

Seabrook Response Time Analysis

12% of calls for March 2019 exceeded contract response time.

Date 2019-3-01 and 2019-3-31

Call Response by date			Call Response by response time		
Dispatched Time	Response Time	Primary Impression	Dispatched Time	Response Time	Primary Impression
3/1/2019 12:49 PM	5.08	Acute Respiratory Distress (Dyspnea)	3/9/2019 4:31 AM	13.07	Injury of Head
3/2/2019 7:27 PM	5.07	Chest Pain / Discomfort	3/4/2019 8:16 PM	12.85	Chest Pain, Other (Non-Cardiac)
3/2/2019 8:30 PM	4.75	Altered Mental Status	3/15/2019 1:14 PM	12.83	Diabetic Hypoglycemia
3/3/2019 12:35 AM	8.30	Abdominal Pain	3/28/2019 1:15 PM	12.67	Headache
3/3/2019 10:56 PM	8.68	Dizziness	3/6/2019 11:33 AM	12.25	Dizziness
3/4/2019 8:08 AM	4.25	Headache	3/16/2019 12:39 AM	11.95	Altered Mental Status
3/4/2019 9:11 AM	7.48	Cardiac arrhythmia/dysrhythmia	3/14/2019 7:05 PM	11.87	Cancelled
3/4/2019 8:16 PM	12.85	Chest Pain, Other (Non-Cardiac)	3/27/2019 8:07 PM	11.00	Headache
3/5/2019 4:13 AM	5.30	Syncope / Fainting	3/9/2019 9:05 PM	10.70	Injury
3/6/2019 9:25 AM		No Complaints or Injury/Illness Noted	3/15/2019 4:15 PM	9.92	Hypertension
3/6/2019 10:51 AM		Cancelled	3/18/2019 8:24 AM	9.85	Diarrhea
3/6/2019 11:11 AM	9.15	Injury	3/20/2019 10:14 PM	9.73	Palpitations
3/6/2019 11:33 AM	12.25	Dizziness	3/6/2019 5:37 PM	9.20	Febrile Seizures
3/6/2019 12:48 PM	6.03	Stroke	3/25/2019 1:07 PM	9.18	Abdominal Pain
3/6/2019 5:37 PM	9.20	Febrile Seizures	3/6/2019 11:11 AM	9.15	Injury
3/6/2019 11:32 PM	5.23	Hypotension	3/24/2019 5:56 AM	9.10	Substance abuse
3/7/2019 7:49 PM	6.12	Cancelled	3/22/2019 10:11 PM	9.05	Injury
3/8/2019 8:17 AM	5.15	Injury of Pelvis	3/11/2019 3:09 AM	9.03	Injury
3/9/2019 4:06 AM	2.93	Chest Pain / Discomfort	3/3/2019 10:56 PM	8.68	Dizziness
3/9/2019 4:31 AM	13.07	Injury of Head	3/14/2019 8:06 PM	8.38	Injury of Head
3/9/2019 5:13 AM	3.03	Cancelled	3/3/2019 12:35 AM	8.30	Abdominal Pain
3/9/2019 9:05 PM	10.70	Injury	3/24/2019 3:43 PM	8.15	Altered Mental Status
3/10/2019 11:01 PM	7.93	Injury	3/13/2019 3:58 PM	8.00	Chest Pain / Discomfort
3/11/2019 3:09 AM	9.03	Injury	3/28/2019 10:06 AM	7.93	Injury
3/11/2019 6:49 AM	4.42	Injury of Head	3/10/2019 11:01 PM	7.93	Injury
3/11/2019 6:56 AM	4.42	Injury	3/17/2019 2:46 AM	7.73	Vomiting
3/11/2019 11:28 AM	6.40	Pain (Non-Traumatic)	3/14/2019 1:22 PM	7.68	Abdominal Pain
3/11/2019 3:21 PM	5.60	Altered Mental Status	3/25/2019 3:57 AM	7.53	Cancelled
3/12/2019 11:09 AM	5.13	Injury	3/4/2019 9:11 AM	7.48	Cardiac arrhythmia/dysrhythmia
3/13/2019 2:58 PM		Obvious Death	3/26/2019 1:31 PM	7.47	Seizures
3/13/2019 3:58 PM	8.00	Chest Pain / Discomfort	3/23/2019 8:35 AM	7.42	Back Pain
3/14/2019 1:22 PM	7.68	Abdominal Pain	3/28/2019 11:22 PM	7.12	Cancelled
3/14/2019 2:45 PM	3.72	Altered Mental Status	3/20/2019 2:17 PM	6.70	Injury
3/14/2019 7:05 PM	11.87	Cancelled	3/11/2019 11:28 AM	6.40	Pain (Non-Traumatic)

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3/14/2019 8:06 PM	8.38	Injury of Head	3/19/2019 6:17 AM	6.35	Generalized Weakness
3/15/2019 1:14 PM	12.83	Diabetic Hypoglycemia	3/15/2019 9:06 PM	6.28	Syncope / Fainting
3/15/2019 4:15 PM	9.92	Hypertension	3/21/2019 10:19 PM	6.18	Generalized Weakness
3/15/2019 9:06 PM	6.28	Syncope / Fainting	3/7/2019 7:49 PM	6.12	Cancelled
3/16/2019 12:39 AM	11.95	Altered Mental Status	3/27/2019 9:48 PM	6.10	Abdominal Pain
3/17/2019 2:46 AM	7.73	Vomiting	3/18/2019 12:05 AM	6.08	Cancelled
3/17/2019 9:58 AM	5.67	Stroke	3/6/2019 12:48 PM	6.03	Stroke
3/17/2019 11:26 AM	5.18	Chest Pain / Discomfort	3/29/2019 6:00 AM	5.75	Cancelled
3/18/2019 12:05 AM	6.08	Cancelled	3/17/2019 9:58 AM	5.67	Stroke
3/18/2019 8:24 AM	9.85	Diarrhea	3/11/2019 3:21 PM	5.60	Altered Mental Status
3/19/2019 6:17 AM	6.35	Generalized Weakness	3/24/2019 12:38 AM	5.60	Poisoning / Drug Ingestion
3/19/2019 9:27 AM	3.72	Altered Mental Status	3/23/2019 4:29 PM	5.50	Injury of Pelvis
3/20/2019 2:17 PM	6.70	Injury	3/20/2019 10:09 PM	5.48	Acute Respiratory Distress (Dyspnea)
3/20/2019 10:09 PM	5.48	Acute Respiratory Distress (Dyspnea)	3/23/2019 8:52 PM	5.38	Altered Mental Status
3/20/2019 10:14 PM	9.73	Palpitations	3/5/2019 4:13 AM	5.30	Syncope / Fainting
3/21/2019 10:50 AM	0.00	Abdominal Pain	3/22/2019 6:09 AM	5.28	Sepsis/Septicemia
3/21/2019 10:19 PM	6.18	Generalized Weakness	3/6/2019 11:32 PM	5.23	Hypotension
3/22/2019 6:09 AM	5.28	Sepsis/Septicemia	3/17/2019 11:26 AM	5.18	Chest Pain / Discomfort
3/22/2019 10:11 PM	9.05	Injury	3/25/2019 9:58 AM	5.15	Abdominal Pain
3/23/2019 4:29 AM	3.78	No Complaints or Injury/Illness Noted	3/8/2019 8:17 AM	5.15	Injury of Pelvis
3/23/2019 8:35 AM	7.42	Back Pain	3/29/2019 9:31 AM	5.13	Generalized Weakness
3/23/2019 3:04 PM	3.32	Hyperventilation	3/12/2019 11:09 AM	5.13	Injury
3/23/2019 4:29 PM	5.50	Injury of Pelvis	3/1/2019 12:49 PM	5.08	Acute Respiratory Distress (Dyspnea)
3/23/2019 8:52 PM	5.38	Altered Mental Status	3/2/2019 7:27 PM	5.07	Chest Pain / Discomfort
3/23/2019 9:33 PM	4.15	Injury	3/2/2019 8:30 PM	4.75	Altered Mental Status
3/24/2019 12:38 AM	5.60	Poisoning / Drug Ingestion	3/11/2019 6:56 AM	4.42	Injury
3/24/2019 5:56 AM	9.10	Substance abuse	3/11/2019 6:49 AM	4.42	Injury of Head
3/24/2019 3:43 PM	8.15	Altered Mental Status	3/29/2019 3:30 PM	4.25	Overdose - Unspecified
3/25/2019 3:57 AM	7.53	Cancelled	3/4/2019 8:08 AM	4.25	Headache
3/25/2019 9:58 AM	5.15	Abdominal Pain	3/23/2019 9:33 PM	4.15	Injury
3/25/2019 1:07 PM	9.18	Abdominal Pain	3/23/2019 4:29 AM	3.78	No Complaints or Injury/Illness Noted
3/26/2019 1:31 PM	7.47	Seizures	3/19/2019 9:27 AM	3.72	Altered Mental Status
3/27/2019 8:07 PM	11.00	Headache	3/14/2019 2:45 PM	3.72	Altered Mental Status
3/27/2019 9:05 PM	1.98	Cancelled	3/23/2019 3:04 PM	3.32	Hyperventilation

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3/27/2019 9:48 PM	6.10	Abdominal Pain	3/9/2019 5:13 AM	3.03	Cancelled
3/28/2019 10:06 AM	7.93	Injury	3/9/2019 4:06 AM	2.93	Chest Pain / Discomfort
3/28/2019 1:15 PM	12.67	Headache	3/28/2019 1:33 PM	2.18	Cancelled
3/28/2019 1:33 PM	2.18	Cancelled	3/27/2019 9:05 PM	1.98	Cancelled
3/28/2019 1:56 PM		Cancelled	3/21/2019 10:50 AM	0.00	Abdominal Pain
3/28/2019 11:22 PM	7.12	Cancelled	3/13/2019 2:58 PM		Obvious Death
3/29/2019 6:00 AM	5.75	Cancelled	3/6/2019 10:51 AM		Cancelled
3/29/2019 9:31 AM	5.13	Generalized Weakness	3/28/2019 1:56 PM		Cancelled
3/29/2019 3:30 PM	4.25	Overdose - Unspecified	3/6/2019 9:25 AM		No Complaints or Injury/Illness Noted

City of Origin Breakdown- Seabrook

Delayed Response Report

Date 2019-2-01 and 2019-2-28

Non-Transport

Dispatched Time	Response Time	Disposition	Primary Impression	Delay Notes
3/14/2019 7:05 PM	11.87	Cancelled (No Patient Contact)		Non-Emergent Response

Transport

Dispatched Time	Response Time	Disposition	Primary Impression	Delay Notes
3/4/2019 8:16 PM	12.85	Transported No Lights/Siren	Chest Pain, Other (Non-Cardiac)	No Reason Given
3/6/2019 11:33 AM	12.25	Transported No Lights/Siren	Dizziness	Cross District Response
3/9/2019 4:31 AM	13.07	Transported No Lights/Siren	Injury of Head	Cross District Response
3/9/2019 9:05 PM	10.70	Transported No Lights/Siren	Injury	Cross District Response
3/15/2019 1:14 PM	12.83	Transported No Lights/Siren	Diabetic Hypoglycemia	Cross District Response
3/16/2019 12:39 AM	11.95	Transported No Lights/Siren	Altered Mental Status	Cross District Response
3/27/2019 8:07 PM	11.00	Transported No Lights/Siren	Headache	No Reason Given
3/28/2019 1:15 PM	12.67	Transported No Lights/Siren	Headache	Cross District Response

All Seabrook Responses - Provider Impression Summary March 2019		
Primary Impression		% of CLEMC calls
Cancelled Count	11	37.9%
Abdominal Pain Count	6	66.7%
Acute Respiratory Distress (Dyspnea) Count	2	100.0%
Altered Mental Status Count	7	70.0%
Back Pain Count	1	25.0%
Cardiac arrhythmia/dysrhythmia Count	1	33.3%
Chest Pain / Discomfort Count	4	22.2%
Chest Pain, Other (Non-Cardiac) Count	1	100.0%
Diabetic Hypoglycemia Count	1	50.0%
Diarrhea Count	1	100.0%
Dizziness Count	2	66.7%
Febrile Seizures Count	1	100.0%
Generalized Weakness Count	3	30.0%
Headache Count	3	100.0%
Hypertension Count	1	50.0%
Hyperventilation Count	1	50.0%
Hypotension Count	1	100.0%
Injury Count	10	40.0%
Injury of Head Count	3	60.0%
Injury of Pelvis Count	2	100.0%
No Complaints or Injury/Illness Noted Count	2	12.5%
Obvious Death Count	1	50.0%
Overdose - Unspecified Count	1	33.3%
Pain (Non-Traumatic) Count	1	16.7%
Palpitations Count	1	50.0%
Poisoning / Drug Ingestion Count	1	100.0%
Seizures Count	1	16.7%
Sepsis/Septicemia Count	1	100.0%
Stroke Count	2	33.3%
Substance abuse Count	1	100.0%
Syncope / Fainting Count	2	50.0%
Vomiting Count	1	50.0%
Grand Count	77	35.0%

All CLEMC Responses - Provider Impression Summary March 2019	
Primary Impression	Count
Cancelled Count	29
Injury Count	25
Chest Pain / Discomfort Count	18
No Complaints or Injury/Illness Noted Count	16
Altered Mental Status Count	10
Generalized Weakness Count	10
Abdominal Pain Count	9
Diabetic Hypoglycemia Count	7
Patient assist only Count	7
Pain (Non-Traumatic) Count	6
Seizures Count	6
Stroke Count	6
Injury of Head Count	5
Shortness of breath Count	5
Back Pain Count	4
Syncope / Fainting Count	4
Cardiac arrhythmia/dysrhythmia Count	3
Dizziness Count	3
Headache Count	3
Overdose - Unspecified Count	3
Acute Respiratory Distress (Dyspnea) Count	2
Alcohol use Count	2
Diabetic Hyperglycemia Count	2
Hypertension Count	2
Hyperventilation Count	2
Injury of Pelvis Count	2
Obvious Death Count	2
Palpitations Count	2
Vomiting Count	2
Acute Bronchitis Count	1
Cancer Count	1
Cardiac arrest Count	1
Chest Pain, Other (Non-Cardiac) Count	1
Dehydration Count	1
Diarrhea Count	1
Febrile Seizures Count	1
Fever Count	1
Hemorrhage Count	1
Hypotension Count	1
Hypothermia Count	1
Injury of Lower Back Count	1
Malaise Count	1
Medical device failure Count	1
Nausea Count	1
Opioid related disorders Count	1
Overdose - Other opioids Count	1
Poisoning / Drug Ingestion Count	1
Pregnancy related conditions Count	1
Pulmonary Edema, Acute Count	1
Sepsis/Septicemia Count	1
Substance abuse Count	1
Traumatic Circulatory Arrest Count	1
Grand Count	220

EMS Transport Summary

All CLEMC Transports - Summary March 2019	
Transported To - Destination	
Cancelled Count	35
Refusal Count	50
HCA Houston Health Care Clear Lake Count	53
HCA Houston Health Care South East Count	1
Houston Methodist Clear Lake Hospital Count	61
Houston Phycians' Hospital Count	1
LBJ General Hospital Count	1
MD Anderson Cancer Center Count	1
Memorial Hermann Southeast Hospital Count	7
Patients Medical Center Count	1
Texas Childrens Hospital Count	1
UTMB Health League City Campus Hospital Count	8
Grand Count	220

All Seabrook Transports - Summary March 2019	
Transported To - Destination	
Cancelled Count	12
Refusal Count	10
HCA Houston Health Care Clear Lake Count	19
HCA Houston Health Care South East Count	1
Houston Methodist Clear Lake Hospital Count	33
Texas Childrens Hospital Count	1
UTMB Health League City Campus Hospital Count	1
Grand Count	77

Seabrook Age Analysis

