



MADISON COUNTY BOARD OF SUPERVISORS

125 West North Street - Post Office Box 608
Canton, Mississippi 39046
601-855-5500 - Facsimile 601-855-5759
www.madison-co.com

Date: October 14, 2016
To: Board of Supervisors
From: Tom Lariviere
RE: Ambulance report

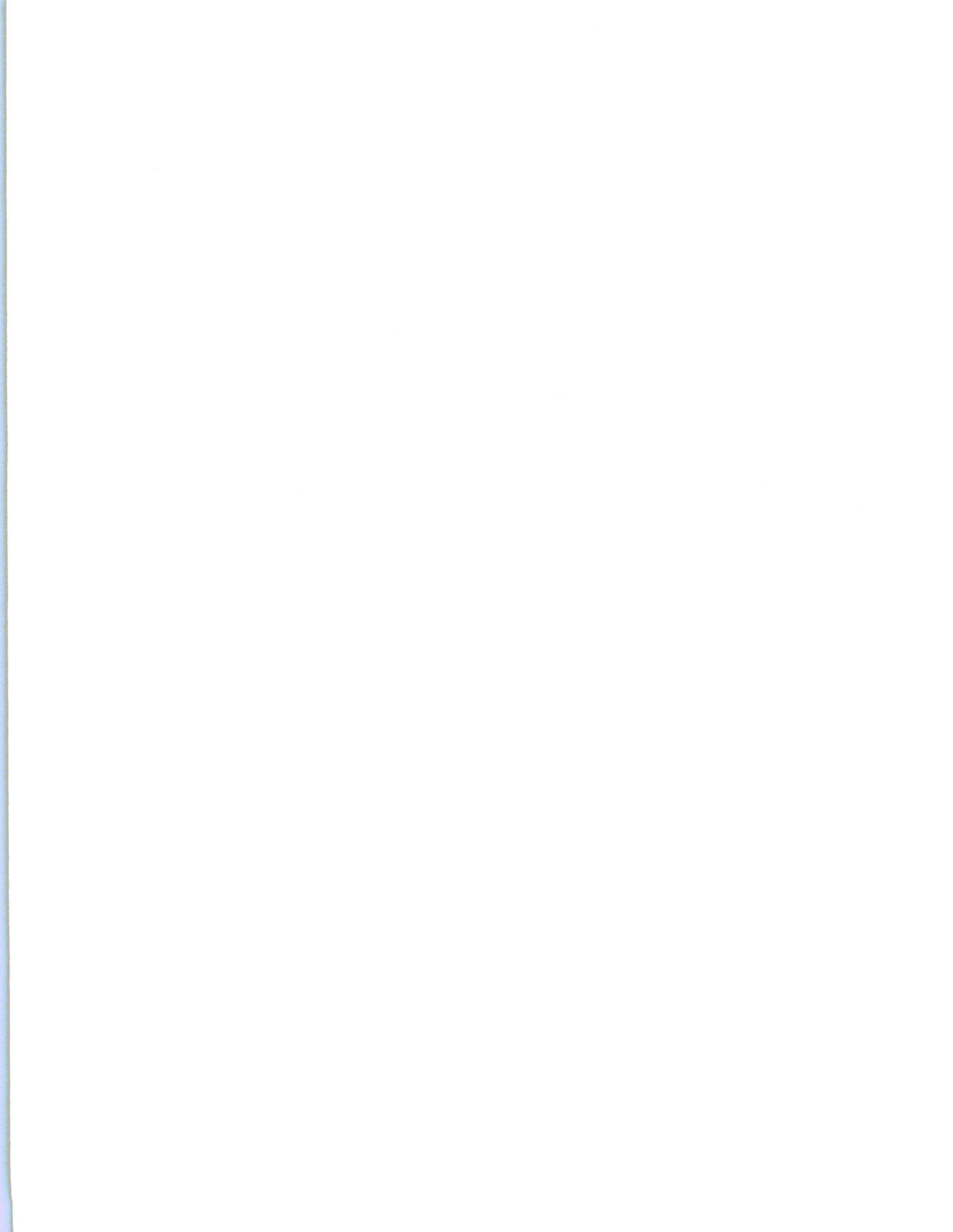
Attached to this memo please find copies of the daily reports we receive from Pafford Ambulance service. A short explanation of the various pages is attached.

In general:

- After just over five months of service from Pafford, we have had very few complaints and those were addressed quickly and with the most part positive resolution.
- One County wide meeting was held with Pafford and members of all the fire departments shortly after they began serving the county to discuss problems and issues. They had all senior leadership in attendance as well as their medical control doctor.
- Pafford has added an additional unit to Canton to ease the pressure on the west side of the County which stills has some excessive response times.

Respectfully submitted,

Tom Lariviere



October 13, 2016

Pafford EMS reports

Attached hereto are examples of the reports provided to the County on a daily basis. These reports are generally in our computer by 0200 hours each day. The enclosed reports are for September 30, 2016 so that you may review a full months worth of activity.

There is a month to date summary report for the County, Ridgeland, Canton, and Madison.

These reports by county/city name are not always perfectly location specific as a unit may respond to a 39110 address that is outside the City of Madison but was reported with the City of Madison statistics.

Priority 1 calls are the 911 emergency calls.

Priority 2 calls are emergency calls that usually handled without lights and siren. (general illness, etc.)

Priority 3 and 4 calls are inter-hospital transfers (see Canton sheet, this is patients being transferred from Canton hospital to a Jackson hospital)

Priority 5 calls are schedules transports (see Madison sheet, these are patients being transported from a nursing home to a hospital for a procedure, etc. and return)

Priority 6, 7, 8, and 9 are miscellaneous such as standby at a fire, etc.

Each of the four locations have a month-to-date summary, a run log, and a run log summary.

These reports are "un-audited", meaning they are computer generated and have not been examined by anyone prior to being sent. We review these reports daily for unusual times, duplications, missing numbers etc. and if questions arise we call Pafford's county operations manager for clarification.

Tom Lariviere

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
Madison County	160	13	52

Priority	# of calls	Response Times	
- Priority 1	165	0:15:09	
- Priority 2	16	1:51:16	
- Priority 1 & 2	181	0:23:39	*this line equals the previous 2 lines
- Priority 3 & 4	0		
- Priority 5	3	0:38:17	
- Priority 6, 7, 8 & 9	2	0:19:49	
Average Response Time		0:23:51 hh:mm:ss	

Data Entry Errors/Test Calls	0	Cancelled before Assigned	0
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Total Number of Calls - 225

Pafford EMS - Madison County Run Log

September 30, 2016

<u>No.</u>	<u>Veh</u>	<u>Run</u>	<u>Date</u>	<u>Nature</u>	<u>Pickup Location</u>	<u>Destination</u>	<u>Priority</u>	<u>Call Started</u>	<u>Call Taken</u>	<u>Dispatched</u>	<u>Enroute</u>	<u>At Scene</u>	<u>Xfer/Lv Scene</u>	<u>At Dest.</u>	<u>Available</u>	<u>Miles</u>
1	465	89265	9/30/2016	DIABETIC PROBLEM	182 TWELVE OAKS RD - LOT D, CANTO	BAPTIST JACKSON MED CTR , JACKSON, MS	P1	03:45:36	03:49:00	03:49:40	03:58:32	04:16:31	04:53:39	05:30:47	05:58:09	
2	463	89345	9/30/2016	TRAFFIC / TRANSP	I-55 N, CANTON, MS	MERIT HEALTH MADISON - HELIPAD/LZ, CA	P1	10:30:04	10:30:53	10:32:01	10:33:45	10:36:36	11:03:13	11:05:22	11:23:08	
3	465	89586	9/30/2016	CHEST PAIN (NON-	1978 HIGHWAY 22, CANTON, MS	ST DOMINIC HOSPITAL JACKSON - EMERGE	P1	20:41:03	20:41:36	20:42:26	20:46:17	20:50:23	21:26:52	21:48:46	22:08:49	
4	464	89647	9/30/2016	BREATHING PROBL	150 3RD ST, FLORA, MS	ST DOMINIC HOSPITAL JACKSON , JACKSON	P1	23:36:09	23:36:41	23:39:57	23:40:41	23:49:24	23:57:53	00:29:38	00:46:46	

Run Log Summary

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
Madison County	4	0	0
Priority	# of calls	Response Times	
- Priority 1	4	0:12:12	
- Priority 2	0		
- Priority 1 & 2	4	0:12:12	
		*this line equals the previous 2 lines	
- Priority 3 & 4	0		
- Priority 5	0		
- Priority 6, 7, 8 & 9	0		
Average Response Time		0:12:12 hh:mm:ss	
Data Entry Errors/Test Calls		0	Cancelled before Assigned
		0	0

Total Number of Calls - 4

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
City of Ridgeland	203	26	50

Priority	# of calls	Response Times	
- Priority 1	204	0:09:45	
- Priority 2	36	0:12:21	
- Priority 1 & 2	240	0:10:09	*this line equals the previous 2 lines
- Priority 3 & 4	0		
- Priority 5	6	0:18:31	
- Priority 6, 7, 8 & 9	0		
Average Response Time		0:10:21 hh:mm:ss	

Data Entry Errors/Test Calls	3	Cancelled before Assigned	0
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Total Number of Calls - 282

Pafford EMS - City of Ridgeland Run Log

September 30, 2016

No.	Veh	Run	Date	Nature	Pickup Location	Destination	Priority	Call Started	Call Taken	Dispatched	Enroute	At Scene	Xfer/Lv Scene	At Dest.	Available	Miles
1	462	89247	9/30/2016	PSYCHIATRIC/ABN	OLD CANTON RD & N ALLERTON BLVD, R	ST DOMINIC HOSPITAL JACKSON , JACKSON	P1	01:56:29	01:58:03	01:59:04	02:02:43	02:13:19	02:17:39	02:32:33	02:47:26	
2	461	89248	9/30/2016	HEADACHE	THE CHATEAU, RIDGELAND, MS	ST DOMINIC HOSPITAL JACKSON , JACKSON	P2	02:02:13	02:04:16	02:05:01	02:12:59	02:22:28	02:41:36	02:54:39	03:14:30	
3	462	89343	9/30/2016	BREATHING PROBL	624 BERRIDGE DR - HOUSE, RIDGELAN	CANCEL: *PATIENT REFUSED TRANSPORT	P1	10:14:32	10:16:16	10:16:40	10:19:42	10:24:11	00:00:00	00:00:00	00:00:00	0.0
4	461	89437	9/30/2016	FALLS	THE BLAKE @ RIDGELAND, RIDGELAND	BAPTIST JACKSON MED CTR , JACKSON, M	P1	14:30:28	14:30:46	14:33:12	14:36:47	14:41:19	15:08:01	15:19:29	16:26:25	
5	462	89458	9/30/2016	FALLS	434 AUTUMN CREEK DR, RIDGELAND, M	CANCEL: *PATIENT REFUSED TRANSPORT	P1	15:20:21	15:20:21	15:20:33	15:23:34	15:38:08	00:00:00	00:00:00	00:00:00	0.0
6	461	89518	9/30/2016	HEART PROBLEMS	THE CHATEAU, RIDGELAND, MS	BAPTIST JACKSON MED CTR , JACKSON, M	P1	17:45:40	17:46:24	17:49:45	17:49:52	18:02:01	18:23:48	18:43:23	19:32:57	9.6
7	462	89562	9/30/2016	TRAFFIC / TRANSP	800 COUNTY LINE RD - WHATABURGER	UNIVERSITY MS MEDICAL CENTER , JACKSC	P1	19:14:09	19:14:30	19:19:05	19:19:40	19:23:33	19:42:48	19:52:55	20:05:02	
8	462	89566	9/30/2016	TRAFFIC / TRANSP	800 COUNTY LINE RD - WHATABURGER	UNIVERSITY MS MEDICAL CENTER , JACKSC	P1	19:14:09	19:14:30	19:19:05	19:19:40	19:23:33	19:42:55	19:52:57	20:05:02	
9	461	89576	9/30/2016	SICK PERSON - AB	THE ORCHARD, RIDGELAND, MS	ST DOMINIC HOSPITAL JACKSON , JACKSON	P2	20:09:19	20:10:49	20:12:28	20:12:41	20:20:47	20:49:39	21:09:09	22:03:28	7.3
10	455	89456	9/30/2016	FALLS	434 AUTUMN CREEK DR, RIDGELAND, M	CANCEL: CLOSER UNIT AVAILABLE	P1	15:11:02	15:11:47	15:13:54	15:15:37	00:00:00	00:00:00	00:00:00	00:00:00	0.0
11	458	89457	9/30/2016	FALLS	434 AUTUMN CREEK DR, RIDGELAND, M	CANCEL: CLOSER UNIT AVAILABLE	P1	15:16:25	15:16:25	15:16:42	15:19:38	00:00:00	00:00:00	00:00:00	00:00:00	
12	459	89547	9/30/2016	SICK PERSON - OTI	600 PEAR ORCHARD RD - ORCHARD RE	CANCEL: CLOSER UNIT AVAILABLE	P2	18:55:28	18:56:19	18:57:15	18:58:06	00:00:00	00:00:00	00:00:00	00:00:00	
13	459	89556	9/30/2016	SICK PERSON - OTI	600 PEAR ORCHARD RD - ORCHARD RE	BAPTIST JACKSON MED CTR - EMERGENCY	P2	19:03:09	19:03:09	19:09:22	19:10:38	19:35:44	20:10:15	20:29:37	21:14:47	9.9

Run Log Summary

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
Ridgeland	8	2	3
Priority	# of calls	Response Times	
- Priority 1	7	0:09:48	
- Priority 2	3	0:17:22	
- Priority 1 & 2	10	0:12:04	*this line equals the previous 2 lines
- Priority 3 & 4	0		
- Priority 5	0		
- Priority 6, 7, 8 & 9	0		
Average Response Time		0:12:04 hh:mm:ss	
Data Entry Errors/Test Calls		0	Cancelled before Assigned
			0

Total Number of Calls - 13

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
City of Madison	187	19	58

Priority	# of calls	Response Times	
- Priority 1	149	0:11:29	
- Priority 2	16	0:14:54	
- Priority 1 & 2	165	0:11:49	*this line equals the previous 2 lines
- Priority 3 & 4	2	0:22:30	
- Priority 5	58	0:20:21	
- Priority 6, 7, 8 & 9	0		
Average Response Time		0:14:07 hh:mm:ss	

Data Entry Errors/Test Calls	1	Cancelled before Assigned	0
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Total Number of Calls - 265

Pafford EMS - City of Madison Run Log

September 30, 2016

No.	Veh	Run	Date	Nature	Pickup Location	Destination	Priority	Call Started	Call Taken	Dispatched	Enroute	At Scene	Xfer/Lv Scene	At Dest.	Available	Miles
1	466	89368	9/30/2016	MEDICAL APPOINTM	NICHOLS CENTER, MADISON, MS	FRESENIUS CANTON DIALYSIS CENTER , CA	P5	07:27:05	07:27:05	11:18:58	11:19:37	11:34:47	11:53:14	12:10:25	12:18:53	
2	461	89312	9/30/2016	MEDICAL APPOINTM	ST CATHERINE VILLAGE, MADISON, MS	350 W WOODROW WILSON AVE - JACKSON	P5	08:12:48	08:13:58	08:14:03	08:14:07	08:14:59	08:24:37	08:24:46	09:05:35	
3	462	89320	9/30/2016	TRAFFIC / TRANSP	HWY 51 N - JUST SOUTH OF GREEN OAK	CANCEL: CANCELLED BY FIRE DEPT	P1	08:36:52	08:38:19	08:39:51	08:40:38	00:00:00	00:00:00	00:00:00	00:00:00	
4	462	89328	9/30/2016	PSYCHIATRIC/ABN	269 LAKE CIR, MADISON, MS	CANCEL: CANCELED BY PD	P1	09:21:18	09:22:36	09:23:13	09:25:35	09:33:33	00:00:00	00:00:00	00:00:00	
5	466	89404	9/30/2016	HEART PROBLEMS	105 DERBY DR - HOUSE, MADISON, MS	BAPTIST JACKSON MED CTR , JACKSON, MS	P1	13:01:13	13:02:04	13:03:10	13:05:11	13:32:32	13:32:44	13:57:03	14:28:11	
6	466	89442	9/30/2016	CONVULSIONS/SEI	384 GALLERIA PKWY - COM CAST, MADISON, MS	CANCEL: *PATIENT REFUSED TRANSPORT	P1	14:51:35	14:52:34	14:53:36	14:54:03	15:10:43	00:00:00	00:00:00	00:00:00	
7	462	89543	9/30/2016	PSYCHIATRIC/ABN	144 ASHTON PARK BLVD, MADISON, MS	CANCEL: DATA ENTRY ERROR	P1	18:35:33	18:36:30	18:37:40	18:37:42	00:00:00	00:00:00	00:00:00	00:00:00	
8	466	89544	9/30/2016	PSYCHIATRIC/ABN	144 ASHTON PARK BLVD, MADISON, MS	CANCEL: CANCELLED BY FIRE DEPT	P1	18:44:48	18:44:48	18:45:02	18:45:09	18:51:47	00:00:00	00:00:00	00:00:00	
9	462	89619	9/30/2016	ABDOMINAL PAIN	1088 HIGHWAY 51 - CHEVRON, MADISON, MS	BAPTIST JACKSON MED CTR - EMERGENCY	P1	22:20:56	22:21:22	22:22:13	22:24:45	22:30:07	22:44:10	23:09:41	23:34:54	
10	465	89500	9/30/2016	DISCHARGE	UMC DIALYSIS, JACKSON, MS	108 BURDEN AVE, FLORA, MS 39071	P5	15:45:08	15:45:08	17:18:20	17:22:47	17:53:08	18:35:01	19:25:22	19:51:56	22.0
11	464	89314	9/30/2016	MEDICAL APPOINTM	108 BURDEN AVE, FLORA, MS	UMC DIALYSIS , JACKSON, MS 39216	P5	15:45:08	15:45:08	08:15:41	08:44:40	08:59:46	09:17:39	09:40:31	09:55:14	
12	458	89565	9/30/2016	HEMORRHAGE/LAC	111 HIDDEN HILLS DR, MADISON, MS	ST DOMINIC HOSPITAL JACKSON , JACKSON	P1	19:24:03	19:24:39	19:28:10	19:31:32	19:50:16	20:29:12	20:29:22	21:12:13	

Run Log Summary

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
City of Madison	7	1	3
Priority	# of calls	Response Times	
- Priority 1	6	0:15:35	
- Priority 2	0		
- Priority 1 & 2	6	0:15:35	*this line equals the previous 2 lines
- Priority 3 & 4	0		
- Priority 5	4	0:23:54	
- Priority 6, 7, 8 & 9	0		
Average Response Time		0:18:55 hh:mm:ss	
Data Entry Errors/Test Calls		1	Cancelled before Assigned
			0

Total Number of Calls - 12

Service Area	Transport	Refusal (MRO)	Other Non-Transport Cancelled in Route
City of Canton	209	19	31

Priority	# of calls	Response Times	
- Priority 1	147	0:11:30	
- Priority 2	14	0:13:00	
- Priority 1 & 2	161	0:11:37	*this line equals the previous 2 lines
- Priority 3 & 4	42	0:13:19	
- Priority 5	31	0:17:21	
- Priority 6, 7, 8 & 9	1	0:09:07	
Average Response Time		0:12:42 hh:mm:ss	

Data Entry Errors/Test Calls	2	Cancelled before Assigned	0
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Total Number of Calls - 261

Pafford EMS - City of Canton Run Log

September 30, 2016

No.	Veh	Run	Date	Nature	Pickup Location	Destination	Priority	Call Started	Call Taken	Dispatched	Enroute	At Scene	Xfer/Lv Scene	At Dest.	Available	Miles
1	466	89466	9/30/2016	SICK PERSON - UN	311 WELCH ST - APARTMENT A, CANTO	MERIT HEALTH MADISON , CANTON, MS 390	P2	15:44:58	15:45:19	15:46:43	15:47:40	16:00:20	16:12:31	16:25:29	17:03:57	
2	463	89560	9/30/2016	DISCHARGE	FRESENIUS CANTON DIALYSIS CENTER	NICHOLS CENTER - ROOM RM 108 A, MADIS	P5	03:03:22	03:03:22	19:12:26	19:15:33	19:31:54	20:00:36	20:00:38	20:14:33	11.8
3	465	89246	9/30/2016	TRAFFIC / TRANSP	NISSAN PKWY & US-51, CANTON, MS	CANCEL: PATIENT NOT FOUND	P1	01:54:44	01:56:36	01:57:52	02:01:15	02:12:28	00:00:00	00:00:00	00:00:00	
4	465	89326	9/30/2016	FALLS	648 E PEACE ST - TRUSTMARK NATL B	CANCEL: CANCELLED BY FIRE DEPT	P1	09:19:28	09:20:25	09:21:13	09:26:00	00:00:00	00:00:00	00:00:00	00:00:00	
5	465	89333	9/30/2016	CHEST PAIN (NON-	FRESENIUS CANTON DIALYSIS CENTER	UNIVERSITY MS MEDICAL CENTER , JACKSC	P2	09:41:06	09:42:30	09:43:10	09:45:39	09:54:49	09:58:30	10:24:45	11:01:35	
6	465	89369	9/30/2016	TRAFFIC / TRANSP	NISSAN PKWY & NISSAN DR, CANTON, M	MERIT HEALTH MADISON , CANTON, MS 390	P1	11:19:43	11:20:19	11:21:04	11:21:31	11:29:30	11:36:35	11:40:06	12:43:04	
7	463	89391	9/30/2016	HEART PROBLEMS	G A CARMICHAEL HEALTHCARE, CANTO	MERIT HEALTH MADISON , CANTON, MS 390	P1	12:24:58	12:27:14	12:27:59	12:32:16	12:34:49	12:51:40	12:58:31	13:23:57	
8	465	89418	9/30/2016	HEART PROBLEMS	1008 W FULTON ST - GREATER MT LEV	ST DOMINIC HOSPITAL JACKSON , JACKSON	P1	13:48:02	13:48:49	13:49:55	13:55:31	13:55:55	14:25:09	14:39:16	15:10:01	
9	465	89455	9/30/2016	ALTERED LOC/MEN	330 HARVEY WATKINS DR S - NO SIREN	UNIVERSITY MS MEDICAL CENTER , JACKSC	P1	15:05:58	15:06:29	15:10:07	15:12:04	15:39:48	16:11:40	16:28:35	17:12:03	
10	463	89623	9/30/2016	BREATHING PROBL	373 S CANAL ST - E3, CANTON, MS	CANCEL: *PATIENT REFUSED TRANSPORT	P1	22:33:09	22:33:57	22:35:37	22:41:58	22:47:11	00:00:00	00:00:00	00:00:00	
11	465	89625	9/30/2016	ASSAULT/SEXUAL /	808 FREYS LANE - A, CANTON, MS	CANCEL: CANCELED BY PD	P1	22:43:24	22:44:14	22:46:24	22:46:27	23:01:34	00:00:00	00:00:00	00:00:00	
12	465	89636	9/30/2016	TRAFFIC / TRANSP	1050 E PEACE ST, CANTON, MS	CANCEL: **TRANSPORT OTHER PAFFORD UN	P1	22:59:51	23:01:15	23:04:51	23:04:56	23:20:35	00:00:00	00:00:00	00:00:00	
13	463	89639	9/30/2016	TRAFFIC / TRANSP	1050 E PEACE ST, CANTON, MS	MERIT HEALTH MADISON , CANTON, MS 390	P1	22:59:51	23:01:15	23:04:51	23:04:56	23:20:35	23:24:06	23:35:49	00:05:26	6.9
14	464	89354	9/30/2016	STROKE (CVA)/TRA	713 E KATHY CIR, CANTON, MS	BAPTIST JACKSON MED CTR , JACKSON, MS	P1	10:47:44	10:48:39	10:49:25	10:52:05	11:01:07	11:17:55	11:53:52	12:21:30	

Run Log Summary

Service Area	Transport	Refusal (MRO)	Other Non- Transport Cancelled in Route
City of Canton	9	1	4
Priority	# of calls	Response Times	
- Priority 1	10	0:13:32	
- Priority 2	2	0:12:38	
- Priority 1 & 2	12	0:13:23	
		*this line equals the previous 2 lines	
- Priority 3 & 4	0		
- Priority 5	1	0:19:28	
- Priority 6, 7, 8 & 9	0		
Average Response Time		0:13:51 hh:mm:ss	
Data Entry Errors/Test Calls		0	Cancelled before Assigned
			0

Total Number of Calls - 14