



May 3, 2010

## MedStar Achieves Record Response Time Reliability!

April was a historic month for MedStar EMS. MedStar achieved system-wide 91percent Priority 1 response time compliance for the month of April. (MedStar's goal is to respond to at least 90 percent of 9-1-1 calls within designated time frames. Response time reliability is measured by the percentage of calls that meet those time goals.)

This is historic because for years, MedStar contractors operated under an agreement that allowed them to exempt reporting late calls during times of system overload. This meant that when the system got really busy, the late calls that occurred during the busy time were not counted negatively toward response time compliance.



In October 2008 the Area Metropolitan Ambulance Authority voted to eliminate the overload exemption from response time compliance calculations. Further, the AMAA Board also approved the inclusion of canceled calls in the response time compliance calculations, effective January 2010. In the past, if MedStar was 12 minutes into a Priority 1 response, but never made in on scene, that call did not count as a late call, even though we were canceled after our response time limit was breached.

Consequently, MedStar now has one of the most strict response time guidelines in the entire EMS industry by having to respond to 90 percent of our Priority 1 calls in 9 minutes or less.

This is the first time in MedStar's history this Priority 1 response time goal has been met when not counting for exemptions.

### System Performance Monthly Summary April 1 - 30, 2010

Call Priority	# of Calls On Scene	On Time %	Avg Rspns Time
1	2024	91.3%	00:05:21
2	3600	92.8%	00:05:46
3	2272	89.2%	00:08:16
4	105	88.6%	00:02:23
5	508	96.3%	00:08:09
<b>Total</b>	<b>8509</b>		

Response time goals (90% of time):

- Priority 1 9 min. or less
- Priority 2 11 min. or less
- Priority 3-5 15 min. or less

## MedStar Honors School Staff for Cardiac Arrest Save

Dr. Jeff Beeson, MedStar EMS associate medical director, and MedStar crews presented MedStar's Community Hero Award to staff of Keller ISD Timber Creek High School April 22. The school nurse, teachers and coaches were recognized for their use of CPR and an automated external defibrillator (AED) to revive a student that went into cardiac arrest in class.

MedStar provided CPR and AED training for staff when the high school opened a few years ago. This case illustrates the importance and success of community-based CPR training and the availability of AEDs in public places. CPR combined with bystander use of an AED more than doubles the chances of surviving a cardiac arrest compared with using CPR alone.



Pictured left-to-right: Michael Potts, Timber Creek school nurse Thoy Fongsamouth, Phil Getz and Joe Pruitt.