| IDENTIFYING INFORMATION | |
|---|---|
| **Name:** | **Time spent by EMS at hospital** |
| **Calculation:** | Time spent by EMS at hospital =<br>(Unit clear time) - (Hospital arrival time)<br>Metric: Median and 90th percentile time in minutes |
| **Description:** | **Hospital arrival time:** The time when an ambulance first arrives at the hospital with a patient.<br>**Unit clear time:** The time captured in an information system when an ambulance and its crew are clear of a previous event and available to respond to another call.<br>The time used here is the earliest of the unit clear time, when the ambulance has left the hospital, or the destination standby time, when the unit is still at the hospital but available to respond to another event. |
| **Data source:** | EMS Computer Assisted Dispatch (CAD) data |
| **Assumptions:** | While at the hospital, EMS staff remain with their patient, assessing and providing treatments. This continues until the patient is transferred from EMS care to an available emergency department bed, or until the patient is moved to a waiting area – if determined that EMS is no longer required to care for the patient while waiting.<br>Once the EMS patient has been transferred to an emergency department bed, the EMS crew is still unable to respond to a new call until they have restocked their ambulance. This is an important step, as it ensures EMS staff will have the supplies they need for their next patient. |
| **Exclusions:** | EMS activities such as inter-facility transfers are not included in the calculation of this measure. Only time spent at the hospital following an emergency transport are eligible for inclusion in this calculation. |

Alberta Health Services, Emergency Medical Services, System Performance and Innovation. "EMS Computer Assisted Dispatch (CAD) data." (2024) [Data showing median and 90th percentile results for the length of time between when the ambulance first arrives at a hospital with a patient and when that ambulance and its crew are once again available to respond to another call, by facility, month, and quarter].