

DATE ISSUED: October 17, 2001

REPORT NO. 01-224

ATTENTION: Public Safety & Neighborhood Services Committee
Agenda of October 24, 2001

SUBJECT: Emergency Medical Services (EMS) Program
Priority 4 Level Dispatch

REFERENCE: City Manager Report 01-074, dated April 18, 2001
City Manager Report 01-020, dated January 31, 2001
City Manager Report 00-198, dated September 29, 2000

SUMMARY

Issue - Should the Public Safety and Neighborhood Services Committee approve an amendment to the City and Rural/Metro Agreements to modify response times for Unscheduled, Non-Emergency Priority 4 calls from 15 to 25 minutes 90% of the time for designated types of 9-1-1 calls as determined by the City EMS Medical Director?

Manager's Recommendation - Direct the City Manager to amend necessary agreements to change response times for Unscheduled, Non-Emergency Priority 4 calls from 15 to 25 minutes 90% of the time for specific 9-1-1 call types identified by the EMS Medical Director.

Other Recommendations - None

Fiscal Impact - None

BACKGROUND

In 1996, the City Council directed the redesign of the City's Emergency Medical Services (EMS) System. This redesign project resulted in a system which was configured to provide optimal EMS service to citizens while establishing fiscal viability of the system to ensure continued service. The EMS design envisioned partnering with managed care organizations as well as a four-level priority system of dispatch to maximize resources. At the onset of the current agreements with the EMS system provider, San Diego Medical Services Enterprise (SDMSE), efforts were concentrated on providing quality service for the 9-1-1 system. The procurement of managed care contracts for non-emergency medical transportation were not fully initiated until Fiscal Year 2000. In addition, only two levels of priority dispatch were initially utilized in the 9-1-1 system as stipulated by the contracts.

The current EMS system design and the agreements (City Agreement and Rural Agreement) with SDMSE identify four levels of dispatch priority responses. Response Priorities 1 and 3 were implemented at the start of the contracts on July 1, 1997, providing a

Code response (lights and siren use while driving) for ambulance and engine for Priority 1, and a no-Code ambulance only response for Priority 3. The City EMS Medical Director, Dr. James Dunford, was directed by the Public Safety and Neighborhood Services (PS&NS) Committee on May 5, 1999, to develop additional priority guidelines for ultimate implementation of all four levels of EMS dispatch envisioned in the EMS system design and subsequent Agreements. Response Priority 2 was implemented on July 1, 1999, providing a Code ambulance response with the engine available upon request by the responding paramedic.

The current City and Rural/Metro Agreements set the following response criteria by a transport ambulance:

Priority 1 - Life threatening emergency: Response of a paramedic ambulance on the scene within 12 minutes and zero seconds not less than 90% of the time in each of the four zones (First Responder is also dispatched to these calls)

Priority 2 - Non-life threatening emergency: Response of a paramedic ambulance on the scene within 12 minutes and zero seconds not less than 90% of the time in each of the four zones (First Responder is dispatched to these calls if requested by ambulance paramedic)

Priority 3 - Urgent requests: Response of a paramedic or other ambulance on the scene within 15 minutes and zero seconds not less than 90% of the time in each of the four zones

Priority 4 - Unscheduled Non-emergency requests: Response of an ambulance on the scene within 15 minutes and zero seconds not less than 90% of the time in each of the four zones

DISCUSSION

The City of San Diego system has tracked the level of acuity of patients transported to hospitals for many years. Through evaluation of this clinical data, Dr. Dunford has been able to anticipate a person's level of actual medical acuity based on the chief complaints described to the dispatch call takers at the time the 9-1-1 call is received. This information, along with many years of emergency medical experience, has enabled him to determine the most appropriate response for calls which he has identified as Priority 4.

Priority 4 calls generally could be handled by any provider of Basic Life Support (BLS) medical transportation. Rather than accessing a private company where medical transportation will be provided for a fee, the caller accesses 9-1-1 instead. There are a variety of reasons why this occurs including a lack of understanding how to contact a BLS company, the lack of funds or insurance to pay in advance for a private company transport or that it is simply easier to pick up the phone and dial 9-1-1 than it is to look up a seven-digit number for a private company. This level of response includes calls such as animal bites, sunburn, psychiatric problems and "sick person" which includes everything from boils to toothaches. A complete listing of the types of calls is included as Attachment 1 to this report.

Prior to 1993, the types of calls identified as Priority Level 4 calls were originally referred to BLS companies on a rotational basis in the City of San Diego EMS system. At that time, American Medical Services (AMS) was awarded the City's EMS Contract and requested that they be allowed to respond to all calls placed to 9-1-1, even those that had been handled on the referral basis for years. As the City's EMS system has evolved, these calls have continued to be responded to by ALS ambulances until now. The increasing numbers of requests for medical care through 9-1-1 for non-emergency complaints has made it necessary to once again utilize BLS

ambulances to ensure availability of ALS resources. The increasing numbers of uninsured and under insured citizens and visitors results in more and more people using the 9-1-1 system as their primary health care provider. As a result, it is critical that the system have the flexibility to dispatch ambulances to callers with non-emergency needs. This change in EMS contract will enable that flexibility.

Transportation codes are used in the EMS system to designate the level of care provided to the patient during the transport to the hospital. Inclusion of these codes in the analysis of this study enable the clinical evaluation of the accuracy of the dispatcher to obtain sufficient information from the calling party to predict the patient’s acuity and level of medical care required. The transport codes are as follows:

- Code 10 - Acute status patient. Transport to hospital in Code-3 (lights and siren) status, with multiple ALS skills and treatment provided.
- Code 20 - Moderate status patient. Transport to the hospital in No Code status, with IV, oxygen, or medications given. ALS treatment provided.
- Code 30 - Mild status patient. Transport to the hospital in No Code status, with IV indicated, BLS treatment provided.
- Code 40 - Stable status patient. Transport to the hospital in No Code status, with only BLS treatment provided.
- Code 50 - Very stable patient. Transportation to the hospital only provided - no medical intervention required. Other transport method could have more appropriately been used (e.g. private vehicle, taxi, etc.)

It was expected that accurate dispatch of Priority 4 calls would result in transport acuity levels of Code 40 or Code 50 for the majority of the patients. During this study period, this was found to be true in almost 90% of the calls dispatched as Priority Level 4.

During the period of May 1 through September 30, 2001 there were 1,095 responses to the type of calls identified as Priority Level 4. This represents 4.6% of the 23,847 total calls received by 9-1-1 during the time frame. Of those 1,095 responses, 789 (72.1%) resulted in transportation to the hospital. In the remainder of the responses, 306 patients, or 27.9 % of the total patients accessing 9-1-1 for medical aid, refused care when the crews arrived or in some cases, the paramedics were unable to locate a patient upon arrival at the caller’s address. The details of these responses is included as Attachment 2 to this report.

The transport codes identified the following acuity levels of the 789 patients transported:

| Transport Code | # of Patients | % of Total Patients Transported* |
|----------------|---------------|----------------------------------|
| 50 | 413 | 52.3% |
| 40 | 291 | 36.9% |
| 30 | 65 | 8.2% |
| 20 | 15 | 1.9% |

| | | |
|----|----|------|
| 10 | 20 | 0.6% |
|----|----|------|

Note: Percentages may not add to 100% due to rounding

City Manager Report 00-198, presented at PS&NS Committee on October 4, 2000 and at City Council on December 11, 2000 originally recommended a response time of 25 minutes 90% of the time. In addition, one operational augmentation was subsequently developed in collaboration with Local 145 to insure ALS unit availability. There will be times when a BLS ambulance is not available to respond to a Priority 4 call, and it will be necessary to dispatch an ALS ambulance. When this occurs, the call will revert to a Priority 3 call, with a 15 minute, 90% of the time, response time. This was done to insure ALS units will be used effectively and be returned to available status more quickly.

The goal of the City's 9-1-1 system is to insure the highest level of medical care and medical transportation services to the citizens of the San Diego in a fiscally efficient manner. The use of resources appropriate to the need of the patient is critical to the viability of the current EMS system. The recommended change in Priority 4 response time will enable SDMSE to more effectively meet the non-emergency transportation needs of callers accessing the 9-1-1 system for their general transportation needs and increase the availability of ALS ambulances for life-threatening calls. The recommended change of response time criteria for Priority Level 4 dispatches (from 15 minutes to 25 minutes) will allow the City's provider, SDMSE, to maintain the highest level of service while utilizing BLS ambulances to respond to the 9-1-1 calls for Priority Level 4 calls.

The City EMS Medical Director, Dr. Dunford, will continue to monitor these calls to ensure appropriate resources for the need of the patient are dispatched and make changes as deemed necessary to insure quality clinical care is provided.

SUMMARY

The implementation of Dispatch Priority 4 was envisioned during the design of the EMS system in 1995. The types of calls included in this recommendation have been developed through the evaluation of three years of data, input and discussion with system participants, the clinical knowledge of the City's Medical Director, and the trial study. The types of calls designated to each of the four dispatch priorities is a continually evolving science determined through data analysis, clinical education and changes in the practice of paramedicine. The Medical Director will continue to evaluate the City's EMS system dispatch priorities and make adjustments where clinical quality designates.

By approving an amended response time to 25 minutes 90% of the time for these non-emergency calls, the ability to dispatch BLS ambulances to these types of calls, will continue to improve the availability of ALS paramedic ambulances for truly life threatening 9-1-1 calls.

ALTERNATIVES:

1. Do not accept the recommendation of the City Manager to direct the EMS Program Manager to amend the contract response time for Unscheduled, Non-Emergency Priority 4 calls to 25 minutes 90% of the time for specific 9-1-1 call types identified by the EMS Medical Director.

This is not recommended because fiscal viability of the EMS system requires appropriate resource allocation and this will enable

the managers of the EMS system and the medical director to make appropriate resource allocations to ensure quality medical care to the citizens and visitors of San Diego.

Respectfully submitted,

Patricia H. Nuñez

Approved:
Patricia T.
Frazier

EMS Program Manager
Emergency Medical Services Program

Deputy City Manager

NUÑEZ/PN

Attachments: 1. Spreadsheet of Priority 4 Level Determinate Codes -FY2001 Data
2. Spreadsheet of Trial Study Data for Level 4 Dispatch

**PROPOSED LEVEL 4 DISPATCH
DETERMINANT CODE TYPE
FISCAL YEAR 2001**

| ⁰¹ | DESCRIPTION | #RU NS | #TR AN | % | 10 | %10 | 20 | %20 | 30 | %30 | 40 | %40 | 50 | %50 |
|---------------|---|-----------|-----------|-----|----|------|-----|------|-----|-------|-----|-------|-----|-------|
| 4 | ANIMAL BITE (SUPERFICIAL) | 214 | 89 | 42% | 0 | 0.0% | 2 | 0.0% | 5 | 2.3% | 50 | 23.4% | 32 | 15.0% |
| 4 | ANIMAL BITE (SPIDER/INSECT) | 71 | 34 | 48% | 1 | 1.4% | 1 | 1.4% | 9 | 12.7% | 11 | 15.5% | 12 | 16.9% |
| 4 | ASSAULT/RAPE (NON RECENT >6 HRS) | 134 | 78 | 58% | 3 | 2.2% | 1 | 2.2% | 15 | 11.2% | 31 | 23.1% | 28 | 20.9% |
| 4 | BACK PAIN (TRAUMATIC, ≥ 6HRS.) | 265 | 217 | 82% | 0 | 0.0% | 5 | 0.0% | 31 | 11.7% | 99 | 37.4% | 82 | 30.9% |
| 4 | BURNS (SUNBURN OR MINOR) | 86 | 44 | 51% | 5 | 5.8% | 6 | 5.8% | 4 | 4.7% | 18 | 20.9% | 11 | 12.8% |
| 4 | EYE PROBLEMS (MINOR) | 151 | 82 | 54% | 1 | 0.7% | 1 | 0.7% | 8 | 5.3% | 31 | 20.5% | 42 | 27.8% |
| 4 | PSYCH/BEHAV (NON VIOLENT+ NONSUICIDAL) | 1051 | 534 | 51% | 7 | 0.7% | 9 | 0.7% | 66 | 6.3% | 143 | 13.6% | 309 | 29.4% |
| 4 | SICK PERSON (NO PRIORITY SX) | 4200 | 2910 | 69% | 44 | 1.0% | 154 | 1.0% | 977 | 23.3% | 929 | 22.1% | 808 | 19.2% |
| 4 | SICK PERSON (BOILS) | 34 | 20 | 59% | 0 | 0.0% | 0 | 0.0% | 3 | 8.8% | 8 | 23.5% | 9 | 26.5% |
| 4 | SICK PERSON (BUMPS) | 12 | 8 | 67% | 0 | 0.0% | 0 | 0.0% | 1 | 8.3% | 5 | 41.7% | 2 | 16.7% |
| 4 | SICK PERSON (CAN'T SLEEP) | 66 | 37 | 56% | 0 | 0.0% | 4 | 0.0% | 5 | 7.6% | 15 | 22.7% | 13 | 19.7% |
| 4 | SICK PERSON (CAN'T URINATE) | 103 | 78 | 76% | 2 | 1.9% | 4 | 1.9% | 26 | 25.2% | 22 | 21.4% | 24 | 23.3% |
| 4 | SICK PERSON (CATHETER) | 81 | 58 | 72% | 1 | 1.2% | 2 | 1.2% | 5 | 6.2% | 32 | 39.5% | 18 | 22.2% |
| 4 | SICK PERSON (CONSTIPATION) | 108 | 76 | 70% | 2 | 1.9% | 3 | 1.9% | 18 | 16.7% | 29 | 26.9% | 24 | 22.2% |

| | | | | | | | | | | | | | | |
|---|---|-------|------|------|-----|------|-----|------|------|-------|------|--------|------|-------|
| 4 | SICK PERSON (CRAMPS/SPASMS) | 196 | 136 | 69% | 1 | 0.5% | 4 | 0.5% | 36 | 18.4% | 56 | 28.6% | 39 | 19.9% |
| 4 | SICK PERSON (REMOVE RING) | 5 | 0 | 0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 4 | SICK PERSON (DEAFNESS) | 0 | 0 | 0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0% | 0 | 0% |
| 4 | SICK PERSON (DEFECATION) | 49 | 39 | 80% | 1 | 2.0% | 0 | 2.0% | 23 | 46.9% | 8 | 16.3% | 7 | 14.3% |
| 4 | SICK PERSON (EARACHE) | 69 | 37 | 54% | 1 | 1.4% | 1 | 1.4% | 0 | 0.0% | 11 | 15.9% | 24 | 34.8% |
| 4 | SICK PERSON (ENEMA) | 7 | 4 | 57% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 3 | 42.9% | 1 | 14.3% |
| 4 | SICK PERSON (GOUT) | 5 | 4 | 80% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 40.0% | 2 | 40.0% |
| 4 | SICK PERSON (HEMORRHOIDS) | 18 | 12 | 67% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 11.1% | 10 | 55.6% |
| 4 | SICK PERSON (HEPATITIS) | 12 | 6 | 50% | 0 | 0.0% | 0 | 0.0% | 1 | 8.3% | 2 | 16.7% | 3 | 25.0% |
| 4 | SICK PERSON (HICCUPS) | 4 | 4 | 100% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% |
| 4 | SICK PERSON (HUNGRY) | 8 | 5 | 63% | 0 | 0.0% | 1 | 0.0% | 4 | 50.0% | 0 | 0.0% | 0 | 0.0% |
| 4 | SICK PERSON (NERVOUS) | 75 | 37 | 49% | 1 | 1.3% | 1 | 1.3% | 9 | 12.0% | 10 | 13.3% | 16 | 21.3% |
| 4 | SICK PERSON (OBJ STUCK EAR, NOSE, ETC) | 75 | 34 | 45% | 0 | 0.0% | 0 | 0.0% | 3 | 4.0% | 9 | 12.0% | 22 | 29.3% |
| 4 | SICK PERSON (OBJ SWALLOWED, NO CHOKING) | 35 | 14 | 40% | 0 | 0.0% | 1 | 0.0% | 0 | 0.0% | 5 | 14.3% | 8 | 22.9% |
| 4 | SICK PERSON (PENIS PROBLEMS) | 37 | 27 | 73% | 0 | 0.0% | 1 | 0.0% | 7 | 18.9% | 7 | 18.9% | 12 | 32.4% |
| 4 | SICK PERSON (RASH, SKIN PROBS) | 59 | 37 | 63% | 0 | 0.0% | 3 | 0.0% | 7 | 11.9% | 12 | 20.3% | 15 | 25.4% |
| 4 | SICK PERSON (SORE THROAT) | 37 | 23 | 62% | 1 | 2.7% | 2 | 2.7% | 1 | 2.7% | 5 | 13.5% | 14 | 37.8% |
| 4 | SICK PERSON (TOOTHACHE) | 56 | 28 | 50% | 0 | 0.0% | 0 | 0.0% | 1 | 1.8% | 6 | 10.7% | 21 | 37.5% |
| 4 | SICK PERSON (TRANSPORT ONLY) | 4093 | 2718 | 66% | 48 | 1.2% | 129 | 1.2% | 729 | 17.8% | 841 | 20.5% | 972 | 23.7% |
| 4 | SICK PERSON (VENEREAL DISEASE) | 4 | 1 | 25% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 25.0% |
| 4 | SICK PERSON (WOUND INFECTED) | 124 | 82 | 66% | 0 | 0.0% | 0 | 0.0% | 13 | 10.5% | 29 | 23.4% | 40 | 32.3% |
| 4 | GSW/STAB (> 6 HRS, SINGLE PERIPHERAL) | 16 | 7 | 44% | 0 | 0.0% | 0 | 0.0% | 2 | 12.5% | 3 | 18.8% | 2 | 12.5% |
| 4 | TRAFF ACC (1ST PARTY CALLER, - DANGER) | 40 | 20 | 50% | 2 | 5.0% | 0 | 5.0% | 2 | 5.0% | 11 | 27.5% | 5 | 12.5% |
| 4 | TRAUMA INJ (NON-RECENT > 6HRS) | 582 | 437 | 75% | 21 | 3.6% | 9 | 3.6% | 75 | 12.9% | 180 | 30.9% | 152 | 26.1% |
| | TOTALS | 12182 | 7977 | 65% | 142 | 1.2% | 344 | 1.2% | 2086 | 17.1% | 2629 | 21.6% | 2780 | 22.8% |
| | % of Actual Transports | | | | | 1.8% | | 4.3% | | 26.2% | | 33.0% | | 34.9% |

**TRIAL STUDY DATA - PRIORITY LEVEL 4 CALLS
MAY 1 TO SEPTEMBER 30, 2001**

| CODE | DESCRIPTION | RUNS | CAN | %ca | TR | %tra | 10 | %10 | 20 | %20 | 30 | %30 | 40 | %40 | 50 | %50 |
|------|-------------------------|------|-----|------|----|------|----|------|----|------|----|------|----|------|----|------|
| 2A2 | ALL/ENVEN (SPIDER BITE) | 4 | 3 | 0.0% | 1 | 25.0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 25.0 |

| | | | | | | | | | | | | | | | | |
|-------|---|-----|-----|------|-----|------|---|------|----|------|----|------|----|------|-----|-------|
| 3A2 | ANIM. BITE/ATT (NON-RECENT INJ >6HR) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3A3 | ANIM. BITE/ATT (SUPERFICIAL) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 4A2 | ASSAULT/SEX ASSLT (NON RECENT ≥6 HRS) | 17 | 6 | 35.3 | 11 | 64.7 | 0 | 0.0% | 1 | 5.9% | 2 | 11.8 | 4 | 23.5 | 4 | 23.5 |
| 5A1 | BACK PAIN (NONTRAUMATIC OR NONRECENT) | 134 | 21 | 15.7 | 113 | 84.3 | 0 | 0.0% | 1 | 0.7% | 5 | 3.7% | 57 | 42.5 | 50 | 37.3 |
| 5A2 | BACK PAIN (TRAUMATIC, ≥ 6HRS.) | 16 | 2 | 12.5 | 14 | 87.5 | 0 | 0.0% | 0 | 0.0% | 2 | 12.5 | 5 | 31.3 | 7 | 43.8 |
| 7A3 | BURNS (SUNBURN OR MINOR) | 12 | 6 | 50.0 | 6 | 50.0 | 0 | 0.0% | 0 | 0.0% | 1 | 8.3% | 3 | 25.0 | 2 | 16.7 |
| 16A1 | EYE PROBLEMS | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 16A2 | EYE PROBLEMS (MINOR) | 11 | 9 | 81.8 | 2 | 18.2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 9.1% | 1 | 9.1% |
| 16A27 | EYE PROBLEMS | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 16A3 | EYE PROBLEM (MEDICAL) | 3 | 1 | 0.0% | 2 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 33.3 | 1 | 33.3 |
| 17A2 | FALL (NON RECENT, ≥ 6 HOURS) | 50 | 9 | 18.0 | 41 | 82.0 | 1 | 2.0% | 0 | 0.0% | 4 | 8.0% | 18 | 36.0 | 18 | 36.0 |
| 18A1 | HEADACHE (NL BREATHING) | 31 | 8 | 25.8 | 23 | 74.2 | 0 | 0.0% | 0 | 0.0% | 4 | 12.9 | 11 | 35.5 | 8 | 25.8 |
| 20A1 | HEAT/COLD EMERGENCY (ALERT) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 25A1 | PSYCH/BEHAV (NON VIOLENT+ NONSUICIDAL) | 63 | 22 | 34.9 | 41 | 65.1 | 0 | 0.0% | 0 | 0.0% | 1 | 1.6% | 10 | 15.9 | 30 | 47.6 |
| 26A1 | SICK PERSON (NO PRIORITY SX) | 406 | 120 | 29.6 | 286 | 70.4 | 0 | 0.0% | 10 | 2.5% | 32 | 7.9% | 97 | 23.9 | 147 | 36.2 |
| 26A10 | SICK PERSON (DEAFNESS) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A11 | SICK PERSON (DEFECATION) | 9 | 1 | 11.1 | 8 | 88.9 | 0 | 0.0% | 1 | 11.1 | 1 | 11.1 | 1 | 11.1 | 5 | 55.6 |
| 26A12 | SICK PERSON (EARACHE) | 8 | 3 | 37.5 | 5 | 62.5 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 12.5 | 4 | 50.0 |
| 26A13 | SICK PERSON (ENEMA) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A14 | SICK PERSON (GOUT) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A15 | SICK PERSON (HEMORRHOIDS) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A16 | SICK PERSON (HEPATITIS) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A17 | SICK PERSON (HICCUPS) | 2 | 1 | 0.0% | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 50.0 |
| 26A18 | SICK PERSON (HUNGRY) | 3 | 0 | 0.0% | 3 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 33.3 | 2 | 66.7 | 0 | 0.0% |
| 26A19 | SICK PERSON (NERVOUS) | 2 | 0 | 0.0% | 2 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 100.0 |
| 26A2 | SICK PERSON (BOILS) | 2 | 0 | 0.0% | 2 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 100.0 |
| 26A20 | SICK PERSON (OBJ STUCK EAR, NOSE, ETC) | 6 | 3 | 50.0 | 3 | 50.0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 16.7 | 2 | 33.3 |
| 26A21 | SICK PERSON (OBJ SWALLOWED, NO CHOKING) | 4 | 2 | 0.0% | 2 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 50.0 | 0 | 0.0% |
| 26A22 | SICK PERSON (PENIS PROBLEMS) | 4 | 0 | 0.0% | 4 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 4 | 100.0 |
| 26A23 | SICK PERSON (RASH, SKIN PROBLEMS) | 4 | 3 | 75.0 | 1 | 25.0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 25.0 |
| 26A24 | SICK PERSON (VENEREAL DISEASE) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A25 | SICK PERSON (SORE THROAT) | 2 | 1 | 0.0% | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 50.0 | 0 | 0.0% | 0 | 0.0% |
| 26A26 | SICK PERSON (TOOTHACHE) | 11 | 3 | 0.0% | 8 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 8 | 72.7 |

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|----------|--|-------------|------------|-------------|------------|-------------|----------|-------------|-----------|-------------|-----------|-------------|------------|-------------|------------|-------------|
| 26A27 | SICK PERSON (TRANSPORT ONLY) | 84 | 35 | 41.7 | 49 | 58.3 | 1 | 1.2% | 0 | 0.0% | 3 | 3.6% | 18 | 21.4 | 27 | 32.1 |
| 26A28 | SICK PERSON (WOUND INFECTED) | 10 | 3 | 30.0 | 7 | 70.0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 20.0 | 5 | 50.0 |
| 26A3 | SICK PERSON (BUMPS) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 26A4 | SICK PERSON (CAN'T SLEEP) | 5 | 2 | 40.0 | 3 | 60.0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 3 | 60.0 |
| 26A5 | SICK PERSON (CAN'T URINATE) | 14 | 3 | 21.4 | 11 | 78.6 | 0 | 0.0% | 0 | 0.0% | 1 | 7.1% | 2 | 14.3 | 8 | 57.1 |
| 26A6 | SICK PERSON (CATHETER) | 10 | 1 | 10.0 | 9 | 90.0 | 0 | 0.0% | 0 | 0.0% | 1 | 10.0 | 3 | 30.0 | 5 | 50.0 |
| 26A7 | SICK PERSON (CONSTIPATION) | 12 | 6 | 0.0% | 6 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 2 | 16.7 | 4 | 33.3 |
| 26A8 | SICK PERSON (CRAMPS/SPASMS) | 8 | 2 | 25.0 | 6 | 75.0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 3 | 37.5 | 3 | 37.5 |
| 26A9 | SICK PERSON (REMOVE RING) | 1 | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 27A1 | GSW/STAB (> 6 HR, PERIPHERAL WOUNDS) | 0 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 29A1 | TRAFF ACC (1ST PARTY, - DANGER INJURY) | 1 | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 30A2 | TRAUMA INJ (NON-RECENT ≥ 6HRS) | 66 | 12 | 18.2 | 54 | 81.8 | 3 | 4.5% | 1 | 1.5% | 3 | 4.5% | 28 | 42.4 | 19 | 28.8 |
| MISC | MISCELLANEOUS | 80 | 16 | 20.0 | 64 | 80.0 | 0 | 0.0% | 1 | 1.3% | 3 | 3.8% | 19 | 23.8 | 41 | 51.3 |
| SUBTOTAL | MAY 1 through SEPTEMBER | 1095 | 306 | 27.9 | 789 | 72.1 | 5 | 0.6% | 15 | 1.9% | 65 | 8.2% | 291 | 36.9 | 413 | 52.3 |

Note: Percentages may not add to 100% due to rounding