



**SOUTHERN CHESTER COUNTY EMERGENCY MEDICAL SERVICES, INC.**  
**MEDIC 94**  
**MONTHLY MUNICIPAL REPORT** **APRIL 2024**

**MISSION:**

**To deliver leading-edge, quality, pre-hospital, regional, advanced life support emergency medical services designed to dynamically meet the needs of the citizens and visitors of our communities, through a unified team of caring professionals with an overriding goal of improving patient outcomes.**

**OPERATIONAL DATA AS OF 3/31/2024**

Total # of EMS Incidents for the month of **308**

Total # of EMS Incidents 2024 YTD **855**

Total # of Dual Paramedic Incidents for the month: **5\***

Total # of Dual Paramedic Incidents 2024 YTD: **48\***

Total # of EMS Transports for the month **168**

Total # of EMS Transports 2024 YTD **473**

Total # of Cancelled Calls for the month **99**

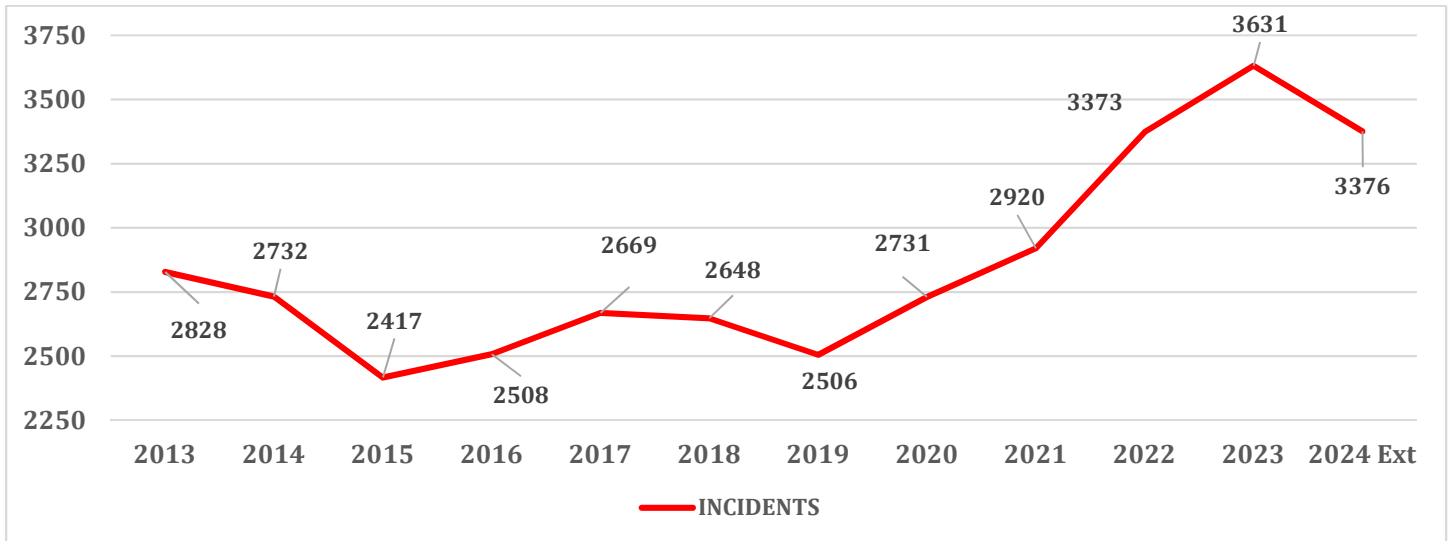
Total # of Cancelled Calls 2024 YTD **228**

Number of mutual aid calls to another service areas last month **13**

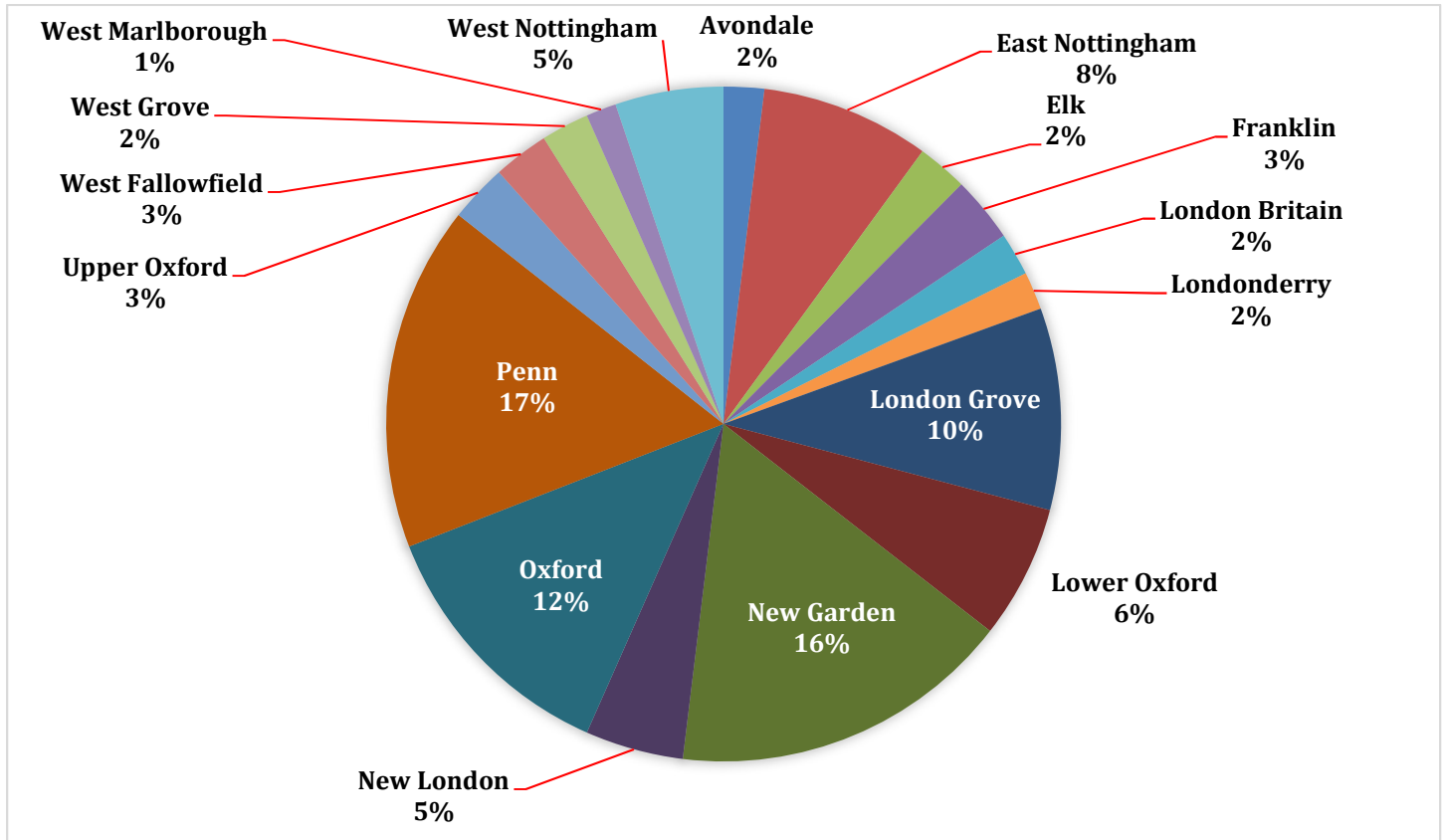
Number of mutual aid calls to another service areas 2024 YTD **35**

\* High acuity and possible multiple critical victim incidents such as cardiac arrests, serious motor vehicle accidents, shootings, stabbing and some unconscious person dispatches have both MEDIC 94 units responding. Statistically, this is counted as one incident. Monthly/ annual responses are determined by adding # of incidents plus number of dual paramedic responses.

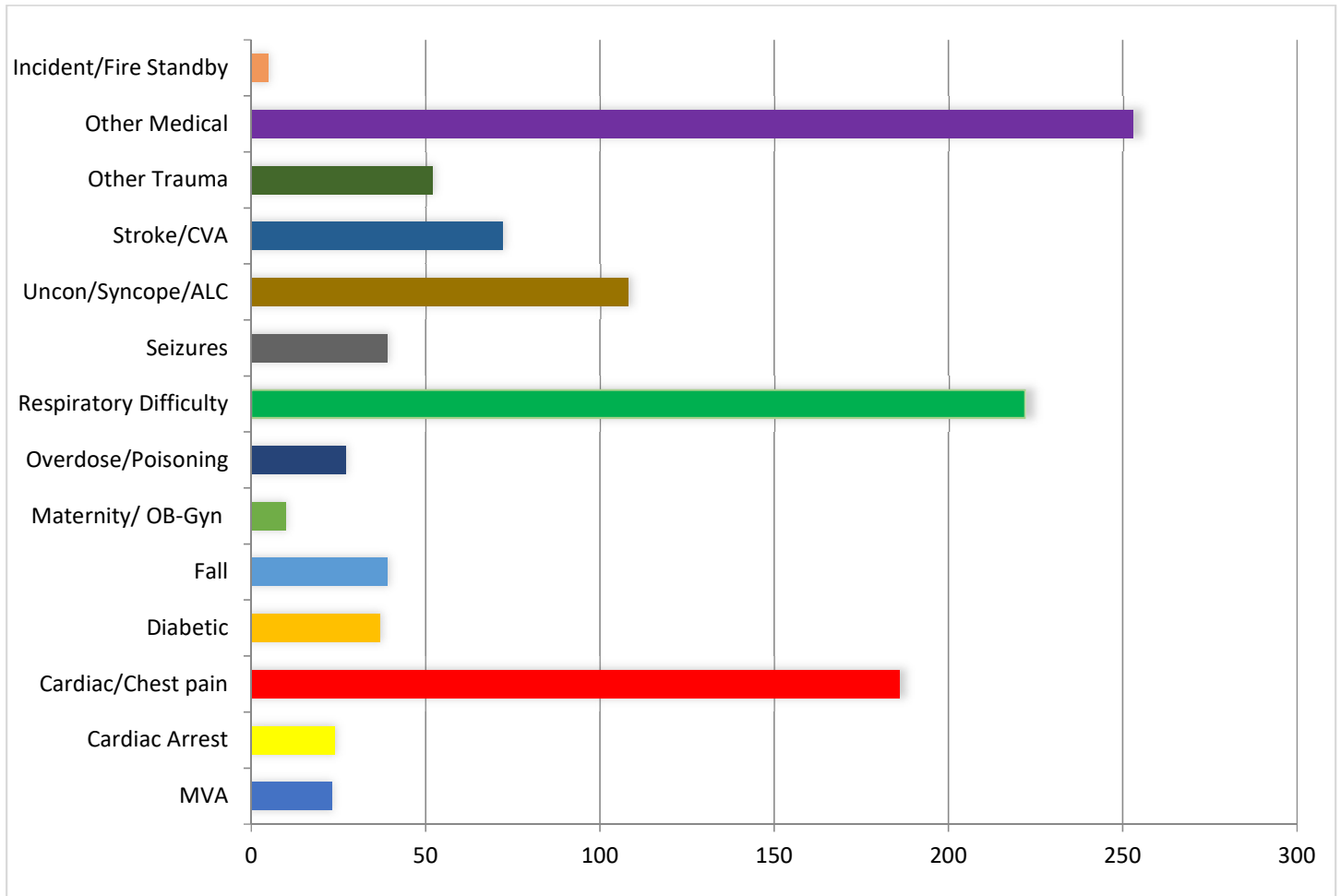
**INCIDENTS HISTORICAL**



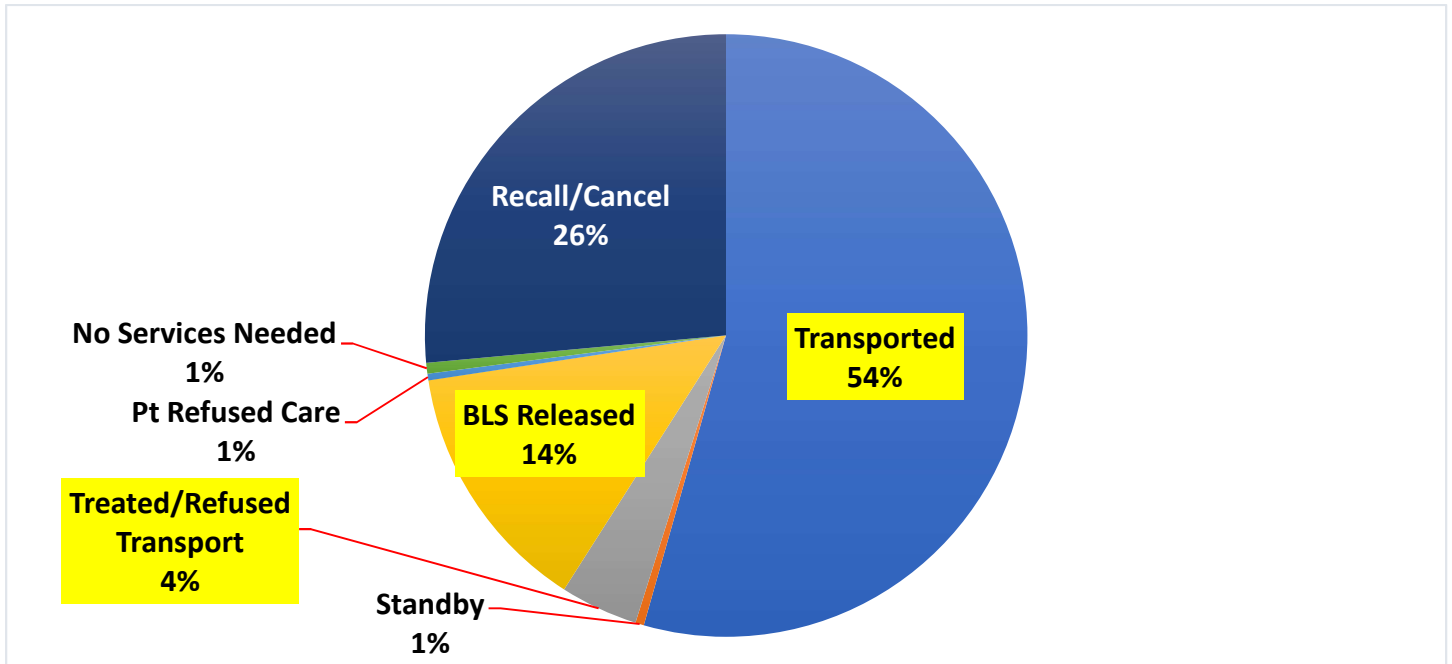
## INCIDENTS BY MUNICIPALITY 2024



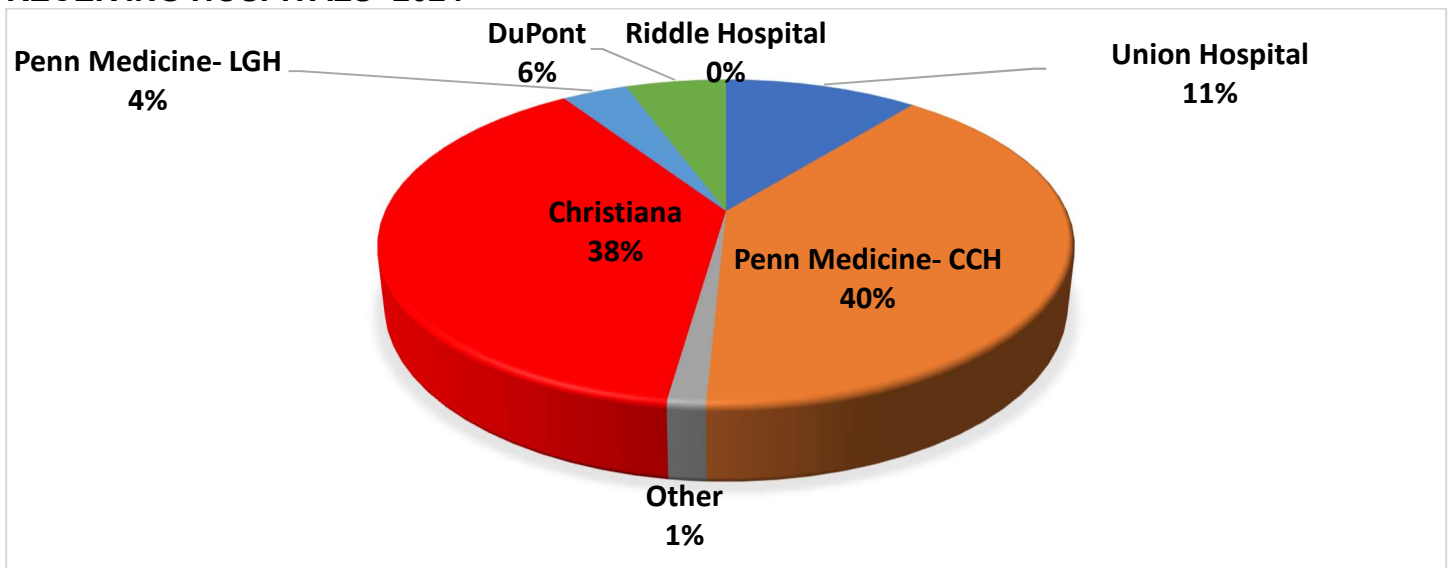
## INCIDENTS BY DISPATCH TYPE/ NATURE- 2024



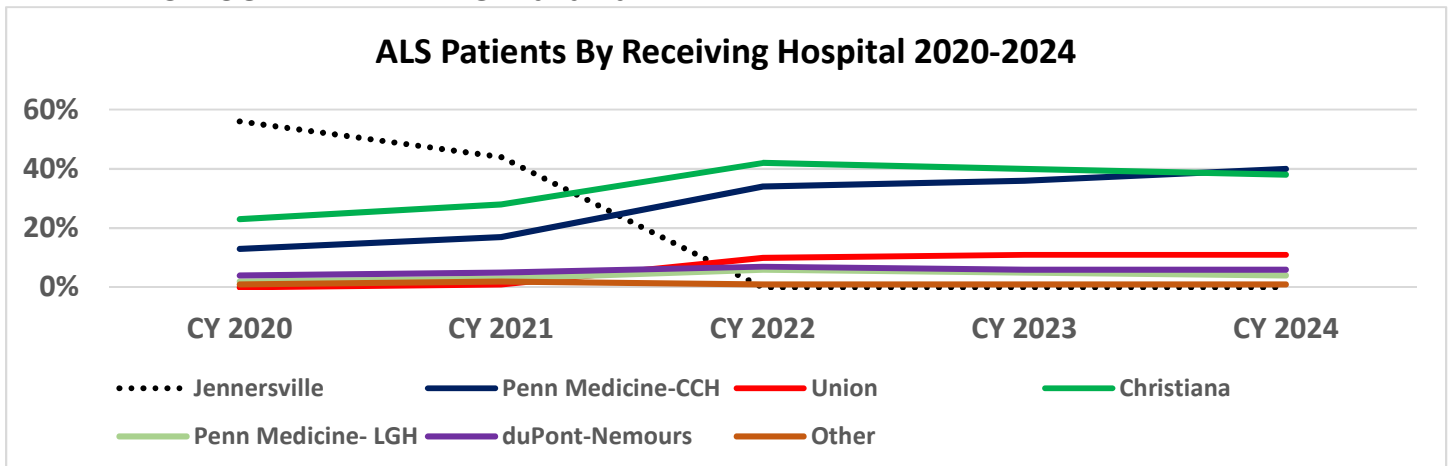
## INCIDENT OUTCOME-2024



## RECEIVING HOSPITALS- 2024



## RECEIVING HOSPITAL TRENDS- 2020-2024



## OPERATIONAL TIMES- MARCH 2024

Average Mobilization Time (Time call is received until responding): **1.5 minutes**

Average Response Time: (Time from responding to arrival on scene): **8.6 minutes**

Engagement Time: (responding until patient contact) **11 minutes**

Average Scene Time: (Time from arrival on scene until depart scene): **17.2 minutes**

Average Total Call Time: (Average from dispatch to available-all calls): **70 minutes**

Average Call Time when patient transported: **111.2 minutes**

## CORPORATE NEWS

- The **SCCEMS Board of Directors** will hold its next meeting on 18 April at Jenner's Pond.
- **ChristianaCare West Grove Campus-** We continue to our communication with ChristianaCare. CEO Bob Hotchkiss is scheduled to meet with the ChristianaCare leadership team on April 18<sup>th</sup>.
- **Cyber-Attack-** SCCEMS was impacted on the cyber-attack on Change Healthcare/United Healthcare in late February. Change Healthcare, which operates the largest clearinghouse for medical claims in the U.S., was forced to disconnect more than 100 systems on Feb. 21. Since then, Change has been unable to process medical claims through its primary platforms. What does this mean for SCCEMS? Our billing contractor, Arête HealthCare was impacted by this attack and it has significantly affected our billing/patient revenue. As a result, our Arête has facilitated a no-interest loan on behalf of Change Healthcare to provide revenue until the system is back online mid-April. The SCCEMS Board of Directors also authorized a transfer of funds from SCCEMS investment accounts to assure adequate operational cash flow during this period.
- **New Facility-** Construction of the new MEDIC 94 station is underway. Through the generosity of the Office of The State Fire Commissioner and the Mushroom Festival as well as donations from ChristianaCare, we have been able to secure funding for all of the appliances and furnishing for the new station. We are working with various vendors and contractors to obtain quotes for the flooring and painting of the interior space. We estimate that these costs will amount to \$25,000. We are pursuing donations from local philanthropic and community foundations to offset these costs.

## OPERATIONS NEWS- **PREHOSPITAL BLOOD PROGRAM**

SCCEMS has received preliminary approval for the pre-hospital blood administration. A partnership with the BloodBank of Delmarva will allow MEDIC 94 to be the first Chester County based service to offer this lifesaving resource to our patients. Prehospital blood administration offers a crucial advantage by providing life-saving transfusions to critically injured patients before they reach a medical facility. This rapid intervention can stabilize vital signs, improve oxygen delivery, and increase the chances of survival, especially in cases of severe trauma or hemorrhage. Every minute counts in emergency situations, and prehospital blood transfusions can make a significant difference in saving lives. Our crews will complete their training on the administration of blood products in late May with the intention of having the first units being carried on our MEDIC 94 units this Summer.



We are on the web at [medic94.org](http://medic94.org) or [sccems.org](http://sccems.org) and on Facebook at <https://www.facebook.com/Medic94SCCEMS>