



Delmar-Bethlehem 2018 EMS Response Report

Number of Calls

3,840 calls
Average of 320 calls per month/10.52 calls per day
(7.6% increase in volume over 2017; 14.8% increase since 2016)

A patient was transported to the hospital on 70.3% of calls (2,698 patients)

Volunteer Commitment

More than 15,000 Scheduled and Documented Volunteer Responder Hours during 2018

Includes actual scheduled hours, unscheduled responses to additional calls, and some management/leadership time.

1,424 calls were answered by 79 volunteer EMTs, AEMTs, and Paramedics

13.1% increase in the number of calls handled by volunteers -- 1,258 in 2017

Shift Statistics

67.6% Daytime Calls (6 am to 6 pm)
32.3% Evening/Night Calls (6 pm to 6 am)

Originating Station

North Station - 63%
South Station/Sabic – 37%

Average Number of Calls Per Shift

6 am to 6 pm – 7.1
6 pm to midnight – 2.44
Midnight to 6 am – 0.96

Mutual Aid Provided/Received

Mutual aid was received for 22 calls
Mutual aid was provided for 36 calls

Call Distribution by Time of Day

11.3% between midnight and 6 am
11.4% between 6 am and 9 am
18.3% between 9 am and noon
18% between noon and 3 pm
17.4% between 3 pm and 6 pm
13.8% between 6 pm and 9 pm
9.8% between 9 pm and midnight

Busiest Time Period: 8 am to 6 pm

Response Time

(Call received to ambulance enroute; includes both scheduled and unscheduled EMS crews)

Average = 2.31 minutes

Priority of Dispatch

Alpha – 37.7% (*lower priority*)
Bravo — 24.3%
Charlie — 22.9%
Delta — 12.3% (472 calls)
Echo — 1.8% (69 calls) (*highest priority*)
Already on Scene, Stand-by, or Walk-In – 1.0%

Average Time Per Call

54.97 minutes to ambulance back in service
69.9 minutes if patient transported

Avg Time On Scene: 19.68 minutes

Transport Destinations

St. Peters Hospital – 46.6%
Albany Medical Center – 46.5%

- Albany Medical Center Children’s – 1.9%

Albany Memorial Hospital – 3.1%
Veterans Affairs – 3.2%
Samaritan Hospital (Troy) —8 calls
Ellis Medicine (Schenectady) – 6 calls

Call Locations

Residence – 56.6%
Assist Living & Nursing Home – 16.6% - 638 calls
Roadway –7.0%
Business/Public Building – 6.0%
Physician Office/Clinic – 4.5% - 174 calls
Urgent Care – 1.7% - 67 calls
School/Day Care – 2.7%
Police Department – 0.5%
Park/Recreation/Sports Facility – 0.9%
Hotel — 0.3%

Major Presenting Problems

(note: 1% = approx. 38 calls)

Sick Person/General Illness/Flu Like – 13.2%
Fall – 9.8%
Syncope/Seizure/Unconscious/Fainting/Dizziness/
Weakness 8.7%
Resp. Distress/Diff Breathing – 7.4%
Chest Pain/Cardiac/Heart Problems – 6.2%
Unknown Medical Alarm or Problems– 5.9%
Motor Vehicle Accident – 5.3%
Lift Assist – 5.0%
Abdominal Pain/GI Problems – 4.7%
Trauma/Fractures/Bleeding – 4.5%
Mental Health & Substance Abuse – 4.2%

- 63 calls for substance abuse/overdose

Pain – 3.3%
Altered Mental Status (non-diabetic) – 2.4%
Back Pain – 2%
Stroke/CVA – 1.8%
Diabetic Problems – 1.3%
Cardiac/Respiratory Arrest – 1.2%

Less Than 1%

Allergies, Choking, Poisoning, CO Poisoning,
Headache, Assault, Attempted Suicide,
Heat/Cold Exposure, Pregnancy/Childbirth, Eye
Problems, Burns, Animal Bite

Cardiac Arrest Management

46 cardiac arrests

- 24 persons transported to the hospital
 - 12 persons had a Return of Spontaneous Circulation (ROSC)
- 22 persons passed away at home

Repeat Patients

192 patients called EMS three or more times during 2018 for a total of 843 calls. These patients accounted for 22% of all EMS calls in 2018.

60 people called EMS five or more times in 2018

31 people called EMS six or more times in 2018