

OVERALL ON-TIME RATE – CITY OF AUSTIN

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 City of Austin response time goals.
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 ATCEMS meets its response time goals.
Question Indicator Answers	How often does ATCEMS meet its overall response time targets based upon the defined response times for the City of Austin?
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>Our customers expect a rapid response to their emergencies. EMS 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	This measure focuses on incidents occurring within the full purpose jurisdiction of the City of Austin.

Response Time Goals for City of Austin:

- Priority 1 – 09:59
- Priority 2 – 11:59
- Priority 3 – 13:59
- Priority 4 – 15:59
- 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	$\text{On Time Rate} = \frac{[\text{Count of Incidents Meeting Response Time Targets}]}{[\text{Count of Incidents}]}$
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 Include incidents that fall within the full purpose jurisdiction of the City of Austin. 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	<p><i>Population</i> Incidents where the response time is equal to or less than the time goals based on geography and priority.</p> <p><i>Inclusion</i> Include all incidents occurring within the full purpose jurisdiction of the City of Austin.</p> <p><i>Exclusion</i> Incidents occurring outside the full purpose jurisdiction of the City of Austin.</p> <p><i>Data Source</i> ATCEMS CAD data warehouse via Cognos Data Source Table: emssqlreports\Warehouse_System1\ Response_Vehicles_Assigned</p>
Denominator	<p><i>Population</i> All incidents meeting selection criteria within the full purpose jurisdiction of the City of Austin.</p> <p><i>Inclusion</i> See “Population”</p> <p><i>Exclusion</i> Incidents occurring outside the full purpose jurisdiction of the City of</p>

Austin.

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

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

Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)

National Highway Traffic Safety Administration, *Emergency Medical Services Performance Measures: Recommended Attributes and*

Indicators for System and Service Performance. 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