

OVERALL ON-TIME RATE – COMBINED CITY AND COUNTY

Desired Outcome	Arrive quickly to EMS calls with ambulances, supervisors, or other ATCEMS resources.
Standard	≥ 90% to all priorities of EMS calls combined using the Travis County and City of Austin response time goals respectively.
Acceptable Quality Level	Reliability may not fall below 87% for more than two consecutive months or any three months in a year.
Monitoring Method	Run Chart updated by 10th business day each month.

MEASURE DESCRIPTION

Indicator Description	This indicator measures percentage of incidents for which the City of Austin and Travis County meet response time goals.
Question Indicator Answers	How often does ATCEMS meet its overall response time based upon the defined response time goals for the City of Austin and Travis County respectively?
Patient / Customer Need	<p>This indicator is a component of the overall patient experience and relates to the Institute of Medicine’s (IOM) six aims for improvement by providing timely, patient centered and efficient care.</p> <p>Customers have an expectation for a quick response to their emergency. ATCEMS measures the overall percentage of calls to which we arrive on time.</p>
Type of Measure	Process
Objective	Arrive quickly to EMS calls with ambulances, supervisors, or other ATCEMS ALS equipped resources.
Data Provided By	Business Analysis and Research Team
Reporting Values	Overall ATCEMS compliance with response time goals for each month.
Limitations	<p>This measure is limited to incidents received through the 911 system, where ATCEMS communicated with the primary reporting party for purposes of incident triage and provision of pre-arrival instructions, when appropriate.</p> <p>Incidents reported by other public safety agencies (including requests for assistance) are excluded from this measure.</p>

Notes

Response Time Goals for Travis County:	Response Time Goals for City of Austin:
Priority 1 – 11:59	Priority 1 – 09:59
Priority 2 – 13:59	Priority 2 – 11:59
Priority 3 – 15:59	Priority 3 – 13:59
Priority 4 – 17:59	Priority 4 – 15:59
Priority 5 – 19:59	Priority 5 – 17:59

Measure Calculation

Formula Description Count of incidents where ATCEMS met or exceeded response time goals, divided by the count of all qualifying incidents.
The resulting measure is expressed as a percentage.

Indicator Formula
$$On\ Time\ Rate = \frac{[Count\ of\ Incidents\ Meeting\ Response\ Time\ Targets]}{[Count\ of\ Incidents]}$$

Data Filters Include incident response priorities 1-5
Exclude test, duplicate, StarFlight, and Special Event problem types.
Exclude incidents that do not have an ATCEMS call taker
Exclude incidents that fall outside of City of Austin and Travis County.
Exclude incidents that do not have valid [Time – Phone Pickup] and [Time – First Unit Staged or Arrived] time stamps

Interval Calculation [Time – First Unit Staged or Arrived] – [Time – Phone Pickup]

Numerator

- Population* Incidents where the response time is equal to or less than the response time goal based on geography and priority.
- Inclusion* Include all incidents occurring in the City of Austin or Travis County
- Exclusion* Incidents occurring outside the City of Austin and Travis County.

Data Source ATCEMS CAD data warehouse via Cognos
Data Source Table: emssqlreports\Warehouse_System1\
Response_Vehicles_Assigned

Denominator

- Population* All incidents meeting selection criteria within the City of Austin or Travis County.
- Inclusion* See “Population”
- Exclusion* Incidents occurring outside the City of Austin and Travis County
- Data Source* ATCEMS CAD data warehouse via Cognos

Data Source Table: emssqlrpt\emscad01\warehouse_system1\nf.incidents

Aggregation	Aggregate incidents based on location, and by month based on date/time of phone pickup in Communications.
Stratification	None
Minimum Sample Size	None
Data Lineage	Data for this measure is drawn from the ATCEMS CAD data warehouse. The warehouse is populated from the CTECC CAD reporting warehouse via ATCEMS-developed ETL processes. Incident and response records are generated in the normal course of business.

Reporting

Travis County ILA Reporting	Medium: Web site chart Orientation: External Format: Run chart containing monthly data values for most recent 13 month period. Update Frequency: Monthly Data Source: Cognos Report
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Metadata

Pillar / Strategic Objective Links	S2: To have a service delivery model that best serves the needs of our community. S3: To be an organization that puts service before self. F2: To be an organization that provides value to the community. F3: To provide quality cost efficient service to the community.
Development Status	Actively reporting.
References	<i>Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)</i> <i>National Highway Traffic Safety Administration, Emergency Medical Services Performance Measures: Recommended Attributes and Indicators for System and Service Performance.</i> December 2009: U.S.

Department of Transportation. Available on-line at
<http://www.ems.gov/pdf/811211.pdf>.

National Research Council. *Crossing the Quality Chasm: A New Health System for the 21st Century*. Washington, DC: The National Academies Press, 2001. The full text of this report is available at
<http://www.nap.edu/books/0309072808/html/>

Bisognano M, Kenney C. *Pursuing the Triple Aim: Seven Innovators Show the Way to Better Care, Better Health, and Lower Costs*. San Francisco: Jossey-Bass Publishers; 2012.

Best Practices

None referenced

Definition Version Info

Version C; 2014-03-04