



Overall Call Time

Florida Department of Health

Bureau of Emergency Medical Oversight

Health Information and Policy Analysis Program

Release Date: 1/6/15





Report Information

Overall Call Time



<u>Date Range:</u>	1/1/2013 12:00:00 AM to 12/31/2013 12:00:00 AM
<u>Purpose</u>	The purpose of this report is to analyze an EMSTARS time interval that represents the amount of time it takes to complete an entire call from the time the unit is notified by dispatch to the time the unit is back in service.
<u>Definitions</u>	Overall Call Time – Overall Call Time refers to the time difference from the time the unit is notified by dispatch to the time the unit has completed the call and is back in service.
<u>Formulas</u>	Overall Call Time = (Unit Back In Service Date Time – Unit Notified by Dispatch Date Time)
<u>Filter</u>	Due to the fact that this report has customizable filter options, the filters applied to this report are a direct reflection of the input controls selected at the time this report was generated. Any pre-applied exclusions are represented in the 'Exclusions' section below.
<u>Exclusions</u>	Overall Call Times not between 0 – 2 Hours



Disclaimer

Overall Call Time



EMSTARS records of emergency calls which contain patient information or treatment information are confidential and exempt from the provisions of section 119.07(1), Florida Statute and may only be disclosed with consent of the Department. §401.30(4), F.S. The department has utilized demographic data points to group agencies within a specific statistical group. This method provides EMS agencies the ability to compare their performance against a state benchmark as well as benchmark with agencies of like population, service size area, and call volume. This method preserves proprietary and confidential information while providing a mechanism for the improvement of clinical care and emergency response.

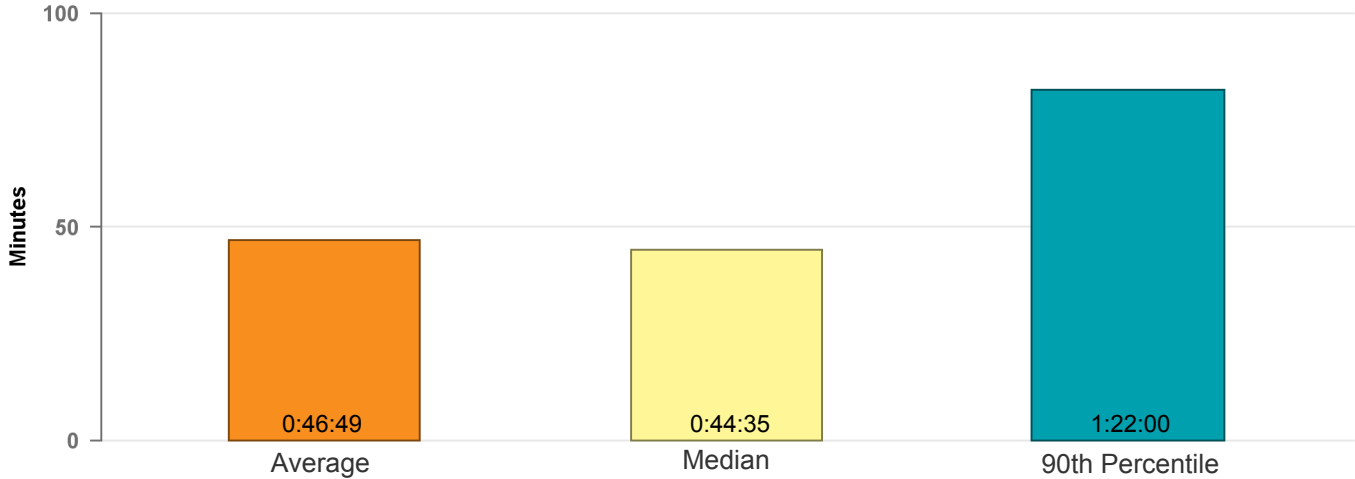


Overall Call Time



State Average Overall Call Time	State Median Overall Call Time	State 90th Percentile Overall Call Time	State Record Count
0:46:49	0:44:35	1:22:00	1,395,494

State Overall Call Times



This report and many more can be accessed through the Emergency Medical Services Tracking and Reporting System (EMSTARS) Clinical Data Exchange (CDX). The EMSTARS CDX provides participating agencies with the ability view their quality improvement reports and compare to the state average. Additionally, the system will allow a participating EMS agency to generate these reports to benchmark against agencies of a similar call volume, population, and service size area. Custom filters may be placed on a report to limit to things like Type of Service Requested, Response Mode to Scene, or Provider's Primary Impression. You may log into your EMSTARS CDX account to access these reports. Visit www.FloridaEMSTARS.com for more information about the EMSTARS program. Please do not hesitate to contact the EMSTARS team at emstars@flhealth.gov if you have any questions regarding these reports or general questions about the program.