AMR

UNINCORPORATED CLARK COUNTY

CALL EFFICIENCY ANALYSIS

APPLIED ANALYSIS

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THE ISSUE

SHIFTS IN CALL EFFICIENCIES
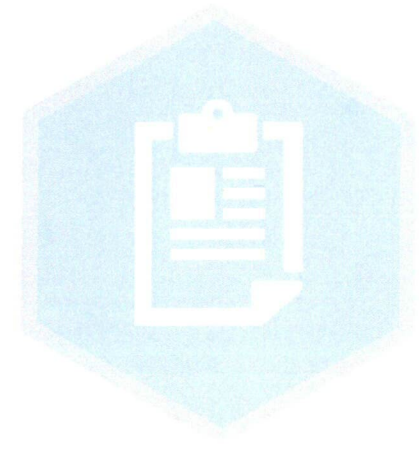
IMPACTS OF CANCELLATION MITIGATION

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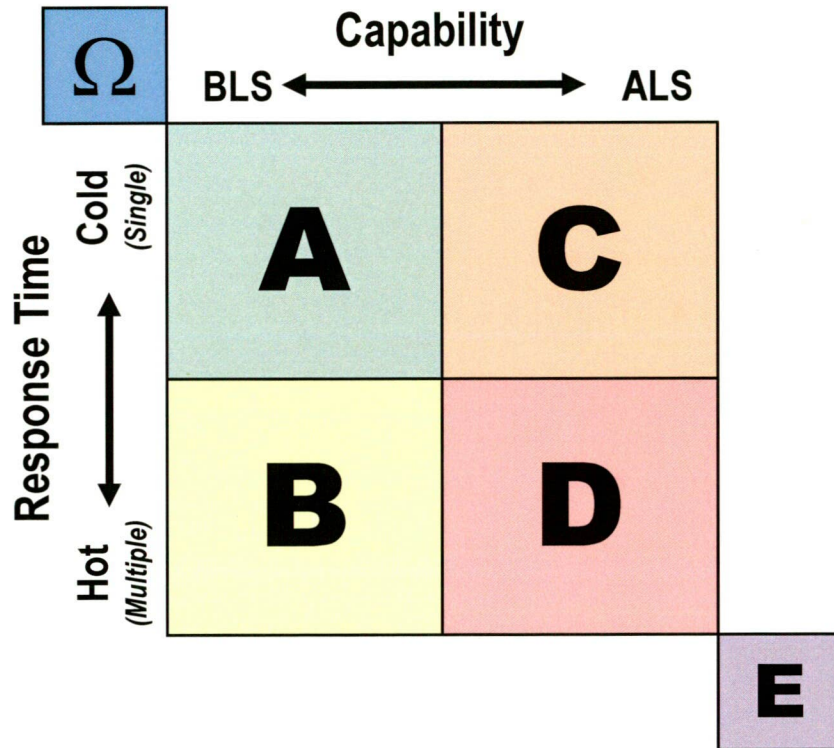
THE ISSUE

SHIFTS IN CALL EFFICIENCIES

IMPACTS OF CANCELLATION MITIGATION

The Issue: Defining Priorities

Non-Linear Response Levels

	Capability	
	BLS ⟷ ALS	

Response Time

	Cold (Single)	
	A	**C**
	B	**D**
	Hot (Multiple)	

Ω

E

BLS: Basic Life Support
Ω: MPDS OMEGA Determinant Level
A: MPDS ALPHA Determinant Level
B: MPDS BRAVO Determinant Level

ALS: Advance Life Support
C: MPDS CHARLIE Determinant Level
D: MPDS DELTA Determinant Level
E: MPDS ECHO Determinant Level

Current Priorities

- Priority Level 1
- **Priority Level 2**
- Priority Level 3 Urgent
- Priority Level 3 Scheduled
- Priority Level 3 Unscheduled

Proposed Priorities

- Priority Level 1
- Priority Level 2
- Priority Level 3
- **Priority Level 4**
- Priority Level 5
- Priority Level 11 Urgent
- Priority Level 11 Scheduled
- Priority Level 11 Unscheduled

Specified Low-Level
Alpha (A), Bravo (B) and Omega (O) Calls

Current Response Times	Proposed Response Times
Less than 19:59	**Less than 15:59**

Source: International Academies of Emergency Dispatch; Medical Priority Dispatch System (MPDS)
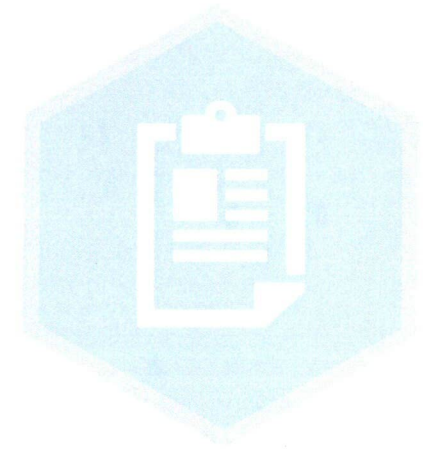
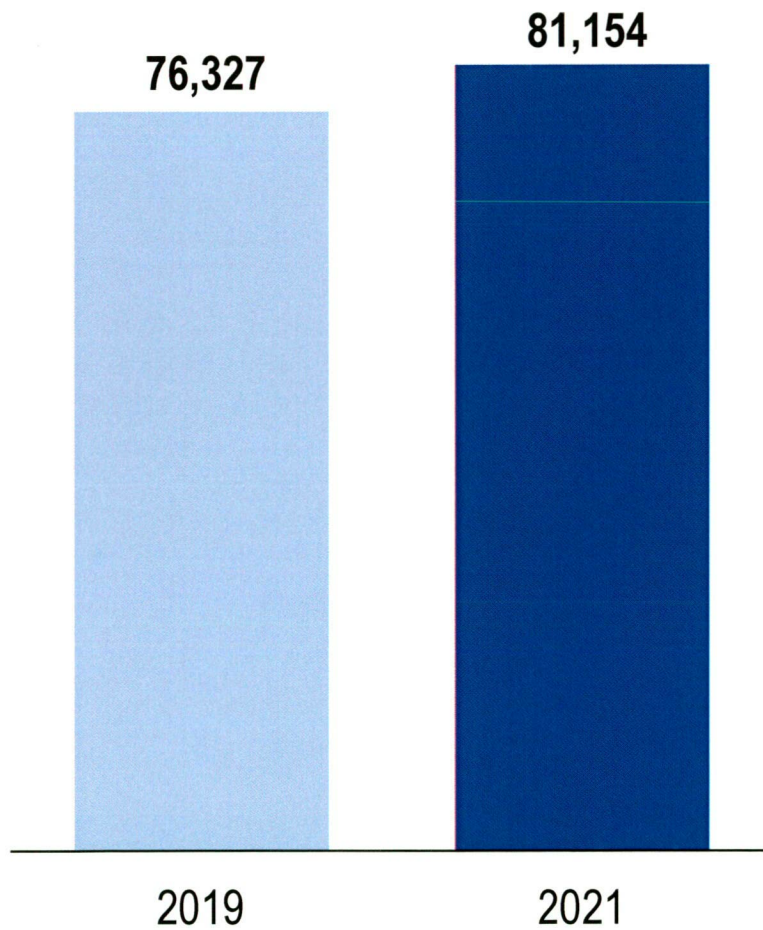# Table of Contents

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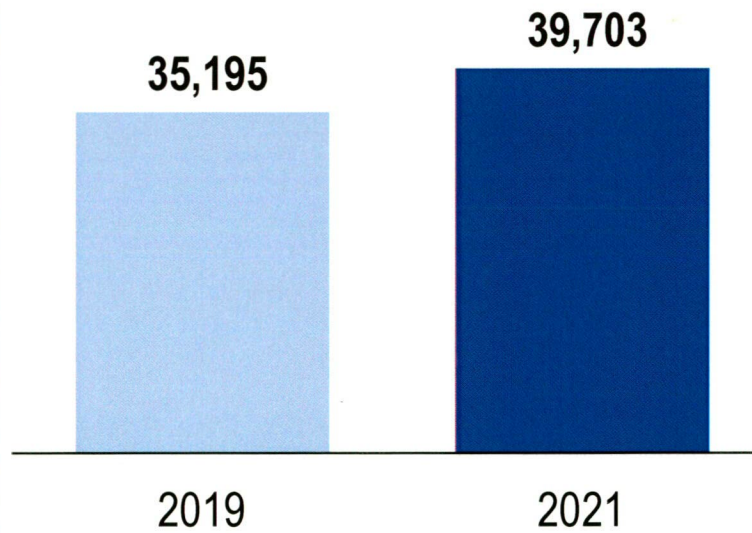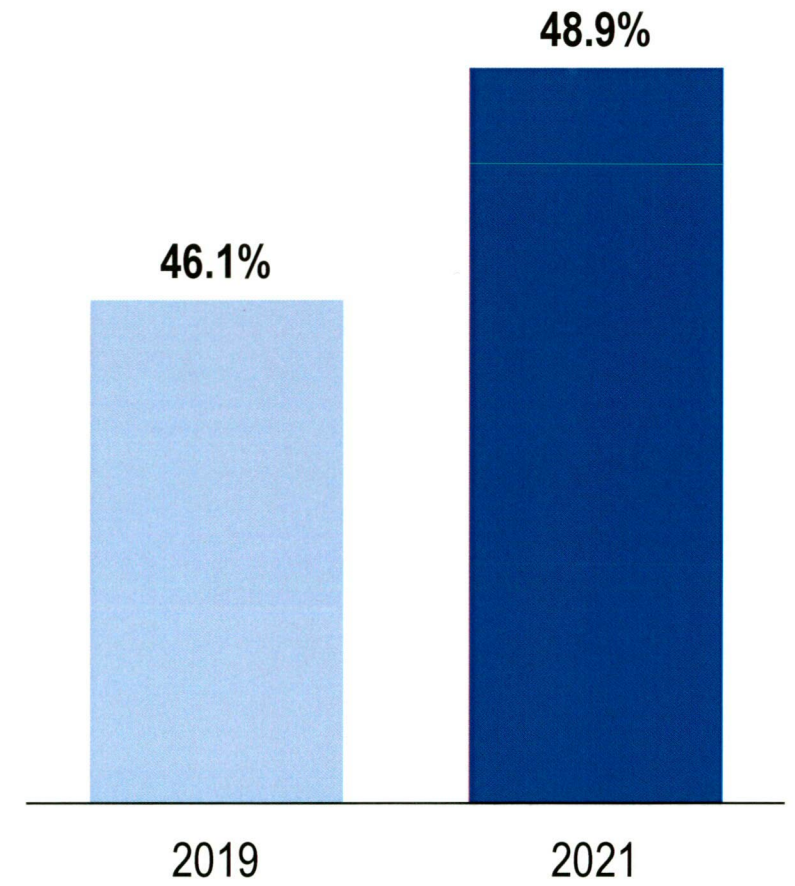**SHIFTS IN CALL EFFICIENCIES**

IMPACTS OF
CANCELLATION
MITIGATION

Total Calls

76,327 (2019)

81,154 (2021)

2019   2021

Cancelled Calls

35,195 (2019)

39,703 (2021)

2019   2021

Cancellation Rate

46.1% (2019)

48.9% (2021)

2019   2021

Note: Data is from March 15 through June 30.

Share of Calls That Were Cancelled

■ 2019 ■ 2021

Month	2019	2021
March	45.4%	46.5%
April	46.6%	48.6%
May	45.7%	49.0%
June	46.4%	50.3%
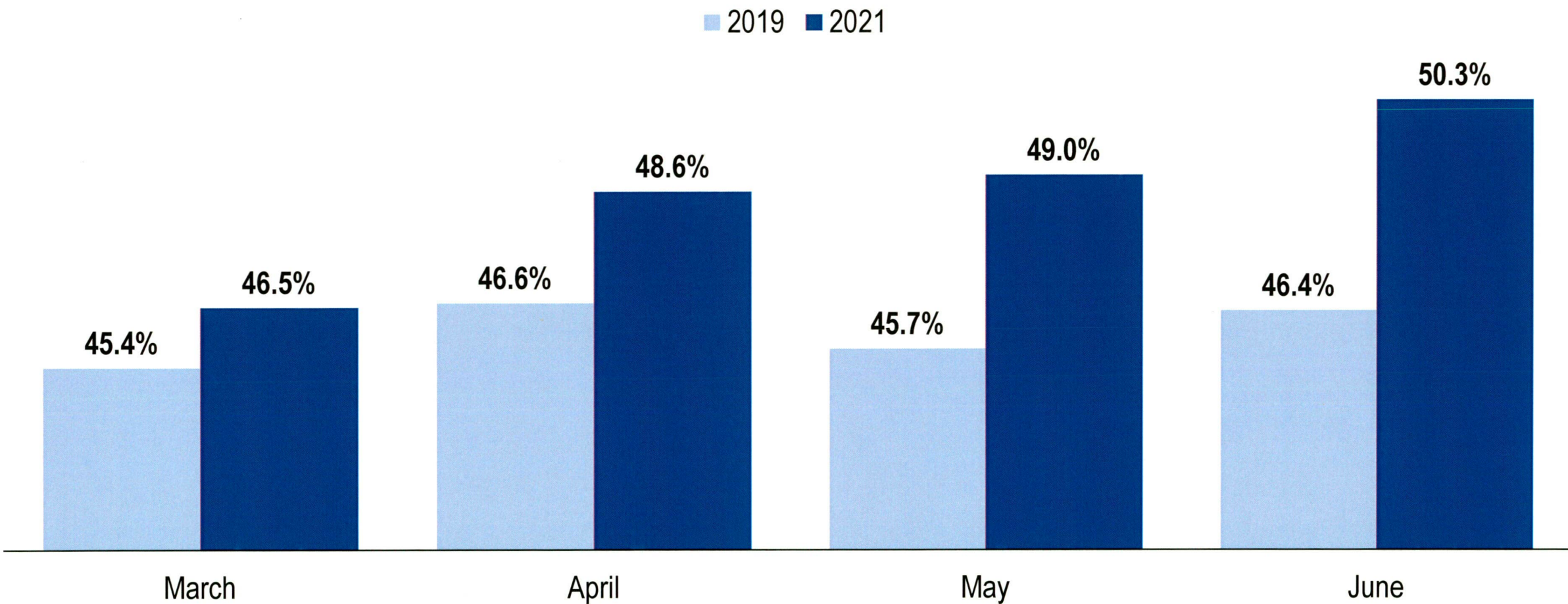
Note: Data is from March 15 through June 30.

Cancelled Calls by Location

2019

2021
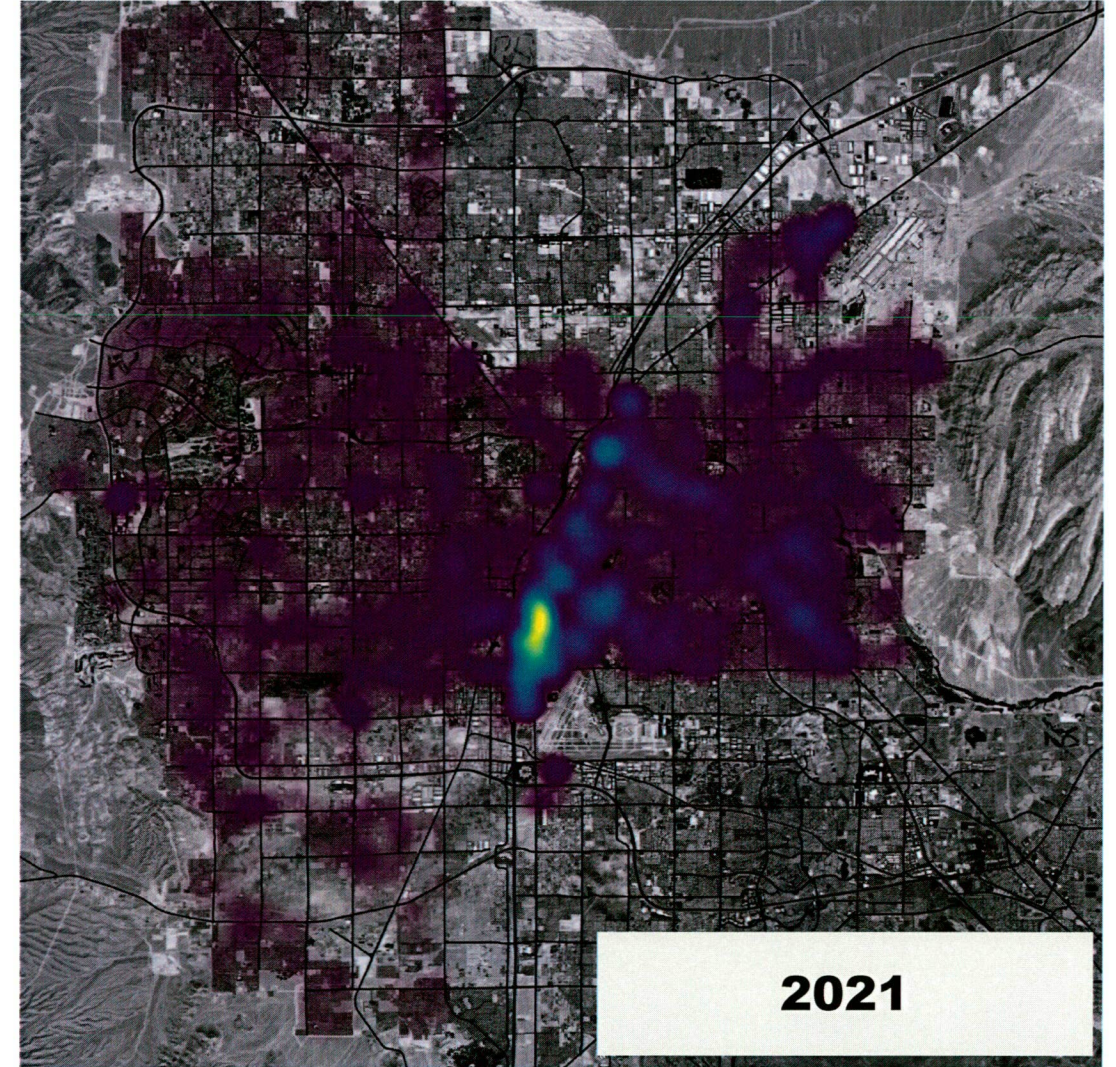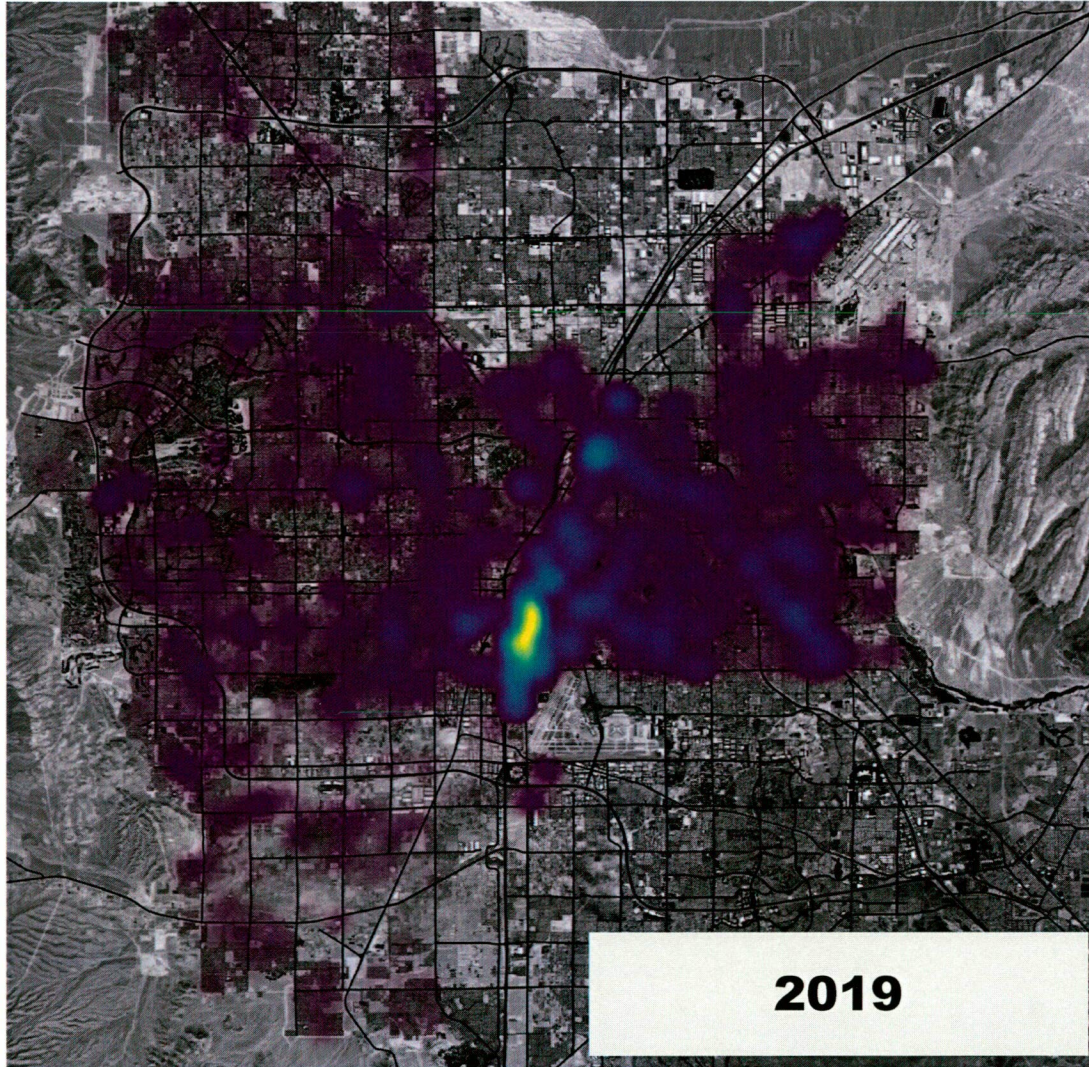
Note: Some cancellations were not able to be mapped due to inconsistencies in the location. Data is from March 15 through June 30.

Cancelled Calls by Type

■ 2019 ■ 2021

Type	2019	2021
Cancelled on Arrival	9,818	12,620
Call Reassigned	10,896	10,774
Cancelled Enroute	6,042	7,339
Unfounded	2,231	3,579
Patient Refusal	4,647	3,655
Transport By Other	604	624
Other	957	1,112
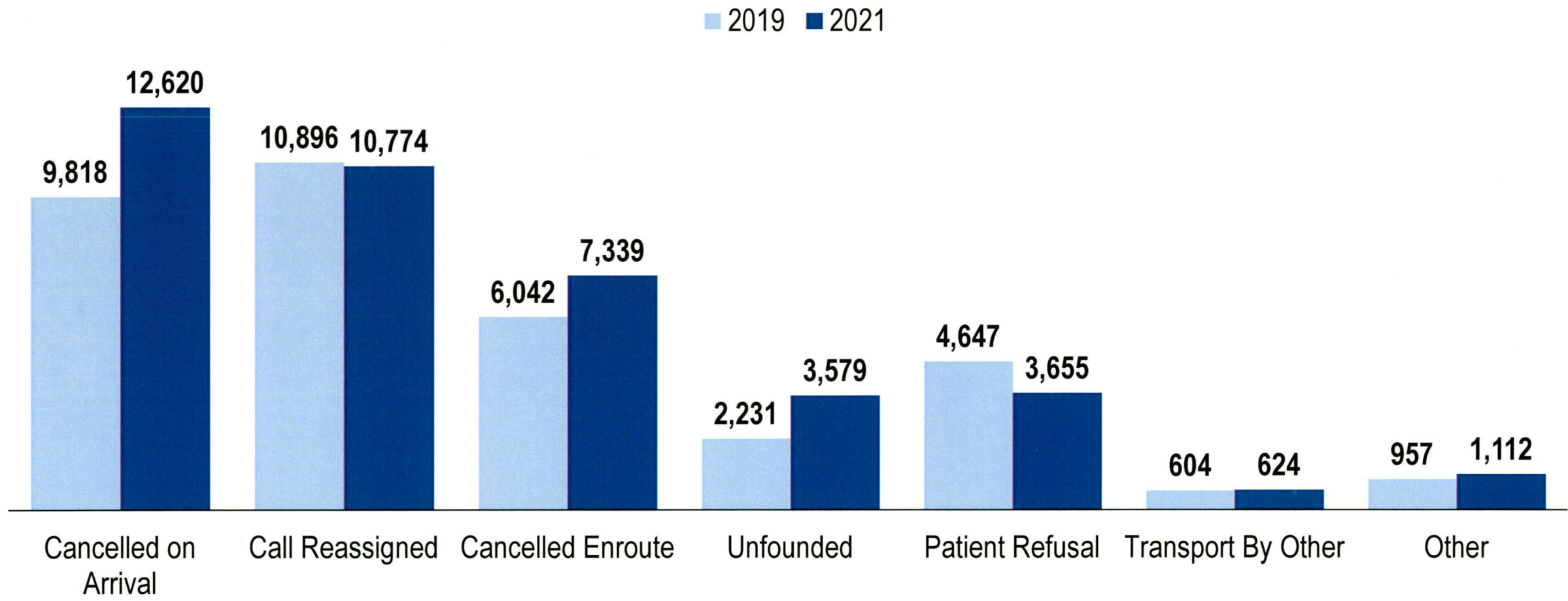
Note: Data is from March 15 through June 30.

Time Spent on Cancelled Calls

Legend: ■ 2019 ■ 2021

March: 1309:45 (2019), 1511:44 (2021)
April: 2492:59 (2019), 2936:30 (2021)
May: 2450:58 (2019), 3200:53 (2021)
June: 2391:06 (2019), 3091:15 (2021)

2019
8,644:49

2021
10,740:23

Increase
2,095:33
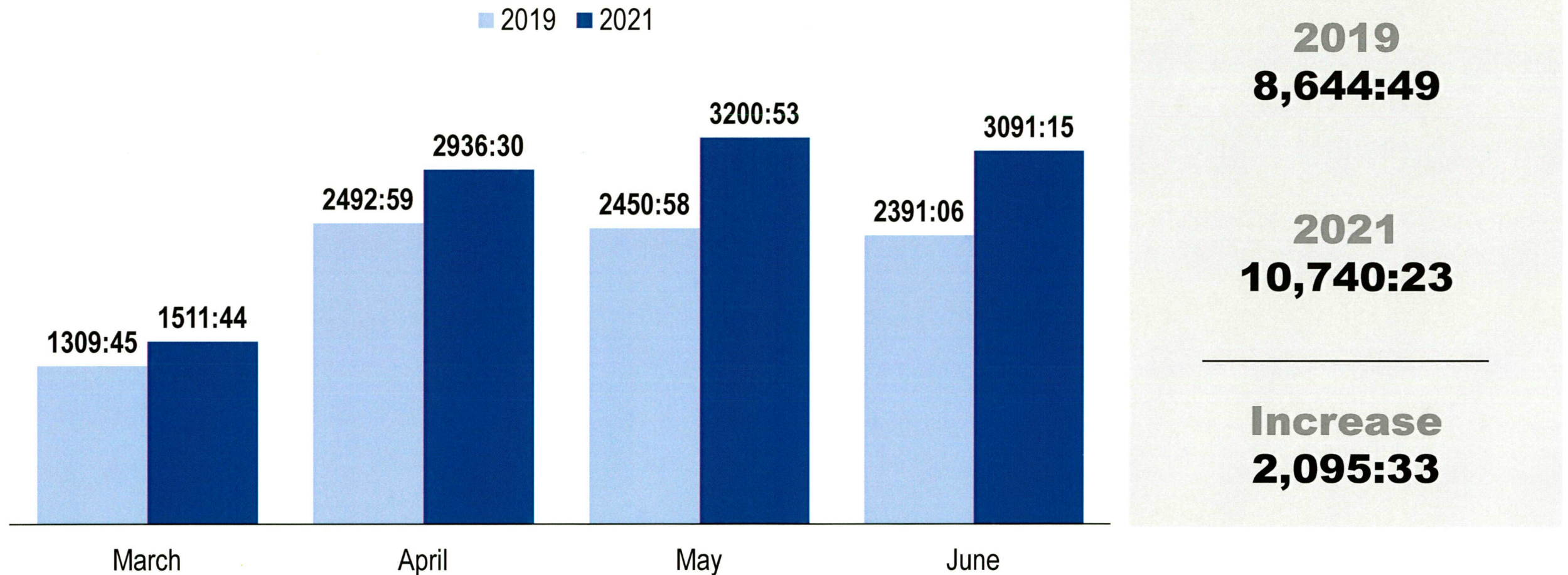
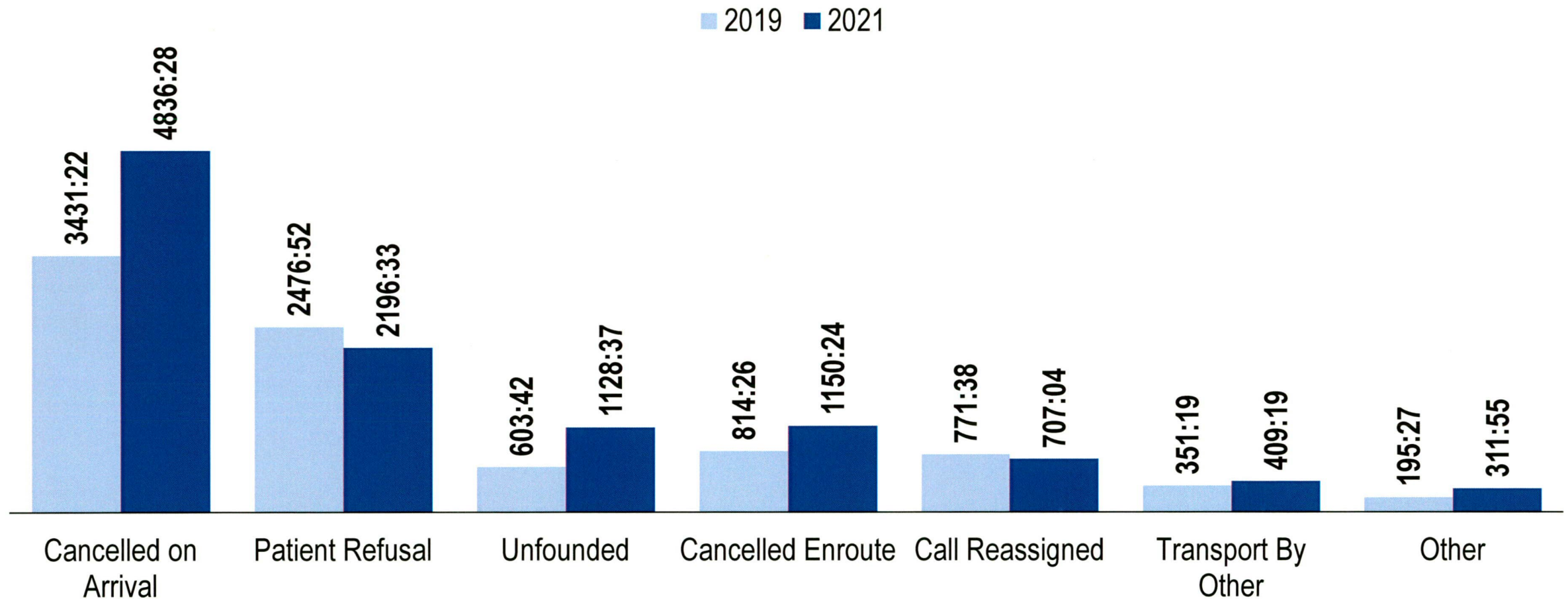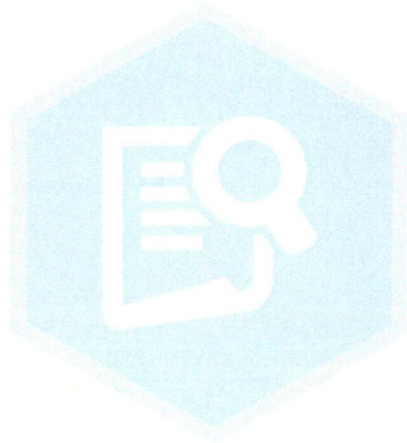*Note: Data is presented in the following format: (Total Hours):(Minutes, Ranging 0-60). Data is from March 15 through June 30.*

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SHIFTS IN CALL
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**IMPACTS OF
CANCELLATION
MITIGATION**

Scenario 1:
The Reduction of Cancelled Call Times

Time Reduction	Recovered Hours[1]	Additional Call Capacity[2]	
		Arrival	Unit Cleared
10%	1,074:02	6,013	865
20%	2,148:04	12,025	1,730
30%	3,222:06	18,038	2,595
40%	4,296:09	24,050	3,461
50%	5,370:11	30,063	4,326
60%	6,444:13	36,076	5,191
70%	7,518:16	42,088	6,056
80%	8,592:18	48,101	6,921
90%	9,666:20	54,114	7,786
100%	10,740:23	60,126	8,652

Note: [1] Data is presented in the following format: (Total Hours):(Minutes, Ranging 0-60). [2] Average response time is 11 minutes and 1 hour 14 minutes to clear.

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Note: [1] Data is presented in the following format: (Total Hours):(Minutes, Ranging 0-60). [2] Average response time is 11 minutes and 1 hour 14 minutes to clear.

Scenario 2:
Meeting 2019 Cancelled Call Time Threshold

Impact of Cancelled Calls	Impact
2019 Total Cancelled Time[1]	8,644:49
2021 Total Cancelled Time[1]	10,740:23
Difference[1]	2,095:33
Additional Call Capacity: Arrivals[2]	11,731
Additional Call Capacity: Unit Cleared[2]	1,688

Note: [1] Data is presented in the following format: (Total Hours):(Minutes, Ranging 0-60). 2] Average response time is 11 minutes and 1 hour 14 minutes to clear.

Scenario 3:
Priority 4 Cancelled Call Reduction

Priority 4 Calls	Impact
Total Calls	17,850
Cancelled Calls	12,332
Share of Cancelled Calls	69.1%
Time Spent on Cancelled Calls[1]	3,666:27
Additional Call Capacity: Arrivals[2]	20,525
Additional Call Capacity: Unit Cleared[2]	2,953

Note: [1] Data is presented in the following format: (Total Hours):(Minutes, Ranging 0-60). 2] Average response time is 11 minutes and 1 hour 14 minutes to clear.

Scenario 4:
More Timely Priority 4 Transport Calls

Priority 4 Transport Calls	Impact
Total Calls	5,518
Total Calls with >16 Min. Response Times	1,191
Share of Calls with >16 Min. Response Times	21.6
Total Transport Call Response Time[1]	1,109:13
Total Excessive Response Time[1]	122:41
Cancelled Call Time Reduction Needed: All	1.1%
Cancelled Call Time Reduction Needed: Priority 4	3.3%

Note: [1] Data is presented in the following format: (Total Hours):(Minutes, Ranging 0-60).