Contra Costa EMS Agency
Core Indicators

System Utilization

Q2: 2012 Report
Number of Ambulance Responses by Month Q2: 2012

No Special Cause Detected
- Avg of Data Shown: 6488.667
- Median Data Shown: 6442.5
- Sigma for Limits: 270.3
- Base for Limits: Average MR

Chart Type: Chart for Individuals
- Centerline: 6,489
- Process Limits: Lower: 5,678, Upper: 7,300
- Key:
  - 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
Number of Ambulance Transports by Month Q2: 2012

**No Special Cause Detected**

- **Avg of Data Shown**: 5163.667
- **Median Data Shown**: 5174
- **Sigma for Limits**: 214.7
- **Base for Limits**: Average MR

**Chart Type**: Chart for Individuals

- **Centerline**: 5,164
- **Process Limits**: Lower: 4,520, Upper: 5,808

**Chart Symbols**:
- 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

Contra Costa EMS Agency
Core Indicator SU#C0002
Data Source: First Watch - Apr through Jun 2012
HavBED % Reporting Compliance by Time/Shift
Contra Costa County – All Hospitals
Q2: 2012

All Hospitals HavBED % Compliance by Shift
Goal is 95%

95% Goal

<table>
<thead>
<tr>
<th>Month</th>
<th>0400</th>
<th>1000</th>
<th>1800</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN</td>
<td>68.46%</td>
<td>64.16%</td>
<td>69.35%</td>
</tr>
<tr>
<td>FEB</td>
<td>64.71%</td>
<td>69.35%</td>
<td>69.81%</td>
</tr>
<tr>
<td>MAR</td>
<td>75.59%</td>
<td>78.45%</td>
<td>70.25%</td>
</tr>
<tr>
<td>APR</td>
<td>79.26%</td>
<td>83.33%</td>
<td>65.56%</td>
</tr>
<tr>
<td>MAY</td>
<td>77.42%</td>
<td>83.87%</td>
<td>67.16%</td>
</tr>
<tr>
<td>JUN</td>
<td>84.81%</td>
<td>79.26%</td>
<td>69.29%</td>
</tr>
</tbody>
</table>

Data Source: ReddiNet
Data Base 2012
HavBED % Reporting Compliance Overall
By Month Q2:2012

This control chart indicates that June’s HA\vBED reporting was at 77.8% continually trending up. Sustained increases in this metric can only be effected if the system is improved or changed.
Diversion All Hospitals
Quarterly Trending - Time in Hours
Q2: 2012

No Special Cause Detected

<table>
<thead>
<tr>
<th>Avg of Data Shown</th>
<th>177.6667</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Data Shown</td>
<td>156.5</td>
</tr>
<tr>
<td>Sigma for Limits</td>
<td>92.02</td>
</tr>
<tr>
<td>Base for Limits</td>
<td>Average MR</td>
</tr>
</tbody>
</table>

Chart Type: Chart for Individuals
Centerline: 177.7
Process Limits: Lower: -98.40 Upper: 453.7

Database Column 1

- 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
Contra Costa County Hospitals
Total Hours on EMS Diversion
Q2: 2012

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

Contra Costa EMS Agency
Core Indicator SU#C0005
Data Source: ReddiNet
Data Base 2012
Hospital Drop Delays
By Percent (%) Received
Q2: 2012

Contra Costa County Hospitals

Data Source: Dispatch - ReddiNet
Data Base 2012
Reported Patient Safety Events
% by Clinical Type

Q2: 2012 (N=12)

- Procedures: 42% (n=5)
- Assessment: 33% (n=4)
- Medications: 17% (n=2)
- Other: 8% (n=1)
Reported EMS Safety Events
% by Operational Type

Q2: 2012 (N=14)

- Destination: 43% (n=6)
- Communications: 36% (n=5)
- Other: 21% (n=3)
Contra Costa EMS Agency
Core Indicators

Base Hospital

Q2: 2012 Report

Data Source: Base Hospital Registry; to June 2012.
Base Hospital Call Volume
by Month Q2: 2012
N=875

No Special Cause Detected

Chart Type: Chart for Individuals
Chart for Individuals
Centerline: 274.3
Process Limits: Lower: 218.7
Upper: 330.0

Database Column 1

Avg of Data Shown 274.3333
Median Data Shown 266
Sigma for Limits 18.55
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
Base Hospital
Call Volume by Month
Q2: 2012

N 15
Average 274.33333
Median 266
N Runs 8
Min Runs 4
Max Runs 12

No Special Cause Detected

Tests:
A. Fails Runs Test
B. Trend of 7
C. 8 One Side of Median
D. 14 Alternating
E. 7 Same Value
X. Excluded or Missing Da
Base Hospital
% Calls by Age
Q2: 2012 N=875

Adult (93 %)

Pediatric (7 %)

Data Source: Base Hospital Registry; to Jun 2012
BASE HOSPITAL
% CALLS BY TYPE - Q2:2012
N=875

TRAUMA (75 %)

MEDICAL (23 %)

CARDIAC ARREST (2 %)

Data Source: Base Hospital Registry; to Jun 2012
Contra Costa EMS Agency
Core Indicators

Cardiac Arrest

Q2: 2012 Report

Data Source: CARES Registry through June 2012.
Excludes Medical Facilities (hospitals, clinics, SNF); Excludes arrest after EMS arrival
% Cardiac Arrest Survival Overall by Month Q2: 2012
N=123

Special Cause Detected

Chart Type: Chart for Individuals

Table:

<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>9.10667</td>
<td>9</td>
<td>1.596</td>
<td>Average MR</td>
</tr>
</tbody>
</table>

Legend:

A. 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

National Benchmark: 7.2%
Cardiac Arrest Survival - Overall by Quarter Q2:2012

N=123

Contra Costa EMS Agency
Core Indicator # CA#0001
Data Source: CARES Registry Apr 2012 through June 2012
Excludes hospitals, clinics, SNF; arrest after EMS arrival

National Benchmark 7.2%
% Cardiac Arrest Survival – Utstein
By Month Q2: 2112

N=123

Chart Type: Chart for Individuals
Chart for Individuals
Centerline: 27.00  Process Limits:
Lower: 1.544   Upper: 52.46

No Special Cause Detected
Avg of Data Shown 27 1 Beyond Control Limit
Median Data Shown 27 9 On One Side of Average
Sigma for Limits 8.485 6 Trending Up or Down
Base for Limits Average MR 14 Alternating Up & Down

Database Column 1

Contra Costa EMS Agency
Core Indicator # CA#0002
Data Source: CARES Registry; Apr 2012 through Jun 2012
Excludes hospitals, clinics, SNF, arrest after EMS arrival
% Cardiac Arrest Survival – Utstein
By Quarter Q2: 2012
N=123

Q1 2011: 26%
Q2 2011: 32%
Q3 2011: 23%
Q4 2011: 30%
Q1 2012: 25%
Q2 2012: 25%

National Benchmark: 24%

Data Source: CARES Registry; Apr 2012 through Jun 2012
Excludes hospitals, clinics, SNF, arrest after EMS arrival
Contra Costa EMS Agency
Core Indicator # CA#0003
Data Source: CARES Registry Apr 2012 through June 2012
Excludes hospitals, clinics, SNF; arrest after EMS arrival

Bystander CPR
By Quarter Q2:2012

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2010 Q3</th>
<th>2010 Q4</th>
<th>2011 Q1</th>
<th>2011 Q2</th>
<th>2011 Q3</th>
<th>2011 Q4</th>
<th>2012 Q1</th>
<th>2012 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 2010</td>
<td>34%</td>
<td>32%</td>
<td>44%</td>
<td>42%</td>
<td>43%</td>
<td>44%</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>Q4 2010</td>
<td>29%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1 2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q2 2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q3 2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q4 2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1 2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q2 2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

National Benchmark: 24%
Contra Costa EMS Agency
Core Indicators

STEMI System

Q2: 2012 Report

Data Source: STEMI; January 2012 through March 2012.
STEMI System
Median Prehospital Scene Time Interval
Q2: 2012

No Special Cause Detected

Chart Type: Chart for Individuals
Centerline: 15.19
Process Limits: Lower: 10.82
Upper: 19.57

Database Column 1

Avg of Data Shown 15.19412
Median Data Shown 15
Sigma for Limits 1.457
Base for Limits Average MR

Contra Costa EMS Agency
Core Indicator STEMI002
Data Source: STEMI data base
STEMI System
911 Dispatch to Intervention
Mean Time Interval by Quarter
Q2: 2012

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Time in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 2011</td>
<td>90</td>
</tr>
<tr>
<td>Q4 2011</td>
<td>88</td>
</tr>
<tr>
<td>Q1 2012</td>
<td>90</td>
</tr>
<tr>
<td>Q2 2012</td>
<td>81</td>
</tr>
</tbody>
</table>

National Benchmark <90 mins

Data Source: STEMI database
Contra Costa EMS Agency
Core Indicators

Stroke System

Q2: 2012 Report

Data Source: MEDS 3 California Stroke registry; Through June 2012.
Excludes Medical Facilities (hospitals, clinics, SNF);
Stroke Alert – Prehospital On Scene
Mean Time Interval by Month
Q2: 2012

Chart Type: Chart for Individuals
Chart for Individuals

<table>
<thead>
<tr>
<th>Avg of Data Shown</th>
<th>9.988889</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Data Shown</td>
<td>9.7</td>
</tr>
<tr>
<td>Sigma for Limits</td>
<td>0.8865</td>
</tr>
<tr>
<td>Base for Limits</td>
<td>Average MR</td>
</tr>
</tbody>
</table>

Special Cause Detected

- **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

Process Limits: Lower: 7.329  Upper: 12.65
Centerline: 9.989

**National Benchmark**
<15 mins
% Stroke Alerts Patients
by Mean Prehospital Scene Time Interval
Q1 and Q2: 2012

<table>
<thead>
<tr>
<th>On Scene Time Interval</th>
<th>01-10 mins Q1</th>
<th>10-15 mins Q1</th>
<th>16-20 mins Q1</th>
<th>Other Q1</th>
<th>01-10 mins Q2</th>
<th>10-15 mins Q2</th>
<th>16-20 mins Q2</th>
<th>Other Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of Stroke Alerts</td>
<td>29</td>
<td>40</td>
<td>19</td>
<td>12</td>
<td>33</td>
<td>46</td>
<td>15</td>
<td>6</td>
</tr>
</tbody>
</table>

National Benchmark <15 mins
Contra Costa County Stroke Centers
Door to Intervention
D2N Mean Time Interval

CURRENT DATA NOT AVAILABLE
Contra Costa County Stroke Centers
Prehospital Stoke Alert
% Patients Discharged Home

CURRENT DATA NOT AVAILABLE
Stroke System Mean Time Intervals
911 to Intervention

CURRENT DATA NOT AVAILABLE
Contra Costa EMS Agency
Core Indicators

Trauma System

Q2: 2012 Report

Data Source: Trauma One Registry; Apr 2012 through Jun 2012
% Major Trauma Victim
Trauma Cases Reported
Q2 2012

Contra Costa EMS Agency
Core Indicator # TC#C0001
Data Source: Trauma One Registry; June 2012
Mean Scene Time in Mins
MTV-Ground Transport
Q2 2012

No Special Cause Detected
Chart Type: Chart for Individuals
Centerline: 17.99
Process Limits: Lower: 12.29
Upper: 23.70

Avg of Data Shown: 17.99167
Median Data Shown: 17.9
Sigma for Limits: 1.902
Base for Limits: Average MR

Database Column: 1

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
Scene Time Interval in Mins
Blunt vs. Penetrating Trauma
Q2: 2012

Contra Costa EMS Agency
Core Indicator # TC#C0002
Data Source: Trauma One Registry; June 2012
% Over Triage
Major Trauma Victims By Month
Q2 2012

No Special Cause Detected

Chart Type: Chart for Individuals

Chart for Individuals
Centerline: 77.75
Process Limits: Lower: 59.13, Upper: 96.37

Database Column: 1

Avg of Data Shown: 77.75
Median Data Shown: 75
Sigma for Limits: 6.206
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
Q2 2012

No Special Cause Detected

Avg of Data Shown 27.66667
Median Data Shown 27.5
Sigma for Limits 6.850
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

Database Column
1

Contra Costa EMS Agency
Core Indicator # TC#C0004
Data Source: Trauma One Registry Jun 2012
END REPORT
Q2: 2012