

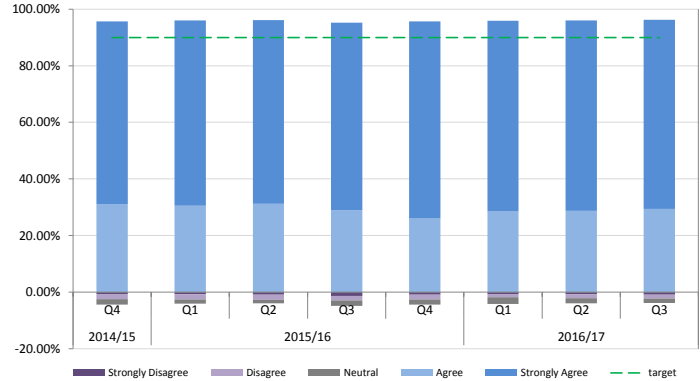
Provincial EMS Patient Experience (%)

Patient Experience is measured as the percent of surveyed patients who "agree" or "strongly agree" with the statement "Overall, I was satisfied with my experience with EMS" in the AHS EMS Patient Experience survey.

Approximately 2,300 EMS patients respond to this telephone-based survey each quarter (3 months).

Additional results from the EMS Patient Experience survey are available at: <http://www.albertahealthservices.ca/ems/Page8048.aspx>

HQCA quality dimension: Acceptability

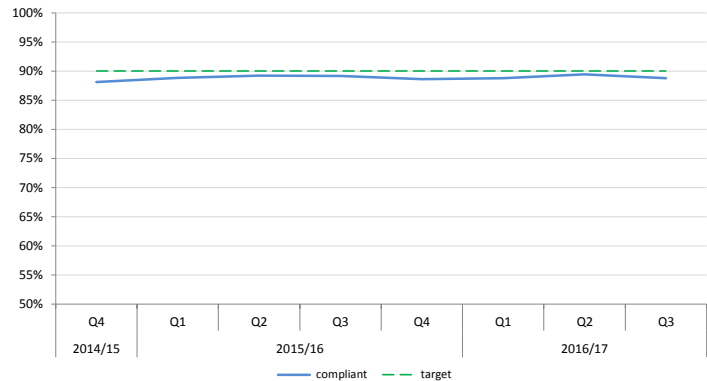


Provincial Vital Signs Compliance (%)

Vital Signs Compliance measures compliance with the AHS Medical Control Protocols Standard Approach which sets out a primary set of vital signs that must be performed on patients.

This measure is the percent of electronic patient care records (ePCRs) completed by AHS EMS where a complete set of vital signs was documented. The measure is thus affected by actual performance of vital signs and documentation compliance.

HQCA quality dimension: Appropriateness



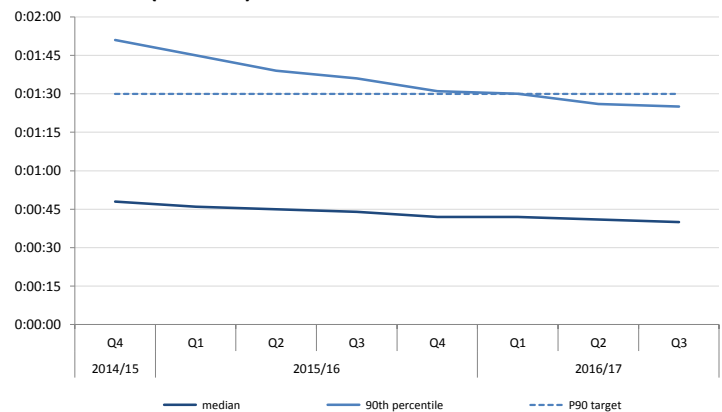
Time to Dispatch First Ambulance (h:mm:ss)

Time to Dispatch First Ambulance measures the time it takes the Dispatch Emergency Communications Officer (ECO) to verify the location of the emergency, identify the closest ambulance and alert the ambulance crew that they are required to respond. This time interval starts with the receipt of the call into the AHS EMS dispatch centre and ends with the notification of the closest ambulance crew. The Dispatch ECO will continue to gather information and provide further instructions while the ambulance is responding to the emergency. The data provided only represents emergency calls requiring a lights and siren response.

AHS has implemented target of 90 seconds at the 90th percentile. This target is shown by the dashed pale blue line in the graph. The target is met when the 90th percentile line is below the dashed target line.

The Median is the value at which half the intervals are above and half are below. The 90th percentile (p90) is the value at which 90% of the intervals are below.

HQCA quality dimension: Accessibility



Response Time for Life-Threatening Events

Response Time is the time elapsed from when a 9-1-1 call is received at an EMS dispatch centre until the first ambulance arrives on scene.

AHS EMS Dispatch uses the Medical Priority Dispatch System (MPDS) to categorize calls according to the severity of the patient's condition and to dispatch the appropriate emergency medical aid. Calls are triaged into levels in order of increasing urgency - Alpha, Bravo, Charlie, Delta and Echo.

Response time is calculated based on events thought to be life-threatening at the time of the 911 call and includes Delta and Echo events. These events are a subset of the total number of Emergency events.

Median (50th percentile) and 90th percentile response times are shown.

The median is the time at which half the response times are above and half are below.

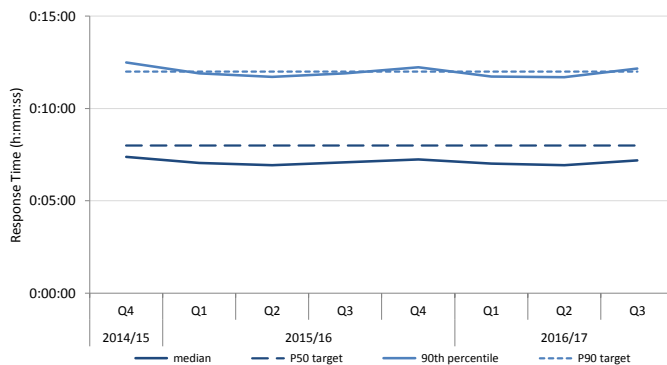
The 90th percentile is the response time at which 90% of events are below.

AHS has developed median and 90th percentile response time targets for four geographical categories. These targets are indicated by the dashed and dotted lines in the graphs below. The target is met when the corresponding line is below its target line.

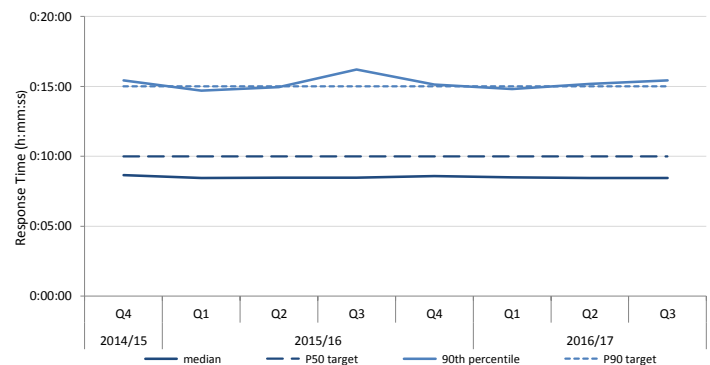
Map of Alberta communities by geography type

HQCA quality dimension: Accessibility

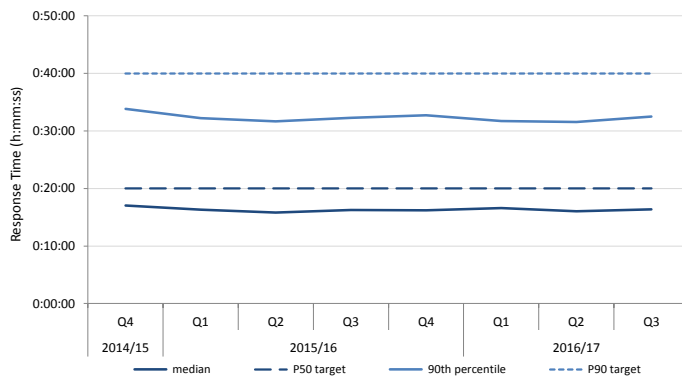
Metro / Urban



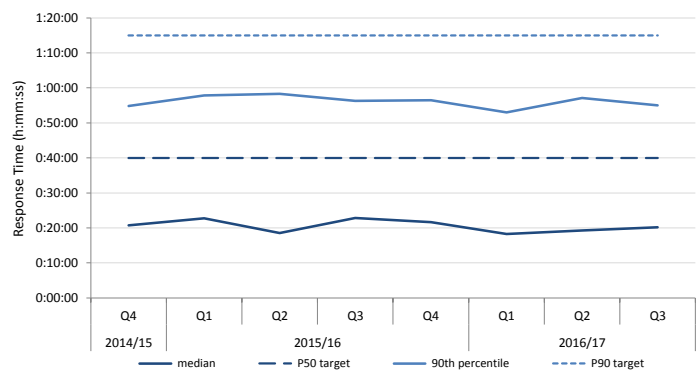
Communities > 3000 population



Rural



Remote



EMS Hospital Time

EMS Hospital Time is the time elapsed from when an EMS ambulance arrives at the Emergency Department until that ambulance is available to respond to another call.

EMS staff must remain with their patient, providing assessment and treatment, until care is formally transferred to the Emergency Department.

Median (50th percentile) and 90th percentile EMS hospital times are shown.

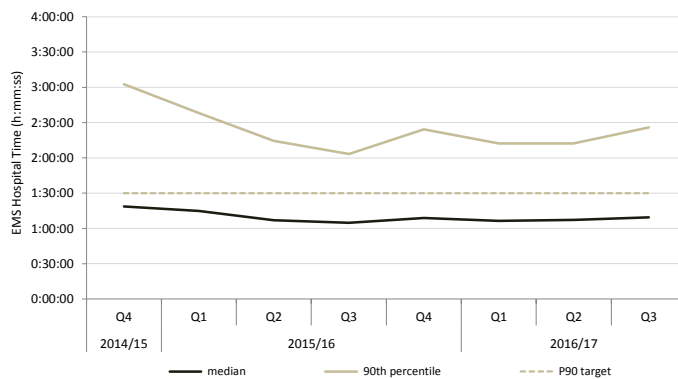
The median is the time at which half of EMS hospital times are above and half are below.

The 90th percentile is the time at which 90% of EMS hospital times are below.

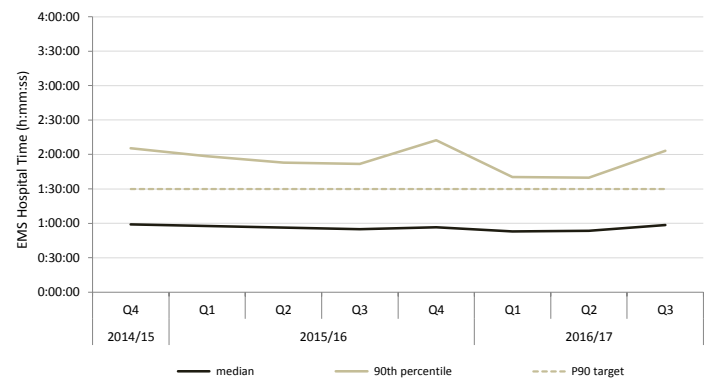
AHS has implemented an EMS hospital time target of 90 minutes at the 90th percentile. This target is shown by the dashed pale tan line in the graphs below. The target is met when the 90th percentile line is below the dashed target line.

HQCA quality dimension: Accessibility

Edmonton



Calgary



Provincial Event Volume

Event Volume is the number of individual events that EMS responded to. Multiple EMS ambulance vehicles may respond to a single event.

Event volume is a basic measure of EMS activity:

- Emergency events are those assigned a determinant of Bravo, Charlie, Delta, Echo.
- Non-emergency events are assigned a determinant of Alpha or Omega.
- Transfers includes all inter-facility or community transfers performed by emergency or dedicated transfer ambulance vehicles. Does not include transfers done by air ambulances.

