Purpose:

Response standards are put in place to ensure that West Des Moines EMS maintains acceptable response times and to monitor the interval times that exist during an EMS response.

Policy:

1. Call Received to Dispatch

   The expectation is that all calls received by the Westcom dispatch center will be received, triaged and dispatched in under 1 minute. Calls that do not meet this standard will be investigated through the Westcom QA/QI process.

2. Dispatch to En Route

   During daytime hours crews are expected to be en route in less than 59 seconds from the time of page when responding from their station. Exceptions will be made for crews that may be providing non-dedicated standby at events.

   During the night hours crews are expected to be en route in less than 1 minute and 29 seconds from time of page.

   Crews should respond non-emergent to calls for service and will then upgrade their response as necessary once ProQA is completed. Response to all motor vehicle crashes with injuries will continue to be emergent from the onset of the call
unless advised differently by Westcom. If there are unknown injuries at an accident response will be in a non-emergent mode until notified of injuries.

There will be certain situations where an emergent response may be warranted prior to the completion of ProQA or in situations where ProQA cannot be used such as third party callers. The responding crew should utilize their judgment on initial response in these situations. If the crew chooses to respond emergent prior to Westcom providing a response level, the reason for the upgraded response should be documented in the initial part of your narrative report.

3. Arrival

It will be the goal of West Des Moines EMS to respond to emergent calls in less than 8 minutes and 59 seconds 90% of the time. Should a response take longer, it will be reviewed for causes, any avoidable issues should be addressed with the responding crew.

It will be the goal of West Des Moines EMS to respond to non-emergent calls in less than 9 minutes and 59 seconds 90% of the time. Should a call take longer it will be reviewed for causes, any avoidable issues should be addressed with the responding crew.

Scene time standards have been established so as not to delay definitive care to patients. It is understood that circumstances do exist and will arise causing delays and extended scene times the scene times goals for calls should be as follows:

- Trauma scene time < 15 minutes
- Medical scene time < 20 minutes