

Seabrook Response Time Analysis

23.4% of calls for June 2019 exceeded contract response time.

Date 2019-6-01 and 2019-6-30

Call response by date			Call response by response time		
Dispatched Time	Response Time	Primary Impression	Dispatched Time	Response Time	Primary Impression
6/1/2019 2:25 AM	3.78	Diabetic Hyperglycemia	6/21/2019 9:49 AM	18.30	Nausea
6/1/2019 10:01 AM	12.93	Confusion/Delirium	6/15/2019 3:05 AM	16.05	Anxiety reaction/Emotional upset
6/1/2019 3:24 PM	2.95	Injury of Head	6/15/2019 7:48 PM	15.65	Congestive heart failure (CHF)
6/2/2019 1:16 PM	7.35	Syncope / Fainting	6/22/2019 2:07 PM	15.58	Injury of Thorax (Upper Chest)
6/2/2019 4:52 PM	0.00	Cancelled	6/7/2019 6:02 PM	14.85	No Complaints or Injury/Illness Noted
6/2/2019 9:56 PM	12.30	Shortness of breath	6/9/2019 7:54 PM	14.68	Patient assist only
6/3/2019 2:19 AM	7.47	Cancelled	6/27/2019 10:28 AM	14.47	Abdominal Pain
6/3/2019 1:40 PM	10.48	Injury of Head	6/7/2019 10:03 PM	14.37	Chest Pain / Discomfort
6/3/2019 3:11 PM	8.88	Alcohol use	6/3/2019 3:26 PM	14.02	Altered Mental Status
6/3/2019 3:26 PM	14.02	Altered Mental Status	6/7/2019 3:38 PM	13.72	Chest Pain, Other (Non-Cardiac)
6/3/2019 7:17 PM	6.98	Alcohol use	6/13/2019 11:36 AM	13.47	Diabetic Hyperglycemia
6/4/2019 12:07 PM	4.90	Hypotension	6/1/2019 10:01 AM	12.93	Confusion/Delirium
6/4/2019 1:36 PM	11.33	Heatstroke and Sunstroke	6/6/2019 10:44 AM	12.33	Acute Respiratory Distress (Dyspnea)
6/5/2019 10:54 PM	5.23	Chest Pain, Other (Non-Cardiac)	6/2/2019 9:56 PM	12.30	Shortness of breath
6/6/2019 10:44 AM	12.33	Acute Respiratory Distress (Dyspnea)	6/10/2019 10:56 PM	12.02	Abdominal Pain
6/6/2019 1:45 PM	6.13	Constipation	6/26/2019 6:49 AM	11.48	Acute Respiratory Distress (Dyspnea)
6/6/2019 6:37 PM	3.85	Cancelled	6/4/2019 1:36 PM	11.33	Heatstroke and Sunstroke
6/7/2019 3:29 PM	9.67	Stroke	6/16/2019 7:52 PM	10.90	Injury
6/7/2019 3:38 PM	13.72	Chest Pain, Other (Non-Cardiac)	6/16/2019 7:52 PM	10.90	Injury
6/7/2019 6:02 PM	14.85	No Complaints or Injury/Illness Noted	6/17/2019 5:07 PM	10.80	Generalized Weakness
6/7/2019 8:46 PM	4.33	Chest Pain, Other (Non-Cardiac)	6/17/2019 1:11 AM	10.78	Generalized Weakness
6/7/2019 9:44 PM	6.65	No Complaints or Injury/Illness Noted	6/11/2019 1:11 AM	10.53	Injury
6/7/2019 9:44 PM	6.58	No Complaints or Injury/Illness Noted	6/3/2019 1:40 PM	10.48	Injury of Head
6/7/2019 9:44 PM	6.65	Injury	6/21/2019 1:23 PM	10.12	Injury
6/7/2019 9:54 PM	5.57	Injury	6/16/2019 10:41 AM	10.07	Nausea
6/7/2019 9:54 PM	5.57	Injury of Head	6/9/2019 4:52 AM	10.00	Injury
6/7/2019 10:03 PM	14.37	Chest Pain / Discomfort	6/19/2019 5:09 AM	9.97	Chest Pain / Discomfort
6/9/2019 4:52 AM	10.00	Injury	6/7/2019 3:29 PM	9.67	Stroke
6/9/2019 6:56 AM	5.02	Alcohol use	6/12/2019 12:16 PM	9.30	Confusion/Delirium
6/9/2019 12:04 PM	5.93	Dizziness	6/12/2019 4:20 AM	9.08	Vomiting
6/9/2019 2:49 PM	4.45	Injury	6/25/2019 12:37 AM	8.90	Generalized Weakness
6/9/2019 4:29 PM	4.22	Mental disorder	6/3/2019 3:11 PM	8.88	Alcohol use
6/9/2019 6:25 PM	6.30	Injury of Head	6/19/2019 9:06 AM	8.70	Cardiac arrhythmia/dysrhythmia

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Dispatched Time	Response Time	Primary Impression	Dispatched Time	Response Time	Primary Impression		
6/9/2019 7:27 PM	4.23	Hypertension	6/18/2019 12:50 AM	8.65	Injury		
6/9/2019 7:54 PM	14.68	Patient assist only	6/29/2019 7:25 PM	8.65	Cancelled		
6/10/2019 10:14 AM	7.42	Back Pain	6/22/2019 11:32 AM	7.97	Dehydration		
6/10/2019 10:56 PM	12.02	Abdominal Pain	6/21/2019 7:04 PM	7.58	Pain (Non-Traumatic)		
6/11/2019 12:33 AM	3.07	Injury	6/3/2019 2:19 AM	7.47	Cancelled		
6/11/2019 1:11 AM	10.53	Injury	6/27/2019 12:09 AM	7.43	Generalized Weakness		
6/11/2019 3:51 PM	4.88	Injury	6/10/2019 10:14 AM	7.42	Back Pain		
6/11/2019 9:16 PM	6.17	Vomiting	6/2/2019 1:16 PM	7.35	Syncope / Fainting		
6/11/2019 11:34 PM	6.37	Cardiac arrhythmia/dysrhythmia	6/25/2019 12:21 PM	7.25	Syncope / Fainting		
6/12/2019 4:20 AM	9.08	Vomiting	6/25/2019 11:20 AM	7.23	No Complaints or Injury/Illness Noted		
6/12/2019 9:46 AM	5.30	Cardiac arrest	6/3/2019 7:17 PM	6.98	Alcohol use		
6/12/2019 12:16 PM	9.30	Confusion/Delirium	6/7/2019 9:44 PM	6.65	No Complaints or Injury/Illness Noted		
6/13/2019 11:36 AM	13.47	Diabetic Hyperglycemia	6/7/2019 9:44 PM	6.65	Injury		
6/13/2019 12:55 PM	4.45	No Complaints or Injury/Illness Noted	6/7/2019 9:44 PM	6.58	No Complaints or Injury/Illness Noted		
6/13/2019 2:27 PM	5.73	Injury	6/20/2019 2:18 AM	6.52	Abdominal Pain		
6/13/2019 2:27 PM	5.73	No Complaints or Injury/Illness Noted	6/11/2019 11:34 PM	6.37	Cardiac arrhythmia/dysrhythmia		
6/13/2019 2:57 PM	3.03	Injury	6/9/2019 6:25 PM	6.30	Injury of Head		
6/15/2019 3:05 AM	16.05	Anxiety reaction/Emotional upset	6/25/2019 6:30 AM	6.27	Generalized Weakness		
6/15/2019 8:47 AM	4.43	Vomiting	6/11/2019 9:16 PM	6.17	Vomiting		
6/15/2019 2:22 PM	3.67	Cancelled	6/6/2019 1:45 PM	6.13	Constipation		
6/15/2019 7:48 PM	15.65	Congestive heart failure (CHF)	6/19/2019 9:06 AM	6.13	Overdose - Heroin		
6/15/2019 8:40 PM	3.60	Cancelled	6/23/2019 12:46 PM	6.03	Injury		
6/16/2019 10:41 AM	10.07	Nausea	6/9/2019 12:04 PM	5.93	Dizziness		
6/16/2019 7:37 PM	0.00	Cancelled	6/24/2019 9:24 AM	5.93	Diabetic Hypoglycemia		
6/16/2019 7:52 PM	10.90	Injury	6/28/2019 2:53 PM	5.77	Heat Exhaustion		
6/16/2019 7:52 PM	10.90	Injury	6/13/2019 2:27 PM	5.73	Injury		
6/16/2019 8:22 PM	4.92	Cancelled	6/13/2019 2:27 PM	5.73	No Complaints or Injury/Illness Noted		
6/17/2019 1:11 AM	10.78	Generalized Weakness	6/27/2019 1:13 PM	5.60	Seizures		
6/17/2019 5:07 PM	10.80	Generalized Weakness	6/7/2019 9:54 PM	5.57	Injury		
6/18/2019 12:50 AM	8.65	Injury	6/7/2019 9:54 PM	5.57	Injury of Head		
6/19/2019 5:09 AM	9.97	Chest Pain / Discomfort	6/20/2019 3:13 PM	5.38	Substance abuse		
6/19/2019 9:06 AM	6.13	Overdose - Heroin	6/12/2019 9:46 AM	5.30	Cardiac arrest		
6/19/2019 9:06 AM	8.70	Cardiac arrhythmia/dysrhythmia	6/5/2019 10:54 PM	5.23	Chest Pain, Other (Non-Cardiac)		

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Call response by date				Call response by response time			
Dispatched Time	Response Time	Primary Impression	Dispatched Time	Response Time	Primary Impression		
6/19/2019 8:32 PM	3.77	Overdose - Unspecified	6/21/2019 10:34 AM	5.20	Generalized Weakness		
6/20/2019 2:18 AM	6.52	Abdominal Pain	6/9/2019 6:56 AM	5.02	Alcohol use		
6/20/2019 3:13 PM	5.38	Substance abuse	6/24/2019 7:09 PM	5.00	Cancelled		
6/20/2019 6:07 PM	0.00	No Complaints or Injury/Illness Noted	6/16/2019 8:22 PM	4.92	Cancelled		
6/20/2019 6:07 PM	0.00	No Complaints or Injury/Illness Noted	6/4/2019 12:07 PM	4.90	Hypotension		
6/20/2019 6:07 PM	0.00	No Complaints or Injury/Illness Noted	6/11/2019 3:51 PM	4.88	Injury		
6/21/2019 9:49 AM	18.30	Nausea	6/26/2019 10:29 PM	4.70	Syncope / Fainting		
6/21/2019 10:34 AM	5.20	Generalized Weakness	6/9/2019 2:49 PM	4.45	Injury		
6/21/2019 1:23 PM	10.12	Injury	6/13/2019 12:55 PM	4.45	No Complaints or Injury/Illness Noted		
6/21/2019 7:04 PM	7.58	Pain (Non-Traumatic)	6/15/2019 8:47 AM	4.43	Vomiting		
6/22/2019 11:32 AM	7.97	Dehydration	6/7/2019 8:46 PM	4.33	Chest Pain, Other (Non-Cardiac)		
6/22/2019 2:07 PM	15.58	Injury of Thorax (Upper Chest)	6/9/2019 7:27 PM	4.23	Hypertension		
6/23/2019 12:46 PM	6.03	Injury	6/9/2019 4:29 PM	4.22	Mental disorder		
6/24/2019 2:26 AM	0.00	Cancelled	6/26/2019 9:09 PM	4.22	Cancelled		
6/24/2019 6:22 AM	0.00	Cancelled	6/6/2019 6:37 PM	3.85	Cancelled		
6/24/2019 9:24 AM	5.93	Diabetic Hypoglycemia	6/1/2019 2:25 AM	3.78	Diabetic Hyperglycemia		
6/24/2019 7:09 PM	5.00	Cancelled	6/19/2019 8:32 PM	3.77	Overdose - Unspecified		
6/25/2019 12:37 AM	8.90	Generalized Weakness	6/15/2019 2:22 PM	3.67	Cancelled		
6/25/2019 6:30 AM	6.27	Generalized Weakness	6/15/2019 8:40 PM	3.60	Cancelled		
6/25/2019 11:20 AM	7.23	No Complaints or Injury/Illness Noted	6/28/2019 12:31 AM	3.47	Cancelled		
6/25/2019 12:21 PM	7.25	Syncope / Fainting	6/11/2019 12:33 AM	3.07	Injury		
6/26/2019 6:49 AM	11.48	Acute Respiratory Distress (Dyspnea)	6/13/2019 2:57 PM	3.03	Injury		
6/26/2019 4:46 PM	0.00	Cancelled	6/1/2019 3:24 PM	2.95	Injury of Head		
6/26/2019 9:09 PM	4.22	Cancelled	6/28/2019 8:46 PM	2.05	Patient assist only		
6/26/2019 10:29 PM	4.70	Syncope / Fainting	6/20/2019 6:07 PM	0.00	No Complaints or Injury/Illness Noted		
6/27/2019 12:09 AM	7.43	Generalized Weakness	6/20/2019 6:07 PM	0.00	No Complaints or Injury/Illness Noted		
6/27/2019 10:28 AM	14.47	Abdominal Pain	6/20/2019 6:07 PM	0.00	No Complaints or Injury/Illness Noted		
6/27/2019 1:13 PM	5.60	Seizures	6/2/2019 4:52 PM		Cancelled		
6/28/2019 12:31 AM	3.47	Cancelled	6/16/2019 7:37 PM		Cancelled		
6/28/2019 2:53 PM	5.77	Heat Exhaustion	6/24/2019 2:26 AM		Cancelled		
6/28/2019 8:46 PM	2.05	Patient assist only	6/24/2019 6:22 AM		Cancelled		
6/29/2019 7:25 PM	8.65	Cancelled	6/26/2019 4:46 PM		Cancelled		

City of Origin Breakdown- Seabrook

Delayed Response Report

Date 2019-6-01 and 2019-6-30

Dispatched Time	Response Time	Disposition	Primary Impression	Delay Notes
6/1/2019 10:01	12.93	Transported No Lights/Siren	Confusion/Delirium	No Reason Given
6/2/2019 21:56	12.30	Transported No Lights/Siren	Shortness of breath	Cross District Response
6/3/2019 13:40	10.48	Transported No Lights/Siren	Injury of Head	No Reason Given
6/3/2019 3:26 PM	14.02	Transported No Lights/Siren	Altered Mental Status	Cross District Response
6/4/2019 13:36	11.33	Patient Refused Evaluation/Care (Without Transport)	Heatstroke and Sunstroke	No Reason Given
6/6/2019 10:44	12.33	Transported No Lights/Siren	Acute Respiratory Distress (Dyspnea)	Cross District Response
6/7/2019 3:38 PM	13.72	Patient Treated, Released (AMA)	Chest Pain, Other (Non-Cardiac)	Cross District Response
6/7/2019 6:02 PM	14.85	Transported No Lights/Siren	No Complaints or Injury/Illness Noted	Dispatch gave wrong address
6/7/2019 10:03 PM	14.37	Transported No Lights/Siren	Chest Pain / Discomfort	Cross District Response
6/9/2019 4:52	10.00	Transported No Lights/Siren	Injury	Staged
6/9/2019 7:54 PM	14.68	Patient Evaluated, No Treatment/Transport Required	Patient assist only	Cross District Response
6/10/2019 22:56	12.02	Transported No Lights/Siren	Abdominal Pain	No Reason Given
6/11/2019 1:11	10.53	Patient Refused Evaluation/Care (Without Transport)	Injury	Cross District Response
6/13/2019 11:36 AM	13.47	Transported No Lights/Siren	Diabetic Hyperglycemia	Cross District Response
6/15/2019 3:05 AM	16.05	Patient Treated, Released (per protocol)	Anxiety reaction/Emotional upset	Cross District Response
6/15/2019 7:48 PM	15.65	Transported Lights/Siren	Congestive heart failure (CHF)	Cross District Response
6/16/2019 10:41	10.07	Transported No Lights/Siren	Nausea	No Reason Given
6/16/2019 19:52	10.90	Transported No Lights/Siren	Injury	Cross District Response
6/16/2019 19:52	10.90	Transported No Lights/Siren	Injury	Cross District Response
6/17/2019 1:11	10.78	Transported No Lights/Siren	Generalized Weakness	No Reason Given
6/17/2019 17:07	10.80	Transported No Lights/Siren	Generalized Weakness	No Reason Given
6/21/2019 9:49 AM	18.30	Patient Refused Evaluation/Care (Without Transport)	Nausea	Difficulty finding location
6/21/2019 13:23	10.12	Transported No Lights/Siren	Injury	No Reason Given
6/22/2019 2:07 PM	15.58	Transported No Lights/Siren	Injury of Thorax (Upper Chest)	Cross District Response
6/26/2019 6:49	11.48	Transported Lights/Siren	Acute Respiratory Distress (Dyspnea)	No Reason Given
6/27/2019 10:28 AM	14.47	Transported No Lights/Siren	Abdominal Pain	Cross District Response
6/29/2019 12:46	12.82	Transported No Lights/Siren	Shortness of breath	No Reason Given

All Seabrook Responses - Provider Impression Summary June 2019		
Primary Impression		% of CLEMC calls
Abdominal Pain Count	3	60.0%
Acute Respiratory Distress (Dyspnea) Count	2	50.0%
Alcohol use Count	3	75.0%
Altered Mental Status Count	1	33.3%
Anxiety reaction/Emotional upset Count	1	20.0%
Back Pain Count	1	50.0%
Cancelled Count	14	35.0%
Cardiac arrest Count	1	50.0%
Cardiac arrhythmia/dysrhythmia Count	2	50.0%
Chest Pain / Discomfort Count	2	25.0%
Chest Pain, Other (Non-Cardiac) Count	3	75.0%
Confusion/Delirium Count	2	100.0%
Congestive heart failure (CHF) Count	1	100.0%
Constipation Count	1	100.0%
Dehydration Count	1	20.0%
Diabetic Hyperglycemia Count	2	100.0%
Diabetic Hypoglycemia Count	1	25.0%
Dizziness Count	1	50.0%
Generalized Weakness Count	6	66.7%
Heat Exhaustion Count	1	33.3%
Heatstroke and Sunstroke Count	1	100.0%
Hypertension Count	1	100.0%
Hypotension Count	1	33.3%
Injury Count	14	42.4%
Injury of Head Count	4	44.4%
Injury of Thorax (Upper Chest) Count	1	100.0%
Mental disorder Count	1	60.0%
Nausea Count	2	40.0%
No Complaints or Injury/Illness Noted Count	9	64.3%
Overdose - Heroin Count	1	100.0%
Overdose - Unspecified Count	1	50.0%
Pain (Non-Traumatic) Count	1	33.3%
Patient assist only Count	2	50.0%
Seizures Count	1	20.0%
Shortness of breath Count	1	50.0%
Stroke Count	1	50.0%
Substance abuse Count	1	100.0%
Syncope / Fainting Count	3	33.3%
Vomiting Count	3	60.0%
Grand Count	98	41.2%

All CLEMC Responses - Provider Impression Summary June 2019

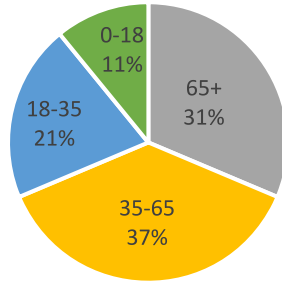
Primary Impression	
Abdominal Pain Count	5
Acute abdomen Count	1
Acute Respiratory Distress (Dyspnea) Count	4
Alcohol use Count	4
Allergic Reaction Count	3
Altered Mental Status Count	3
Anxiety reaction/Emotional upset Count	5
Asthma Count	1
Back Pain Count	2
Behavioral/psychiatric episode Count	2
Cancelled Count	40
Cardiac arrest Count	2
Cardiac arrhythmia/dysrhythmia Count	4
Chest Pain / Discomfort Count	8
Chest Pain, Other (Non-Cardiac) Count	4
Confusion/Delirium Count	2
Congestive heart failure (CHF) Count	1
Constipation Count	1
Dehydration Count	5
Diabetic Hyperglycemia Count	2
Diabetic Hypoglycemia Count	4
Diarrhea Count	1
Dizziness Count	2
Epistaxis Count	1
Generalized Weakness Count	9
Headache Count	7
Heat Exhaustion Count	3
Heatstroke and Sunstroke Count	1
Hypertension Count	1
Hypotension Count	3
Injury Count	33
Injury of Abdomen Count	1
Injury of Head Count	9
Injury of Pelvis Count	1
Injury of Thorax (Upper Chest) Count	1
Mental disorder Count	1
Nausea Count	5
No Complaints or Injury/Illness Noted Count	14
Obvious Death Count	2
Overdose - Heroin Count	1
Overdose - Unspecified Count	2
Pain (Non-Traumatic) Count	3
Patient assist only Count	4
Pneumonia Count	1
Poisoning / Drug Ingestion Count	1
Seizures Count	5
Seizures without status epilepticus Count	1
Sepsis/Septicemia Count	1
Shortness of breath Count	2
Stroke Count	2
Substance abuse Count	1

All CLEMC Responses - Provider Impression Summary June 2019	
Primary Impression	
Suicide attempt Count	2
Syncope / Fainting Count	9
Vomiting Count	5
Grand Count	238

All CLEMC Transports - Summary June 2019	
Transported To - Destination	
Cancelled Count	42
DNR Count	3
HCA Houston Health Care Clear Lake Count	67
Houston Methodist Clear Lake Hospital Count	63
Memorial Hermann Southeast Hospital Count	8
Refusal Count	36
UTMB Clear Lake Campus Count	17
UTMB Health League City Campus Hospital Count	2
Grand Count	238

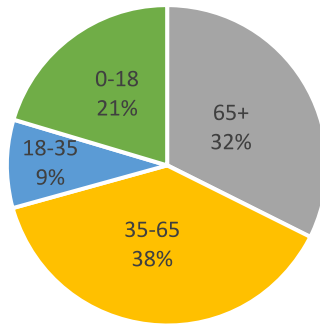
All Seabrook Transports - Summary June 2019	
Transported To - Destination	
Cancelled Count	14
HCA Houston Health Care Clear Lake Count	29
Houston Methodist Clear Lake Hospital Count	31
Refusal Count	19
UTMB Clear Lake Campus Count	5
Grand Count	98

2019 YTD



■ 2019 YTD ■ 65+ ■ 35-65 ■ 18-35 ■ 0-18

2018 YTD



■ 2018 ■ 65+ ■ 35-65 ■ 18-35 ■ 0-18