

Response to questions regarding the
Electronic Emergency Medical Services Patient/Run Reporting System RFP
(16A-904250)

1. Can we have samples of the current paper forms the EMS uses?

Copies are attached.

2. Are there any documentation related to the workflow of the current process?

The current process is paper-based. Run forms provided by the Department are completed by EMS services and returned to the Department for data entry.

3. Are you expecting a cost model for all the three phases of the RFP?

Yes.

4. If yes, when can you provide additional details of the requirements which would be necessary to provide you with an accurate cost estimate?

The cost details and form are provided in the RFP.

5. Can you provide us details on the user community - roles & responsibilities, sites, job roles, technical experience, etc.?

The user community is the Maine Emergency Medical Services system, which potentially consists of ~ 5,100 individual providers, 295 services, 39 hospitals, 6 regional offices, and the Department. There are also an unknown number of inquiries that may come through the public web site.

6. Can you provide us details on the technical infrastructure this system needs to be deployed on or integrated with?

The data base operating environment is Microsoft SQL Server; TCP/IP is used for communications.

7. How many users and where they are located that need to be interviewed as part of phase 1 to gather needs?

Form review will be done by the Department. The vendor will work directly with the Department's Representative.

8. Do you have any cost expectations that we should be aware of?

The required cost details are described in the RFP.

9. The RFP references both SQL Server and Oracle. Which is correct?

The data base operating environment will be Microsoft SQL Server.

Response to questions regarding the
Electronic Emergency Medical Services Patient/Run Reporting System RFP
(16A-904250)

10. Are the Maine EMS requirements available?

Maine EMS will be utilizing the NHTSA Uniform Pre-Hospital EMS Dataset, version 2.1. The documentation and data dictionary may be downloaded from: www.nemsis.org. The Department also needs the ability to add additional data elements on an ad hoc basis for pilot projects and quality improvement efforts.

11. Can you provide any more detail on the mobile environment requirements?

The applicable client operating environment details are specified in the RFP.

12. Who is the lead agency?

Maine Emergency Medical Services.

13. How will this be funded?

Adequate funds are available for this project.

14. What will be needed in procurement i.e. hardware, software, installation things of that nature?

The requirements are specified in the RFP.

15. Will this system integrate with any other systems?

Yes, and those requirements are specified in the RFP.

Header section with fields: RUN REPORT#, Mo., Day, Year, M T W Th, F S SUN, SERVICE NAME, SERVICE NO., VEHICLE NO., ALS (Performed, Back-up Called), SERVICE RUN. NO.

NAME, Insurance: Medicare, Medicaid, Insured, Other, Self-Pay, None, Unknown

STREET OR R.F.D., I acknowledge that I have received a copy of the ambulance service Notice of Privacy Practices

CITY/TOWN, STATE, ZIP

AGE/DATE OF BIRTH, Male/Female, PHONE

INCIDENT ADDRESS, SITE CODE, CITY/TOWN

LOCATION: TRANSPORTED TO, TREATING/FAMILY PHYSICIAN, CREW LICENSE NUMBERS

TRANSPORTATION/COMMUNICATIONS PROBLEMS

Medical, Trauma, AOB / ETOH, MVA, Lung Sounds, TYPE OF RUN, MEDICATIONS, ALLERGIES

Table with columns: TIME, PULSE, RESP, BP, PUPILLARY RESPONSE, SKIN, EYE OPENING RESPONSE, VERBAL RESPONSE, MOTOR RESPONSE, CAPILLARY REFILL

MUTUAL AID, MEDICAL CONTROL, Patient's Suspected Problem, Medication Administered, Defib, C-Vert, IV, ET, LIC#, EKG RHYTHM, TIME, MEDS / DEFIB / C-VERT, MED #, DOSE W/S, ROUTE

Glasgow Coma Scale

Eye Opening	Spontaneous	4	
	to Voice	3	
	To Pain	2	
	None	1	
Verbal Response	Oriented	5	Patient's Best Verbal Response Arouse patient with voice or painful stimulus.
	Confused	4	
	Inappropriate Words	3	
	Incomprehensible Sounds	2	
	None	1	
Motor Response	Obeys Command	6	Patient's Best Motor Response Response to command or painful stimulus.
	Localizes Pain	5	
	Withdraw (pain)	4	
	Flexion (pain)	3	
	Extension	2	
	None	1	

Total GCS Score :3-15

PEDIATRIC TRAUMA SCORE

Score \ Component	+2	+1	-1
Weight	>44 lbs (>20 Kg)	22-44 lbs (10-20 Kg)	<22 lbs (<10 Kg)
Airway	Normal	Maintainable Invasive	Unmaintainable
BP	>90 mm Hg	50-90 mm Hg	<50 mm Hg
Level of Consciousness	Completely Aware	Obtunded or any LOC	Comatose
Open Wound	None	Minor	Major or Penetrating
Fractures	None	Closed Fx	Open or Multiple Fx

PTS 9=0% Mortality; PTS 8=24% Mortality

SITE CODES

- | | |
|------------------------------|--|
| 00 - Home | 10 - Hospital |
| 01 - Farm | 15 - Nursing Home |
| 02 - Mine/Quarry | 20 - School (inside a building) |
| 03 - Industrial | 21 - School (outside a building) |
| 04 - Place of Recreation | 30 - Business (other than Farm, Mine/Quarry, Industrial) |
| 05 - Street or Highway | 35 - Forest/Wood |
| 06 - Public Building | 91 - Out-Patient Facility |
| 07 - Residential Institution | 94 - Doctor's Office |
| 08 - Other | |
| 09 - Unknown | |

Prehospital and Interfacility Medications:

- 01 Activated Charcoal (without sorbitol)
 - 02 Adenosine
 - 03 Albuterol
 - 04 Aspirin
 - 05 Atropine
 - 06 Bretylium
 - 07 Cyanide poisoning kit contents
 - 08 Dextrose (D10)
 - 09 Dextrose (D15)
 - 10 Diazepam
 - 11 Diphenhydramine
 - 12 Dopamine
 - 13 Epinephrine (1:1000)
 - 14 Epinephrine (1:10,000)
 - 15 Furosemide
 - 16 Glucagon
 - 17 Lidocaine
 - 18 Magnesium Sulfate
 - 19 Meperidine
 - 20 Morphine
 - 21 Naloxone
 - 22 Promethazine
 - 23 Sodium Bicarbonate
 - 24 Nitroglycerin (Non-parenteral)
 - 25 Nitrous Oxide
 - 26 Terbutaline
 - 27 Thiamine
 - 28 Epinephrine Autoinjector
- The following are for Paramedic Interfacility Program only:
- 50 Heparin Drip
 - 51 Nitroglycerin Drip
 - 52 Potassium
 - 53 Vitamin Drip
 - 54 Dobutamine
 - 55 Insulin
 - 56 TPN
 - 57 Cardizem
 - 58 Procainamide
 - 59 Antibiotics
 - 60 Glycoprotein IIb/IIIa Platelet Antagonist
 - 61 Haloperidol
 - 62 Lorazepam
 - 63 Midazolam
 - 64 Morphine Drip
 - 65 H2 Blocker
 - 66 Proton Pump Inhibitors
 - 67 Somatostatin Analogues

REVISED TRAUMA SCALE

Respiratory Rate	10 - 29	4
	>30	3
	6 - 9	2
	1 - 5	1
	None	0

Systolic BP	>90	4
	76 - 89	3
	50 - 75	2
	1 - 49	1
	No Pulse	0

Add Glasgow Coma Converted Score	GCS	Trauma Points
	13 - 15	= 4
	9 - 12	= 3
	6 - 8	= 2
	4 - 5	= 1
	3	= 0
Total =		_____

MAINE EMERGENCY MEDICAL SERVICES

TABLE 1: RESPONSE TIME RANGE REPORT, BY PICK-UP LOCATION
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

PICK-UP LOCATION	TOTAL EMERGENCY RUNS	RESPONSE TIME				AVG RESP PRESENT	RESP. TIME 95% PRESENT
		MISSING		PRESENT			
01020 DURHAM	107	5	5%	102	95%	17	32
05010 BALDWIN	98	1	1%	97	99%	20	31
05020 BRIDGTON	559	0	0%	559	100%	8	17
05030 BRUNSWICK	1673	20	1%	1653	99%	5	10
05040 CAPE ELIZABETH	522	5	1%	517	99%	5	14
05050 CASCO	358	1	0%	357	100%	13	23
05060 CUMBERLAND	350	7	2%	343	98%	11	26
05070 FALMOUTH	809	7	1%	802	99%	9	18
05080 FREEPORT	679	12	2%	667	98%	8	16
05085 FRYE ISLAND	7	0	0%	7	100%	25	39
05090 GORHAM	1027	8	1%	1019	99%	8	18
05100 GRAY	369	4	1%	365	99%	9	19
05110 HARPSWELL	247	2	1%	245	99%	10	19
05120 HARRISON	108	0	0%	108	100%	15	24
05125 LONG ISLAND	30	5	17%	25	83%	8	14
05130 NAPLES	260	4	2%	256	98%	8	18
05150 NORTH YARMOUTH	132	7	5%	125	95%	12	21
05170 PORTLAND	7740	90	1%	7650	99%	5	11
05180 POWNAL	62	2	3%	60	97%	12	25
05190 RAYMOND	247	5	2%	242	98%	11	25
05200 SCARBOROUGH	1559	12	1%	1547	99%	6	14
05210 SEBAGO	95	2	2%	93	98%	13	25
05220 SOUTH PORTLAND	1914	3	0%	1911	100%	5	9
05230 STANDISH	604	2	0%	602	100%	10	19
05240 WESTBROOK	1704	18	1%	1686	99%	6	14

MAINE EMERGENCY MEDICAL SERVICES

TABLE 2: DESTINATION TIME RANGE REPORT, BY PICK-UP LOCATION
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

PICK-UP LOCATION	TOTAL EMERGENCY RUNS	DESTINATION TIME				AVG DEST PRESENT	DEST. TIME 95% PRESENT
		MISSING		PRESENT			
01020 DURHAM	107	3	3%	104	97%	40	58
05010 BALDWIN	98	3	3%	95	97%	61	86
05020 BRIDGTON	559	3	1%	556	99%	21	38
05030 BRUNSWICK	1673	15	1%	1658	99%	24	40
05040 CAPE ELIZABETH	522	8	2%	514	98%	35	50
05050 CASCO	358	6	2%	352	98%	44	71
05060 CUMBERLAND	350	11	3%	339	97%	38	57
05070 FALMOUTH	809	24	3%	785	97%	32	48
05080 FREEPORT	679	16	2%	663	98%	33	46
05085 FRYE ISLAND	7	1	14%	6	86%	58	82
05090 GORHAM	1027	24	2%	1003	98%	40	58
05100 GRAY	369	8	2%	361	98%	46	63
05110 HARPSWELL	247	5	2%	242	98%	36	59
05120 HARRISON	108	0	0%	108	100%	32	52
05125 LONG ISLAND	30	9	30%	21	70%	36	56
05130 NAPLES	260	12	5%	248	95%	36	71
05150 NORTH YARMOUTH	132	13	10%	119	90%	46	74
05170 PORTLAND	7740	125	2%	7615	98%	20	36
05180 POWNAL	62	3	5%	59	95%	42	60
05190 RAYMOND	247	12	5%	235	95%	52	75
05200 SCARBOROUGH	1559	34	2%	1525	98%	32	49
05210 SEBAGO	95	3	3%	92	97%	50	83
05220 SOUTH PORTLAND	1914	13	1%	1901	99%	27	39
05230 STANDISH	604	17	3%	587	97%	49	70
05240 WESTBROOK	1704	44	3%	1660	97%	32	47

MAINE EMERGENCY MEDICAL SERVICES

TABLE 3: AVERAGE RESPONSE TIMES AND TOTAL TIMES, BY SERVICE
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

SERVICE: 003 ACTON AMBULANCE ASSN

PICK-UP LOCATION	NUMBER OF EMERGENCY RECORDS	RECORDS WITH RESPONSE TIME PRESENT		AVERAGE RESPONSE TIME	RECORDS WITH TOTAL TIME PRESENT		AVERAGE TOTAL TIME
		#	%		#	%	
31010 ACTON	111	109	98%	10	100	90%	52
31180 NEWFIELD	1	1	100%	13	0	0%	0
31230 SANFORD	5	5	100%	10	5	100%	30
31240 SHAPLEIGH	18	15	83%	11	12	67%	50
99999 OUT OF STATE	1	1	100%	15	1	100%	48

MAINE EMERGENCY MEDICAL SERVICES

TABLE 4: PICK-UP LOCATIONS SERVED BY ACTON AMBULANCE ASSN
(INCLUDES ALL RUN TYPES)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

PICK-UP LOCATION	# CALLS	% OF SERVICE CALLS	% OF TOWN CALLS
17812 MILTON TWP	1	0%	17%
31010 ACTON	220	76%	87%
31140 LEBANON	2	1%	1%
31180 NEWFIELD	4	1%	4%
31230 SANFORD	8	3%	0%
31240 SHAPLEIGH	51	18%	22%
99999 OUT OF STATE	3	1%	1%

MAINE EMERGENCY MEDICAL SERVICES

TABLE 5: SUMMARY OF AMBULANCE SERVICES TRANSPORTING TO BRIDGTON HOSPITAL
(INCLUDES EMERGENCIES AND NON-EMERGENCIES)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

DESTINATION: 007 BRIDGTON HOSPITAL

SERVICE	TOTAL RUNS	% OF HOSPITAL RUNS	% OF SERVICE CALLS
088 AMR Scarborough	1	0%	0%
092 Bethel Ambulance Serv	2	0%	1%
147 Casco Rescue Department	195	10%	46%
215 Delta Amb Corp/Waterville	1	0%	0%
280 Fryeburg Rescue	372	19%	59%
300 Gorham Fire Department	1	0%	0%
305 Gray Fire/Rescue	1	0%	0%
418 Limerick Rescue	1	0%	0%
420 Limington Fire and EMS	4	0%	1%
477 Naples Rescue Unit	206	10%	50%
486 NEMHS-Brunswick	1	0%	0%
487 NEMHS - Biddeford	1	0%	0%
488 NEMHS - South Portland	3	0%	0%
515 Oxford Fire Dept.Rescue/Oxford	1	0%	0%
520 Pace Paramedic Service	56	3%	2%
543 Poland Rescue	2	0%	0%
546 MEDCU	1	0%	0%
565 Raymond Rescue	60	3%	12%
600 Sacopee Rescue Inc	72	4%	12%
625 Sebago Volunteer EMS	61	3%	35%
678 Stoneham Rescue Serv	41	2%	51%
679 Stoneham Rescue/Waterford Base	21	1%	26%
702 United Ambulance Serv	13	1%	0%
703 United Ambulance - Bridgton	861	43%	41%
745 Westbrook EMS	1	0%	0%
760 Windham Rescue	16	1%	1%
***** TOTAL	1995	100%	

MAINE EMERGENCY MEDICAL SERVICES

TABLE 6: SUMMARY OF PICK-UP LOCATIONS FOR BRIDGTON HOSPITAL
(INCLUDES EMERGENCIES AND NON-EMERGENCIES)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

DESTINATION: 007 BRIDGTON HOSPITAL

PICK-UP LOCATION	TOTAL RUNS	% OF HOSPITAL RUNS	% OF TOWN CALLS
01050 LEWISTON	30	2%	0%
01110 POLAND	2	0%	0%
05010 BALDWIN	10	1%	8%
05020 BRIDGTON	584	29%	33%
05050 CASCO	210	11%	37%
05085 FRYE ISLAND	2	0%	17%
05090 GORHAM	1	0%	0%
05100 GRAY	2	0%	0%
05120 HARRISON	42	2%	24%
05130 NAPLES	219	11%	52%
05170 PORTLAND	8	0%	0%
05190 RAYMOND	51	3%	11%
05210 SEBAGO	63	3%	36%
05240 WESTBROOK	2	0%	0%
05250 WINDHAM	22	1%	1%
11240 WATERVILLE	1	0%	0%
17020 BETHEL	2	0%	1%
17030 BROWNFIELD	61	3%	55%
17070 DENMARK	55	3%	66%
17090 FRYEBURG	389	19%	62%
17130 HARTFORD	1	0%	1%
17150 HIRAM	25	1%	21%
17170 LOVELL	75	4%	66%
17200 NEWRY	2	0%	1%
17210 NORWAY	2	0%	0%
17217 OTISFIELD	6	0%	6%
17220 OXFORD	2	0%	0%
17250 PORTER	18	1%	15%

MAINE EMERGENCY MEDICAL SERVICES

TABLE 7: AVERAGE RESPONSE TIMES AND TOTAL TIMES, BY PICK-UP LOCATION
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 0

PICK-UP LOCATION: 99999 OUT OF STATE

SERVICE	NUMBER OF EMERGENCY RECORDS	RECORDS WITH RESPONSE TIME PRESENT		AVERAGE RESPONSE TIME	RECORDS WITH TOTAL TIME PRESENT		AVERAGE TOTAL TIME
		#	%		#	%	
003 ACTON AMBULANCE ASSN	1	1	100%	15	1	100%	48
280 FRYEBURG RESCUE	16	16	100%	17	15	94%	71
410 LEBANON RESCUE	1	1	100%	4	1	100%	29
481 NEWFIELD RESCUE SQUA	12	11	92%	15	12	100%	66
703 UNITED AMBULANCE - B	1	1	100%	20	1	100%	60
808 LIFEFLIGHT OF MAINE-	1	1	100%	28	1	100%	109

MAINE EMERGENCY MEDICAL SERVICES

TABLE 8: SUMMARY OF DESTINATIONS FOR CALLS ORIGINATING IN DURHAM
(INCLUDES EMERGENCIES AND NON-EMERGENCIES)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

PICK-UP LOCATION: 01020 DURHAM

DELIVERED TO	RUNS	% OF TOWN CALLS	% OF HOSPITAL RUNS
008 MERCY	3	2%	0%
009 MAINE MEDICAL CENTER	18	12%	0%
024 CENTRAL MAINE MED CTR	24	16%	0%
025 PARKVIEW ADVENTIST MED CTR	25	16%	1%
034 ST MARY'S REG MED CTR	14	9%	0%
044 MID COAST - BRUNSWICK	23	15%	1%
104 NO TRANSPORT	44	29%	0%
114 OTHER	1	1%	0%
*** TOTAL	152	100%	

MAINE EMERGENCY MEDICAL SERVICES

TABLE 9: VOLUME BY PICK-UP LOCATION BY SERVICE
(INCLUDES ALL RUN TYPES)

PERIOD COVERED: 01/01/03 - 12/31/03

REGION: 1

PICK-UP LOCATION: 01020 DURHAM

SERVICE	TOTAL RUNS	% OF SERVICE RUNS	% OF TOWN CALLS
038 AUBURN FIRE DEPARTMENT	1	0%	0%
110 BRUNSWICK FIRE DEPARTMENT EMS	6	0%	2%
270 FREEPORT RESCUE	6	0%	2%
422 LISBON AMBULANCE	3	0%	1%
486 NEMHS-BRUNSWICK	129	3%	42%
488 NEMHS - SOUTH PORTLAND	1	0%	0%
702 UNITED AMBULANCE SERV	3	0%	1%
807 LIFE FLIGHT OF MAINE-BANGOR	2	1%	1%
808 LIFEFLIGHT OF MAINE-LEWISTON	1	0%	0%
877 DURHAM FIRST RESPONDER SERVICE	154	100%	50%

MAINE EMERGENCY MEDICAL SERVICES

TABLE 1: RESPONSE TIME RANGE REPORT, BY PICK-UP LOCATION
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

PICK-UP LOCATION	TOTAL EMERGENCY RUNS	RESPONSE TIME				AVG RESP PRESENT	RESP. TIME 95% PRESENT
		MISSING		PRESENT			
01010 AUBURN	4839	5	0%	4834	100%	6	13
01020 DURHAM	107	5	5%	102	95%	17	32
01030 GREENE	217	0	0%	217	100%	12	20
01040 LEEDS	105	0	0%	105	100%	16	25
01050 LEWISTON	4395	5	0%	4390	100%	6	11
01060 LISBON	510	1	0%	509	100%	7	15
01070 LIVERMORE	108	0	0%	108	100%	10	19
01080 LIVERMORE FALLS	310	1	0%	309	100%	8	18
01090 MECHANIC FALLS	193	0	0%	193	100%	14	24
01100 MINOT	91	8	9%	83	91%	13	23
01110 POLAND	334	0	0%	334	100%	11	24
01120 TURNER	437	2	0%	435	100%	11	20
01130 WALES	45	2	4%	43	96%	13	21
01140 SABATTUS	239	1	0%	238	100%	12	19
03010 ALLAGASH	17	0	0%	17	100%	15	31
03020 AMITY	23	0	0%	23	100%	16	22
03030 ASHLAND	103	1	1%	102	99%	6	14
03040 BANCROFT	1	0	0%	1	100%	21	21
03050 BENEDICTA	8	0	0%	8	100%	16	32
03060 BLAINE	31	0	0%	31	100%	6	17
03070 BRIDGEWATER	36	4	11%	32	89%	12	25
03080 CARIBOU	774	1	0%	773	100%	5	10
03090 CARY PLT	12	0	0%	12	100%	14	22
03100 CASTLE HILL	8	0	0%	8	100%	16	20
03110 CASWELL PLT	25	0	0%	25	100%	13	24
03120 CHAPMAN	6	1	17%	5	83%	13	21
03130 CRYSTAL	14	0	0%	14	100%	11	20

MAINE EMERGENCY MEDICAL SERVICES

TABLE 2: DESTINATION TIME RANGE REPORT, BY PICK-UP LOCATION
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

PICK-UP LOCATION	TOTAL EMERGENCY RUNS	DESTINATION TIME				AVG DEST PRESENT	DEST. TIME 95% PRESENT
		MISSING		PRESENT			
01010 AUBURN	4839	1954	40%	2885	60%	22	35
01020 DURHAM	107	3	3%	104	97%	40	58
01030 GREENE	217	3	1%	214	99%	28	41
01040 LEEDS	105	2	2%	103	98%	42	69
01050 LEWISTON	4395	54	1%	4341	99%	20	33
01060 LISBON	510	2	0%	508	100%	35	50
01070 LIVERMORE	108	7	6%	101	94%	50	75
01080 LIVERMORE FALLS	310	14	5%	296	95%	44	74
01090 MECHANIC FALLS	193	1	1%	192	99%	34	50
01100 MINOT	91	12	13%	79	87%	37	54
01110 POLAND	334	5	1%	329	99%	39	55
01120 TURNER	437	16	4%	421	96%	32	57
01130 WALES	45	3	7%	42	93%	34	45
01140 SABATTUS	239	3	1%	236	99%	30	48
03010 ALLAGASH	17	0	0%	17	100%	51	80
03020 AMITY	23	0	0%	23	100%	31	44
03030 ASHLAND	103	2	2%	101	98%	54	80
03040 BANCROFT	1	0	0%	1	100%	55	55
03050 BENEDICTA	8	0	0%	8	100%	56	75
03060 BLAINE	31	0	0%	31	100%	43	53
03070 BRIDGEWATER	36	0	0%	36	100%	48	68
03080 CARIBOU	774	0	0%	774	100%	21	34
03090 CARY PLT	12	2	17%	10	83%	33	50
03100 CASTLE HILL	8	0	0%	8	100%	32	48
03110 CASWELL PLT	25	0	0%	25	100%	49	63
03120 CHAPMAN	6	1	17%	5	83%	39	45
03130 CRYSTAL	14	1	7%	13	93%	54	72

MAINE EMERGENCY MEDICAL SERVICES

TABLE 3: AVERAGE RESPONSE TIMES AND TOTAL TIMES, BY SERVICE
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

SERVICE: 003 ACTON AMBULANCE ASSN

PICK-UP LOCATION	NUMBER OF EMERGENCY RECORDS	RECORDS WITH RESPONSE TIME PRESENT		AVERAGE RESPONSE TIME	RECORDS WITH TOTAL TIME PRESENT		AVERAGE TOTAL TIME
		#	%		#	%	
31010 ACTON	111	109	98%	10	100	90%	52
31180 NEWFIELD	1	1	100%	13	0	0%	0
31230 SANFORD	5	5	100%	10	5	100%	30
31240 SHAPLEIGH	18	15	83%	11	12	67%	50
99999 OUT OF STATE	1	1	100%	15	1	100%	48

MAINE EMERGENCY MEDICAL SERVICES

TABLE 4: TOWNS SERVED BY ACTON AMBULANCE ASSN
(INCLUDES ALL RUN TYPES)

PERIOD COVERED: 01/01/03 - 12/31/03

PICK-UP LOCATION	# CALLS	% OF SERVICE CALLS	% OF TOWN CALLS
17812 MILTON TWP	1	0%	17%
31010 ACTON	220	76%	87%
31140 LEBANON	2	1%	1%
31180 NEWFIELD	4	1%	4%
31230 SANFORD	8	3%	0%
31240 SHAPLEIGH	51	18%	22%
99999 OUT OF STATE	3	1%	1%

MAINE EMERGENCY MEDICAL SERVICES

TABLE 5: SUMMARY OF AMBULANCE SERVICES TRANSPORTING TO ST JOSEPH
(INCLUDES EMERGENCIES AND NON-EMERGENCIES)

PERIOD COVERED: 01/01/03 - 12/31/03

DESTINATION: 001 ST JOSEPH

SERVICE	TOTAL RUNS	% OF HOSPITAL RUNS	% OF SERVICE CALLS
019 Ambulance Serv Inc St Agatha	4	0%	1%
047 Bagaduce Amb Corps	1	0%	2%
050 Bangor Fire Department	1394	38%	23%
055 Bar Harbor Fire Dept	7	0%	1%
085 Belfast Amb & Rescue Sv	6	0%	0%
088 AMR Scarborough	1	0%	0%
108 Brewer Fire Department	1	0%	3%
115 Bucksport Ambulance Serv	78	2%	10%
120 Camden First Aid Emergcy Amb	3	0%	0%
133 Meridian MH dba Capital Amb	1004	28%	11%
135 Caribou Fire/Ambulance	9	0%	0%
140 Carmel Volunteer Amb Service	17	0%	15%
157 Cherryfield Ambulance Service	1	0%	0%
165 Corinna EMS	24	1%	7%
170 Corinth Vol Amb Svc	1	0%	7%
172 County Amb Svc Inc/Ellsworth	21	1%	1%
210 Charles A Dean Ambulance Svc	4	0%	1%
215 Delta Amb Corp/Waterville	5	0%	0%
225 Dexter Ambulance Sv	1	0%	0%
230 Community Ambulance, Inc.	34	1%	13%
250 East Millinocket Amb	34	1%	4%
295 G & H Ambulance Service	63	2%	26%
320 Hampden Ambulance Service	66	2%	13%
330 Hartland & St Albans Ambulance	1	0%	0%
350 Hermon Volunteer Rescue	50	1%	16%
360 Houlton Amb Service	9	0%	1%
380 Arthur Jewell Health Center	1	0%	1%

MAINE EMERGENCY MEDICAL SERVICES

TABLE 6: SUMMARY OF PICK-UP LOCATIONS FOR ST JOSEPH
(INCLUDES EMERGENCIES AND NON-EMERGENCIES)

PERIOD COVERED: 01/01/03 - 12/31/03

DESTINATION: 001 ST JOSEPH

PICK-UP LOCATION	TOTAL RUNS	% OF HOSPITAL RUNS	% OF TOWN CALLS
03080 CARIBOU	9	0%	0%
03200 FORT KENT	4	0%	0%
03300 HOULTON	9	0%	1%
03530 PRESQUE ISLE	5	0%	0%
03690 WOODLAND	1	0%	1%
05170 PORTLAND	6	0%	0%
07070 FARMINGTON	1	0%	0%
09010 AMHERST	1	0%	5%
09030 BAR HARBOR	8	0%	1%
09040 BLUE HILL	15	0%	2%
09060 BROOKSVILLE	1	0%	2%
09070 BUCKSPORT	89	2%	14%
09080 CASTINE	3	0%	4%
09100 DEDHAM	8	0%	12%
09130 ELLSWORTH	20	1%	1%
09220 ORLAND	5	0%	3%
09240 OTIS	1	0%	4%
09350 VERONA	1	0%	5%
11020 AUGUSTA	1	0%	0%
11240 WATERVILLE	6	0%	0%
13110 ROCKPORT	2	0%	0%
19010 ALTON	15	0%	19%
19020 BANGOR	1660	46%	13%
19030 BRADFORD	14	0%	13%
19040 BRADLEY	13	0%	26%
19050 BREWER	325	9%	23%
19070 CARMEL	42	1%	22%
19090 CHARLESTON	9	0%	14%
19110 CLIFTON	7	0%	12%

MAINE EMERGENCY MEDICAL SERVICES

TABLE 7: AVERAGE RESPONSE TIMES AND TOTAL TIMES, BY PICK-UP LOCATION
(RECORDS INDICATING EMERGENCY TRANSPORTS)

PERIOD COVERED: 01/01/03 - 12/31/03

PICK-UP LOCATION: 01010 AUBURN

SERVICE	NUMBER OF EMERGENCY RECORDS	RECORDS WITH RESPONSE TIME PRESENT		AVERAGE RESPONSE TIME	RECORDS WITH TOTAL TIME PRESENT		AVERAGE TOTAL TIME
		#	%		#	%	
038 AUBURN FIRE DEPARTME	2212	2209	100%	5	263	12%	37
697 TURNER RESCUE	2	2	100%	10	2	100%	28
702 UNITED AMBULANCE SER	2622	2620	100%	8	2617	100%	29
808 LIFEFLIGHT OF MAINE-	3	3	100%	13	3	100%	32
927 MINOT FIRE DEPARTMEN	1	1	100%	3	0	0%	0
937 NEW GLOUCESTER RESCU	1	1	100%	16	0	0%	0

MAINE EMERGENCY MEDICAL SERVICES

TABLE 8: SUMMARY OF DESTINATIONS FOR CALLS ORIGINATING IN AUBURN
(INCLUDES EMERGENCIES AND NON-EMERGENCIES)

PERIOD COVERED: 01/01/03 - 12/31/03

PICK-UP LOCATION: 01010 AUBURN

DELIVERED TO	RUNS	% OF TOWN CALLS	% OF HOSPITAL RUNS
009 MAINE MEDICAL CENTER	1	0%	0%
024 CENTRAL MAINE MED CTR	1863	27%	23%
032 STEPHENS MEMORIAL	2	0%	0%
034 ST MARY'S REG MED CTR	1147	17%	21%
039 MAINEGENERAL - WATERVILLE	1	0%	0%
104 NO TRANSPORT	1377	20%	4%
114 OTHER	2108	31%	65%
158 PRIVATE PHYSICIAN	15	0%	2%
159 HEALTH CENTER	30	0%	1%
165 NURSING HOME	220	3%	1%
166 HOME	31	0%	1%
*** TOTAL	6795	100%	

MAINE EMERGENCY MEDICAL SERVICES

TABLE 9: VOLUME BY PICK-UP LOCATION BY SERVICE
(INCLUDES ALL RUN TYPES)

PERIOD COVERED: 01/01/03 - 12/31/03

PICK-UP LOCATION: 01010 AUBURN

SERVICE	TOTAL RUNS	% OF SERVICE RUNS	% OF TOWN CALLS
038 AUBURN FIRE DEPARTMENT	3207	99%	47%
164 COMMUNITY EMS	1	0%	0%
215 DELTA AMB CORP/WATERVILLE	1	0%	0%
422 LISBON AMBULANCE	1	0%	0%
484 MED-CARE AMBULANCE SERVICE	2	0%	0%
486 NEMHS-BRUNSWICK	2	0%	0%
488 NEMHS - SOUTH PORTLAND	1	0%	0%
520 PACE PARAMEDIC SERVICE	50	2%	1%
697 TURNER RESCUE	2	0%	0%
702 UNITED AMBULANCE SERV	3523	19%	52%
703 UNITED AMBULANCE - BRIDGTON	2	0%	0%
808 LIFEFLIGHT OF MAINE-LEWISTON	3	1%	0%
927 MINOT FIRE DEPARTMENT	1	1%	0%
937 NEW GLOUCESTER RESCUE	1	0%	0%
956 POWNAL FIRE DEPT FIRST RESPOND	1	1%	0%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 2B: VITAL SIGNS COMPLETION ANALYSIS
 FOR TRANSPORTING SERVICES
 RECORDS INDICATING EMERGENCY TRANSPORTS
 PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL EMERGENCY TRANSPORTS =====	***** VITAL SIGNS *****				% OF RECORDS WITH PULSE, RESPIRATION, BP SYSTOLIC =====
		PULSE =====	RESPIRATION =====	BLOOD PRESSURE SYS DIA =====		
STATEWIDE	106025	98%	97%	94%	82%	93%
REGION 1	38992	97%	97%	93%	78%	92%
003 Acton Ambulance Assn	136	96%	92%	92%	87%	90%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 3B: NUMBER OF RUNS PER TYPE OF MEDICAL CALLS
FOR TRANSPORTING SERVICES
RECORDS INDICATING EMERGENCY TRANSPORTS AND EMERGENCY TRANSFERS
PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL										
	EMERGENCY RECORDS =====	MEDICAL =====	CARDIAC =====	POISON OD =====	RESPIR ATORY =====	BEHAV IORAL =====	DIA- BETIC =====	SEI- ZURE =====	CVA =====	OB/ GYN =====	OTHER =====
STATEWIDE	113910	79362	17938	3134	16058	5032	2478	3713	3084	1156	32884
		70%	16%	3%	14%	4%	2%	3%	3%	1%	29%
REGION 1	41202	27944	6145	1209	5531	1709	856	1298	1106	505	11747
		68%	15%	3%	13%	4%	2%	3%	3%	1%	29%
003 Acton Ambulance Assn	139	79	15	3	24	1	2	4	3	1	37
		57%	11%	2%	17%	1%	1%	3%	2%	1%	27%

TABLE 3B1: NUMBER OF RUNS PER TYPE OF TRAUMA CALLS & CODE 99'S
FOR TRANSPORTING SERVICES
RECORDS INDICATING EMERGENCY TRANSPORTS AND EMERGENCY TRANSFERS
PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL										
	EMERGENCY RECORDS =====	TRAUMA =====	MULTI SYSTEMS TRAUMA =====	HEAD TRAUMA =====	SPINAL TRAUMA =====	BURNS =====	SOFT TISSUE INJURY =====	FRAC- TURES =====	OTHER =====	CODE 99 =====	CONC SUICIDE =====
STATEWIDE	113910	29634	2056	4904	5761	301	13585	8418	4427	828	1462
		26%	2%	4%	5%	0%	12%	7%	4%	1%	1%
REGION 1	41202	10875	647	1752	1919	104	4988	2849	1704	313	494
		26%	2%	4%	5%	0%	12%	7%	4%	1%	1%
003 Acton Ambulance Assn	139	50	5	13	8	1	23	10	5	3	0
		36%	4%	9%	6%	1%	17%	7%	4%	2%	0%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 4B: RESPONSE TIME AVERAGE AND FREQUENCIES
 FOR TRANSPORTING SERVICES
 RECORDS INDICATING EMERGENCY TRANSPORTS
 PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL EMERGENCY TRANSPORTS =====	RECORDS WITH TIMES =====		AVERAGE RESPONSE TIME =====	TOTAL RECORDS BY RANGE =====							
		TOTAL	PERCENT		0-4 MIN		5-8 MIN		9-12 MIN		>12 MIN	
		#	%		#	%	#	%	#	%	#	%
STATEWIDE	106025	104831	99%	: 08	34601	33%	34169	33%	16770	16%	19291	18%
REGION 1	38992	38575	99%	: 07	13904	36%	13509	35%	5859	15%	5303	14%
003 Acton Ambulance Assn	136	131	96%	: 10	20	15%	29	22%	40	31%	42	32%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 5B: TOTAL RUNS PER TYPE OF RUN
FOR TRANSPORTING SERVICES
PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL RECORDS	EMERGENCY TRANSPORT		EMERGENCY TRANSFER		ROUTINE TRANSFER		NO TRANSPORT		REFUSED TREATMENT		STANDBY		CANCELED ENROUTE	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
STATEWIDE	215676	106025	49%	7885	4%	63571	29%	14901	7%	15831	7%	2224	1%	5239	2%
REGION 1	84537	38992	46%	2210	3%	25817	31%	7367	9%	7641	9%	938	1%	1572	2%
003 Acton Ambulance Assn	289	136	47%	3	1%	0	0%	57	20%	66	23%	10	3%	17	6%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 6: PEAK ACTIVITY BY DAY OF WEEK
 PERIOD COVERED: 01/01/2003 - 12/31/2003

TIME OF CALL	TOTAL #		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	#	%							
=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
0001 - 0400	23	8%	3	5	1	4	1	7	2
0401 - 0800	25	9%	4	2	7	2	6	2	2
0801 - 1200	55	19%	5	9	13	5	6	7	10
1201 - 1600	64	22%	10	7	11	2	8	7	19
1601 - 2000	67	23%	6	11	10	9	3	17	11
2001 - 2400	28	10%	5	5	3	6	1	5	3
UNKNOWN	27	9%	1	3	0	1	6	10	6
TOTAL RECORDS	289	100%	34	42	45	29	31	55	53

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 9: AED TIME AVERAGE AND FREQUENCIES
 FOR TRANSPORTING SERVICES
 RECORDS INDICATING EMERGENCY TRANSPORTS
 PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL TRANSPORTS WITH AED =====	RECORDS W/VALID TIMES		AVERAGE TIME TO AED =====	TOTAL RECORDS BY RANGE							
		TOTAL	PERCENT		1-2 MIN		3-6 MIN		7-10 MIN		>10 MIN	
		#	%		#	%	#	%	#	%	#	%
STATEWIDE	155	64	41%	: 05	28	44%	20	31%	6	9%	10	16%
REGION 1	71	32	45%	: 04	15	47%	12	38%	2	6%	3	9%
003 Acton Ambulance Assn	3	3	100%	: 05	1	33%	0	0%	2	67%	0	0%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 10: DEFIB/CVERT TIME AVERAGE AND FREQUENCIES
 FOR TRANSPORTING SERVICES
 RECORDS INDICATING EMERGENCY TRANSPORTS
 PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL TRANSPORTS W/ DEFIB/CVERT	RECORDS W/VALID TIMES			TOTAL RECORDS BY RANGE							
		TOTAL	PERCENT	AVERAGE	1-2 MIN		3-6 MIN		7-10 MIN		>10 MIN	
		#	%	TIME TO DEFIB/CVERT	#	%	#	%	#	%	#	%
STATEWIDE	352	237	67%	: 10	63	27%	57	24%	34	14%	83	35%
REGION 1	140	90	64%	: 07	29	32%	26	29%	10	11%	25	28%
003 Acton Ambulance Assn	1	1	100%	: 02	1	100%	0	0%	0	0%	0	0%

MAINE EMERGENCY MEDICAL SERVICES

Acton Ambulance Assn

TABLE 11: MEDICATION TIME AVERAGE AND FREQUENCIES
 FOR TRANSPORTING SERVICES
 RECORDS INDICATING EMERGENCY TRANSPORTS
 PERIOD COVERED: 01/01/2003 - 12/31/2003

	TOTAL TRANSPORTS WITH MEDS =====	RECORDS W/VALID TIMES			TOTAL RECORDS BY RANGE							
		=====	=====	AVERAGE	1-2 MIN		3-6 MIN		7-10 MIN		>10 MIN	
		TOTAL	PERCENT	TIME TO	#	%	#	%	#	%	#	%
STATEWIDE	19745	15799	80%	: 16	617	4%	2023	13%	2549	16%	10610	67%
REGION 1	6321	4536	72%	: 17	136	3%	503	11%	722	16%	3175	70%
003 Acton Ambulance Assn	4	4	100%	: 19	0	0%	0	0%	0	0%	4	100%

Provider Activity Report

01/01/2003 - 12/31/2003

Licensee: 12260 Roger Levasseur
 Services: 937 New Gloucester Rescue

Trauma Emergencies	5	Medical Emergencies	14
Type	Number	Type	Number
Multi Systems	2	Cardiac	3
Head	3	Poison/OD	0
Spinal	1	Respiratory	1
Burn	0	Behavioral	2
Soft Tissue	3	Diabetic	0
Frac/Dislocation	0	Seizure	3
Other	0	CVA	0
Total Patients	5	OB/GYN	0
Concern Suicide	0	Other	3
Cardiac Arrest	0	Total Patients	14

*****	Run Types	*****	
Emergency Transports	17	Routine Transfers	0
Emergency Transfers	0	No Transports	2
Refused Transport	3	Standby	0
Canceled Enroute	0	ALL RUNS	22

Skills on EMS Runs

BASIC		ADVANCED		
Type	Number	Type	Number	
Cleared Airway	1	Monitor	3	
Artificial Resp/BVM	1	Pacing	0	
Oral Airway	1	Chest Decomp	0	
Nasal Airway	0	Cricothyrotomy	0	
CPR	1	Paramedic Interfacility		
AED Defib	0	Transfer	0	
Suction	0	Meds Admin	0	
Oxygen	8			
Pulse Oximetry	4		Written	Verbal
Autovent	0	Medical Control	2	0
Extrication	0			
Cervical Immob	4	ADVANCED INDIVIDUAL SKILLS		
KED/Short Board	0		Successful	Unsuccessful
Long Board	4	Intubation	0	0
Restraints	2	IV	0	0
Traction Splinting	0			
General Splinting	0		Number	
Cold Application	0	Defib	0	
MAST Inflated	0	Cardiovert	0	
Blood Glucose	0			
Spinal Assessment	1			
Meds Assist	0			