



Quality Improvement Plan

2018/2019



2018/2019 Quality Improvement Plan – Year End Report

Objective	Measure/Indicator	Target	Trend	Comments																											
Quality Element: Patient-Centred Care																															
Improve patient satisfaction	% Satisfied Patients	≥ 99%	<p>Quarterly Trend of Satisfied Patients</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Quarterly Trend of Satisfied Patients</caption> <thead> <tr> <th>Year/Quarter</th> <th>% Satisfied Patients</th> </tr> </thead> <tbody> <tr><td>FY17-18 Q1</td><td>99.37%</td></tr> <tr><td>FY17-18 Q2</td><td>98.32%</td></tr> <tr><td>FY17-18 Q3</td><td>98.56%</td></tr> <tr><td>FY17-18 Q4</td><td>99.19%</td></tr> <tr><td>FY18-19 Q1</td><td>98.61%</td></tr> <tr><td>FY18-19 Q2</td><td>99.68%</td></tr> <tr><td>FY18-19 Q3</td><td>99.64%</td></tr> </tbody> </table>	Year/Quarter	% Satisfied Patients	FY17-18 Q1	99.37%	FY17-18 Q2	98.32%	FY17-18 Q3	98.56%	FY17-18 Q4	99.19%	FY18-19 Q1	98.61%	FY18-19 Q2	99.68%	FY18-19 Q3	99.64%	<p>% of respondents who selected a positive score in response to the question: "Overall how would you rate the quality of care you received from Ornge?" Positive responses include excellent, very good and good.</p>											
Year/Quarter	% Satisfied Patients																														
FY17-18 Q1	99.37%																														
FY17-18 Q2	98.32%																														
FY17-18 Q3	98.56%																														
FY17-18 Q4	99.19%																														
FY18-19 Q1	98.61%																														
FY18-19 Q2	99.68%																														
FY18-19 Q3	99.64%																														
Improve patient satisfaction	Rate of complaints per 1000 patients transported	1.2/1000	<p>Quarterly Trend of Complaints (per Thousand)</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Quarterly Trend of Complaints (per Thousand)</caption> <thead> <tr> <th>Year/Quarter</th> <th>Family/Patient Complaints</th> <th>Hospital Complaints</th> </tr> </thead> <tbody> <tr><td>FY17-18 Q1</td><td>0.93</td><td>0.93</td></tr> <tr><td>FY17-18 Q2</td><td>0.18</td><td>0.88</td></tr> <tr><td>FY17-18 Q3</td><td>1.01</td><td>2.21</td></tr> <tr><td>FY17-18 Q4</td><td>0</td><td>3.08</td></tr> <tr><td>FY18-19 Q1</td><td>0.37</td><td>2.99</td></tr> <tr><td>FY18-19 Q2</td><td>0.19</td><td>1.33</td></tr> <tr><td>FY18-19 Q3</td><td>0.83</td><td>3.12</td></tr> <tr><td>FY18-19 Q4</td><td>0</td><td>2.38</td></tr> </tbody> </table>	Year/Quarter	Family/Patient Complaints	Hospital Complaints	FY17-18 Q1	0.93	0.93	FY17-18 Q2	0.18	0.88	FY17-18 Q3	1.01	2.21	FY17-18 Q4	0	3.08	FY18-19 Q1	0.37	2.99	FY18-19 Q2	0.19	1.33	FY18-19 Q3	0.83	3.12	FY18-19 Q4	0	2.38	<p>The rate of complaints target is based on hospital complaints literature. ED visit literature shows 1.17 complaints per 1000. Hospital literature shows 1.42 complaints per 1000.</p>
Year/Quarter	Family/Patient Complaints	Hospital Complaints																													
FY17-18 Q1	0.93	0.93																													
FY17-18 Q2	0.18	0.88																													
FY17-18 Q3	1.01	2.21																													
FY17-18 Q4	0	3.08																													
FY18-19 Q1	0.37	2.99																													
FY18-19 Q2	0.19	1.33																													
FY18-19 Q3	0.83	3.12																													
FY18-19 Q4	0	2.38																													
Quality Element: Effective Care																															

Objective	Measure/Indicator	Target	Trend	Comments																																				
Improve clinical quality	% Documentation of temperature in: (i) Stroke patients (ii) Trauma patients (iii) ROSC patient (Return of Spontaneous Circulation after cardiac arrest)	90% 90% 90%	<p style="text-align: center;">Quarterly Trend of Temperature Monitored</p> <table border="1"> <caption>Quarterly Trend of Temperature Monitored</caption> <thead> <tr> <th>Year/Quarter</th> <th>Stroke (%)</th> <th>Trauma (%)</th> <th>ROSC (%)</th> </tr> </thead> <tbody> <tr> <td>FY17-18 Q1</td> <td>4.9%</td> <td>16.2%</td> <td>31.3%</td> </tr> <tr> <td>FY17-18 Q2</td> <td>2.0%</td> <td>29.4%</td> <td>63.6%</td> </tr> <tr> <td>FY17-18 Q3</td> <td>20.4%</td> <td>34.5%</td> <td>50.0%</td> </tr> <tr> <td>FY17-18 Q4</td> <td>32.3%</td> <td>54.2%</td> <td>86.4%</td> </tr> <tr> <td>FY18-19 Q1</td> <td>12.1%</td> <td>27.2%</td> <td>81.0%</td> </tr> <tr> <td>FY18-19 Q2</td> <td>23.5%</td> <td>44.3%</td> <td>78.9%</td> </tr> <tr> <td>FY18-19 Q3</td> <td>25.9%</td> <td>52.5%</td> <td>87.5%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>24.4%</td> <td>40.7%</td> <td>78.9%</td> </tr> </tbody> </table>	Year/Quarter	Stroke (%)	Trauma (%)	ROSC (%)	FY17-18 Q1	4.9%	16.2%	31.3%	FY17-18 Q2	2.0%	29.4%	63.6%	FY17-18 Q3	20.4%	34.5%	50.0%	FY17-18 Q4	32.3%	54.2%	86.4%	FY18-19 Q1	12.1%	27.2%	81.0%	FY18-19 Q2	23.5%	44.3%	78.9%	FY18-19 Q3	25.9%	52.5%	87.5%	FY18-19 Q4	24.4%	40.7%	78.9%	<p>Monitoring temperature is part of vital signs monitoring. Monitoring and documenting temperature is important in these 3 clinical areas, as hyper or hypothermia may have a negative clinical effect on the patient condition.</p>
Year/Quarter	Stroke (%)	Trauma (%)	ROSC (%)																																					
FY17-18 Q1	4.9%	16.2%	31.3%																																					
FY17-18 Q2	2.0%	29.4%	63.6%																																					
FY17-18 Q3	20.4%	34.5%	50.0%																																					
FY17-18 Q4	32.3%	54.2%	86.4%																																					
FY18-19 Q1	12.1%	27.2%	81.0%																																					
FY18-19 Q2	23.5%	44.3%	78.9%																																					
FY18-19 Q3	25.9%	52.5%	87.5%																																					
FY18-19 Q4	24.4%	40.7%	78.9%																																					
Improve clinical quality	% Appropriate analgesia during transport for: (i) Trauma patients (ii) Ventilated adults >18 years (iii) Ventilated children	90% 90% 90%	<p style="text-align: center;">Quarterly Trend of Analgesia Given</p> <table border="1"> <caption>Quarterly Trend of Analgesia Given</caption> <thead> <tr> <th>Year/Quarter</th> <th>Trauma (%)</th> <th>Ventilated Adult (%)</th> <th>Ventilated Children (%)</th> </tr> </thead> <tbody> <tr> <td>FY17-18 Q1</td> <td>87.9%</td> <td>79.1%</td> <td>81.8%</td> </tr> <tr> <td>FY17-18 Q2</td> <td>89.4%</td> <td>87.8%</td> <td>81.0%</td> </tr> <tr> <td>FY17-18 Q3</td> <td>94.5%</td> <td>89.4%</td> <td>88.9%</td> </tr> <tr> <td>FY17-18 Q4</td> <td>95.8%</td> <td>84.1%</td> <td>84.8%</td> </tr> <tr> <td>FY18-19 Q1</td> <td>88.3%</td> <td>84.6%</td> <td>80.6%</td> </tr> <tr> <td>FY18-19 Q2</td> <td>91.4%</td> <td>83.3%</td> <td>77.4%</td> </tr> <tr> <td>FY18-19 Q3</td> <td>86.9%</td> <td>90.1%</td> <td>93.3%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>81.4%</td> <td>85.4%</td> <td>92.9%</td> </tr> </tbody> </table>	Year/Quarter	Trauma (%)	Ventilated Adult (%)	Ventilated Children (%)	FY17-18 Q1	87.9%	79.1%	81.8%	FY17-18 Q2	89.4%	87.8%	81.0%	FY17-18 Q3	94.5%	89.4%	88.9%	FY17-18 Q4	95.8%	84.1%	84.8%	FY18-19 Q1	88.3%	84.6%	80.6%	FY18-19 Q2	91.4%	83.3%	77.4%	FY18-19 Q3	86.9%	90.1%	93.3%	FY18-19 Q4	81.4%	85.4%	92.9%	<p>Providing appropriate analgesia to patients with pain is important for patient comfort in transport especially in patients suffering trauma or who are intubated. The goal is that patients experience minimal pain during transport.</p>
Year/Quarter	Trauma (%)	Ventilated Adult (%)	Ventilated Children (%)																																					
FY17-18 Q1	87.9%	79.1%	81.8%																																					
FY17-18 Q2	89.4%	87.8%	81.0%																																					
FY17-18 Q3	94.5%	89.4%	88.9%																																					
FY17-18 Q4	95.8%	84.1%	84.8%																																					
FY18-19 Q1	88.3%	84.6%	80.6%																																					
FY18-19 Q2	91.4%	83.3%	77.4%																																					
FY18-19 Q3	86.9%	90.1%	93.3%																																					
FY18-19 Q4	81.4%	85.4%	92.9%																																					

Quality Element: Patient and Staff Safety

Objective	Measure/Indicator	Target	Trend	Comments																		
<p>Improve Patient Safety</p>	<p>% CPR Rates during transport</p>	<p>0.68%</p>	<p style="text-align: center;">Quarterly Trend of CPR Given</p> <table border="1"> <caption>Quarterly Trend of CPR Given</caption> <thead> <tr> <th>Quarter</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>FY17-18 Q1</td> <td>0.28%</td> </tr> <tr> <td>FY17-18 Q2</td> <td>0.22%</td> </tr> <tr> <td>FY17-18 Q3</td> <td>0.37%</td> </tr> <tr> <td>FY17-18 Q4</td> <td>0.22%</td> </tr> <tr> <td>FY18-19 Q1</td> <td>0.16%</td> </tr> <tr> <td>FY18-19 Q2</td> <td>0.45%</td> </tr> <tr> <td>FY18-19 Q3</td> <td>0.15%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>0.14%</td> </tr> </tbody> </table>	Quarter	Rate	FY17-18 Q1	0.28%	FY17-18 Q2	0.22%	FY17-18 Q3	0.37%	FY17-18 Q4	0.22%	FY18-19 Q1	0.16%	FY18-19 Q2	0.45%	FY18-19 Q3	0.15%	FY18-19 Q4	0.14%	<p>% of patients transported requiring chest compressions to be performed from the time the transport team assumes care (“hands on”) until the patient hand-off is completed at the destination facility. The target reflects the published rate from Ground and Air Medical Quality Transport (GAMUT) metrics for Adult transport programs.</p>
Quarter	Rate																					
FY17-18 Q1	0.28%																					
FY17-18 Q2	0.22%																					
FY17-18 Q3	0.37%																					
FY17-18 Q4	0.22%																					
FY18-19 Q1	0.16%																					
FY18-19 Q2	0.45%																					
FY18-19 Q3	0.15%																					
FY18-19 Q4	0.14%																					
<p>Improve Patient Safety</p>	<p>% Usage of a standardized patient care hand-off Checklist</p>	<p>80%</p> <p>Reporting to begin in Q3</p>	<p style="text-align: center;">Quarterly Trend of Hand-Off Checklist Used</p> <table border="1"> <caption>Quarterly Trend of Hand-Off Checklist Used</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> </tr> </thead> <tbody> <tr> <td>FY18-19 Q3</td> <td>74.72%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>79.13%</td> </tr> </tbody> </table>	Quarter	Usage	FY18-19 Q3	74.72%	FY18-19 Q4	79.13%	<p>% of total patient transports on Ornge dedicated asset showing documented use of a standardized hand-off checklist. Checklist is being newly introduced, with implementation in Q3.</p>												
Quarter	Usage																					
FY18-19 Q3	74.72%																					
FY18-19 Q4	79.13%																					

Objective	Measure/Indicator	Target	Trend	Comments																		
Improve Staff Safety	Accident frequency rate	< 5.50	<p style="text-align: center;">Quarterly Trend of Accident Frequency</p> <table border="1"> <caption>Quarterly Trend of Accident Frequency</caption> <thead> <tr> <th>Year/Quarter</th> <th>Accident Frequency Rate</th> </tr> </thead> <tbody> <tr><td>FY17-18 Q1</td><td>4.68</td></tr> <tr><td>FY17-18 Q2</td><td>3.55</td></tr> <tr><td>FY17-18 Q3</td><td>3.38</td></tr> <tr><td>FY17-18 Q4</td><td>7.63</td></tr> <tr><td>FY18-19 Q1</td><td>2.02</td></tr> <tr><td>FY18-19 Q2</td><td>6.38</td></tr> <tr><td>FY18-19 Q3</td><td>6.12</td></tr> <tr><td>FY18-19 Q4</td><td>12.24</td></tr> </tbody> </table>	Year/Quarter	Accident Frequency Rate	FY17-18 Q1	4.68	FY17-18 Q2	3.55	FY17-18 Q3	3.38	FY17-18 Q4	7.63	FY18-19 Q1	2.02	FY18-19 Q2	6.38	FY18-19 Q3	6.12	FY18-19 Q4	12.24	<p>Accident Frequency Rate, as calculated using an accepted formula, allowing for comparison with other employers in the same industry. Numerator: Total number of recordable injuries or illnesses x 200,000, where 200,000 represents the number of hours worked by 100 full-time employees, 40 hours per week for 50 weeks per year. Denominator: Hours worked by all employees during the calendar year.</p>
Year/Quarter	Accident Frequency Rate																					
FY17-18 Q1	4.68																					
FY17-18 Q2	3.55																					
FY17-18 Q3	3.38																					
FY17-18 Q4	7.63																					
FY18-19 Q1	2.02																					
FY18-19 Q2	6.38																					
FY18-19 Q3	6.12																					
FY18-19 Q4	12.24																					

Quality Element: Timely Care

Improve Timeliness	<p>Length of stay at sending hospital after handover to Ornge</p> <p>(i) Vented Patients (Intubated <i>BEFORE</i> Ornge arrival)</p> <p>(ii) Vented Patients (Intubated <i>AFTER</i> Ornge arrival)</p> <p>(iii) Non Ventilated Patients</p>		<p style="text-align: center;">Quarterly Trend of Timely Care</p> <table border="1"> <caption>Quarterly Trend of Timely Care</caption> <thead> <tr> <th>Year/Quarter</th> <th>Vented Patients (Intubated BEFORE Ornge arrival)</th> <th>Vented Patients (Intubated AFTER Ornge arrival)</th> <th>Non Ventilated Patients</th> </tr> </thead> <tbody> <tr><td>FY17-18 Q1</td><td>50</td><td>90</td><td>16</td></tr> <tr><td>FY17-18 Q2</td><td>51</td><td>65</td><td>17</td></tr> <tr><td>FY17-18 Q3</td><td>47</td><td>77</td><td>17</td></tr> <tr><td>FY17-18 Q4</td><td>50</td><td>100</td><td>19</td></tr> <tr><td>FY18-19 Q1</td><td>46</td><td>99</td><td>16</td></tr> <tr><td>FY18-19 Q2</td><td>45</td><td>84</td><td>16</td></tr> <tr><td>FY18-19 Q3</td><td>45</td><td>90</td><td>17</td></tr> <tr><td>FY18-19 Q4</td><td>45</td><td>84</td><td>18</td></tr> </tbody> </table>	Year/Quarter	Vented Patients (Intubated BEFORE Ornge arrival)	Vented Patients (Intubated AFTER Ornge arrival)	Non Ventilated Patients	FY17-18 Q1	50	90	16	FY17-18 Q2	51	65	17	FY17-18 Q3	47	77	17	FY17-18 Q4	50	100	19	FY18-19 Q1	46	99	16	FY18-19 Q2	45	84	16	FY18-19 Q3	45	90	17	FY18-19 Q4	45	84	18	<p>This is a new indicator and is measured in median minutes. Performance is being monitored with no specified target.</p>
Year/Quarter	Vented Patients (Intubated BEFORE Ornge arrival)	Vented Patients (Intubated AFTER Ornge arrival)	Non Ventilated Patients																																					
FY17-18 Q1	50	90	16																																					
FY17-18 Q2	51	65	17																																					
FY17-18 Q3	47	77	17																																					
FY17-18 Q4	50	100	19																																					
FY18-19 Q1	46	99	16																																					
FY18-19 Q2	45	84	16																																					
FY18-19 Q3	45	90	17																																					
FY18-19 Q4	45	84	18																																					

Objective	Measure/Indicator	Target	Trend	Comments																																													
Improve Timeliness	Overall Base Response Time: % within threshold		<p style="text-align: center;">Quarterly Trend of Overall Base Response Time</p> <table border="1"> <caption>Quarterly Trend of Overall Base Response Time Data</caption> <thead> <tr> <th>Year/Quarter</th> <th>RW Scene</th> <th>RW Interfacility</th> <th>FW</th> <th>Land Ambulance</th> </tr> </thead> <tbody> <tr> <td>FY17-18 Q1</td> <td>96%</td> <td>91%</td> <td>79%</td> <td>72%</td> </tr> <tr> <td>FY17-18 Q2</td> <td>99%</td> <td>90%</td> <td>83%</td> <td>74%</td> </tr> <tr> <td>FY17-18 Q3</td> <td>98%</td> <td>89%</td> <td>78%</td> <td>78%</td> </tr> <tr> <td>FY17-18 Q4</td> <td>100%</td> <td>88%</td> <td>77%</td> <td>64%</td> </tr> <tr> <td>FY18-19 Q1</td> <td>96%</td> <td>89%</td> <td>83%</td> <td>73%</td> </tr> <tr> <td>FY18-19 Q2</td> <td>96%</td> <td>90%</td> <td>81%</td> <td>60%</td> </tr> <tr> <td>FY18-19 Q3</td> <td>100%</td> <td>89%</td> <td>71%</td> <td>65%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>98%</td> <td>90%</td> <td>73%</td> <td>78%</td> </tr> </tbody> </table>	Year/Quarter	RW Scene	RW Interfacility	FW	Land Ambulance	FY17-18 Q1	96%	91%	79%	72%	FY17-18 Q2	99%	90%	83%	74%	FY17-18 Q3	98%	89%	78%	78%	FY17-18 Q4	100%	88%	77%	64%	FY18-19 Q1	96%	89%	83%	73%	FY18-19 Q2	96%	90%	81%	60%	FY18-19 Q3	100%	89%	71%	65%	FY18-19 Q4	98%	90%	73%	78%	<p>Represents the air bases' ability to respond in less than 15 minutes (25 minutes when fuel is required), defined as the time period from Accept Trip to Air-Traffic-Control contact.</p> <p>Represents the land bases' ability to respond in less than 10 minutes, defined as the time period from dispatch by Ornge's Operations Control Centre to the time the land ambulance departs the base.</p>
	Year/Quarter	RW Scene		RW Interfacility	FW	Land Ambulance																																											
	FY17-18 Q1	96%		91%	79%	72%																																											
	FY17-18 Q2	99%		90%	83%	74%																																											
	FY17-18 Q3	98%		89%	78%	78%																																											
FY17-18 Q4	100%	88%	77%	64%																																													
FY18-19 Q1	96%	89%	83%	73%																																													
FY18-19 Q2	96%	90%	81%	60%																																													
FY18-19 Q3	100%	89%	71%	65%																																													
FY18-19 Q4	98%	90%	73%	78%																																													
(i) Helicopter- Scene	≥ 95%																																																
(ii) Helicopter - Interfacility	≥ 90%																																																
(iii) Fixed wing	≥ 90%																																																
(iv) Critical Care Land Ambulance	≥ 95%																																																

Quality Element: Equitable Care

Improve Patient Satisfaction	Rate of Transport of Accompanying Family Member for Pediatric Patients (< 16yrs)		<p style="text-align: center;">Quarterly Trend for Pediatric Patients with Accompanying Family Member</p> <table border="1"> <caption>Quarterly Trend for Pediatric Patients with Accompanying Family Member Data</caption> <thead> <tr> <th>Year/Quarter</th> <th>Air Transport</th> <th>Fixed Wing</th> <th>Interfacility RW</th> <th>Land</th> </tr> </thead> <tbody> <tr> <td>FY17-18 Q1</td> <td>96%</td> <td>78%</td> <td>67%</td> <td>68%</td> </tr> <tr> <td>FY17-18 Q2</td> <td>92%</td> <td>74%</td> <td>72%</td> <td>73%</td> </tr> <tr> <td>FY17-18 Q3</td> <td>87%</td> <td>80%</td> <td>76%</td> <td>79%</td> </tr> <tr> <td>FY17-18 Q4</td> <td>94%</td> <td>72%</td> <td>79%</td> <td>80%</td> </tr> <tr> <td>FY18-19 Q1</td> <td>97%</td> <td>80%</td> <td>76%</td> <td>73%</td> </tr> <tr> <td>FY18-19 Q2</td> <td>95%</td> <td>71%</td> <td>73%</td> <td>80%</td> </tr> <tr> <td>FY18-19 Q3</td> <td>94%</td> <td>71%</td> <td>80%</td> <td>84%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>93%</td> <td>73%</td> <td>85%</td> <td>79%</td> </tr> </tbody> </table>	Year/Quarter	Air Transport	Fixed Wing	Interfacility RW	Land	FY17-18 Q1	96%	78%	67%	68%	FY17-18 Q2	92%	74%	72%	73%	FY17-18 Q3	87%	80%	76%	79%	FY17-18 Q4	94%	72%	79%	80%	FY18-19 Q1	97%	80%	76%	73%	FY18-19 Q2	95%	71%	73%	80%	FY18-19 Q3	94%	71%	80%	84%	FY18-19 Q4	93%	73%	85%	79%	<p>% of interfacility pediatric patients (<16 years) that were Serviced and Transported, accompanied by family member or accompanying adult present during their transport</p>
	Year/Quarter	Air Transport		Fixed Wing	Interfacility RW	Land																																											
	FY17-18 Q1	96%		78%	67%	68%																																											
	FY17-18 Q2	92%		74%	72%	73%																																											
	FY17-18 Q3	87%		80%	76%	79%																																											
FY17-18 Q4	94%	72%	79%	80%																																													
FY18-19 Q1	97%	80%	76%	73%																																													
FY18-19 Q2	95%	71%	73%	80%																																													
FY18-19 Q3	94%	71%	80%	84%																																													
FY18-19 Q4	93%	73%	85%	79%																																													
(i) Any air transport from air-only accessible communities	100%																																																
(ii) Fixed wing from land-accessible communities.	90%																																																
(iii) Interfacility helicopter transport from land-accessible community	80%																																																
(iv) Land ambulance transport	90%																																																

Objective	Measure/Indicator	Target	Trend	Comments																																																						
Quality Element: Efficient Care																																																										
Improve Availability	Resource Availability % Availability of all three resources as below at the same time: (i) % Pilot Availability: 2 Fixed Wing Pilots 2 Rotor Wing Pilots (ii) % Availability: 2 Paramedics providing minimum ACP(f) level of care (iv) % Vehicle availability	90% 90% 90% 90%	<p style="text-align: center;">Quarterly Trend of Resource Availability</p> <table border="1" style="display: none;"> <caption>Quarterly Trend of Resource Availability Data</caption> <thead> <tr> <th>Period</th> <th>FW Pilots</th> <th>RW Pilots</th> <th>LOC</th> <th>Vehicle Availability</th> <th>Base Availability</th> </tr> </thead> <tbody> <tr> <td>FY17-18 Q1</td> <td>84%</td> <td>93%</td> <td>94%</td> <td>96%</td> <td>99%</td> </tr> <tr> <td>FY17-18 Q2</td> <td>78%</td> <td>89%</td> <td>92%</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>FY17-18 Q3</td> <td>74%</td> <td>91%</td> <td>89%</td> <td>94%</td> <td>94%</td> </tr> <tr> <td>FY17-18 Q4</td> <td>81%</td> <td>91%</td> <td>90%</td> <td>96%</td> <td>92%</td> </tr> <tr> <td>FY18-19 Q1</td> <td>83%</td> <td>93%</td> <td>95%</td> <td>93%</td> <td>88%</td> </tr> <tr> <td>FY18-19 Q2</td> <td>80%</td> <td>91%</td> <td>93%</td> <td>94%</td> <td>87%</td> </tr> <tr> <td>FY18-19 Q3</td> <td>83%</td> <td>93%</td> <td>94%</td> <td>95%</td> <td>84%</td> </tr> <tr> <td>FY18-19 Q4</td> <td>86%</td> <td>94%</td> <td>95%</td> <td>96%</td> <td>92%</td> </tr> </tbody> </table>	Period	FW Pilots	RW Pilots	LOC	Vehicle Availability	Base Availability	FY17-18 Q1	84%	93%	94%	96%	99%	FY17-18 Q2	78%	89%	92%	95%	95%	FY17-18 Q3	74%	91%	89%	94%	94%	FY17-18 Q4	81%	91%	90%	96%	92%	FY18-19 Q1	83%	93%	95%	93%	88%	FY18-19 Q2	80%	91%	93%	94%	87%	FY18-19 Q3	83%	93%	94%	95%	84%	FY18-19 Q4	86%	94%	95%	96%	92%	<p>% Availability of pilots, paramedics and aircraft all at the same time. Ornge seeks to maximize the availability of pilot and paramedic staff as well as aircraft. To provide the best possible service delivery, all need to be available at the same time. The goal is to achieve this reliably.</p>
Period	FW Pilots	RW Pilots	LOC	Vehicle Availability	Base Availability																																																					
FY17-18 Q1	84%	93%	94%	96%	99%																																																					
FY17-18 Q2	78%	89%	92%	95%	95%																																																					
FY17-18 Q3	74%	91%	89%	94%	94%																																																					
FY17-18 Q4	81%	91%	90%	96%	92%																																																					
FY18-19 Q1	83%	93%	95%	93%	88%																																																					
FY18-19 Q2	80%	91%	93%	94%	87%																																																					
FY18-19 Q3	83%	93%	94%	95%	84%																																																					
FY18-19 Q4	86%	94%	95%	96%	92%																																																					