



PENNSYLVANIA EMERGENCY HEALTH SERVICES COUNCIL

Your Voice In EMS

CONCEPT FOR CONSIDERATION

Board Meeting Date: June 11, 2014

Subject: Performance Improvement Metric – Air Ambulance Estimated Time of Arrival

CFC#: 0614-01

Committee/Task Force: Air Medical Task Force

Concept Statement

The PEHSC Board of Directors requests the Pennsylvania Department of Health consider developing a performance improvement metric for voluntary use by a public safety answering point (PSAP) to compare an air ambulance's estimated vs. actual response time to an emergency incident.

Rationale

The accuracy of an air ambulance's estimated time of arrival (ETA) at an emergency scene has historically varied due to a lack of standardization. For some air medical agencies, their ETA represents calculated flight time, while others factor in the prep/launch interval into their estimate. In some areas of the Commonwealth, e.g. metropolitan Philadelphia, PSAPs have taken the initiative to perform a retrospective review of all flights occurring in the county; this includes comparing the aircraft's reported ETA vs. actual time to arrive at the scene of an incident. When an aircraft's actual response time falls outside the established PI tolerance, the PSAP requests an explanation of the variance by the air medical program. The task force believes a voluntary performance improvement metric should be developed for statewide distribution to PSAPs to improve the accuracy of an air ambulance's ETA to an emergency scene.

Committee Comments

The task force believes the most effective way to improve the accuracy of an air ambulance's ETA is to establish a standard definition and link it to a performance metric.

Future Considerations

Should the Department of Health endorse the development of this concept by PEHSC, a dialogue with the Pennsylvania Emergency Management Agency should be considered to request their assistance in communicating the PI metric to Commonwealth's public safety answering points.

Board Comments/Action

A member asked if there was a significant improvement in the accuracy of air medical ETAs in the county(s) where PI monitoring occurs. Mr. Spencer responded by saying that not only does he believe that ETA accuracy has improved, but the process has increased overall communications between air medical services and PSAPs due to the ongoing performance improvement process.

Signed J. David Jones
President

Date 6-11-14