

EMSSTAT Overview



**NORMAN
REGIONAL**
Health System

Norman Regional
Norman Regional Moore
Norman Regional HealthPlex
Norman Regional Nine

NormanRegional.com



Kyle Hurley, Director

EMSSTAT Fleet & Stations

- 21 ambulances
- 6 support vehicles
- Staffing
 - 5 ambulances 24 hours/day
 - 8 ambulances during peak periods
- Eastside Station (Porter & Robinson)
- Westside Station (NW 24th & Robinson)
- Southside Station (SE 12th & Hwy 9)
- Moore Station (Eastern & S. 19th St)



Licensures

Emergency Medical Technician (EMT)

- Previously called “Basic”
- 1 semester at a vo-tech or college
- Basic anatomy & physiology
- Patient assessment, trauma, BLS, splinting, triage, limited medication usage



Licensures

Advanced

- Previously called “Intermediate”
- 2 semesters at a vo-tech or college
- Advanced trauma training, IV skills, airway management including intubation, some more medications
- Considered on the same level as an LPN



Licensures

Paramedic

- 2 years at a vo-tech or college
- Cardiology training including 12-lead & ACLS, pediatric training to include PALS, advanced medication administration, toxicology, obstetrics, psych, geriatrics
- Considered on the same level as an RN



Licensures

Critical Care Paramedic

- On-the-job training and continuing education
- Can take 6 months to 2 years
- Training on advanced hemodynamics, advanced pharmacology, ventilators, aortic balloon pumps, IV blood administration



Training

Continuing Education

- Disaster response
- Hazardous Materials (HAZ-MAT)
- Critical Care
- Bike Medic
- SWAT Medic



Special Event Responses

- OU Athletics
- NPS Athletics
- Norman Music Fest
- Medieval Fair
- 4th of July
- Safety Town
- National Night Out



NRC Patient Scores



Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care provided by the transport crew.

Did the ambulance crew treat you with courtesy and respect?

Was the transport vehicle clean?

Were you comfortable talking with the transport crew about your worries or concerns?

Did the transport crew inform you of or include you in discussions of your treatment plan?



July-Aug 2025 NRC Patient Scores

NET PROMOTER SCORE

65.8

n-size: 1,338



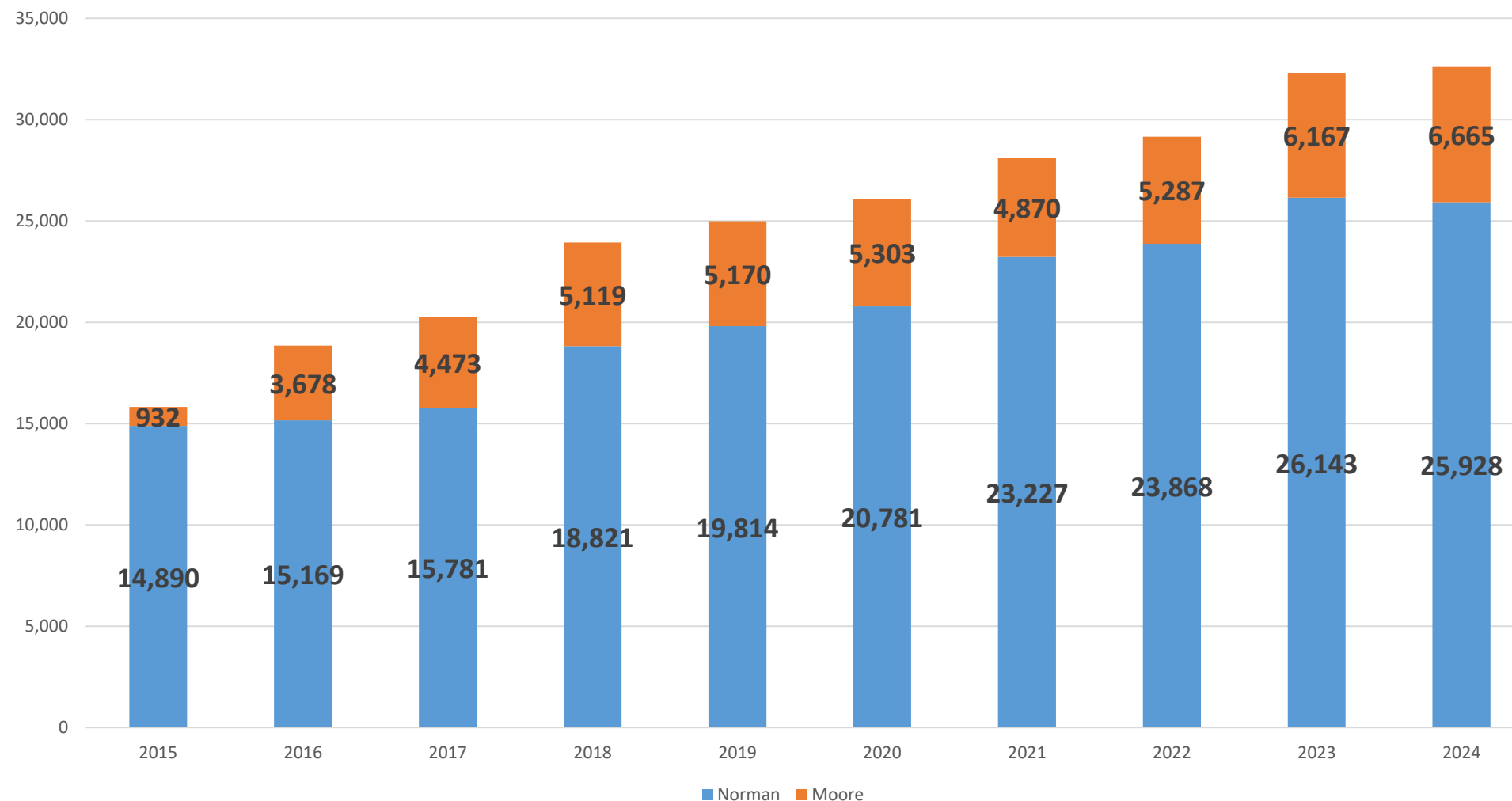
QUESTION SUMMARY

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark	Gap	
Transport vehicle was clean	83.2	83.9	84.4	132	87.9	66.1	21.8	
Comfort talking with crew	79.5	81.4	82.8	131	86.3	80.7	5.6	
Rate transport crew's care	78.9	82.5	83.6	145	85.5	66.7	18.8	
Ambulance crew courtesy	81.8	81.9	84.1	140	85.0	71.4	13.6	
Transport crew informed you	65.9	66.1	63.9	129	72.1	68.8	3.3	
NPS: Facility would recommend	60.8	63.2	65.2	1,338	65.8	53.4	12.4	



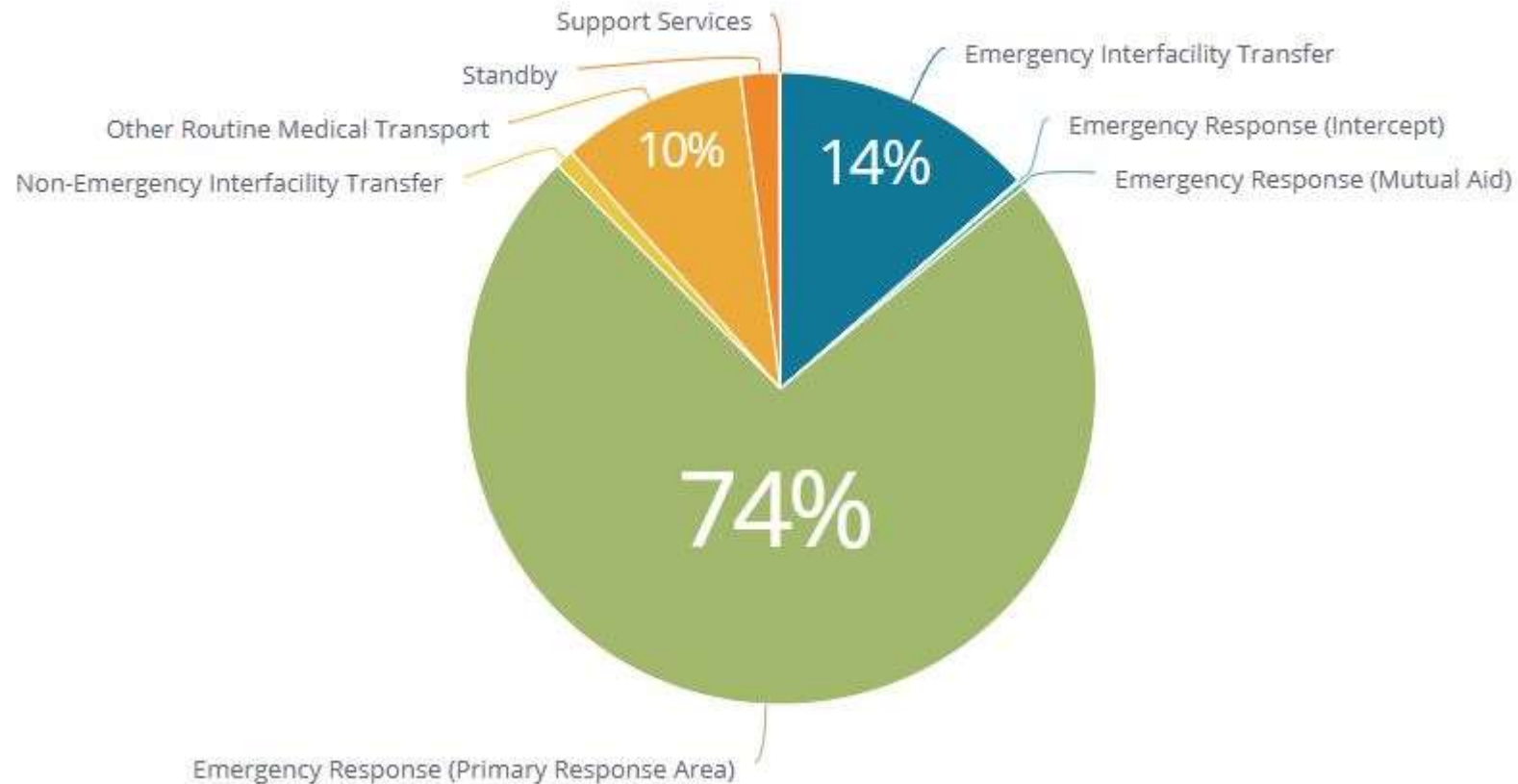
Call Volume

EMSSTAT Total Volume by Town

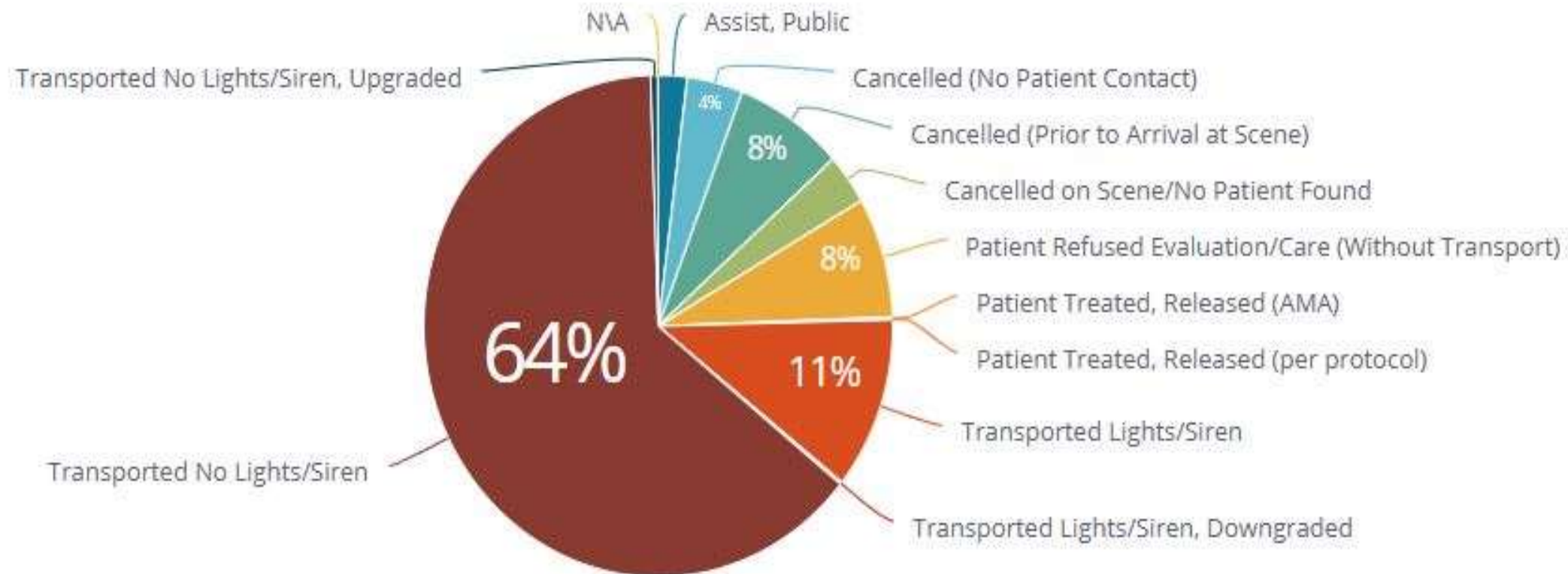


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August 2025 Run Type Summary



August 2025 Months Disposition Summary



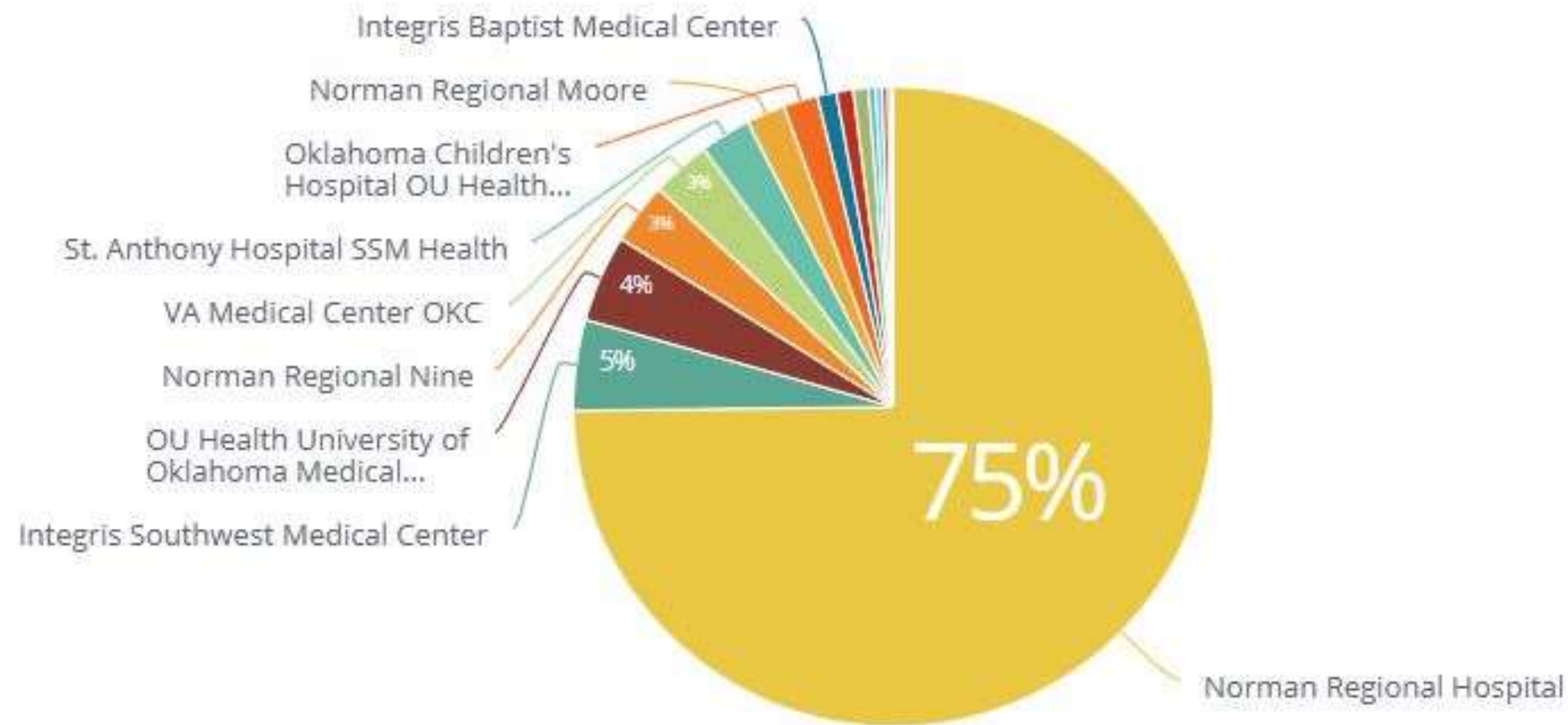
August 2025 911 Destination Summary

Destination Location Name	Count of Incidents	Percent of Incidents
Norman Regional Hospital	1,075	74.81%
Integris Southwest Medical Center	66	4.59%
OU Health University of Oklahoma Medical Center	63	4.38%
Norman Regional Nine	45	3.13%
VA Medical Center OKC	43	2.99%
St. Anthony Hospital SSM Health	37	2.57%
Norman Regional Moore	28	1.95%
Oklahoma Children's Hospital OU Health	25	1.74%
Integris Baptist Medical Center	14	0.97%
Oklahoma Heart Hospital South	12	0.84%
Mercy Hospital Oklahoma City	11	0.77%
St. Anthony Hospital Midwest SSM Health	5	0.35%
Integris Community Hospital Moore	5	0.35%
Oklahoma Heart Hospital North	4	0.28%
St. Anthony Healthplex South SSM Health	2	0.14%
Southwestern Medical Center	1	0.07%
SSM Saints Shawnee	1	0.07%
Grand Total	1,437	100.00%



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August 2025 911 Destination Summary



August 2025 Out of Chute Times

Average Chute Time

Average Chute Time

  Analyze It   :

Total Responses

Average Chute Time
00m:59s

% Chute Time < 60 seconds **65%**

Total Responses
1,977

Average Chute Time over Time

 Analyze It  



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911Response Times

Average Response Time - Call Received to On Scene

EDITED



Last 180 Days

May 17, 2025 - Nov 12, 2025

Filters

Trend Lines

08:03

MM:SS
Average Response
Time

12:22

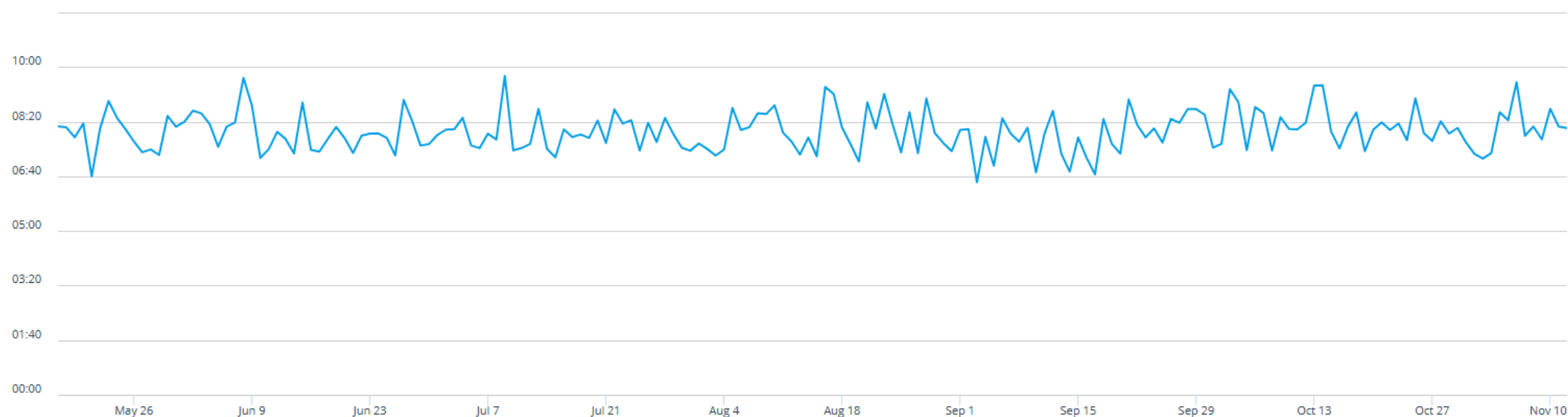
MM:SS
90th Percentile
Response Time

180

DAYS
In Selected Time Slice

10,878

UNIT RESPONSES
In Selected Time Slice





911 Transport Times

Average Transport Time

EDITED ▾



Custom ▾

Jan 3, 2024 - Jul 29, 2024 ▾

Filters

Trend Lines

13:36

MM:SS

Average Transport
Time Interval

24:07

MM:SS

90th Percentile
Transport Interval

209

DAYS

In Selected Time Slice

8,052

TRANSPORTS

In Selected Time Slice

00:16:40
00:13:20
00:10:00
00:06:40
00:03:20
00:00:00

Jan 15 Jan 29 Feb 12 Feb 26 Mar 11 Mar 25 Apr 8 Apr 22 May 6 May 20 Jun 3 Jun 17 Jul 1 Jul 15 Jul 29

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911 Transport Times

Average Transport Time

EDITED



Custom

Jul 25, 2024 - Dec 31, 2024

Filters

Trend Lines

15:06

MM:SS

Average Transport
Time Interval

25:40

MM:SS

90th Percentile
Transport Interval

160

DAYS

In Selected Time Slice

6,155

TRANSPORTS

In Selected Time Slice



August 2025 Average Offload Time by Destination

Ambulance Patient Offload Time by Destination (APOT)

Measures the time taken to transfer patients from ambulances to emergency departments at various destinations.

Total Patient Transports

Analyze It ⓘ ✎ ⋮

90th Percentile and Average APOT-1 Time

Analyze It ⓘ ✎ ⋮

Total Patient Transports

1,438

90th Percentile APOT-1 Time

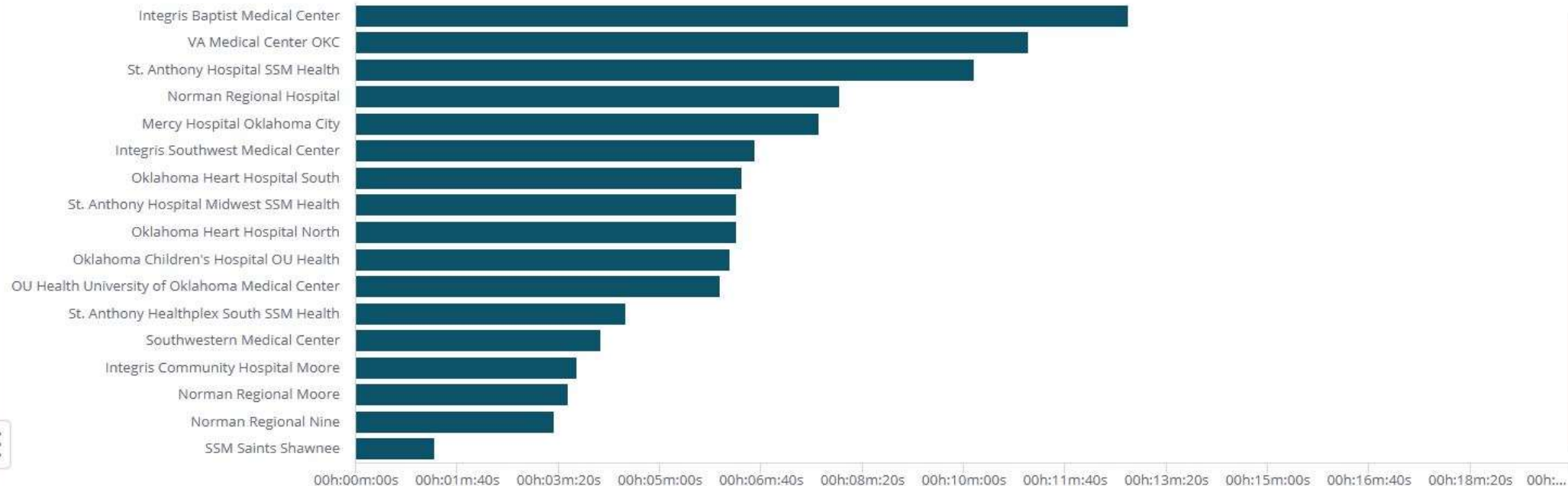
00h:14m:16s

Average APOT-1

00h:07m:41s

Average APOT-1 Times by Destination Name

ⓘ ✎ ⋮



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August 2025 Average Offload Time NRHS Only

Ambulance Patient Offload Time by Destination (APOT) NRHS Only

Total Patient Transports

Analyze It ⓘ ✎ ⋮

90th Percentile and Average APOT-1 Time

Analyze It ⓘ ✎ ⋮

Total Patient Transports

1,149

90th Percentile APOT-1 Time

00h:14m:14s

Average APOT-1

00h:07m:40s

Average APOT Times by Destination ⓘ ✎ ⋮

Norman Regional Hospital

Norman Regional Moore

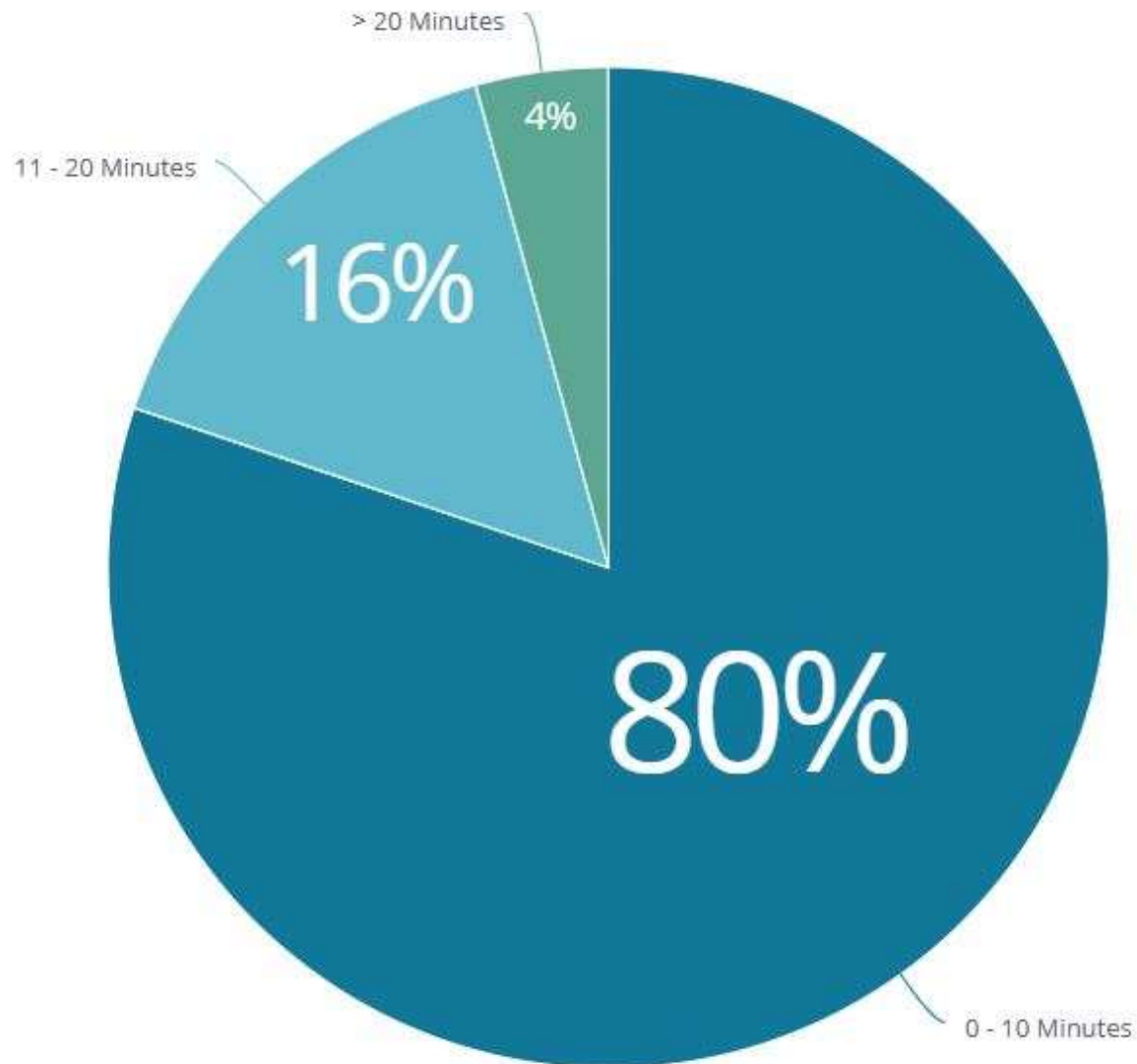
Norman Regional Nine

00h:00m:00s 00h:00m:50s 00h:01m:40s 00h:02m:30s 00h:03m:20s 00h:04m:10s 00h:05m:00s 00h:05m:50s 00h:06m:40s 00h:07m:30s 00h:08m:20s 00h:09m:10s 00h:10m:00s 00h:10m:50s 00h:11m:40s 00h:12m:30s 00h:13m:20s 00h:14m:10s 00h:15m:00s 00h:15m:50s 00h:16m:40s 00h:17m:30s 00h:18m:20s 00h:19m:10s 00h:20m:00s



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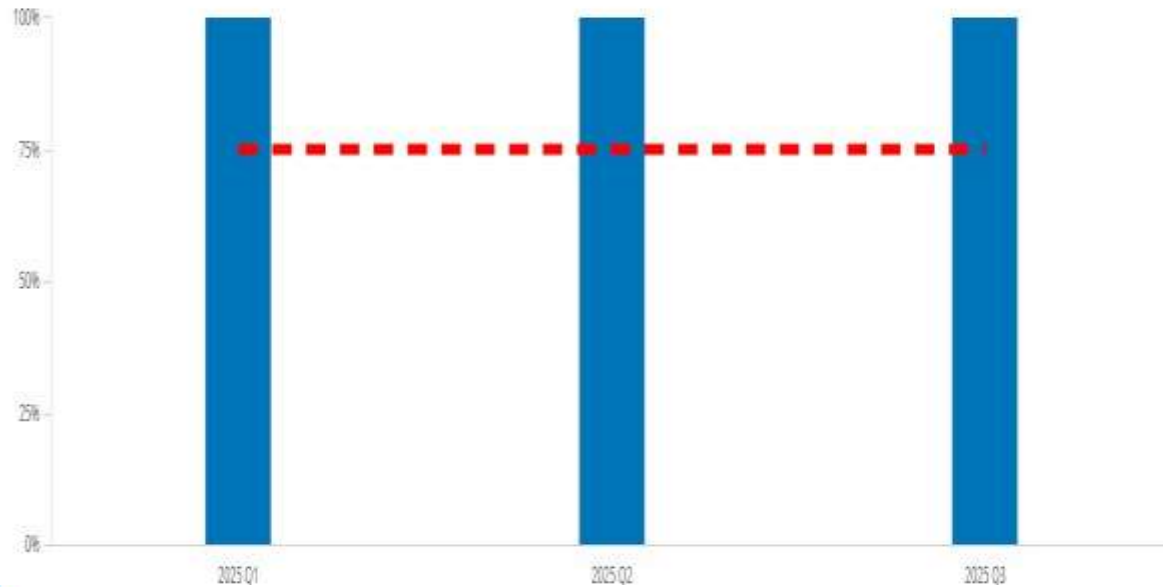
August 2025 Offload Time Distribution NRHS Only



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YTD 2025 STEMI Metrics

Aspirin Administration by Quarter



5.4 ACS - Percent Scene Time < 20 Minutes

ACS - On Scene Time to 12-Lead ECG C3

Custom Jan 1, 2025 - Aug 31, 2025

Custom Jan 1, 2024 - May 31, 2024

15:46

MM:SS
Average Scene Time

81%

OF PATIENT
ENCOUNTERS
Scene Time < 20:00

22:32

MM:SS
90th Percentile Scene Time

793

PATIENT
ENCOUNTERS
In Selected Time Slice

07:39

MM:SS
Average On Scene Time to 12 Lead ECG Time

73%

OF PATIENT
ENCOUNTERS
On Scene Time to 12 Lead ECG Time < 10:00

12:40

MM:SS
90th Percentile On Scene Time to 12 Lead ECG Time

30

PATIENT
ENCOUNTERS
In Selected Time Slice

Cardiac - Positive 12 Lead Time to STEMI Alert

Patients with STEMI Alert

Analyze It

Patients with STEMI

23

Patients with STEMI Alert

Analyze It

% Patients with STEMI Alert

100%

Patients with STEMI Alert

Analyze It

% Patients with STEMI Alert within 10 minutes

69.57%



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YTD 2025 Stroke Metrics

AHAEMS2 Documentation of Last Known Well for Patients with Suspected Stroke

Total Records	Analyze It ⓘ ✎ ⋮	Overall Last Known Well Documented	Analyze It ⓘ ✎ ⋮	<u>Measure Description</u>
Total Included Records 219		% Last Known Well Documented 98% # Last Known Well Documented 215		The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom Last Known Well was documented during the EMS encounter.

AHAEMS4 Stroke Screen Performed and Documented

Total Records	Analyze It ⓘ ✎ ⋮	Overall Stroke Exam Documented	Analyze It ⓘ ✎ ⋮	<u>Measure Description</u>
Total Included Records 219		% Stroke Exam Documented 98% # Stroke Exam Documented 214		The percentage of EMS patients aged 18 years and older transported from the scene with a suspected stroke for whom a stroke screen was performed and documented during the EMS encounter.

Stroke Average Scene Time

Average Scene Time	Percentage Patient Encounters	Total Patients
Average Scene Time 14m:23s	% of Scene Times <= 20:00 88%	Total Patients 219



YTD 2025 Stroke Metrics

AHAEMS3 Evaluation of Blood Glucose for Patients with Suspected Stroke

Total Records	Analyze It ⓘ ✎ ⋮	Overall Blood Glucose Documented	Analyze It ⓘ ✎ ⋮	<u>Measure Description</u>
Total Included Records 219		% Blood Glucose Documented 91% # Blood Glucose Documented 199		The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom blood glucose was evaluated during the EMS encounter.

AHAEMS1 Pre-Arrival Notification for Suspected Stroke

Total Records	Analyze It ⓘ ✎ ⋮	Overall Pre-Arrival Stroke Alert	Analyze It ⓘ ✎ ⋮	<u>Measure Description</u>
Total Included Records 219		% Pre-Arrival Stroke Alert 100% # Pre-Arrival Stroke Alert 219		The percentage of EMS patients aged 18 years and older transported from the scene with a primary or secondary impression of stroke whom a pre-arrival alert for stroke was activated during the EMS encounter.



YTD 2025 Trauma Metrics

Priority 1 and 2 Trauma Average Scene Time

Average Scene Time



Percentage Patient Encounters



Total Patients

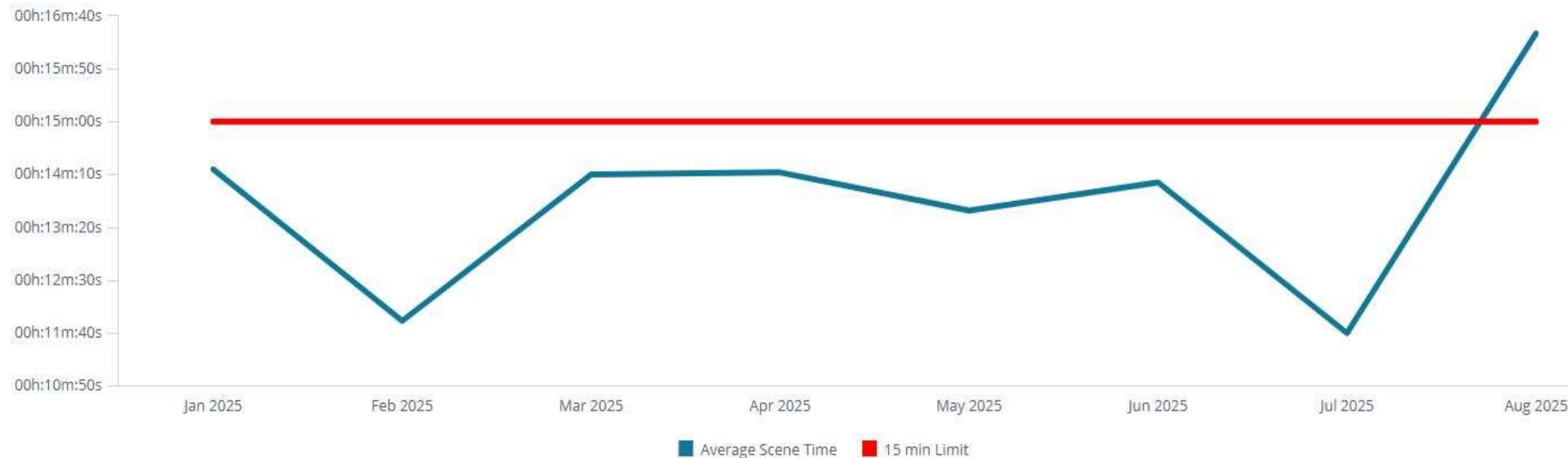


Average Scene Time
13m:48s

% of Scene Times <= 15:00
63%

Total Patients
242

Average Scene Time by Week



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YTD 2025 Intubation Metrics

Overall Procedure Success Rate by Attempt - Intubation

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Custom Jan 1, 2025 - Aug 31, 2025

Filters Trend Lines

86%

Successful 1st Pass
Attempt
In Selected Time Slice

91%

Patients Successfully
Treated
In Selected Time Slice

243

DAYS
In Selected Time Slice

97

PATIENTS
In Selected Time Slice



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AHA Mission Lifeline Gold with Honor Roll!



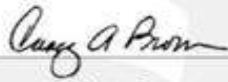
The American Heart Association proudly recognizes

Norman Regional EMSSTAT Norman, Oklahoma

**Mission: Lifeline® EMS - GOLD with Target: Stroke Honor Roll and
Target: Heart Attack Honor Roll
Achievement Award**

The American Heart Association/American Stroke Association recognizes this prehospital provider organization for demonstrating continued success in using the **Mission Lifeline®** program.

Thank you for applying the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community you serve.*



Nancy Brown
Chief Executive Officer
American Heart Association



Keith Churchwell, M.D., FAHA
President
American Heart Association

*For more information, please visit [Heart.org/MissionLifeline](https://heart.org/MissionLifeline)



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OPEN DISCUSSION/ FEEDBACK

