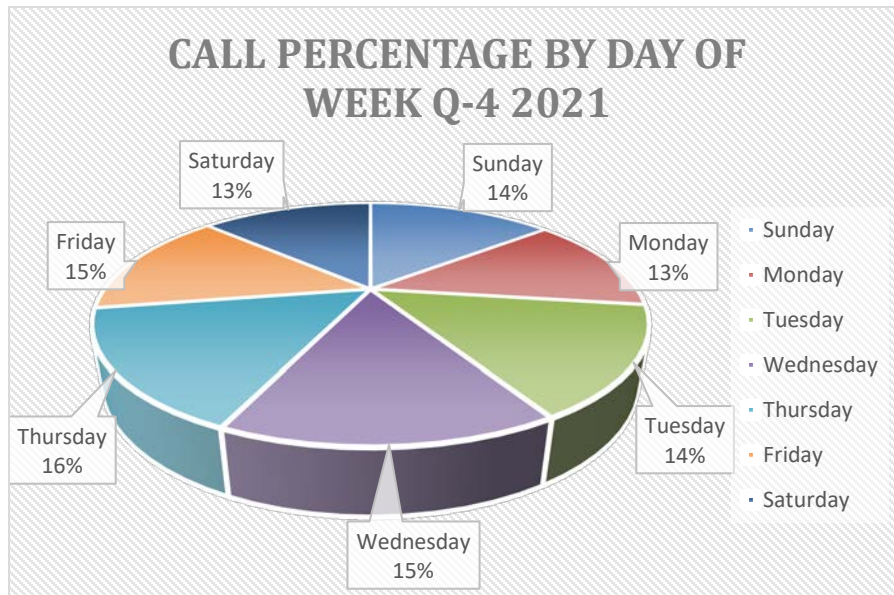




Call Volume Q-4 2021

- 911 Responses, Advanced Life Support
 - **569** Responses (Call Volume – Monthly report)
 - **191** October
 - **180** November
 - **198** December
 - **339** Transports (Call Volume – Monthly report adjusted transport priority P-1 &P-2)
 - **33** Fire Standbys (Call Volume – Monthly report Nature Fire Stand-by)
 - **245** Priority 1 requests (Call Volume – Monthly report Dispatch priority P-1)
 - **171** Priority 1 Transports (Call volume – Monthly report added Transport priority P-1 & P-2)
 - Call Volume by day of week, Emergency & Non-Emergency (includes stand-by paid events) (Calls by Day of week report)
 - Sunday **14.08%**
 - Monday **13.06% (TIED SLOWEST DAY)**
 - Tuesday **14.37%**
 - Wednesday **15.24%**
 - Thursday **15.67% (BUSIEST DAY)**
 - Friday **14.51%**
 - Saturday **13.06% (TIED SLOWEST DAY)**





Combined Average Response times for Q-4 (West Monthly Response Times report)

- Priority 1 Responses
 - October: 9:41
 - November: 9:08
 - December: 9:35
 - Q-4 Average 9 Minutes 28 Seconds

23 Delayed response/ Priority 1 arrivals >10 minutes. (West Monthly Response Times report)

- **October (5)**
 - Keeler (1)
 - 10/16 – 23843 23:15 Diabetic Response Time 12:15
 - Sugar 32
 - Distance
 - 2nd call during same time frame
 - Dowagiac City (0)
 - None
 - Silver Creek (2)
 - 10/1 – 22736 21:59 DIB Response Time 20:45
 - Distance
 - Not Tracking due to service
 - 4th call during same time frame
 - 10/24 – 24347 08:16 CVA Response Time 15:20
 - Can't verify location due to tracking issue
 - Pt has no signs of CVA
 - 2nd call during same time frame
 - Pokagon (1)
 - 10/26 – 24486 10:54 DIB Response Time 29:35
 - Distance
 - Difficulty locating the Home
 - Unable to assist with GPS due to service issue.
 - Pt walked out to ambulance when it arrived, not distress noted.
 - 2nd call during same time frame
 - Wayne (0)
 - None
 - Volinia (1)
 - 10/24 – 24362 13:30 Prolonged DOA Response Time 16:17
 - Distance
 - Should have been P-2 or P-3
 - 2nd call during same time frame
 - LaGrange (0)
 - None
- **November (6)**

- Keeler (3)
 - 11/7 – 25339 23:01 Bleeding Response Time 13:48
 - Distance
 - 11/11 – 25589 07:59 Fall Response Time 13:25
 - Distance
 - 11/25 – 26557 23:07 Diabetic Response Time 17:29
 - Glucose 58
 - 3rd call during same time frame
 - Distance
- Dowagiac (0)
 - None
- Silver Creek (0)
 - None
- Pokagon (0)
 - None
- Wayne (2)
 - 11/4 – 25118 17:19 CVA Response Time 12:51
 - Can't verify location due to tracking issue
 - 11/10 – 25507 01:39 Accidental Alarm Response Time 13:56
 - Should have been P-2
- Volinia (0)
 - None
- LaGrange (1)
 - 11/26 – 26614 23:07 Altered LOC Response Time 15:57
 - Syncopal episode
 - Non-Transport
 - Should have been P-2 based on better info
- **December (11)**
 - Keeler (4)
 - 12/2 – 26975 1947: ALOC Response Time 12:20
 - ETOH
 - Ear pain for 2 weeks
 - Distance
 - 12/9 – 27482 22:27: Diabetic Response Time 15:15
 - Sugar 45
 - Distance
 - 12/15 – 27782 00:07: Chest Pain Response Time 13:14
 - On/Off 2 weeks, should be P-2
 - Distance
 - 12/26 – 28514 17:17: ALOC Response Time 17:17
 - Distance
 - Dowagiac (2)
 - 12/6 – 21608 20:28 PI accident Response Time 12:09
 - Burger King
 - Distance



- 12/23 – 22329 17:38 ALOC Response Time 17:38
 - Distance
- Silver Creek (3)
 - 12/7 – 27315 12:50 Fall Response Time 13:22
 - Distance
 - Canceled upon arrival
 - 12/14 – 27735 08:31 COVID Response Time 12:17
 - Should be P-2
 - Distance
 - 12/16 – 27874 08:00 Chest Pain Response Time 24:33
 - Distance
 - 3rd call during same time frame
 - Difficulty locating the address
- Pokagon (2)
 - 12/5 – 27157 11:55 Fainting Response Time 15:18
 - Vehicle Not tracking
 - Distance
- Wayne (1)
 - 12/21 – 28213 14:03 Flank Pain Response Time 14:51
 - Distance
 - Should be P-2
 - Bad route
- Volinia (0)
 - None
- LaGrange (2)
 - 12/5 – 27193 22:07 Chest Pain Response Time 13:53
 - Vehicle not tracking
 - Distance
 - 12/27 – 28627 17:25 Possible CVA Response Time 13:23
 - Not tracking
 - Distance

Community/Facility Activities.

- Total of **212** Stand-by events in Q-4 for the entire company (call volume monthly report natures stand-by)
- Total of **69** Stand-by events in Q-4 for your combined communities (call volume monthly report natures stand-by)

Company Activities

- Hired Full-Time IT person
- Hired Full-Time Orientation Trainer & EMT
- Hired Full-Time Documentation specialist for hold runs
- Changed billing company to one that is owned by our ownership, transition still happening.
- Expect staffing crisis not completed, 3 medics still for West and need 5 Basics.
- Staffing outlook is the currently the best it has been in 5 years within the company and improvements are due to EMT class.

- Next EMT class being scheduled for February (17 committed).
- Vehicle Tracking problem continues, new equipment on ordered, should be in next week.
- 5-Mile location has had the lot cleared. Waiting for Summer to begin next phase.

Equipment/Education Upgrades.

- Two new ALS Type III ambulances have been ordered all with power cots and auto-load system. Awaiting delivery, 1 January and the other February.

Community Concerns from Pride Care.

- Dr Collins is not gone from Borgess Lee, new medical director has been in the ER there for a while already. Concerns about transfers continue.

Relationships/concerns with Communications Centers.

- None reported

Hospital Call Volume Comparison

Borgess Lee Memorial 2021 Responses

Quarter	2020	2021	Difference
Q-1	75	128	53
Q-2	51	92	41
Q-3	82	68	14
Q-4	146	52	94

	Q-1	Q-2	Q-3	Q-4
ALS	44	20	18	13
BLS	48	39	30	19
CCT	14	5	8	9
W/C	22	28	12	11
Total	128	92	68	52

