Contra Costa EMS Agency
Core Performance Indicators

Report: 2012-Q1
System Activity & Utilization
2012-Q1
Number of EMS Responses by Month
2012-Q1
AMR-ALS Units Only

No Special Cause Detected

<table>
<thead>
<tr>
<th>Avg of Data Shown</th>
<th>Median Data Shown</th>
<th>Sigma for Limits</th>
<th>Base for Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>6382</td>
<td>6391</td>
<td>255.4</td>
<td>Average MR</td>
</tr>
</tbody>
</table>

Chart Type: Chart for Individuals
Centerline: 6,382
Process Limits: Lower: 5,616 Upper: 7,148

Begin Q1 2012
EMS Transports by Month
2012-Q1
All ALS Units

No Special Cause Detected
Avg of Data Shown 5121.4
Median Data Shown 5057
Sigma for Limits 210.3
Base for Limits Average MR

Chart Type: Chart for Individuals
Centerline: 5,121 Process Limits: Lower: 4,491 Upper: 5,752

Database Conditions:
A 1 Beyond Control Limit
B 9 On One Side of Average
C 6 Trending Up or Down
D 14 Alternating Up & Down
E 2 of 3 Beyond 2 Sigma
F 4 of 5 Beyond 1 Sigma
G 15 Within 1 Sigma
H 8 Outside 1 Sigma
X Excluded or Missing Data
HaveBed Response by Time/Shift
Contra Costa County - All Hospitals
Q1 2012

JAN - APR

% Response

JAN 100.00%
FEB 96.80%
MAR 96.77%
APR 96.70%

77.42% 90.32% 93.55% 87.10% 80.00%
96.55%
All Hospitals Monthly HAvBED % Compliance

No Special Cause Detected

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>95</td>
</tr>
<tr>
<td>Avg of Data Shown</td>
<td>69.6778</td>
</tr>
<tr>
<td>Median Data Shown</td>
<td>68.8</td>
</tr>
<tr>
<td>Sigma for Limits</td>
<td>3.180</td>
</tr>
<tr>
<td>Base for Limits</td>
<td>Average MR</td>
</tr>
</tbody>
</table>

Chart Type: Chart for Individuals

- Centerline: 69.68
- Process Limits: Lower: 60.14, Upper: 79.22
- A: 1 Beyond Control Limit
- B: 9 On One Side of Average
- C: 6 Trending Up or Down
- D: 14 Alternating Up & Down
- E: 2 of 3 Beyond 2 Sigma
- F: 4 of 5 Beyond 1 Sigma
- G: 15 Within 1 Sigma
- H: 8 Outside 1 Sigma
- X: Excluded or Missing Data

Begin Q1 - 2012
Contra Costa County Hospitals
Total Mins on EMS Diversion
2012-Q1

Hospitals Reporting Diversion
Data Source: ReddiNet
Contra Costa County Hospitals
EMS Diversion by Category
2012-Q1

Data Source: ReddiNet
Number of Multi-Casualty Incident (MCI) Activations by Type
2012-Q1

Number of MCI Activations

<table>
<thead>
<tr>
<th>Types</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>MVA</td>
<td>2</td>
</tr>
<tr>
<td>Crime Scene</td>
<td>1</td>
</tr>
<tr>
<td>Explosion</td>
<td>0</td>
</tr>
<tr>
<td>Medical</td>
<td>0</td>
</tr>
<tr>
<td>Unk</td>
<td>0</td>
</tr>
</tbody>
</table>

Data Source: ReddiNet
Patient Safety Events
2012-Q1
(N=5)
Patient Safety Events by % of Type
Q1 2012
N=5

- Medications, 20% N=1
- Procedures, 20% N=1
- Assessment, 40% N=2
- Communications, 20% N=1
Base Hospital
2012-Q1 Report

Data Source: Base Hospital Registry; Jan through Mar 2012
Contra Costa EMS Agency
Core Indicator BH#C0001
Data Source: Base Hospital Registry; Jan – Mar 2012

Base Hospital Call Volume by Month
2012-Q1

No Special Cause Detected

Chart Type: Chart for Individuals

Centerline: 263.1
Process Limits: Lower: 206.7
Upper: 319.6

Database Column 1

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<table>
<thead>
<tr>
<th>Chart for Individuals</th>
<th>Database Column</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Beyond Control Limit</td>
<td>E 2 of 3 Beyond 2 Sigma</td>
</tr>
<tr>
<td>9 On One Side of Average</td>
<td>F 4 of 5 Beyond 1 Sigma</td>
</tr>
<tr>
<td>6 Trending Up or Down</td>
<td>G 15 Within 1 Sigma</td>
</tr>
<tr>
<td>14 Alternating Up &amp; Down</td>
<td>H 8 Outside 1 Sigma</td>
</tr>
<tr>
<td>Excluded or Missing Data</td>
<td>X</td>
</tr>
</tbody>
</table>

Avg of Data Shown 263.1333
Median Data Shown 262
Sigma for Limits 18.81
Base for Limits Average MR
% BASE HOSPITAL CALLS BY TYPE
2012-Q1
N=806

- Trauma: 75%
- Medical: 23%
- Cardiac Arrest: 2%
% BASE HOSPITAL CALLS BY AGE
2012-Q1
N=806

ADULT 93 %

PEDIATRIC 7 %

Contra Costa EMS Agency
Core Indicator BH#C0002
Data Source: Base Hospital Registry;
Jan through Mar 2012
Cardiac Arrest
2012-Q1 Report
CARES Registry Reporting

Data Source: CARES Registry; January 2012 through March 2012.
Excludes Medical Facilities (hospitals, clinics, SNF); Excludes arrest after EMS arrival
% Survival Cardiac Arrest – Overall by Year

(Discharged with Good Cerebral Performance)

Overall 2009: 6.9%
Overall 2010: 7.9%
Overall 2011: 9.4%
Overall to 2012: 7.9%

National Benchmark: 7.7%
Cardiac Arrest Survival – Overall by Month
2012-Q1  (N=140)

Data Source: CARES Registry; January 2012 through March 2012
Excludes Medical Facilities (hospitals, clinics, SNF); Excludes arrest after EMS arrival

Special Cause Detected

Chart Type: Chart for Individuals

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Data Shown</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Sigma for Limits</td>
<td>0.7662</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Base for Limits</td>
<td>Average MR</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contra Costa EMS Agency
Core Indicator # CA#0001

National Benchmark 10.3%
% Cardiac Survival – Utstein by Year
2012-Q1
(witnessed & found in shock-able rhythm) N=32

Contra Costa EMS Agency
Core Indicator # CA#0002
Data Source: CARES Registry; January 2012 through March 2012
Excludes Medical Facilities (hospitals, clinics, SNF)
% Cardiac Arrest Survival – Utstein by Month
2012-Q1

- No Special Cause Detected
- Avg of Data Shown: 30.26667
- Median Data Shown: 27
- Sigma for Limits: 7.092
- Base for Limits: Average MR

Chart Type: Chart for Individuals
Centerline: 30.27
Process Limits: Lower: 8.990 Upper: 51.54

- A: 1 Beyond Control Limit
- B: 9 On One Side of Average
- C: 6 Trending Up or Down
- D: 14 Alternating Up & Down
- E: 2 of 3 Beyond 2 Sigma
- F: 4 of 5 Beyond 1 Sigma
- G: 15 Within 1 Sigma
- H: 8 Outside 1 Sigma
- X: Excluded or Missing Data

Data Source: CARES Registry; January 2012 through March 2012
Excludes Medical Facilities (hospitals, clinics, SNF)
% Bystander CPR Performed
2012-Q1
(all arrest not witnessed)

National Benchmark 22.6%
STEMI System
2012-Q1 Report

Data Source: STEMI; January 2012 through March 2012.
Contra Costa EMS Agency
Core Indicator STE#C0003
Data Source: STEMI data base

STEMI
911 Dispatch to Intervention Time Interval
2012-Q1

Special Cause Detected
Chart Type: Chart for Individuals
Chart for Individuals

<table>
<thead>
<tr>
<th>Avg of Data Shown</th>
<th>Centerline: 90.47</th>
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<tbody>
<tr>
<td>90.46667</td>
<td></td>
</tr>
<tr>
<td>Median Data Shown</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Sigma for Limits</td>
<td></td>
</tr>
<tr>
<td>2.026</td>
<td></td>
</tr>
<tr>
<td>Base for Limits</td>
<td></td>
</tr>
<tr>
<td>Average MR</td>
<td></td>
</tr>
<tr>
<td>Chart for Individuals</td>
<td></td>
</tr>
<tr>
<td>A 1 Beyond Control Limit</td>
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<td></td>
</tr>
<tr>
<td>X Excluded or Missing Da</td>
<td></td>
</tr>
</tbody>
</table>
STE MI
Mean Door to PCI Time Interval
2012-Q1

Special Cause Detected

Avg of Data Shown 57.26667
Median Data Shown 58
Sigma for Limits 2.533
Base for Limits Average MR

Chart Type: Chart for Individuals
Centerline: 57.27
Process Limits: Lower: 49.67 Upper: 64.87

Database Column 1

National Benchmark <60 mins

Begin Q1 2012
Stroke System
Q1 2012

Data Sources: MEDS 3 California Stroke Registry; January 2012 through March 2012. Excludes Medical Facilities (hospitals, clinics, SNF); Excludes arrest after EMS arrival
Stroke Alert Patients
On Scene Times by Interval in Minutes
Q1 2012 N=129

Benchmark
< 20 mins 100%

Time Intervals
01-10 mins
10-15 mins
16-20 mins
Stroke Alert Patients
Mean On Scene Time Interval in Mins
2012-Q1

Special Cause Detected
Avg of Data Shown 9.326667
Median Data Shown 9.5
Sigma for Limits 0.5319
Base for Limits Average MR

Chart Type: Chart for Individuals
A 1 Beyond Control Limit
B 9 On One Side of Average
C 6 Trending Up or Down
D 14 Alternating Up & Down
E 2 of 3 Beyond 2 Sigma
F 4 of 5 Beyond 1 Sigma
G 15 Within 1 Sigma
H 8 Outside 1 Sigma
X Excluded or Missing Data

Data Source: Meds; Cal Stroke Registry

Contra Costa EMS Agency
Core Indicator # ST#C0001
Stroke Alert Patients
D2N Mean Times
Q1 2012

Contra Costa County Stroke Centers

Time in Mins

AH (EMS)  AH (NON-EMS)  SHA  SHB  SHD

National Benchmark 60 mins
Stroke Alert Patients
% Discharged Home on Cholesterol Reducing Meds
2012-Q1

Contra Costa County Stroke Centers
Blank
Trauma System
Q1 2012

Data Source: Trauma One Registry; July 2010 through November 2011.
% Over Triage of Major Trauma Victims By Month
2012-Q1  (N=1311)

No Special Cause Detected

Chart Type: Chart for Individuals
Centerline: 78.73  Process Limits: Lower: 63.54  Upper: 93.93

Database Column
1

Avg of Data Shown  78.73333
Median Data Shown  76
Sigma for Limits  5.066
Base for Limits  Average MR

A. 1 Beyond Control Limit
B. 9 On One Side of Average
C. 6 Trending Up or Down
D. 14 Alternating Up & Down
E. 2 of 3 Beyond 2 Sigma
F. 4 of 5 Beyond 1 Sigma
G. 15 Within 1 Sigma
H. 8 Outside 1 Sigma
X. Excluded or Missing Data
% MTV's Discharged Home from ED by Month
2012-Q1

No Special Cause Detected

Chart Type: Chart for Individuals
Chart for Individuals
Centerline: 26.60
Process Limits: Lower: 5.893
Upper: 47.31

Database Column

Avg of Data Shown 26.6
Median Data Shown 25
Sigma for Limits 6.902
Base for Limits Average MR

Begin Q1-2012

1

Contra Costa EMS Agency
Core Indicator # TC#C0004
Data Source: Trauma One Registry; Jan 2011 through March 2012
No Special Cause Detected

Chart Type: Centerline: 17.87
Median Data Shown
Process Limits: Lower: 12.29
Avg of Data Shown
Upper: 23.46
Sigma for Limits 1.862
Base for Limits Average MR

Table:

<table>
<thead>
<tr>
<th>Avg of Data Shown</th>
<th>17.87333</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Data Shown</td>
<td>17.6</td>
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<tr>
<td>Sigma for Limits</td>
<td>1.862</td>
</tr>
<tr>
<td>Base for Limits</td>
<td>Average MR</td>
</tr>
</tbody>
</table>

Legend:

- **A**: 1 Beyond Control Limit
- **B**: 9 On One Side of Average
- **C**: 6 Trending Up or Down
- **D**: 14 Alternating Up & Down
- **E**: 2 of 3 Beyond 2 Sigma
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Data Source: Meds-Trauma One July 2010 through November 2011
N=1269 total trauma alerts. N=301 Total MTV's
Arrival Time at Receiving to Arrival at Trauma Center 2010-11

- Transfer Blunt ISS > 15: Median = 3:56, 90th %ile = 6:37
- Transfer Penet ISS > 15: Median = 1:41, 90th %ile = 5:07
- Transfer Penet ISS 9-14: Median = 2:04, 90th %ile = 4:29

Data Source: Trauma One Registry
N = 1311 total trauma alerts. N=312 total MTV's