

# Wake County EMS System Peer Review System Performance Report

November 2019



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# Operations Update

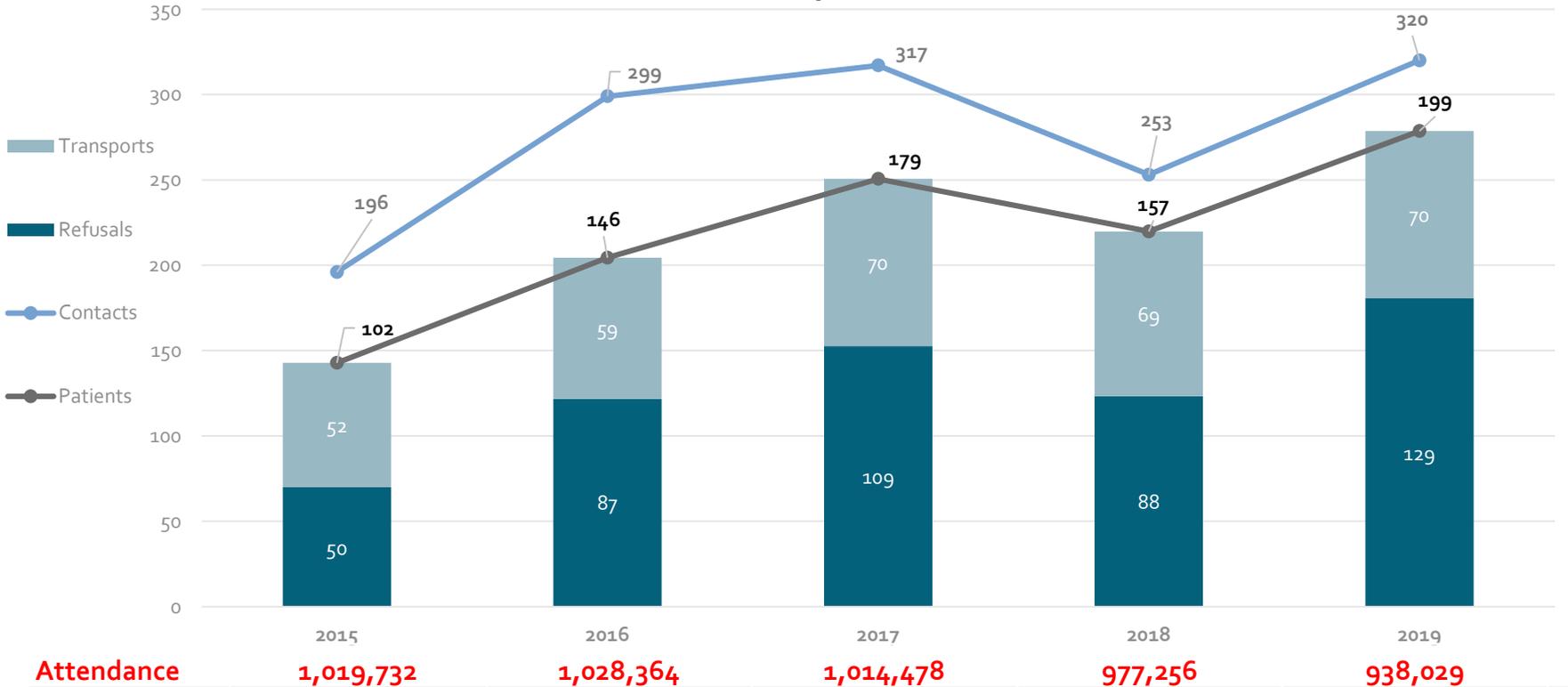


Prompt  
Compassionate  
Clinically Excellent Care

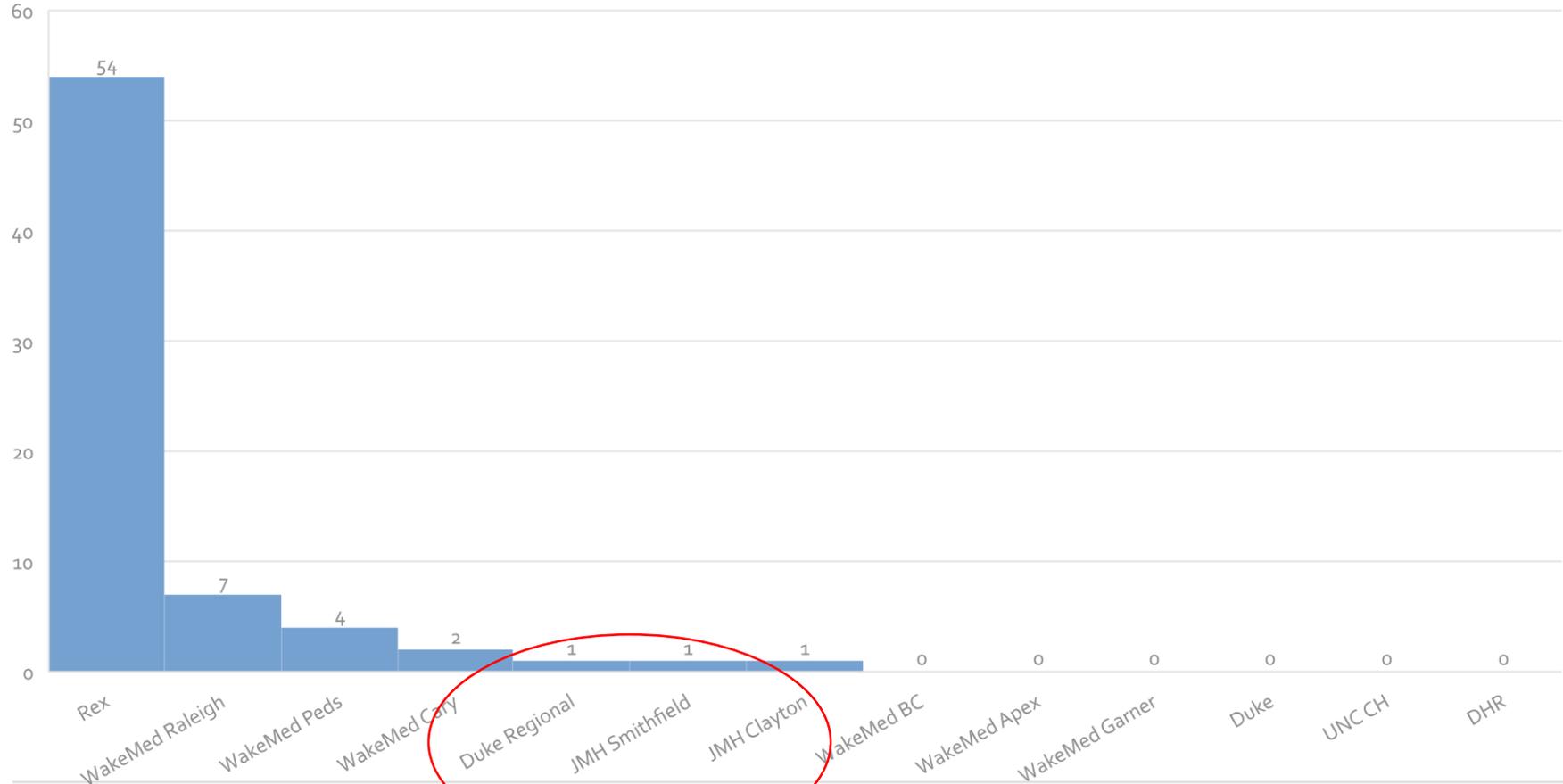
WAKE COUNTY

# NC State Fair Summary

## Totals per Year



# Destination ED from NCSF



# Incident Highlights

- **Major Incident Activation**
  - Multiple Patient Stabbing
- **Small plane crash – Umstead State Park**
- **EVAC<sub>1</sub> deployment - Johnston County**



# Operational Exercises and Pre-Planning

- **Joint training with Garner agencies**
  - Two tabletop scenarios with GPD/GFD command staff
  - Two scenarios including:
    - Tornado through Garner
    - Active Threat on Thanksgiving at Best Buy
- **Walk through at new Amazon facility**
  - Former ConAgra location on Jones Sausage Rd.



# Special Event and Mass Gathering horizon scan

- Christmas parade this Saturday morning in downtown Raleigh and many communities over the next few weeks.
- First night on Fayetteville Street.
- Sports:
  - NHL
  - NCAA basketball
  - Last NCSU football game 11/30
- Radar: Dreamville 4/4/20



# EMS Operations Data

# Low System Resources (ESTAT) Update

# ESTAT

**July - September 2019**

- **Total of 382 events for the period.**
  - Total of nearly 332 hours in ESTAT for this quarter
  - Longest duration for the year remains just over 7 hours (May 2019)

# EMS Operations ESTAT Summary

Data As Of  
Tuesday, November 19, 2019

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

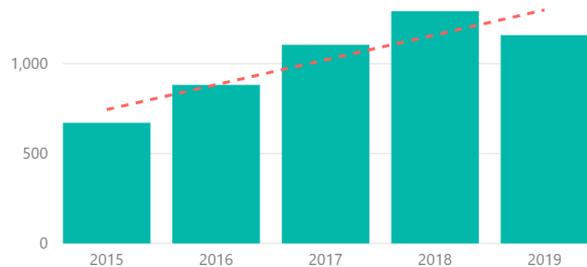
**1159**  
ESTAT Events YTD

**49**  
ESTAT Average Duration YTD

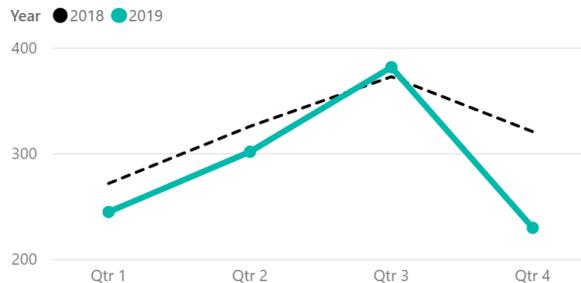
**108**  
ESTAT 90th Percentile Duration YTD

**440**  
ESTAT MAX Duration YTD

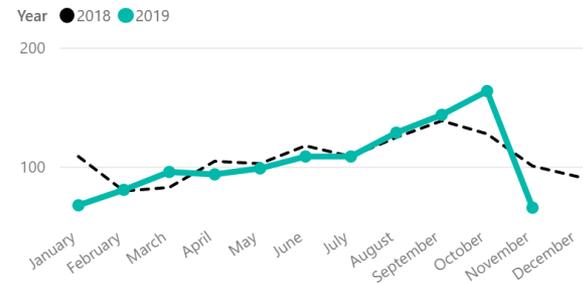
ESTAT Events by Year



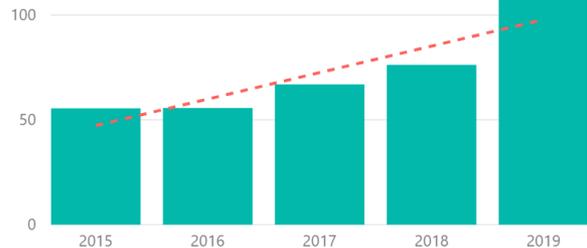
ESTAT Events by Quarter and Year



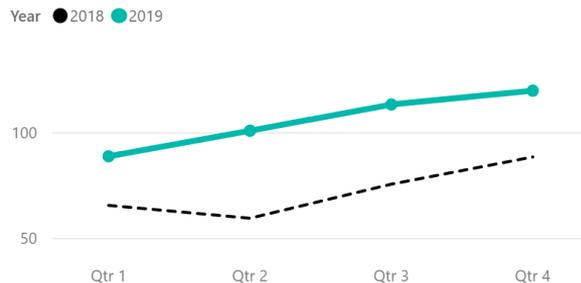
ESTAT Events by Month and Year



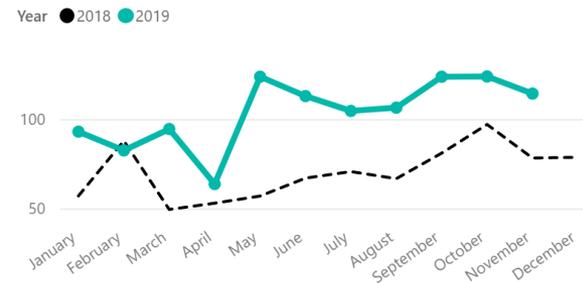
ESTAT 90th Percentile Duration by Year



ESTAT 90th Percentile Duration by Quarter and Year



ESTAT 90th Percentile Duration by Month and Year

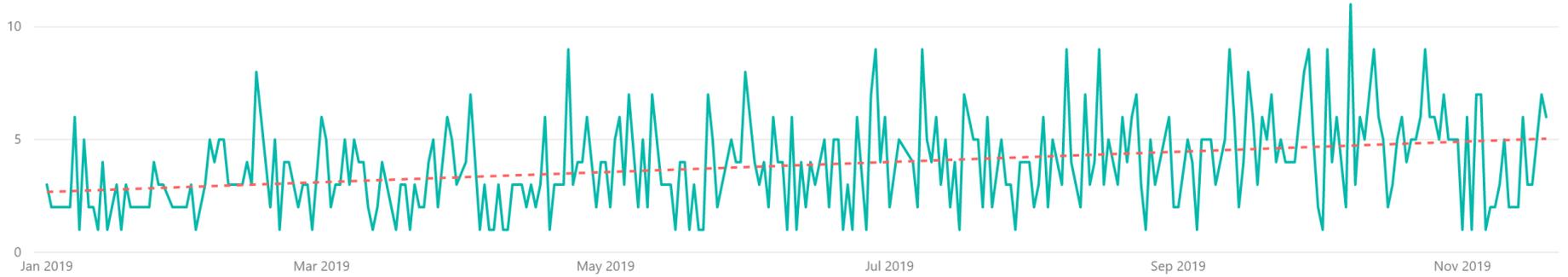


# EMS Operations ESTAT Trend

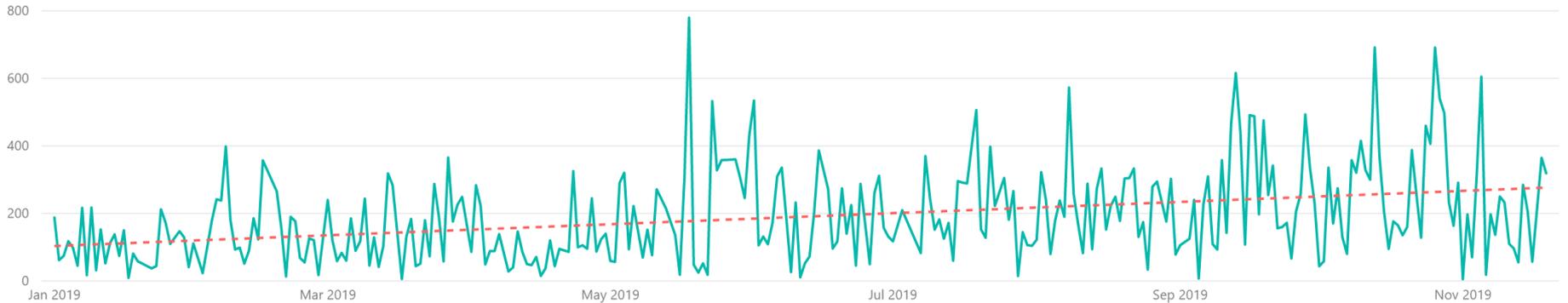
Data As Of  
Tuesday, November 19, 2019

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

ESTAT Events by Date



ESTAT Total Duration by Date



# Hospital Diversion

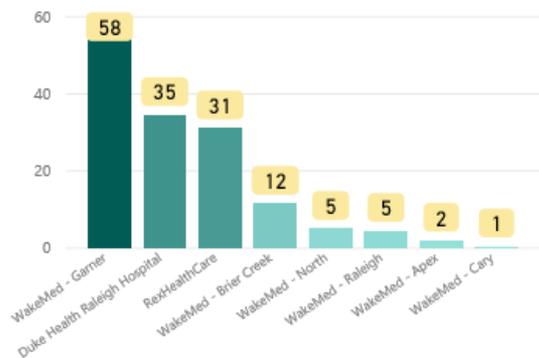
# EMS Operations Hospital Diversion<sup>①</sup>

## Analytics Insight: Diversion Correlates with Overall Demand

Time of day may have influence on driving diversion and duration based on increasing demand over time

Overall diversion hours duration is trending down over the years (as of to date)

Total Diversion Hours Hospital



Total Diversion Hours Status



Quarter (Q1-Q4)



Quarter (Q1-Q4)



Data Start Date

Monday, July 1, 2019

Data End Date

Friday, September 27, 2019

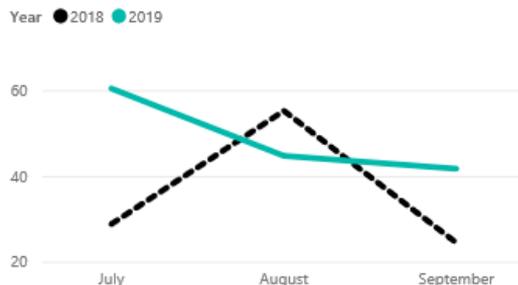
Total Diversion Hours Hospital

| Hospital                     | BLACK    | RED       | YELLOW    | Total      |
|------------------------------|----------|-----------|-----------|------------|
| WakeMed - Garner             | 3        |           | 55        | 58         |
| Duke Health Raleigh Hospital | 0        | 34        |           | 35         |
| RexHealthCare                | 1        | 30        | 0         | 31         |
| WakeMed - Brier Creek        |          | 2         | 10        | 12         |
| WakeMed - North              |          |           | 5         | 5          |
| WakeMed - Raleigh            |          | 4         | 0         | 5          |
| WakeMed - Apex               |          |           | 2         | 2          |
| <b>Total</b>                 | <b>4</b> | <b>71</b> | <b>72</b> | <b>147</b> |

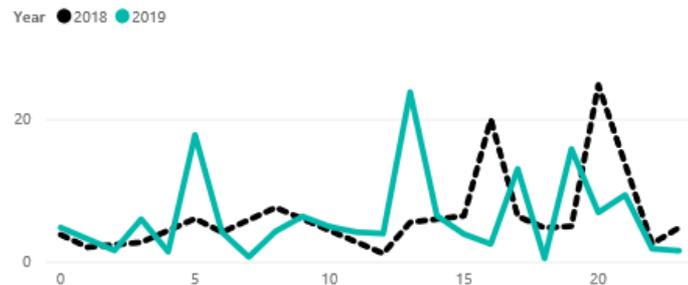
Total Diversion Hours Year



Total Diversion Hours Month



Total Diversion Hours (Hour of Day)

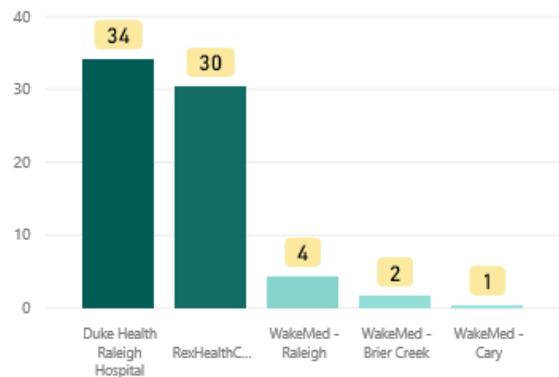


# EMS Operations Hospital Diversion<sup>®</sup>

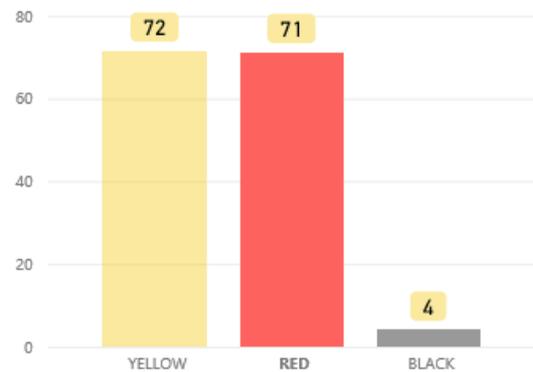
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### Total Diversion Hours Hospital



### Total Diversion Hours Status



### Quarter (Q1-Q4)

2016

2017

2018

2019

### Quarter (Q1-Q4)

1

2

3

4

Data Start Date

Monday, July 1, 2019

Data End Date

Friday, September 27, 2019

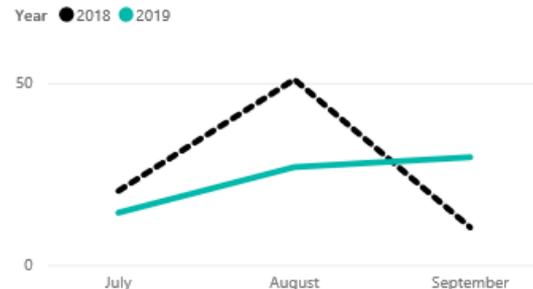
### Total Diversion Hours Hospital

| Hospital                     | RED       | Total     |
|------------------------------|-----------|-----------|
| Duke Health Raleigh Hospital | 34        | 34        |
| RexHealthCare                | 30        | 30        |
| WakeMed - Raleigh            | 4         | 4         |
| WakeMed - Brier Creek        | 2         | 2         |
| WakeMed - Cary               | 1         | 1         |
| <b>Total</b>                 | <b>71</b> | <b>71</b> |

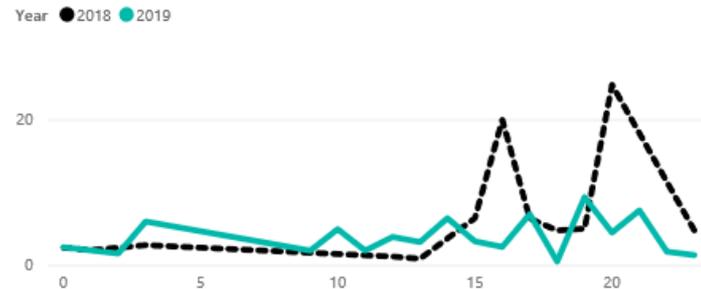
### Total Diversion Hours Year



### Total Diversion Hours Month



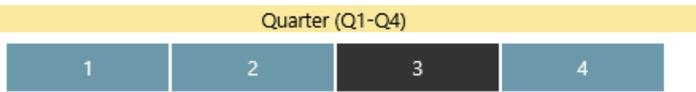
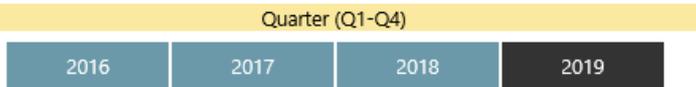
### Total Diversion Hours (Hour of Day)



# EMS Operations Hospital Diversion<sup>①</sup>

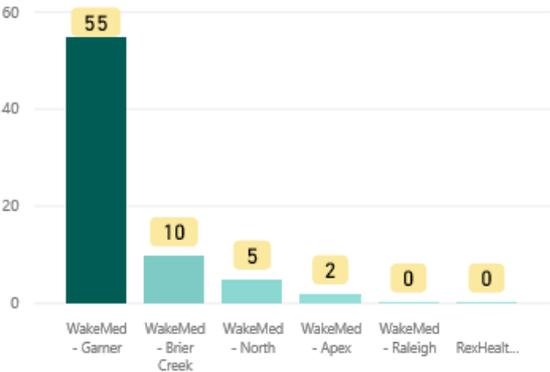
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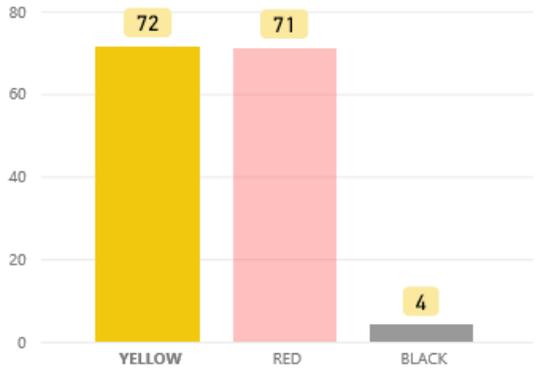


Data Start Date: **Friday, July 5, 2019**      Data End Date: **Friday, September 20, 2019**

Total Diversion Hours Hospital



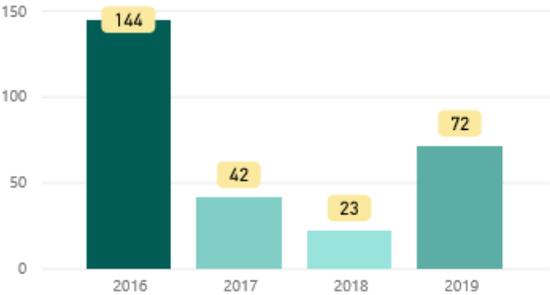
Total Diversion Hours Status



Total Diversion Hours Hospital

| Hospital              | YELLOW    | Total     |
|-----------------------|-----------|-----------|
| WakeMed - Garner      | 55        | 55        |
| WakeMed - Brier Creek | 10        | 10        |
| WakeMed - North       | 5         | 5         |
| WakeMed - Apex        | 2         | 2         |
| WakeMed - Raleigh     | 0         | 0         |
| RexHealthCare         | 0         | 0         |
| <b>Total</b>          | <b>72</b> | <b>72</b> |

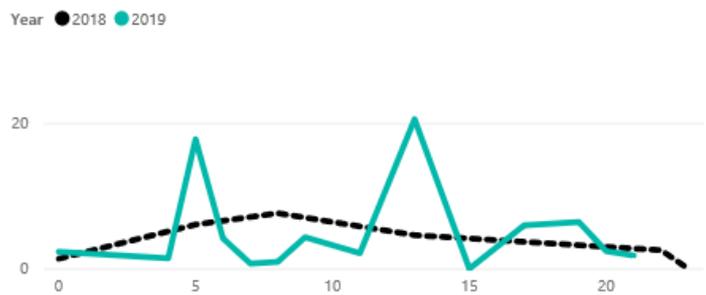
Total Diversion Hours Year



Total Diversion Hours Month



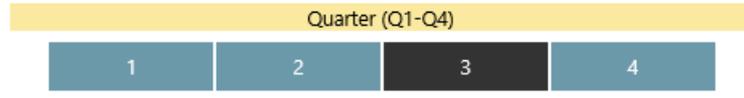
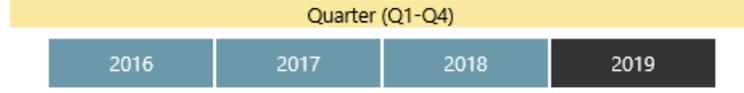
Total Diversion Hours (Hour of Day)



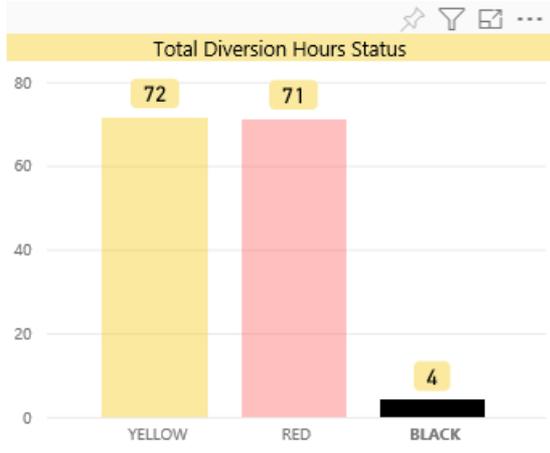
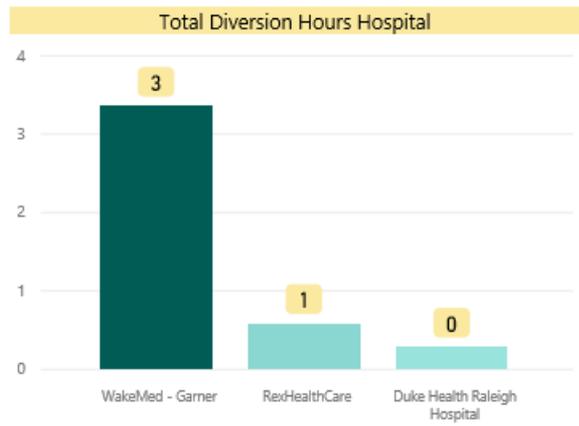
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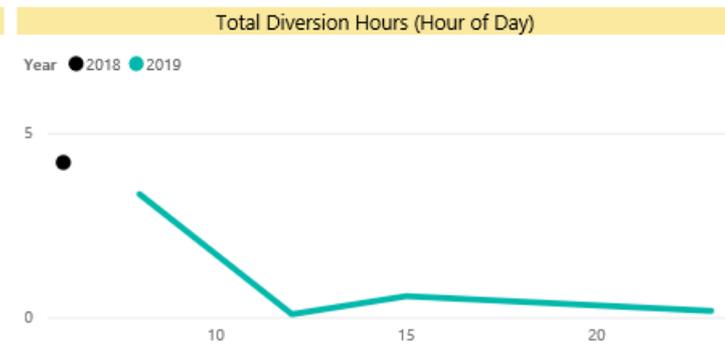
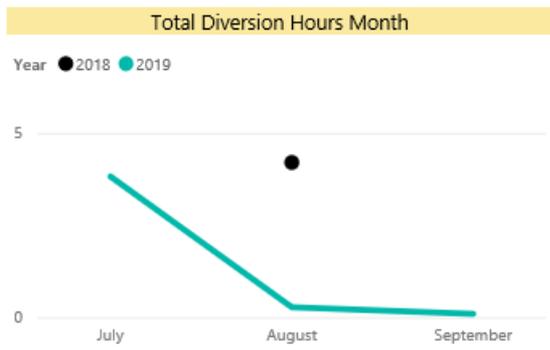
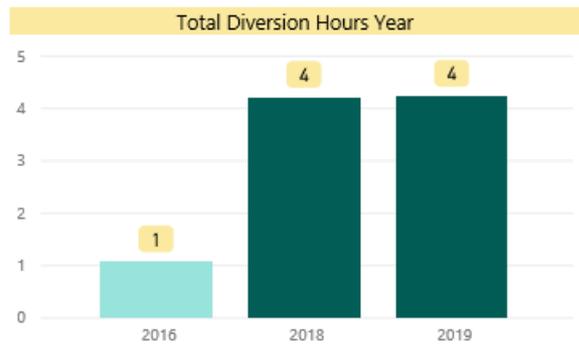


Data Start Date: Saturday, July 13, 2019  
Data End Date: Sunday, September 8, 2019



### Total Diversion Hours Hospital

| Hospital                     | BLACK    | Total    |
|------------------------------|----------|----------|
| WakeMed - Garner             | 3        | 3        |
| RexHealthCare                | 1        | 1        |
| Duke Health Raleigh Hospital | 0        | 0        |
| <b>Total</b>                 | <b>4</b> | <b>4</b> |

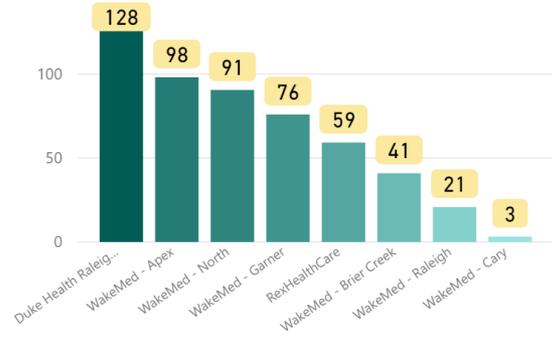


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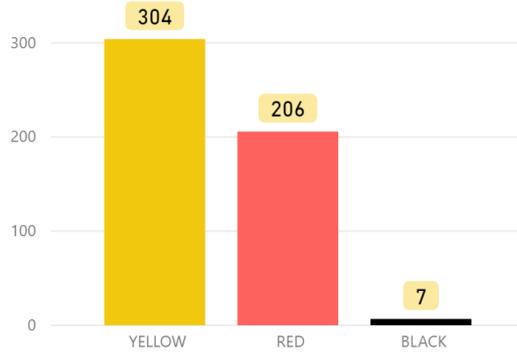
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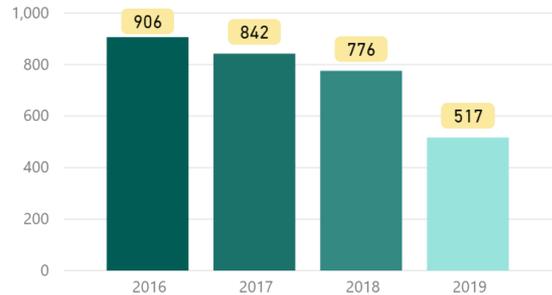
Total Diversion Hours Hospital



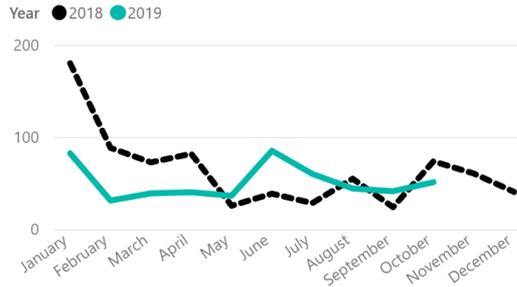
Total Diversion Hours Status



Total Diversion Hours Year



Total Diversion Hours Month



Quarter (Q1-Q4)



Quarter (Q1-Q4)



Data Start Date

Tuesday, January 1, 2019

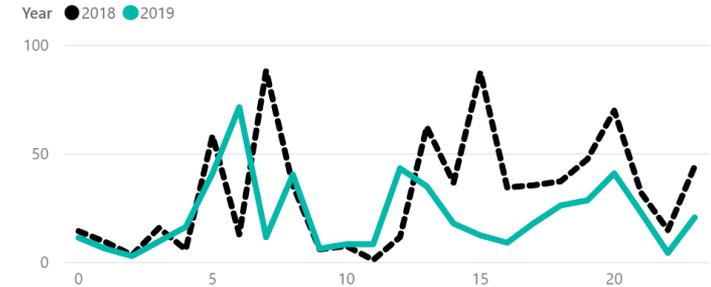
Data End Date

Tuesday, October 29, 2019

Total Diversion Hours Hospital

| Hospital                     | BLACK    | RED        | YELLOW     | Total      |
|------------------------------|----------|------------|------------|------------|
| Duke Health Raleigh Hospital | 1        | 124        | 3          | 128        |
| WakeMed - Apex               |          |            | 98         | 98         |
| WakeMed - North              |          | 0          | 90         | 91         |
| WakeMed - Garner             | 5        | 0          | 71         | 76         |
| RexHealthCare                | 1        | 56         | 3          | 59         |
| WakeMed - Brier Creek        |          | 2          | 39         | 41         |
| WakeMed - Raleigh            |          | 21         | 0          | 21         |
| <b>Total</b>                 | <b>7</b> | <b>206</b> | <b>304</b> | <b>517</b> |

Total Diversion Hours (Hour of Day)



# Wake County EMS System Peer Review System Performance

## Questions?



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