

# Wake County EMS System Peer Review System Performance Report

August 2019



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# Operations Update



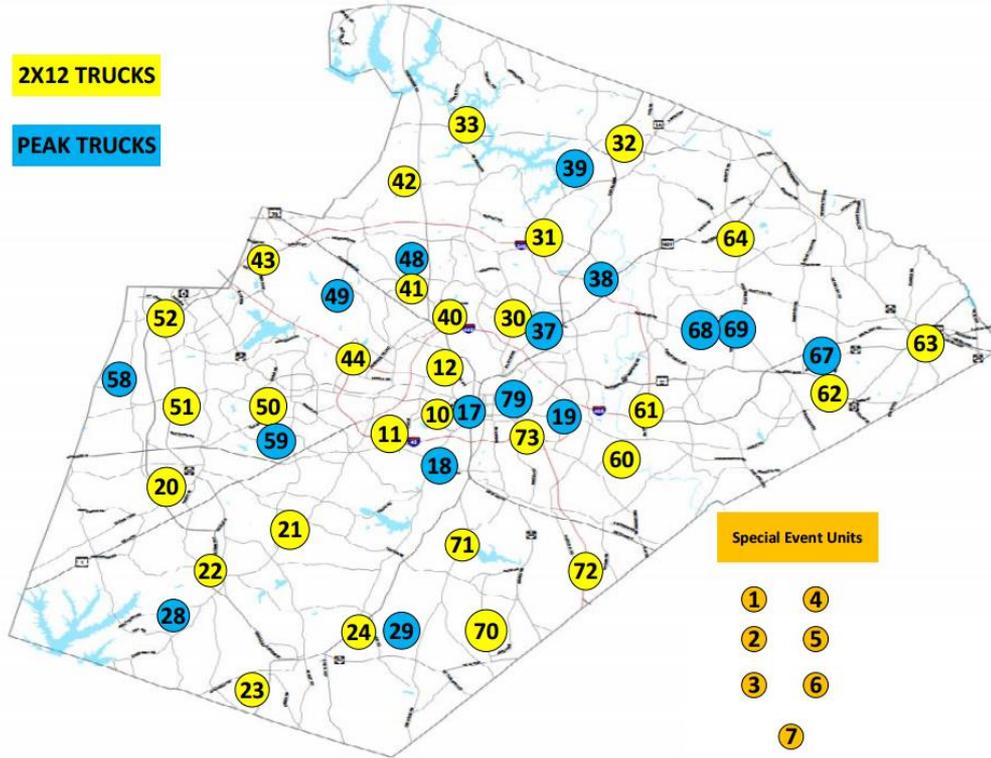
Prompt  
Compassionate  
Clinically Excellent Care

WAKE COUNTY

# EMS System Unit Numbers

2X12 TRUCKS

PEAK TRUCKS

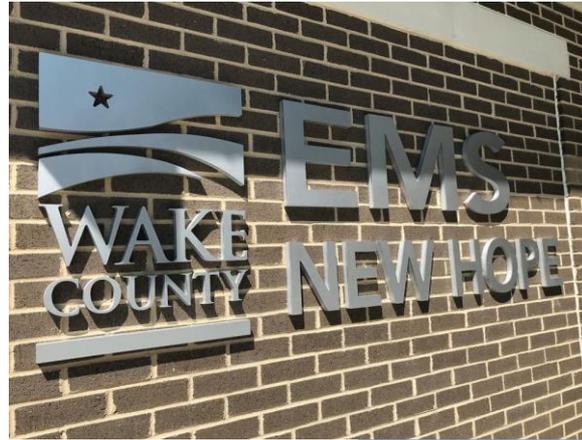


## Highlights:

- Realigns system unit numbers by district
- Maintains unique numbering for 2x12 trucks and peak trucks
- Standardized front line units and special event unit numbers across the system

# New Hope EMS Station

- Fox Road on Wake Tech North Campus



# Employee Wellness

New gym equipment installed in the ESEC for our employees with 24/7 access.



# I-40 Pile Up - June 5th



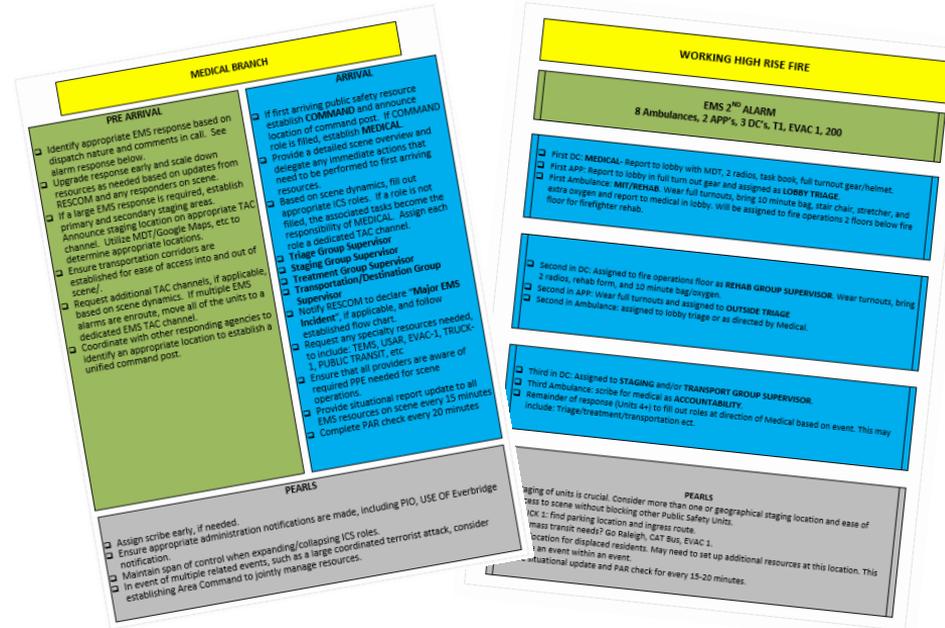
# Operational Training

## Officer CME

- 6 tabletop scenarios
  - Multiple scenarios including:
    - Airport crash, high rise fire, active shooter, explosion, MVC at state fair, and nursing home evacuation
  - Evaluated new Ops Task Cards

## System CME

- Triage exercise
  - Detonated bag at Union Station in downtown Raleigh.

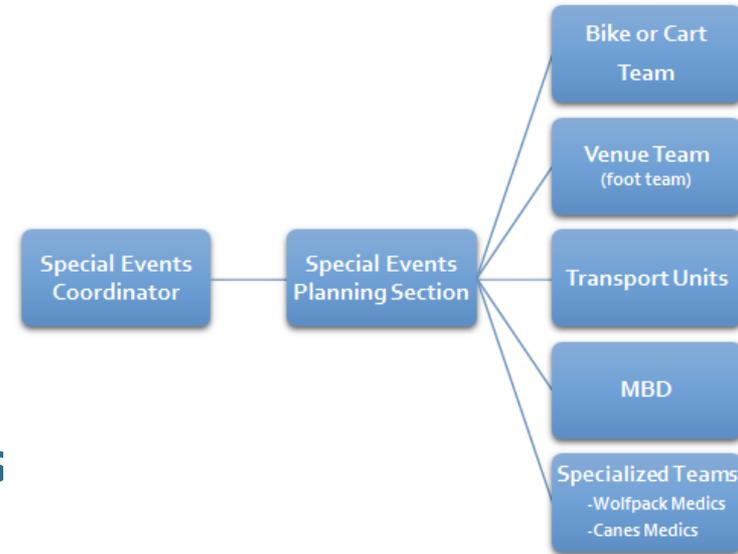


# New CAD Update

- As mentioned last quarter, phased implementation.
- Core functionality proving to be successful and moving to next phase.
  - Auto-dispatch activated and being tested.

# Centralized Special Events Office

- Single point of evaluation for coverage of events using consistent criteria.
- Build the big picture of all events occurring within the limits of Wake County.
  - Works to assist with staffing projections.
- Work closely with our partners across the system including Eastern Wake EMS, Cary EMS, REX ERT, NCSU FMO, City of Raleigh Special Events Office, and many others.



# Special Event and Mass Gathering horizon scan

- Concert season at Walnut Creek, Red Hat, and Koka Booth continues
- Street festival, sporting events and road races are active on a weekly basis and increasing this time of year...
  - Hopscotch, SparkCON, IBMA, Bikefest, NCAA, NHL, and State Fair to name a few.
- First Dreamville planning meeting was this afternoon...Coming: April 4, 2020.



# EMS Response Data

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January – July 2019

- 63,806 incidents
- Increase of 4% for this same period in 2018
- Average of 294 incidents per day
- Increase of 5 calls per day from 2018

# Low System Resources (ESTAT) Update

# ESTAT

January-July 2019

- **Total of 683 events for the period.**
  - Total of nearly 565 hours in ESTAT for the 7 months
  - Longest duration just over 7 hours (May 2019)

# EMS Operations ESTAT Summary

Overall trend indicates growing number of estat events per year; 2019 is seeing lower estat events in comparison to 2018 (thus far) but, the duration (how long) estat lasts is growing

**723**

ESTAT Events YTD

**47**

ESTAT Average Duration YTD

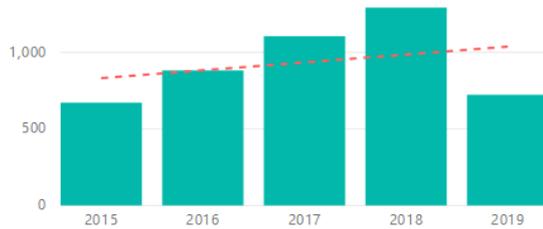
**99**

ESTAT 90th Percentile Duration YTD

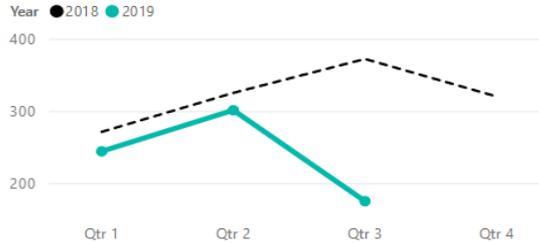
**440**

ESTAT MAX Duration YTD

ESTAT Events by Year



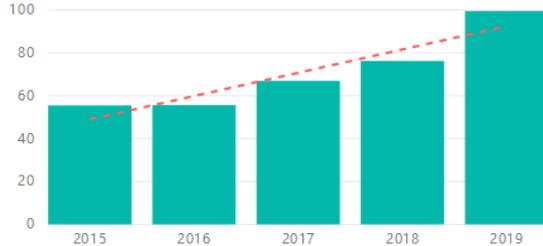
ESTAT Events by Quarter and Year



ESTAT Events by Month and Year



ESTAT 90th Percentile Duration by Year



ESTAT 90th Percentile Duration by Quarter and Year



ESTAT 90th Percentile Duration by Month and Year



# Wake County EMS System Peer Review System Performance

## Questions?



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