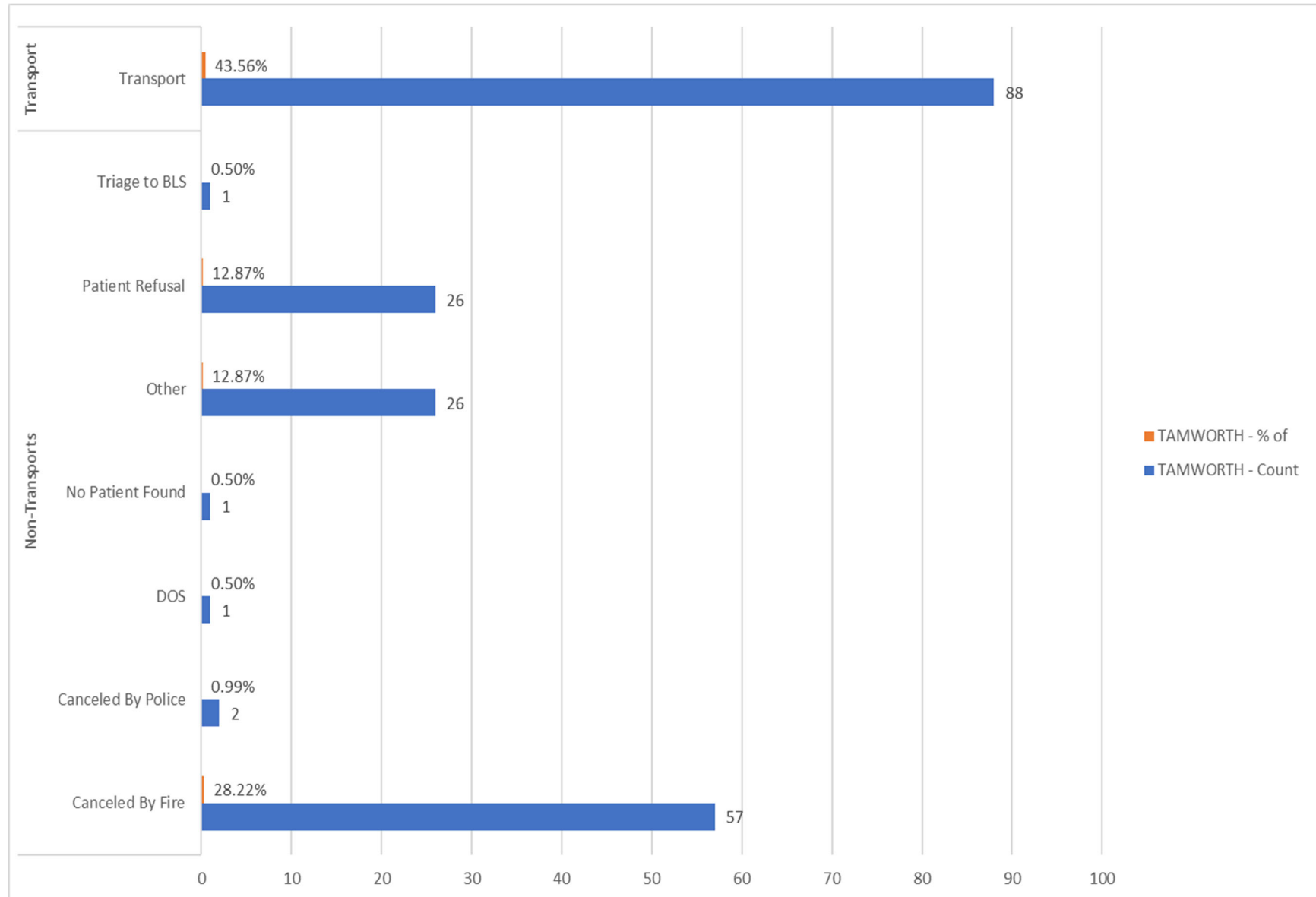


## Complaint Totals

**Diagnosis Totals YTD**



Transports Vs. Non-Transports YTD (Graph)



## 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