



Delmar-Bethlehem 2016 EMS Response Report

Call Totals

3,330 calls

Average of 278 calls per month/9.1 calls per day

A patient was transported to the hospital on 72.6% of calls.

Volunteer Commitment

Approximately 15,000 Scheduled Volunteer Responder Hours during 2016

1,206 calls were answered by Seventy DBEMS Volunteers and Twenty Sabc Volunteers

Shift Statistics

68.5% Daytime Calls (6 am to 6 pm)

31.5% Evening/Night Calls (6 pm to 6 am)

Originating Station

North Station- 65.2%

South Station/Sabic – 32.7%

Average Number of Calls Per Shift

6 am to 6 pm – 6

6 pm to midnight – 2

Midnight to 6 am – 1

Mutual Aid Provided/Received

Mutual aid was received for 5 calls

Mutual aid was provided for 103 calls

Call Distribution by Time of Day

10.5% between midnight and 6 am

Busiest overnight hours: 12 – 2 am

9.9% between 6 am and 9 am

19.4% between 9 am and noon

20.0% between noon and 3 pm

16.7% between 3 pm and 6 pm

13.8% between 6 pm and 9 pm

9.7% between 9 pm and midnight

Busiest Time Period: 8 am to 6 pm

Busiest Three Hours: 10 am to 1 pm

Response Time

(Call received to ambulance enroute; includes both scheduled and unscheduled EMS crews)

Average = 2.44 minutes

Priority of Dispatch

Alpha – 35.7%

Bravo — 26%

Charlie — 22.7% (775 calls)

Delta — 12.6% (428 calls)

Echo — 1.8% (60 calls)

Already on Scene or Walk-In – 1.4%

Average Time Per Call

58.15 minutes to ambulance back in service

70.61 minutes if patient transported

Transport Destinations

St. Peters – 51.8%

Albany Med – 40.5%

Albany Memorial – 4.4%

VA Medical Center – 2.1%

CDPC – 3 calls

Troy Hospitals — 13 calls

Schenectady Hospitals – 4 calls

Columbia Memorial Hospital – 1 call

Call Locations

Residence – 55.4%

Assist Living/Nursing Home – 15.9% - 529 calls

Business/Public Building/Restaurant – 7.4%

Roadway – 7%

Physician Office/Clinic – 5.8% - 192 calls

School/Day Care – 1.2%

Park/Recreation/Sports Facility – 1.1%

Major Presenting Problems

Fall – 11.5%
Sick Person/General Illness/Flu Like – 11.6%
Resp. Distress/Diff Breathing – 6.7%
Seizure/Fainting/Dizziness/Weakness -- 7.8%
Motor Vehicle Accident – 6.1%
Chest Pain/Cardiac/Heart Problems – 6%
Lift Assist – 5.2%
Abdominal Pain/GI Problems – 5.2%
Mental Health & Substance Abuse – 2.5%
Pain – 3.2
Trauma/Fractures/Bleeding – 3.7%
Altered Mental Status (non-diabetic) – 2.7%
Back Pain – 1.8%
Diabetic Problems – 1.5%
Stroke/CVA – 1.6%
Cardiac/Respiratory Arrest – 1.3%

Less Than 1% Each

Choking, Allergies, Poisoning, CO Poisoning,
Headache, Assault, Animal Bite, Attempted
Suicide, Heat/Cold Exposure, Pregnancy/Childbirth,
Burns

Repeat Patients

223 patients called EMS more than once in 2016 for a total for 659 calls. These people accounted for 19.8% of all EMS calls in 2016.

90 people utilized EMS between 3 and 5 times during 2016

18 people utilized EMS 6 or more times during 2016