

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title:	Response Time Standards and Monitoring
Policy:	410.00
Purpose:	To ensure that the response times to emergency calls for service are monitored for compliance.

Policy:

It is the guideline of OCEMS that every patient will receive a high level of consistent care. Therefore, emergency requests for EMS response will be monitored through CAD data reporting.

The Communications Center will dispatch the closest available medic unit assigned to the zone from which the call originates.

The crew will give the Communications Center the call disposition and number of patients to be entered into the CAD system via EMS primary radio frequency.

Emergency Responses

1. All calls which are coded and dispatched as Charlie (emergency, non-critical), Delta (emergency, critical) or Echo (unsafe scene)* are classified as emergency calls.
2. All units dispatched to an Echo call will stage in the vicinity until law enforcement arrives and secures the scene.
3. EMS crews will answer responding when dispatched to an emergency call.

Non-Emergency Responses

1. All calls which are coded and dispatched as Alpha are classified as non-emergency calls.
2. EMS crews will answer enroute when dispatched to a non-emergency, interfacility or other transfer/coverage.

Reaction Times

1. To be enroute for calls or coverage
 - a. If after two minutes (maximum) from the first page, the medic unit has not advised Dispatch they are responding or enroute for coverage, Dispatch will give a second page and telephone the station if the crew is in quarters.
 - b. If a third page is necessary, the Shift Commander will be toned out with the second due medic unit and the Communications Center will complete an exception report for investigation.
2. Facility times
 - a. After all calls the crew should be back in service within 10 minutes from arrival at the emergency department. The Communications Center needs to be notified of any delays as soon as possible (staff delay\decon\etc).
 - b. If the crew fails to log back in service, the Communications Center will provide 10 minute bench mark checks.
3. Long Distance Transports
 - a. As soon as the unit becomes available after the completion of an out of county or long distance transport, they must notify dispatch they are back in service and enroute to Okaloosa County. From Walton, Santa Rosa or Escambia counties this should be done

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immediately. For long distance transfers, as soon as transmission is possible or from the county issued cell phone.

- b. After the completion of the call, the crew will receive and record dispatch times and incident run numbers.

Response Time Targets

1. Okaloosa County Emergency Medical Services will process all requests for emergency service within 1 minute of receiving the call 90% of the time.
2. Okaloosa County Emergency Medical Services will respond to the scene of the emergency call in urban districts within 8 minutes 59 seconds 90 percent of the time.
3. Okaloosa County Emergency Medical Services will respond to the scene of the emergency call in rural districts within 14 minutes 59 seconds 90 percent of the time.
4. Okaloosa County Emergency Medical Services will respond to non-emergency requests utilizing the above processing and reaction standards while keeping in mind that response time to these scenes is variable based on driving conditions and distance to the scene.

Accountability and Compliance:

1. FirstWatch System Monitoring and Data Collection will be utilized to monitor compliance with this policy. Response time data will be reported to EMS employees on a monthly basis at Medical Director's Quality Assurance meeting and publication of the minutes.
2. All data will be reported on and maintained in the monthly Senior Staff Meeting Minutes and will be made available on request through the FirstWatch program 24 hours a day 365 days per year.
3. It is the responsibility of the Okaloosa County Communication Center personnel and Emergency Medical Services personnel to ensure each emergency and non-emergency call is answered in accordance with the response targets established in this policy.
4. It is the responsibility of the Okaloosa County Emergency Medical Services senior staff to work in concert with the other departmental divisions to ensure that no other factors (mechanical/system status) affect the ability of EMS personnel to respond in a timely manner.
5. The Communications Center will monitor crew reaction and hospital times to ensure that timely responses are maintained.
6. The on-duty shift commander will be notified of any chronic non-compliance by the crewmembers.
7. EMS Command Staff is responsible for
 - a. Monitoring, analyzing and reporting emergency response time data.
 - b. Assessing operational effectiveness related to response time exceptions.
 - c. Continual monitoring of call patterns, scheduling, and staffing to ensure operationally effective response times.

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