

ANNUAL REPORT INFORMATION

DEPARTMENT OF EMERGENCY MEDICAL SERVICES

Operational Performance Metrics:

Responded to 75,297 requests for emergency medical assistance.

Transported 55,253 patients

Achieved response performance goal of 11 minutes, 59 seconds, 88-90 percent of the time. (System performance goal is 90%).

NOTE: Response time for first responders and first arriving advanced life support will be available next fiscal year due to upgrades in EMS software.

Clinical Performance Metrics:

Successfully resuscitated sixty (60) victims of cardiac arrest.

S-T segment elevation acute myocardial infarction (STEMI) treatment bundle – every 15 patients treated correctly according to this bundle results in the prevention of one stroke, acute MI, or death.

302 number treated 17 patients for whom stroke, MI, or death prevented.

Pulmonary edema – every 6 patients treated results in the prevention of one endotracheal intubation (usually associated with admission to the hospital ICU rather than a non-critical care unit).

295 number treated 59 ICU admissions/ventilator placements avoided

Trauma – every 11 patients appropriately transported to a Level I trauma center results in the prevention of one death.

496 number treated 45 patients for whom death was avoided

Trauma – every 3 patients over 65 years of age appropriately transported to a level I trauma center results in the prevention of one death.

35 number treated

12 patients for whom death was avoided

Additional performance achievements:

Wake County was recognized with the “Award of Excellence” by the International City/County Management Association (ICMA) for the Advanced Practice Paramedic Program.

Wake County EMS system personnel, led by Chief Steve Cohen and Justine Hollingshead of Cary Area EMS, provided medical support in the aftermath of the massive earthquake that devastated Haiti.

The Wake County EMS Division took delivery of a 14-patient “medical ambulance bus” for which funding was provided by the North Carolina Department of Law and Public Safety. This bus will be used in the events such as the evacuation of health care facilities damaged by weather or other major events.

The Wake County EMS system responded to and successfully managed multiple casualties following the explosion and building collapse at the ConAgra food processing facility in Garner, and managed over 160 young people taken ill at a local hotel following a banquet and food-borne illness outbreak.

The Wake County EMS system successfully managed the integration of the personnel and equipment of Garner EMS in to the Wake County EMS Division following that agency’s financial difficulties earlier this year.