

# EMERGENCY MEDICAL SERVICES

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## Business Performance Oct 2014 – Dec 2014

# Aman Ambulance



# EMS - KPIs

## Average Daily Interventions (Budget: 315)



Oct-14

Nov-14

Dec-14

## % of A&B Interventions (Target:> 80%)



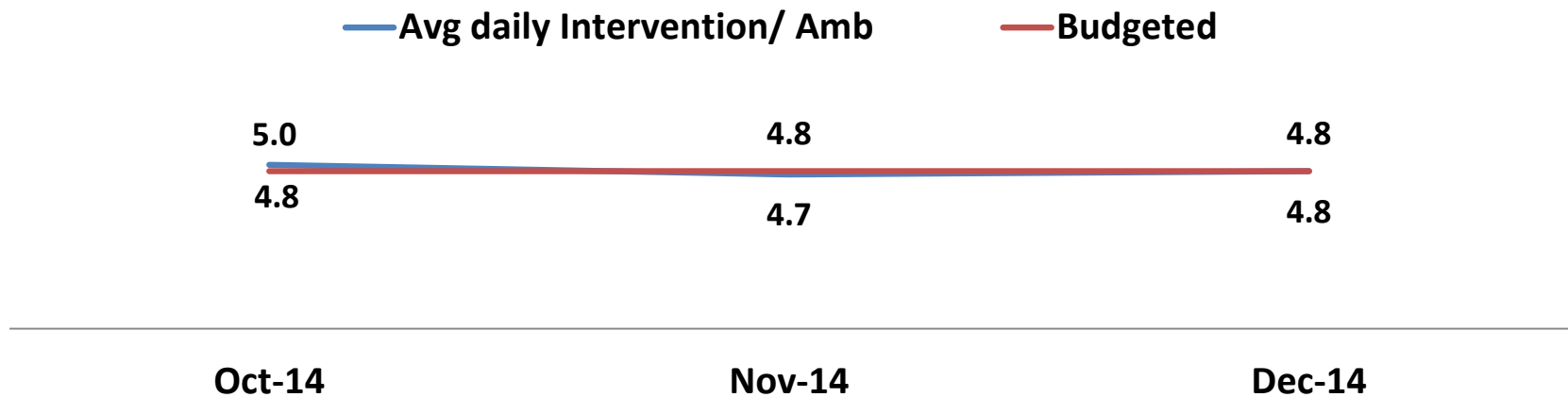
Oct-14

Nov-14

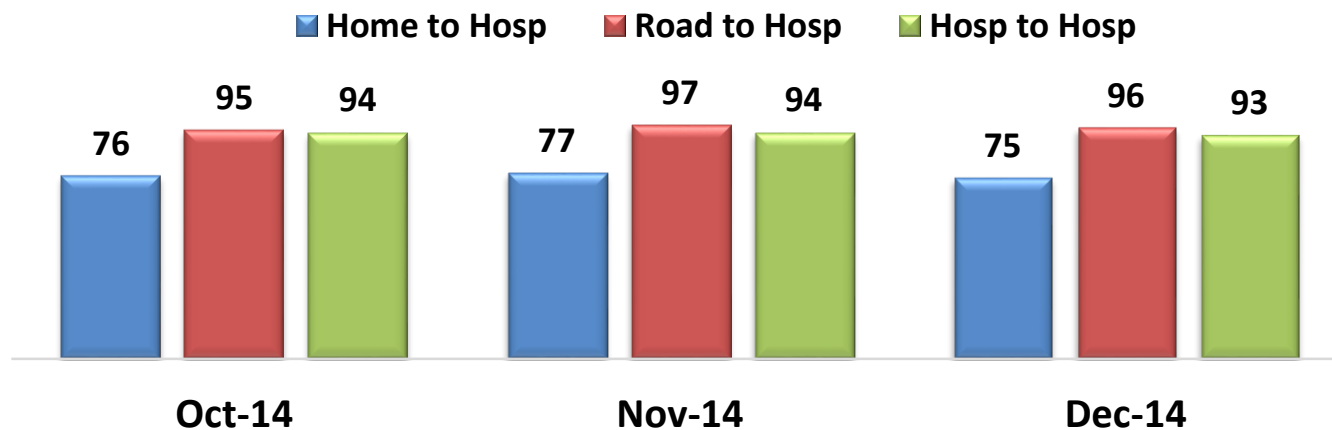
Dec-14

# EMS - KPIs

## Average Daily Ambulance Utilization



## % of Target Response Time

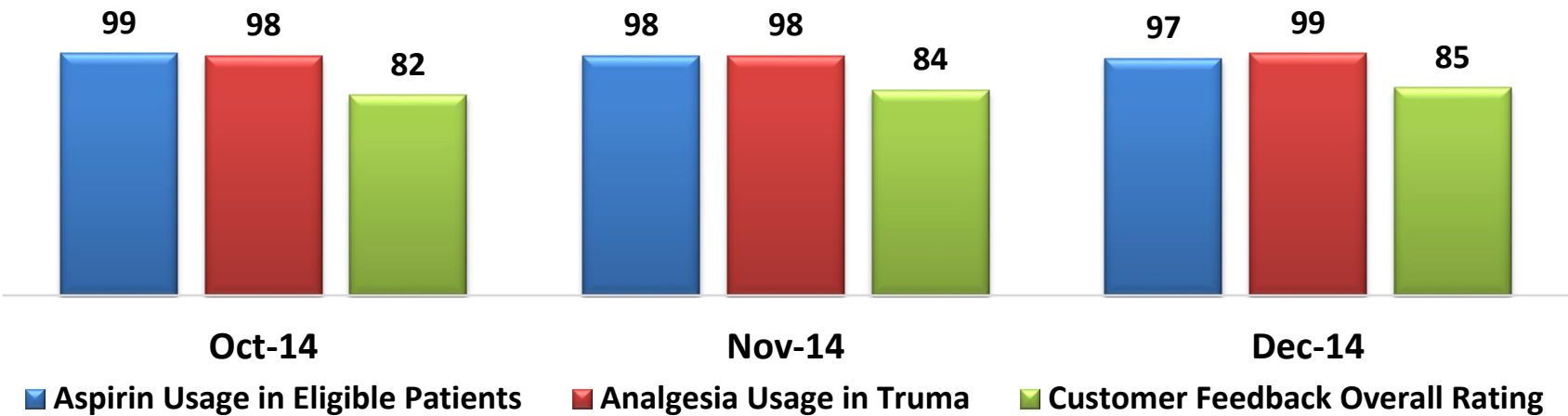


Home to Hospital Response time is adversely affected mainly due to

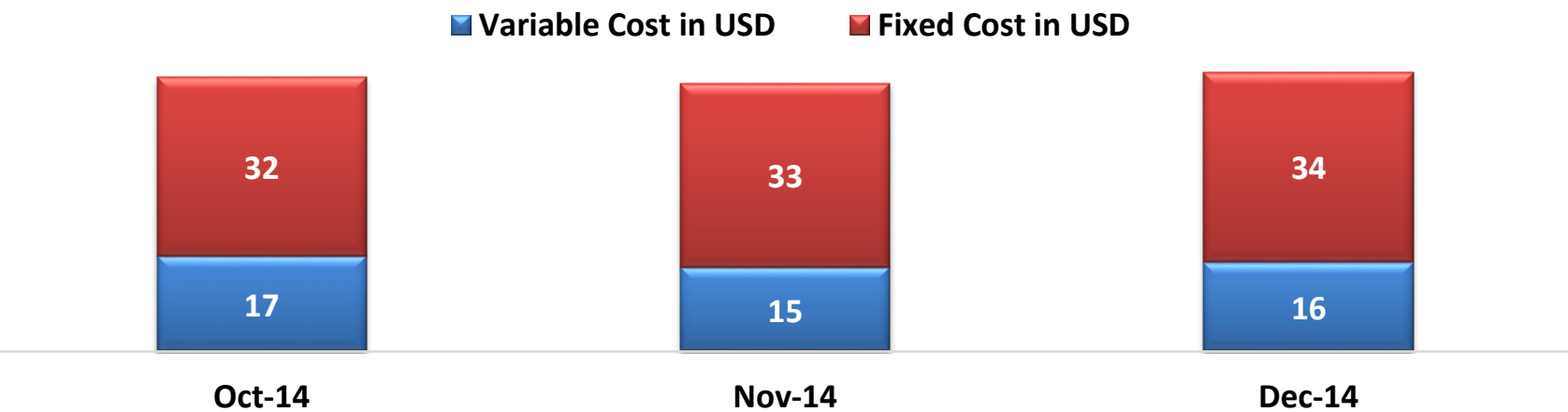
- Address Identification
- Higher A&B cases
- Aging Fleet

# EMS - KPIs

## QA Indicators



## Cost/ Intervention



# Summary

- **Total Incoming Calls:** **70984**
- **Total Interventions:** **26798**
- **Avg. Response Time:** **10.4 min**
- **A & B%:** **81%**