



Memorandum

TO: EHS Registered Medical First Response Agencies

CC: Bob Brown, Director, System Support, EHS Ambulance Operations Management
Kathleen McNally, Senior Manager, MFR Services

FROM: Paul Maynard, Coordinator, MFR Services

DATE: 03 May 2011

RE: **2010 MFR Report Cards**

On September 1, 2010, EHS MFR Services issued "Report Cards" to each sponsored agency, which detailed call volume, PCR compliance (PCRs submitted to MFR Services compared to notifications made by the Medical Communications Centre), and a summary of supplies and equipment orders specific to that agency for the year ended December 31, 2009. The report card also provided, for comparative purposes, statistical information for agencies in the appropriate region as well as the province overall.

46 of 192 sponsored agencies (24%) throughout the province received a plaque from MFR Services in recognition of their achievement of 75% or higher PCR compliance. PCR submission has increased since the 2009 report card was distributed, and we anticipate that even more agencies will reach the 75% milestone for 2010.

As always, we encourage all MFR agencies to submit completed PCRs on a regular basis. **Report cards detailing the same information will soon be issued for the year ended December 31, 2010, and statistics will be based on PCRs received by May 31, 2011.** A pre-addressed, postage paid envelope is enclosed for your convenience.

Please contact me at 902-832-8620 or paul.maynard@emci.ca if you have any questions.