

EAST REGION PATIENT CARE PROCEDURE #2 RESPONSE TIMES

I. STANDARD:

All verified ambulance and verified aid services shall respond to trauma incidents in a timely manner in accordance with current WAC.

II. PURPOSE:

1. To provide trauma patients with appropriate and timely care.
2. To establish a baseline for data requirements needed for System Quality Improvement.

III. PROCEDURES:

1. **The Regional Council shall work with all prehospital providers and Local Councils to identify response areas as urban, suburban, and rural or wilderness.**
2. **Verified ambulance and verified aid services shall collect and submit documentation to ensure the following response times are met 80% of the time; as defined in the current WAC.**

| <u>Aid Vehicle</u> | | <u>Ambulance</u> | |
|--------------------|------------|------------------|------------|
| Urban | 8 minutes | Urban | 10 minutes |
| Suburban | 15 minutes | Suburban | 20 minutes |
| Rural | 45 minutes | Rural | 45 minutes |
| Wilderness | ASAP | Wilderness | ASAP |

3. **Verified ambulance and verified aid services shall collect and submit documentation to show wilderness response times are “as soon as possible.”**

IV. DEFINITIONS:

1. **URBAN:** An unincorporated area over 30,000; or an incorporated or unincorporated area of at least 10,000 and a population density over 2,000 per square mile.
 2. **SUBURBAN:** An incorporated or unincorporated area with a population of 10,000 to 29,999, or any area with a population density of 1,000 to 2,000 per square mile.
 3. **RURAL:** Incorporated or unincorporated areas with total populations less than 10,000, or with a population density of less than 1,000 per square mile.
 4. **WILDERNESS:** Any rural area not readily accessible by public or private road.
- **“System Response Time”** for trauma means the interval from discovery of an injury until the patient arrives at the designated trauma facility. It includes:
 - **“Discovery Time”:** The interval from injury to discovery of the injury;
 - **“System Access Time”:** The interval from discovery to call received;
 - **“911 Time”:** The interval from call received to dispatch notified, including the time it takes the call answerer to:
 - Process the call, including citizen interview; and
 - Give the information to the dispatcher;

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- “Dispatch Time”: The interval from the call received by the dispatcher to agency notification;
- “Activation Time”: The interval from agency notification to start of response;
- “Enroute Time”: The interval from the end of activation time to the beginning of on-scene time;
- “Patient access time”: The interval from the end of enroute time to the beginning of patient care;
- “On Scene Time”: The interval from arrival at the scene to departure from the scene. This includes extrication, resuscitation, treatment, and loading;
- “Transport Time”: The interval from leaving the scene to arrival at the health care facility.

V. **QUALITY IMPROVEMENT:**

The East Region Prehospital & Transportation Committee will review this PCP upon receipt of suggested modifications from a local provider, the East Region QI Committee, the Department of Health, or any other entity suggesting modifications to the document, at least biennially.

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