

2019



YEAR END SUMMARY

2019

SAN JUAN ISLAND EMERGENCY MEDICAL SERVICES

Mission Statement-

Our mission is to serve our community before, during, and after an emergency

Vision Statement-

Our vision is to exceed the expectations of our unique island community

Department Stats-

- 1184 total calls for 2019 treating 1200 patients.
- 97 more calls than in 2018 = 9% increase.
- Average number of responders per call = 3.6 for the year
- Island Air = 206 runs – 22.5% of the total call volume, Airlift NW = 124 runs – 13.5% of the total call volume, Navy= 1 call and no calls with the Coast Guard
- 562 calls were transported to Peace Island Medical Center – 61.5% of the call volume
- Average Response Time for the year was 9:26 with 91% of calls under 20 minutes which is the ambulance transport benchmark for suburban areas
 - 62% of calls occurred in Town – Average response time 7:17 with 80% under 10:00 –
 - 18% of calls occurred Mid-Island – Average response time 11:39 with 90% of calls under 20:00
 - 8% of calls on the North end – Average response time 17:17 with 78% of calls under 20:00
 - 3% of calls at the South end – Average response time 11:33 with 92% of calls under 20:00
 - 0.5% of calls were for Outer Islands within the District – Average response time of 35:51 with 20% under 20 minutes
 - 0.5% of calls were for Outer Islands not in the District – Average response time 45:22
 - The remaining 8% were unspecified as to area of the District.
 - Note that these are raw times, not adjusted for staging or extended wait times for ALNW arrival, or simultaneous calls
- Average Chute time (time of page until wheels rolling) was 2:29 for the year.
- 75% of our calls resulted in a patient transport
- Busiest months were May – August with July being the busiest month and October being the least busy
- 66% of our patients were 55 or older.
- We saw the most patients for injuries, with the other main contenders being generalized weakness, abdominal pain, chest pain, and altered mental status.

Financial Review

- REVENUE = \$3,220,163, - 100% of amended budget projections
- EXPENSES = \$2,350,262, - 93% of amended budget projections

- GEMT = \$892,174, - 124% of amended budget projections
(budget projection include lump sum back payments)
(Also a special note of recognition needs to go the Chief Jerry Martin, who was instrumental in setting up this program for San Juan Island EMS)
- ENDING CASH & RESERVES = \$1,805,930; 9 months of average expenses

Highlights of 2019-

- Success of the Staff EMTs allowing 24/7 at the Station coverage, increasing our abilities with better chute times, quicker response times and reducing fatigue on the part of our volunteers.
- Completion of 2 EMT training classes. One hosted here on San Juan with Senior EMS Instructor Weyshawn Koons, the other hosted on Shaw Island with Instructors Bev Riesland and Mik Preysz, resulting in 13 new responders.
- Two new hires – Heather Vogel as our Executive Assistant and Peggy Long as our Outreach Administrative Assistant
- Creation of a robust Support team. Four individuals have stepped up to help fill the gap left by Debbie Grimes, who was forced to deal with health issues. Christine Bush, Winnie Brumsickle, Cher Renke, and Barb Leeming who have coordinated shifts and provided coverage to assist the family members of patients who experience traumatic calls
- The ongoing work and progress of the EMS – Fire Integration. Many of the questions and issues explored by the Citizens Advisory Group have been more thoroughly researched. Many of those issues have been resolved, timelines have been developed and progress continues to be made.
- Placement of a new Medical Program Director and Supervising Physician – Dr. Joshua Corsa. Dr. Corsa took on the duties of MPD when Dr. Michael Sullivan retired from that position. Dr. Corsa has taken the bull by the horns and gotten down to business. He has also taken on the role of Supervising Physician for our Agency as Dr. Olivia Haesloop stepped aside.
- Revision and adoption of new BLS protocols has been completed. ALS protocols continue to be in development and a new phone app is being used by responders which makes the protocols more accessible to our responders.
- Successful Ongoing Training and Education Program (OTEP) and State approval of the program for the next three years. A special report has been prepared.
- Success of the Community Paramedicine program – coordination and collaboration of supporting services. The program is meeting the needs of our community and reduces our 911 calls for these patients. The program continues to grow with many more Physicians making referrals for their patients. The remaining challenge is to secure long term funding for the program, which seems certain to grow.

Respectfully submitted,

Karl Kuetzing, EMT, WEMT
Interim Chief
San Juan Island EMS

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

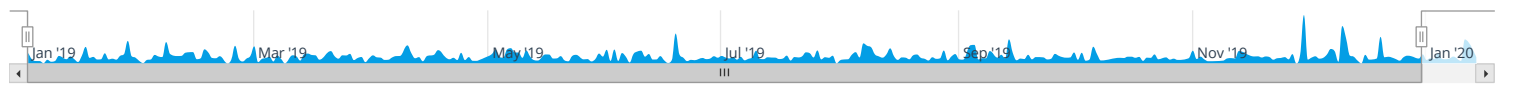
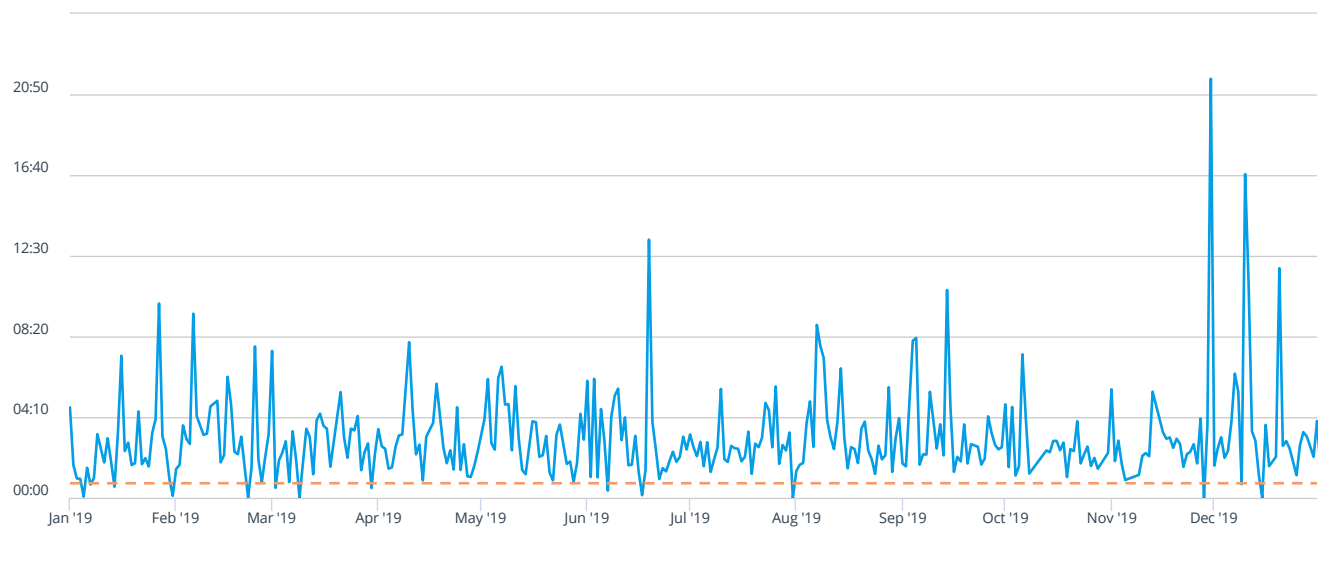
AVERAGE CHUTE TIME

02:29
MM:SS
Average Chute Time

16%
% of RESPONSES
Chute time < 00:45

365
DAYS
In Selected Time Slice

1,138
UNIT RESPONSES
In Selected Time Slice



Counts | % Rows | % Columns | % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
00:00 - 00:29	18	10	14	5	9	16	9	8	9	5	7	10		120
00:30 - 00:59	8	4	4	15	10	17	15	8	12	6	8	9		116
01:00 - 01:29	11	5	10	6	20	13	11	19	17	12	5	12		141
01:30 - 01:59	7	10	15	19	16	16	22	20	14	14	16	6		175
02:00 - 02:59	16	23	20	17	15	25	29	24	20	17	16	18		240
03:00 - 04:59	8	9	4	11	18	17	27	15	8	11	10	14		152
04:00 - 04:59	8	8	11	8	4	8	7	7	6	5	6	7		85
05:00 - 09:59	5	4	8	6	11	12	12	18	10	5	7	11		109
Total	81	73	86	87	103	124	132	119	96	75	75	87		1,138
Exceptions														60

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

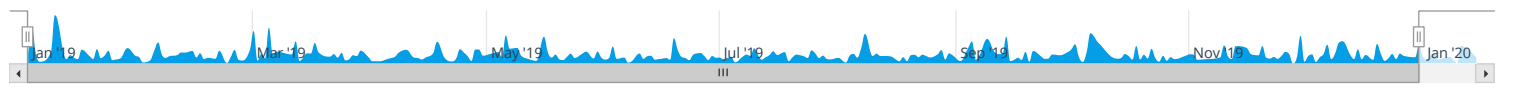
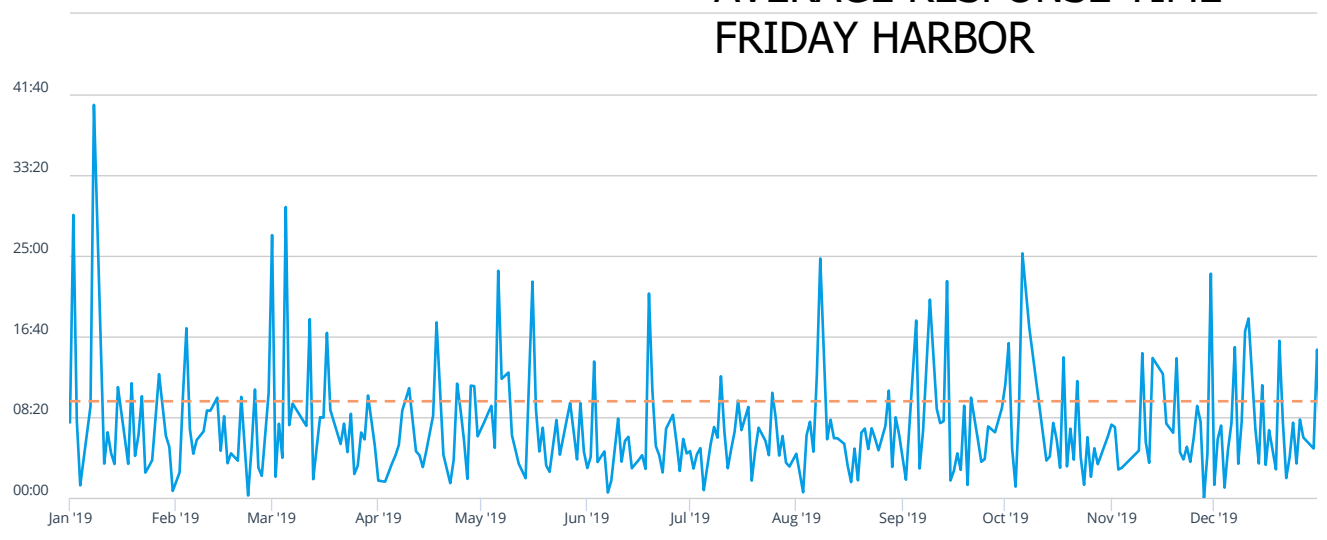
AVERAGE RESPONSE TIME - FRIDAY HARBOR

07:17
MM:SS
Average Response Time

80%
OF RESPONSES
Response Time < 10:00

365
DAYS
In Selected Time Slice

719
UNIT RESPONSES
In Selected Time Slice



Counts | % Rows | % Columns | % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
00:00 - 04:59	22	23	21	29	30	41	36	38	40	29	27	32		368
05:00 - 07:59	10	9	7	16	7	15	17	23	6	13	15	16		154
08:00 - 08:59	1	2	6	3	2	2		4	3	2	2	3		30
09:00 - 09:59	1	1	2	2	4	1	5	1	3	1	3	2		26
10:00 - 11:59	3	2	5	2	6	2	5	2	2	3	2	3		37
12:00 - 14:59	1	2	3	1	4	1	1	1	1	2	2	4		23
15:00 - 16:59		1				2	2	2	2			4		13
17:00 - 17:59	1	3		1	1			1		1	1	2		11
18:00 - 19:59		1	3	2	1		2	1	1	1		1		13
20:00 - 29:59	2	2	1	1	1	3		4	4	4	4	2		28
30:00 - 59:59	1		2	2	3	1	1	1	2		1	2		16
Total	42	46	50	59	59	68	69	78	64	56	57	71		719
Exceptions														2

Previous Year ▾

Jan 1, 2019 - Dec 31, 2019 ▾

11:39

MM:SS
Average Response Time

90%

OF RESPONSES
Response Time < 20:00

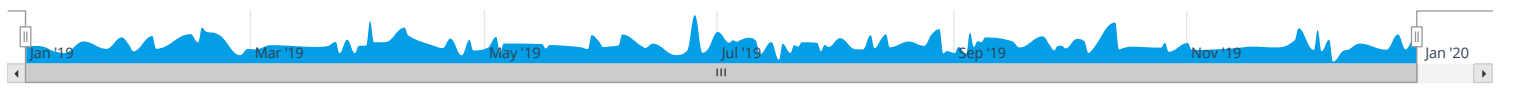
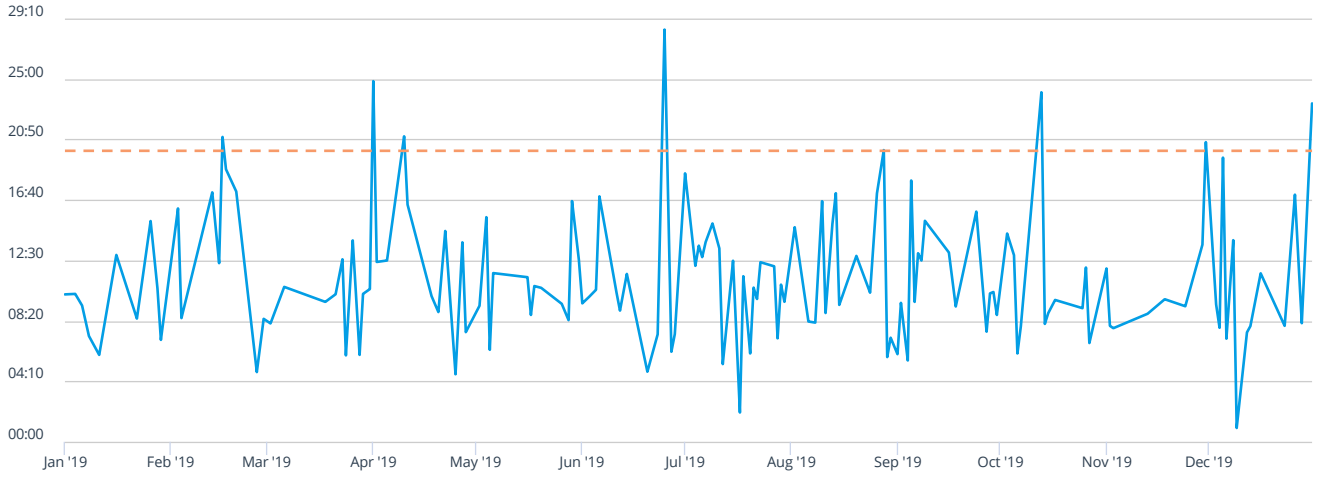
365

DAYS
In Selected Time Slice

200

UNIT RESPONSES
In Selected Time Slice

AVERAGE RESPONSE TIME - MID ISLAND



- Counts**
- % Rows
- % Columns
- % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
00:00 - 04:59		1		1		1	2	1		2	2	1		11
05:00 - 07:59	3		3	2	5	6	6	4	5	4	1	6		45
08:00 - 08:59	1	2	1	2		1	3	4	1	1	2	1		19
09:00 - 09:59	1	1	1		3	2	2		2	1	2			15
10:00 - 11:59	3	1	6	1	6	2	2	2	4	2	1	1		31
12:00 - 14:59	1	2	2	3	2	1	9	4	6	2	1	2		35
15:00 - 16:59	1	1		1	2	2	2	1	2	2				14
17:00 - 17:59		1		1				2		1		1		6
18:00 - 19:59		1						1			1	1		4
20:00 - 29:59		2		2	1	1	2	4	1	2	1	1		17
30:00 - 59:59		1					1	1						3
Total	10	13	13	13	19	16	29	24	21	17	11	14		200
Exceptions														1

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

AVERAGE RESPONSE TIME - NORTH

17:17

MM:SS
Average Response Time

78%

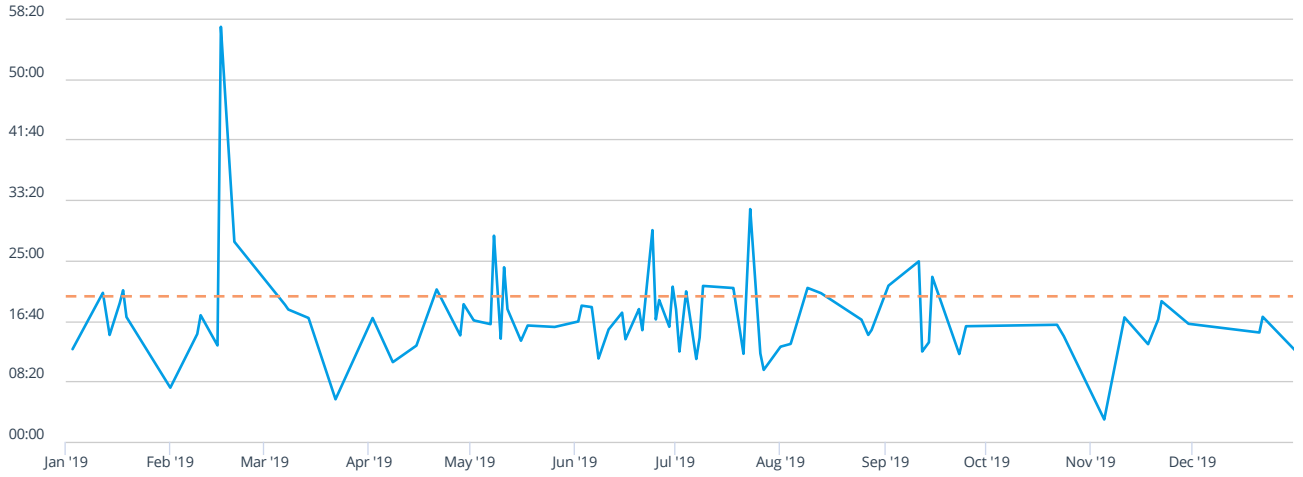
OF RESPONSES
Response Time < 20:00

365

DAYS
In Selected Time Slice

96

UNIT RESPONSES
In Selected Time Slice



Counts % Rows % Columns % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
00:00 - 04:59							1				1			2
05:00 - 07:59		1	1											2
08:00 - 08:59														0
09:00 - 09:59							1							1
10:00 - 11:59	1			1		1	2							5
12:00 - 14:59	1	3		2	2	1	3	4	3	1	2			22
15:00 - 16:59	1				4	7	2	2	1	1	2	2		22
17:00 - 17:59	1	1	2	1		1	1				1			8
18:00 - 19:59	2		2	1	1	5					1	1		13
20:00 - 29:59	2	1		1	2	2	5	3	3					19
30:00 - 59:59		1					1							2
Total	8	7	5	6	9	17	16	9	7	2	7	3		96
Exceptions														1

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

AVERAGE RESPONSE TIME - OUTER ISL.

35:51

MM:SS
Average Response Time

20%

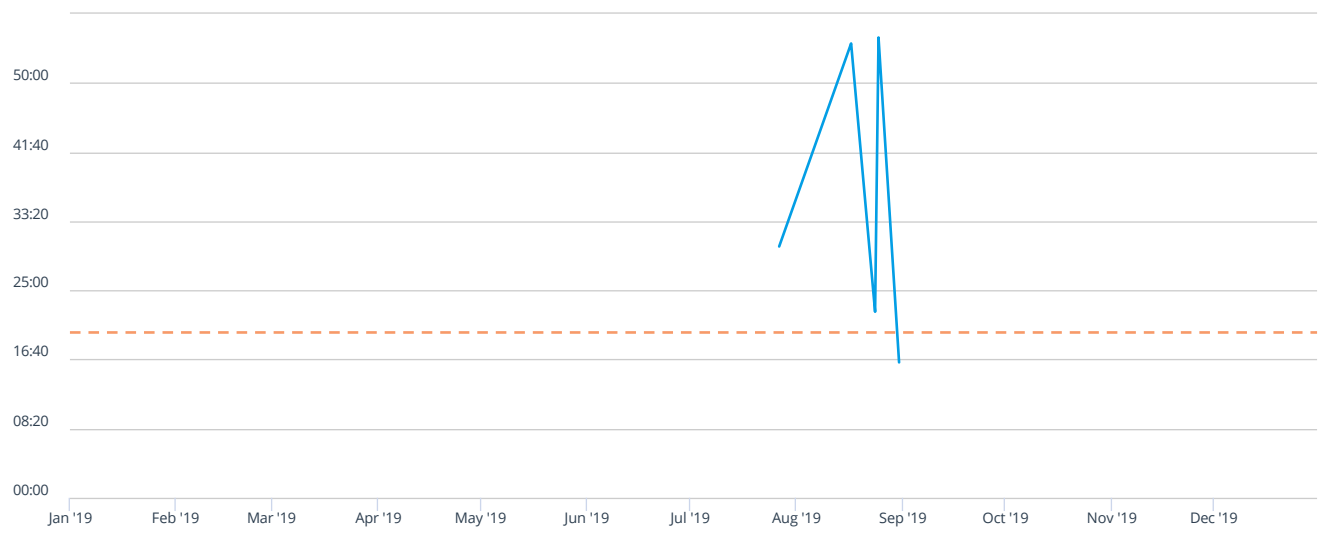
OF RESPONSES
Response Time < 20:00

365

DAYS
In Selected Time Slice

5

UNIT RESPONSES
In Selected Time Slice



- Counts**
- % Rows
- % Columns
- % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
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00:00 - 04:59														
05:00 - 07:59														
08:00 - 08:59														
09:00 - 09:59														
10:00 - 11:59														
12:00 - 14:59														
15:00 - 16:59									1					1
17:00 - 17:59														
18:00 - 19:59														
20:00 - 29:59									1					1
30:00 - 59:59							1	2						3
Total							1	4						5
Exceptions														0

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

45:22

MM:SS
Average Response Time

0%

OF RESPONSES
Response Time < 08:00

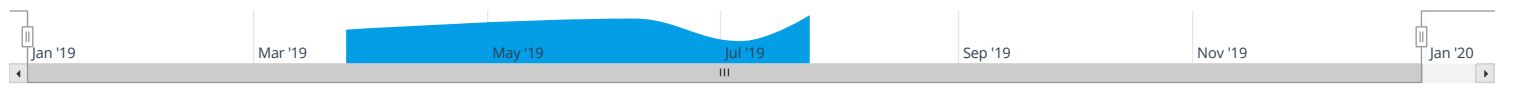
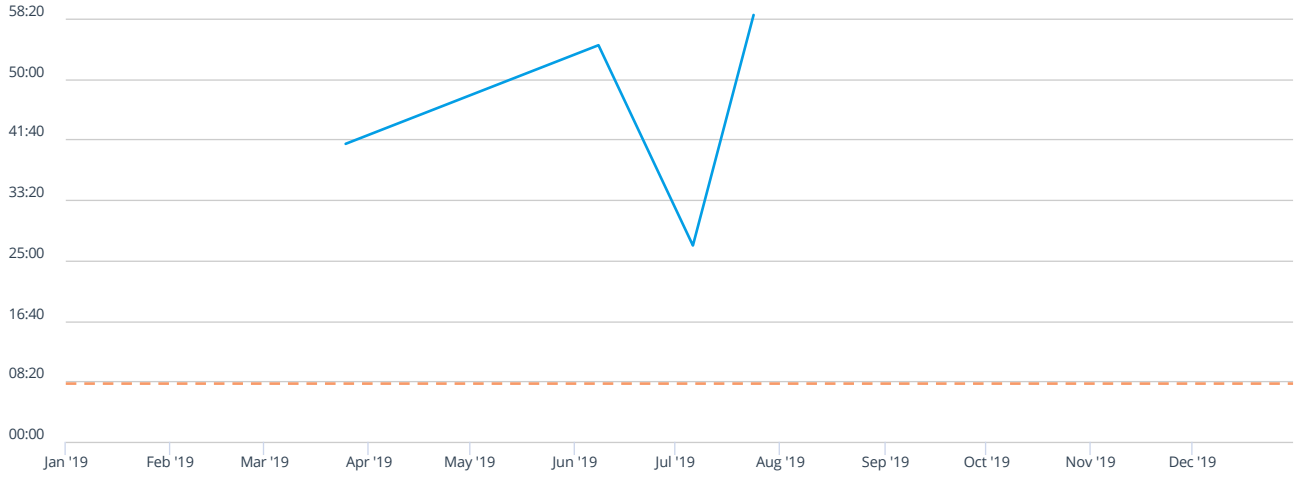
365

DAYS
In Selected Time Slice

4

UNIT RESPONSES
In Selected Time Slice

AVERAGE RESPONSE TIME - OUTER ISL & OUT OF DISTRICT



- Counts
- % Rows
- % Columns
- % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
--	---------	---------	---------	---------	---------	---------	---------	---------	---------	---------	---------	---------	---------	-------

00:00 - 04:59														
05:00 - 07:59														
08:00 - 08:59														
09:00 - 09:59														
10:00 - 11:59														
12:00 - 14:59														
15:00 - 16:59														
17:00 - 17:59														
18:00 - 19:59														
20:00 - 29:59							1							1
30:00 - 59:59			1			1	1							3
Total			1			1	2							4
Exceptions														0

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

AVERAGE RESPONSE TIME - SOUTH

11:33

MM:SS
Average Response Time

92%

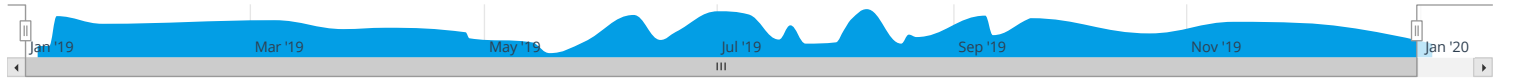
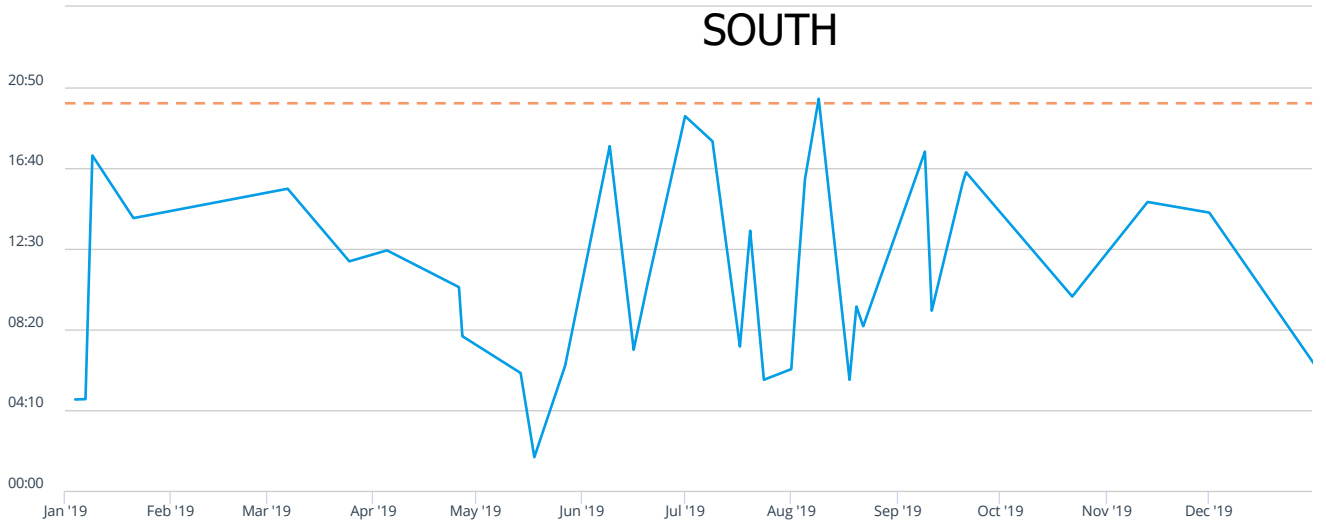
OF RESPONSES
Response Time < 20:00

365

DAYS
In Selected Time Slice

37

UNIT RESPONSES
In Selected Time Slice



Counts % Rows % Columns % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
00:00 - 04:59	2				1									3
05:00 - 07:59				1	2	1	2	3						9
08:00 - 08:59	2							1						3
09:00 - 09:59								1	1					2
10:00 - 11:59			1	1		1		1		1				5
12:00 - 14:59				1			1				1	1		4
15:00 - 16:59			1					1	2					4
17:00 - 17:59					1				1					2
18:00 - 19:59							2							2
20:00 - 29:59	2							1						3
30:00 - 59:59														0
Total	6		2	3	3	3	5	8	4	1	1	1		37
Exceptions														0

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

AVERAGE RESPONSE TIME - OVERALL

09:26

MM:SS
Average Response Time

91%

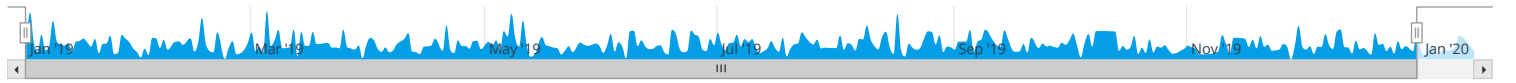
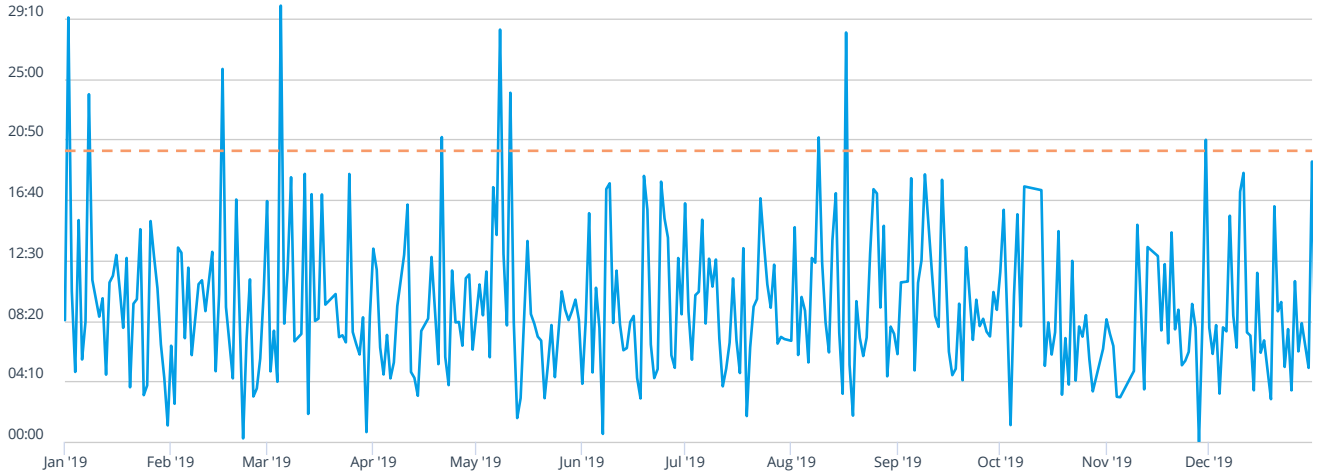
OF RESPONSES
Response Time < 20:00

365

DAYS
In Selected Time Slice

1,144

UNIT RESPONSES
In Selected Time Slice



- Counts**
- % Rows
- % Columns
- % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
00:00 - 04:59	32	25	25	33	37	50	42	39	40	31	30	33		417
05:00 - 07:59	15	13	16	20	16	24	27	30	11	17	17	22		228
08:00 - 08:59	4	4	7	5	3	4	3	9	4	3	4	4		54
09:00 - 09:59	2	3	4	2	8	3	8	2	6	2	5	2		47
10:00 - 11:59	7	3	12	5	13	7	11	5	6	6	3	4		82
12:00 - 14:59	3	9	7	9	8	3	14	9	10	5	6	7		90
15:00 - 16:59	3	2	1	2	6	14	7	7	7	3	2	6		60
17:00 - 17:59	2	5	2	3	1	2	1	3	1	2	2	3		27
18:00 - 19:59	2	3	6	3	2	5	4	2	1	1	2	3		34
20:00 - 29:59	7	5	1	4	5	10	9	13	8	6	5	3		76
30:00 - 59:59	2	2	3	2	3	3	5	4	2		1	2		29
Total	79	74	84	88	102	125	131	123	96	76	77	89		1,144
Exceptions														4

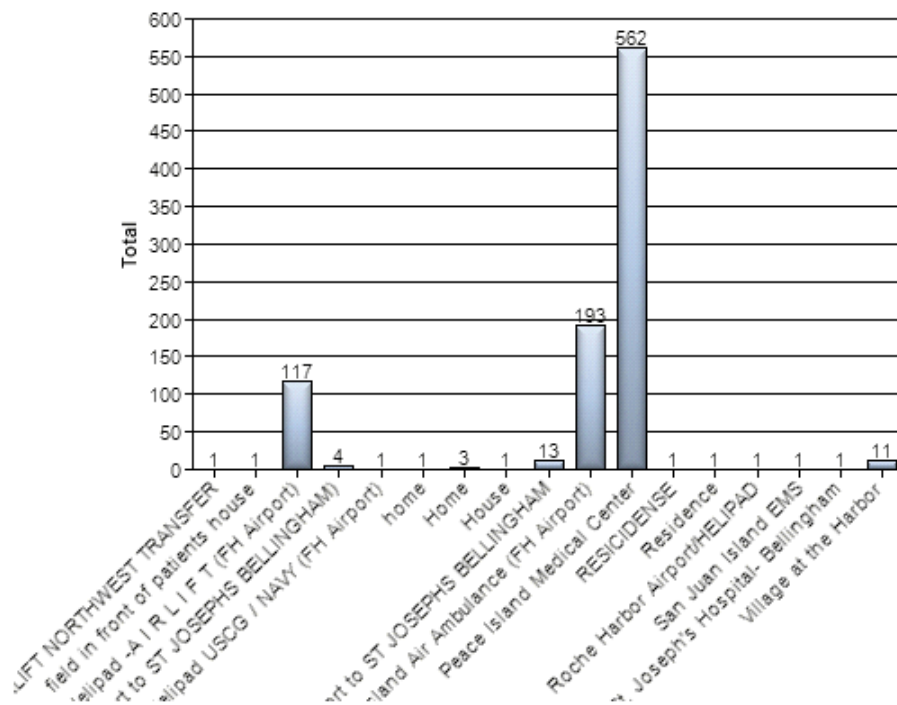
DESTINATIONS

Dispatched Time
between

2019-01-01

and 2020-01-01

Destination Locations	Total
FIELD AIRLIFT NORTHWEST TRANSFER	1
field in front of patients house	1
Helipad -A I R L I F T (FH Airport)	117
Helipad -AIRLIFT (FH Airport to ST JOSEPHS BELLINGHAM)	4
Helipad USCG / NAVY (FH Airport)	1
Home	4
House	1
Island Air Ambulance (FH Airport to ST JOSEPHS BELLINGHAM)	13
Island Air Ambulance (FH Airport)	193
Peace Island Medical Center	562
RESICIDENSE	1
Residence	1
Roche Harbor Airport/HELIPAD	1
San Juan Island EMS	1
St. Joseph's Hospital- Bellingham	1
Village at the Harbor	11
	913



Disposition Type Breakdown

Date: Monday, January 6, 2020
Time: 10:02:59 AM

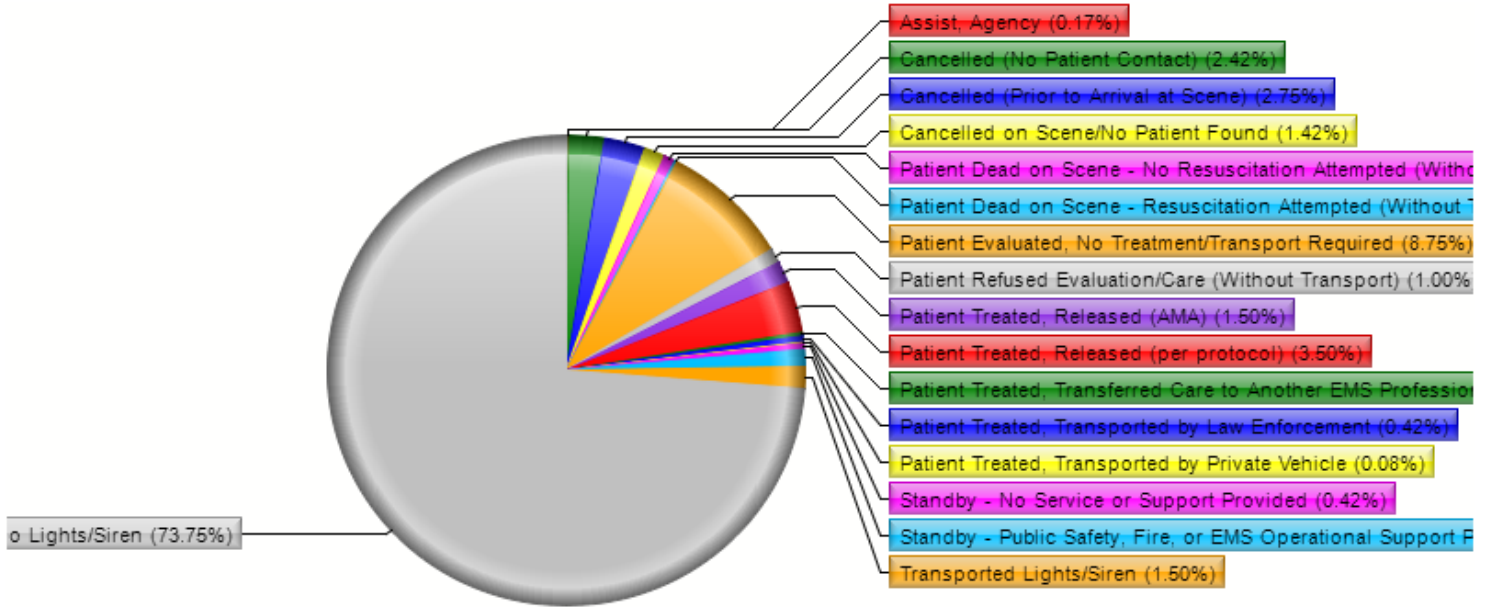
Dispatched Time between and

Run

Run and Hide Parameters

Disposition Breakdown

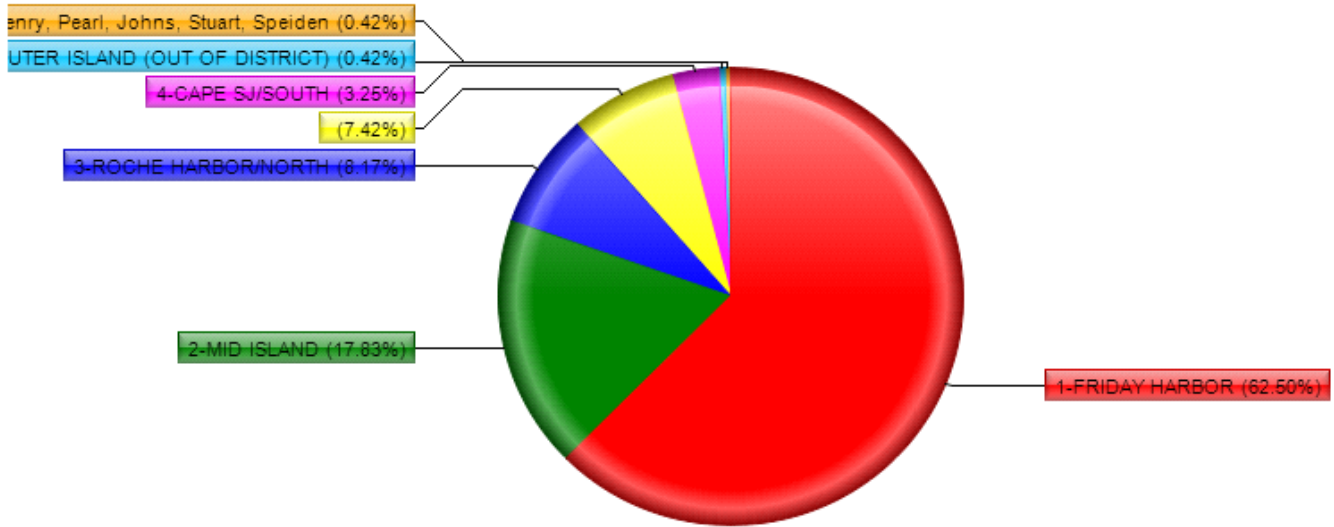
Disposition	Total
Assist, Agency	2
Cancelled (No Patient Contact)	29
Cancelled (Prior to Arrival at Scene)	33
Cancelled on Scene/No Patient Found	17
Patient Dead on Scene - No Resuscitation Attempted (Without Transport)	9
Patient Dead on Scene - Resuscitation Attempted (Without Transport)	2
Patient Evaluated, No Treatment/Transport Required	105
Patient Refused Evaluation/Care (Without Transport)	12
Patient Treated, Released (AMA)	18
Patient Treated, Released (per protocol)	42
Patient Treated, Transferred Care to Another EMS Professional	3
Patient Treated, Transported by Law Enforcement	5
Patient Treated, Transported by Private Vehicle	1
Standby - No Service or Support Provided	5
Standby - Public Safety, Fire, or EMS Operational Support Provided	14
Transported Lights/Siren	18
Transported No Lights/Siren	885
Total	1200



INCIDENT ZONE BREAKDOWN

Date 2019-01-01 and 2020-01-01

Zone	Total
	89
1-FRIDAY HARBOR	750
2-MID ISLAND	214
3-ROCHE HARBOR/NORTH	98
4-CAPE SJ/SOUTH	39
5-OUTER ISLAND (IN DISTRICT) Brown, Henry, Pearl, Johns, Stuart, Speiden	5
6-OUTER ISLAND (OUT OF DISTRICT)	5
	1200



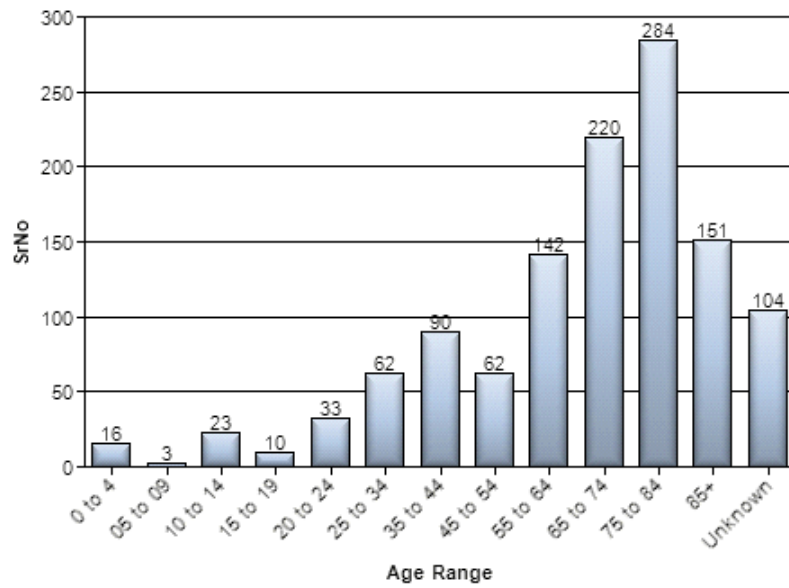
PATIENT AGE DISTRIBUTION

Dispatched Time
between

2019-01-01

and 2020-01-01

Age Range	Total
0 to 4	16
05 to 09	3
10 to 14	23
15 to 19	10
20 to 24	33
25 to 34	62
35 to 44	90
45 to 54	62
55 to 64	142
65 to 74	220
75 to 84	284
85+	151
Unknown	104
	1200



PATIENT BREAKDOWN BY GENERAL IMPRESSION

Incident Date between 2019-01-01

and 2020-01-01

Primary Impression	Total 1200
	85
Abdominal Pain	87
Acute appendicitis	3
Acute Bronchitis	1
Acute Bronchospasm	1
Acute Respiratory Distress (Dyspnea)	36
Alcohol dependence with withdrawal	5
Alcohol use	24
Allergic Reaction	5
Altered Mental Status	49
Anaphylactic Shock	1
Anaphylaxis	3
Anxiety reaction/Emotional upset	8
Asthma	3
Back Pain	34
Behavioral/psychiatric episode	14
Burn	1
Cardiac arrest	8
Cardiac arrhythmia/dysrhythmia	21
Chest Pain / Discomfort	80
Chest Pain, Other (Non-Cardiac)	3
Chronic Obstructive Pulmonary Disease (COPD)	1
Cocaine related disorders	1
Confusion/Delirium	5
Congestive heart failure (CHF)	6
Constipation	2
Diabetic Hyperglycemia	13
Diabetic Hypoglycemia	8
Diarrhea	4
Dizziness	22
Epistaxis	4
Esophageal obstruction	1
Eye Injury	4
Fatigue	15
Febrile Seizures	1
Fever	1
Gastrointestinal hemorrhage	18
Generalized Weakness	88
Headache	15
Hematemesis	1
Hematoma (Non-Traumatic)	2
Hemorrhage	5
Hypertension	3
Hypertensive crisis	1
Hyperventilation	2
Hypotension	6
Hypothermia	3
Influenza	1
Injury	189
Injury of Abdomen	3
Intestinal obstruction	2
Labor and delivery complications	1
Labor and delivery, uncomplicated	1
Malaise	5
Mental disorder	1
Migraine	1

No Complaints or Injury/Illness Noted	63
Non-ST elevation myocardial infarction (NSTEMI)	2
Obvious Death	4
Other stimulant related disorders	1
Pain (Non-Traumatic)	38
Pelvic and Perineal Pain	1
Pneumonia	4
Poisoning / Drug Ingestion	9
Pregnancy related conditions	3
Pulmonary Edema, Acute	2
Pulmonary Embolism	2
Respiratory Failure	1
Seizures	35
Sepsis/Septicemia	9
Smoke Inhalation	2
Stroke	35
Substance abuse	4
Suffocation or Asphyxia	1
Suicide attempt	7
Syncope / Fainting	41
Transient Cerebral Ischemic Attack (TIA)	9
Visual Disturbance	2
Vomiting	17

Previous Year ▾ Jan 1, 2019 - Dec 31, 2019 ▾

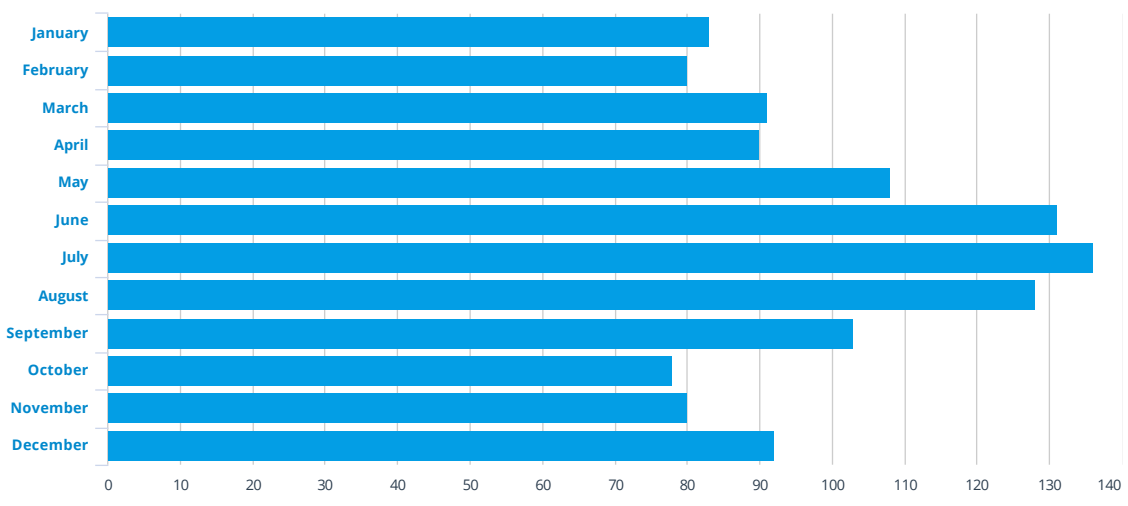
TOTAL VOLUME REPORT - BY MONTH

75%
TRANSPORTS
Percentage of Patient Encounters

25%
NON TRANSPORTS
Percentage of Patient Encounters

1,200
RECORDS
In Selected Time Slice

365
DAYS
In Selected Time Slice



Counts | % Rows | % Columns | % All

	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Total
January	83													83
February		80												80
March			91											91
April				90										90
May					108									108
June						131								131
July							136							136
August								128						128
September									103					103
October										78				78
November											80			80
December												92		92
Total	83	80	91	90	108	131	136	128	103	78	80	92		1,200