

# Wake County EMS System Peer Review System Performance Report

August 2018 – October 2018  
Information



EMS System



@wakegov    

wakegov.com

# Operations Update



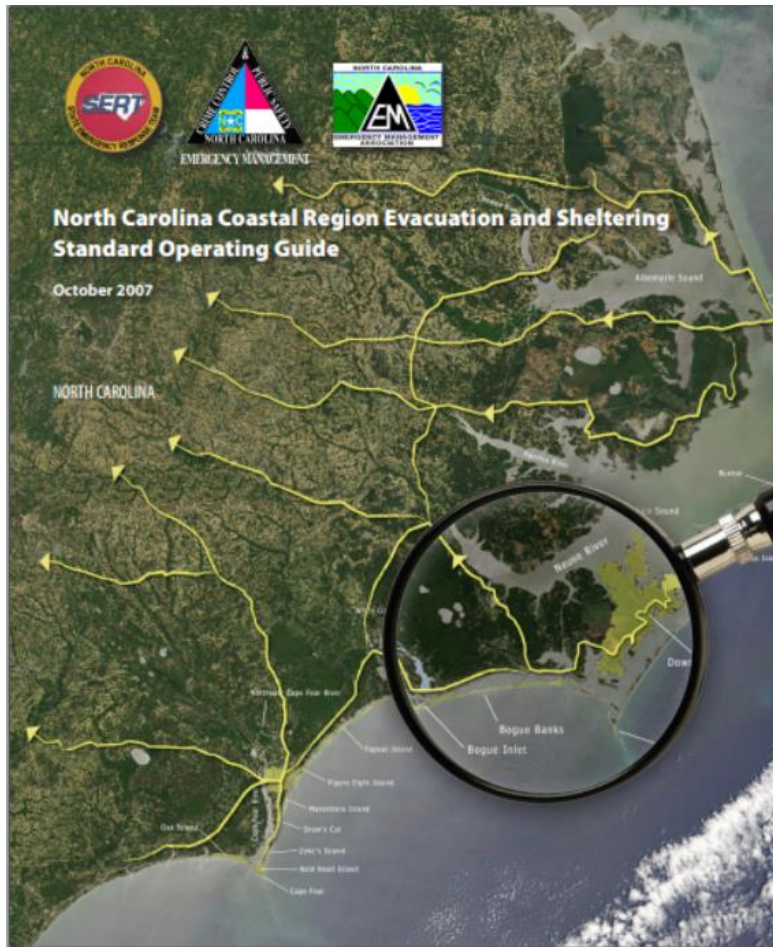
Prompt  
Compassionate  
Clinically Excellent Care

WAKE COUNTY

# Hurricane Florence Response

- Initial EMS System planning scenario
- Initial steps for EMS System
  - Difficult decisions (mandating/holding employees, changes to response during storm); info/briefing; safety messaging; conference calls with system stakeholders; all hands on deck!
- Roles at EOC, DOC, RWECC, Shelters
- Deployments – NCTF8 and AST
  - 2 USAR medics with 2 Swift Water Rescue Teams
  - 3 USAR medics Type 3 Structural Collapse Team
  - 2 EVAC1 missions
    - Onslow Memorial Hospital evacuation to Duke Regional, Duke Raleigh, and WakeMed.
    - St Pauls High School (Robeson County) to Richmond Pines NH in Hamlet, NC.





# NC CRES PLAN

- 700 page document that outlines in detail the States plan for evacuation and sheltering for the coastal counties
- Developed in 2007

# Shelter Ops

- **“The People Storm”**
  - Three Raleigh shelters receive multiple unannounced school buses of evacuees from Eastern NC
  - Many with healthcare needs (primarily oxygen dependent)
  - Limited mobility patients
  - Requests from shelters for equipment, supplies, etc.
  - Known and unknown issues
  - Staffing challenges

# Friday the 14<sup>th</sup> to Monday the 17<sup>th</sup>

- **Shelter support becomes the primary mission**
  - A change in organizational structure.
  - Had a Comms plan on MC\_Alpha for all Shelters
  - All variety of supplies, medications, oxygen supported by Logistics
- **Implementation of RelyMD**
  - EMS delivered IS iPads to each shelter with MiFi devices
  - Used extensively to avoid many transports
- **By Monday:**
  - Transferred all residents from CRES shelters to UNC Friday Center or State Medical Services Shelter (SMSS).
  - **All hurricane operations demobilized and normal operations resumed.**

# Hurricane Michael

- **Smooth operation and much easier response**
  - Little wind, some rain...everyone still in the mode from Florence.
  - Biggest issue was the loss of 911 phone lines

# Glenwood Towers Fire

- 14 story, 301 apartment senior subsidized housing in the middle of Glenwood South.
- Fire alarm dispatched with RFD arriving to find heavy fire from a 9<sup>th</sup> story apartment window.





# Glenwood Towers Fire



- High rise operations went as trained with excellent cooperation between RFD, EMS, and RPD.
- 24 ambulances on location amongst many other DCs and Command Staff to build out ICS org chart. Even more helping in the County.
- Excellent communication with our area hospitals.
  - Only 6 transports, but close to 200 people evacuated many with chronic complaints - "unwell vs. unwell from the fire".
  - Communications with EDs can be IMPROVED!

# Mass Casualty Comms Plan Update

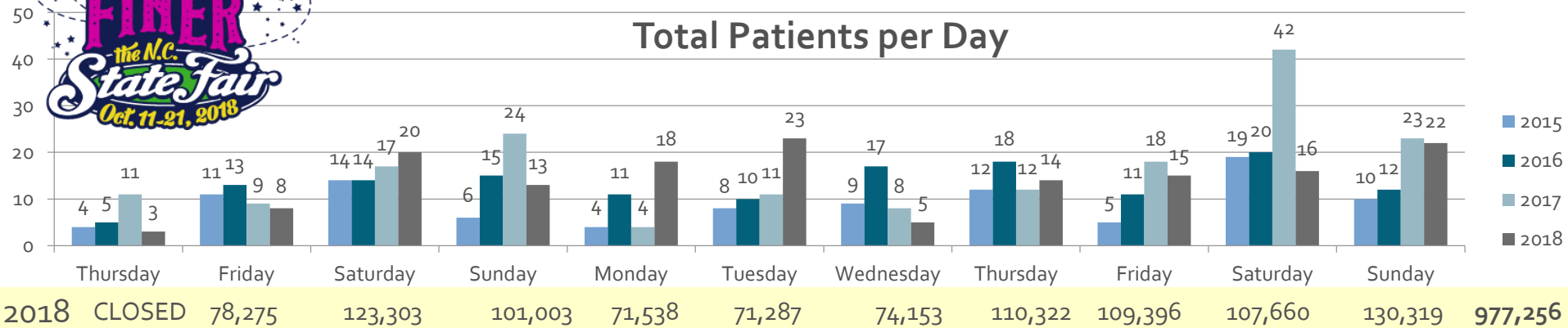


- The portable radios at all of the Wake County ED's have been updated so that the home button will automatically carry the user to the MC\_Hotel channel.
- This should improve the ease of access to the predetermined communications channel when the "ring down" for a major incident occurs in Wake County.
- Exercising and Testing process on December 13<sup>th</sup> with a go-live shortly after.

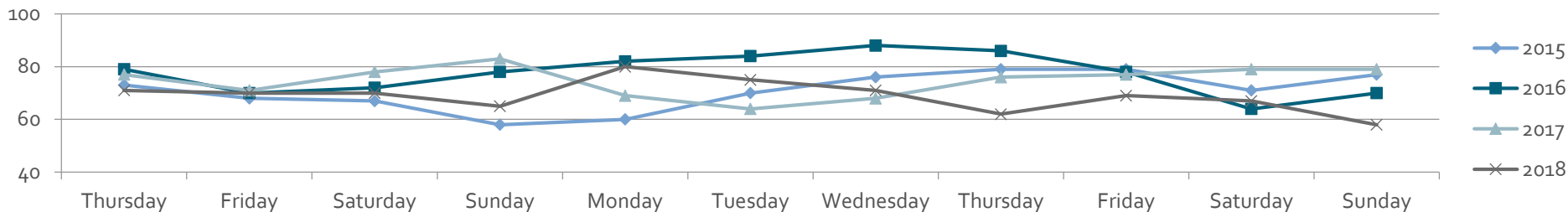
# NC State Fair Summary



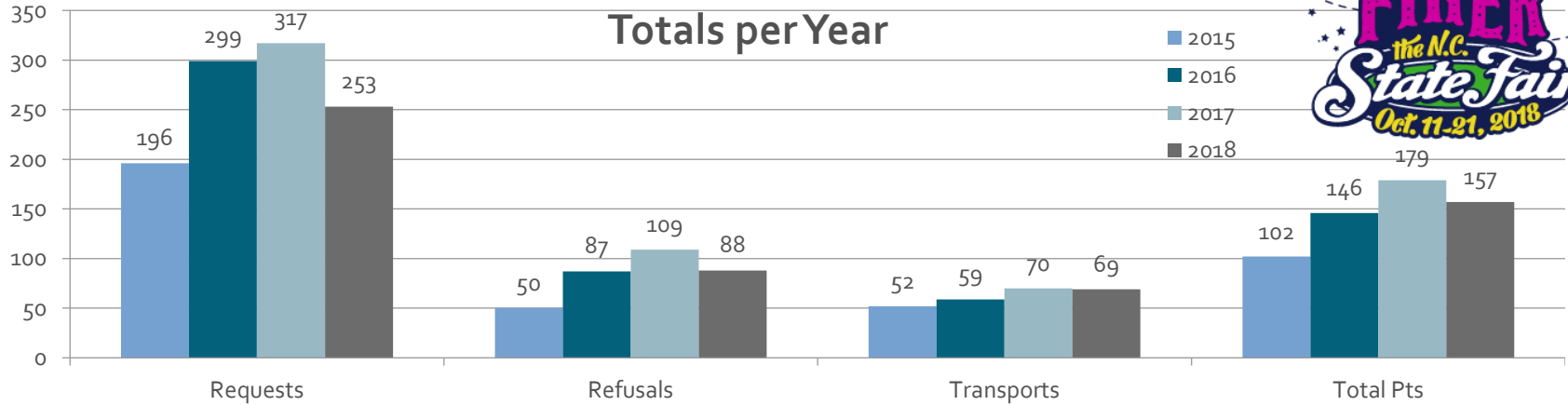
## Total Patients per Day



## Temperature



# NC State Fair Summary



	Thurs Oct 12	Fri Oct 13	Sat Oct 14	Sun Oct 15	Mon Oct 16	Tues Oct 17	Wed Oct 18	Thurs Oct 19	Fri Oct 20	Sat Oct 21	Sun Oct 22	Total / Hosp
Rex	5	4	3	9	2	7	1	5	4	14	8	62
WakeMed Raleigh		1	1							1	1	4
WakeMed Peds			1							1	1	3
WakeMed Cary				1								1
Total Transports / Day	5	5	5	10	2	7	1	5	4	16	10	70

# Special Event and Mass Gathering Updates

- Holiday parades and tree lightings starting this Saturday with the City of Raleigh.
- NCAA continues with football and basketball.
- NHL continues with the Hurricanes.
- First Night Raleigh celebrations on New Years Eve.

# Special Event and Mass Gathering Updates

- **Dreamville Festival has been rescheduled for April 6<sup>th</sup>, 2018.**
  - This will also be the spring game for NCSU football at Carter-Finley Stadium.

A stylized, semi-transparent map of Wake County is centered in the background of the slide. The map is a darker shade of blue than the background and shows the county's irregular shape.

# EMS Response Data

# EMS Response Data

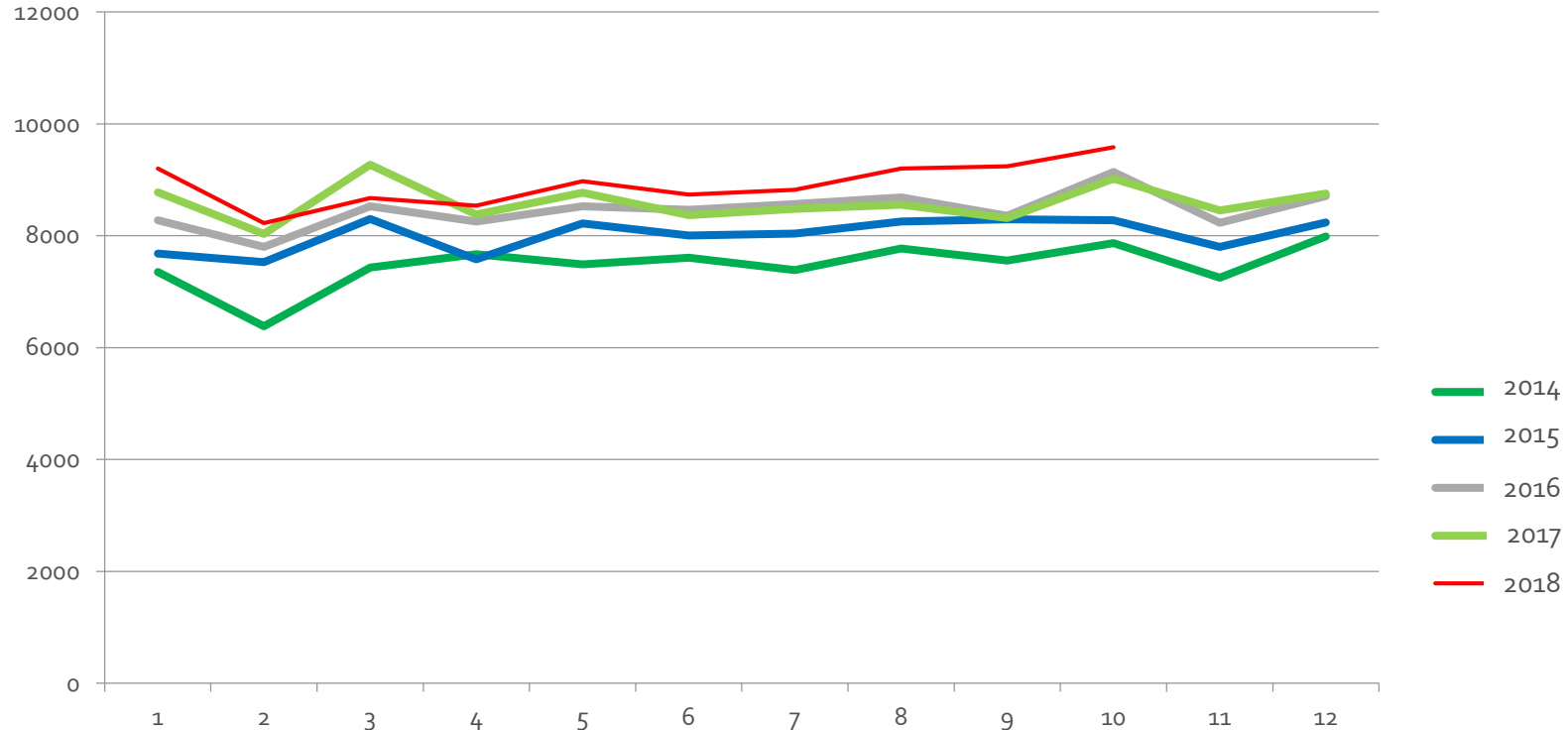
Year thru October

- 89,206 incidents
- Increase of 3.75% over 2017
- Average of 293 incidents per day
- 5 year increase of nearly 10,000 calls by November 1st



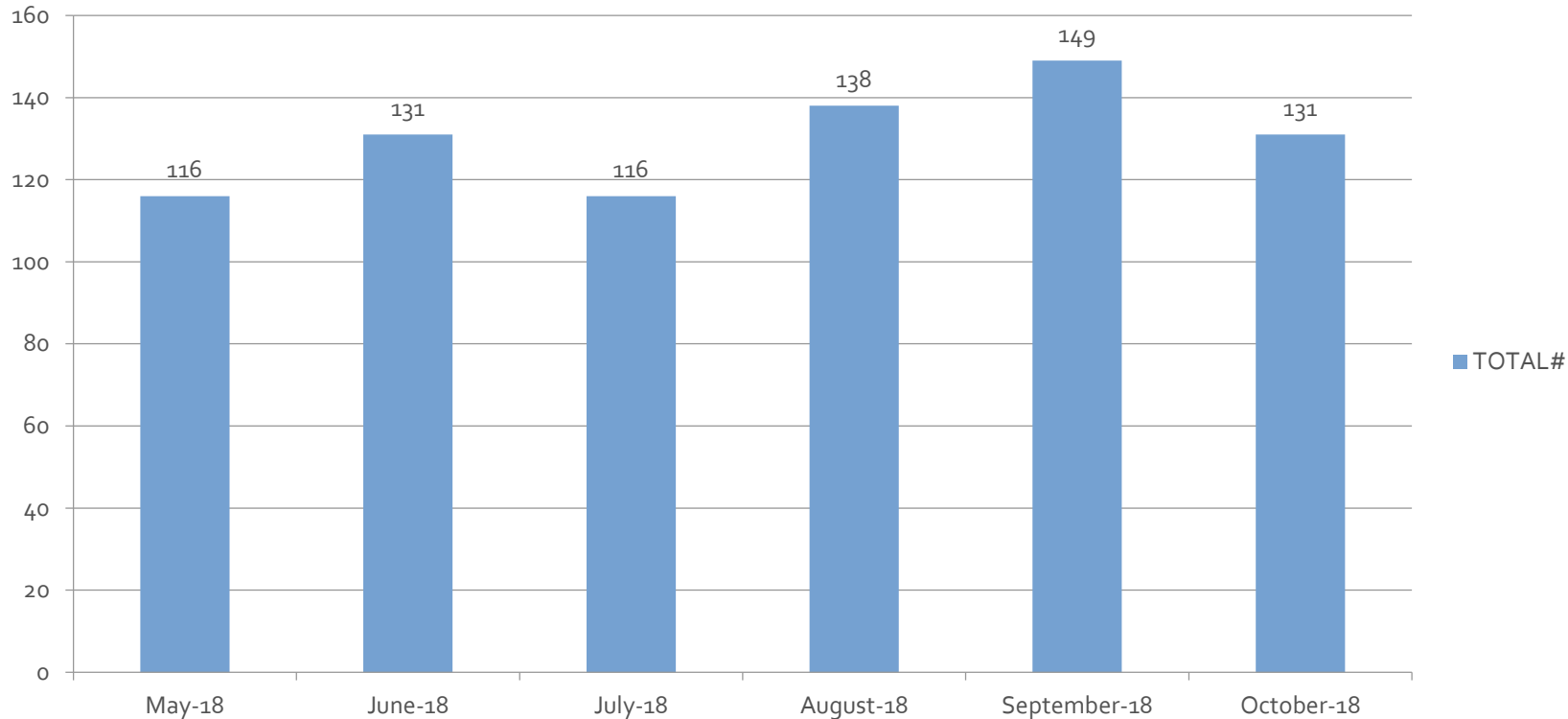
# EMS Response Data 2014-2018

Year to Date by Calls Per Month

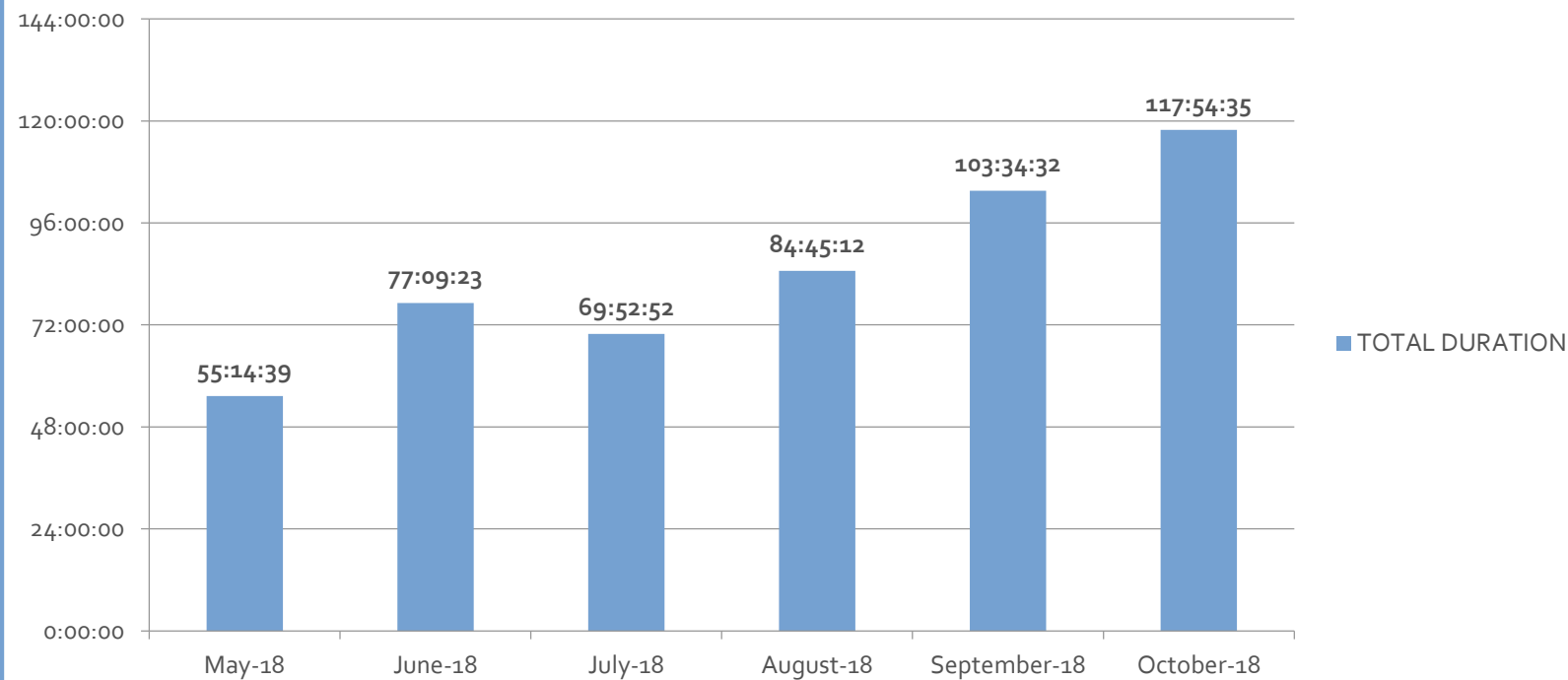


# Low System Resources (ESTAT) Update

## ESTAT TOTAL EVENTS

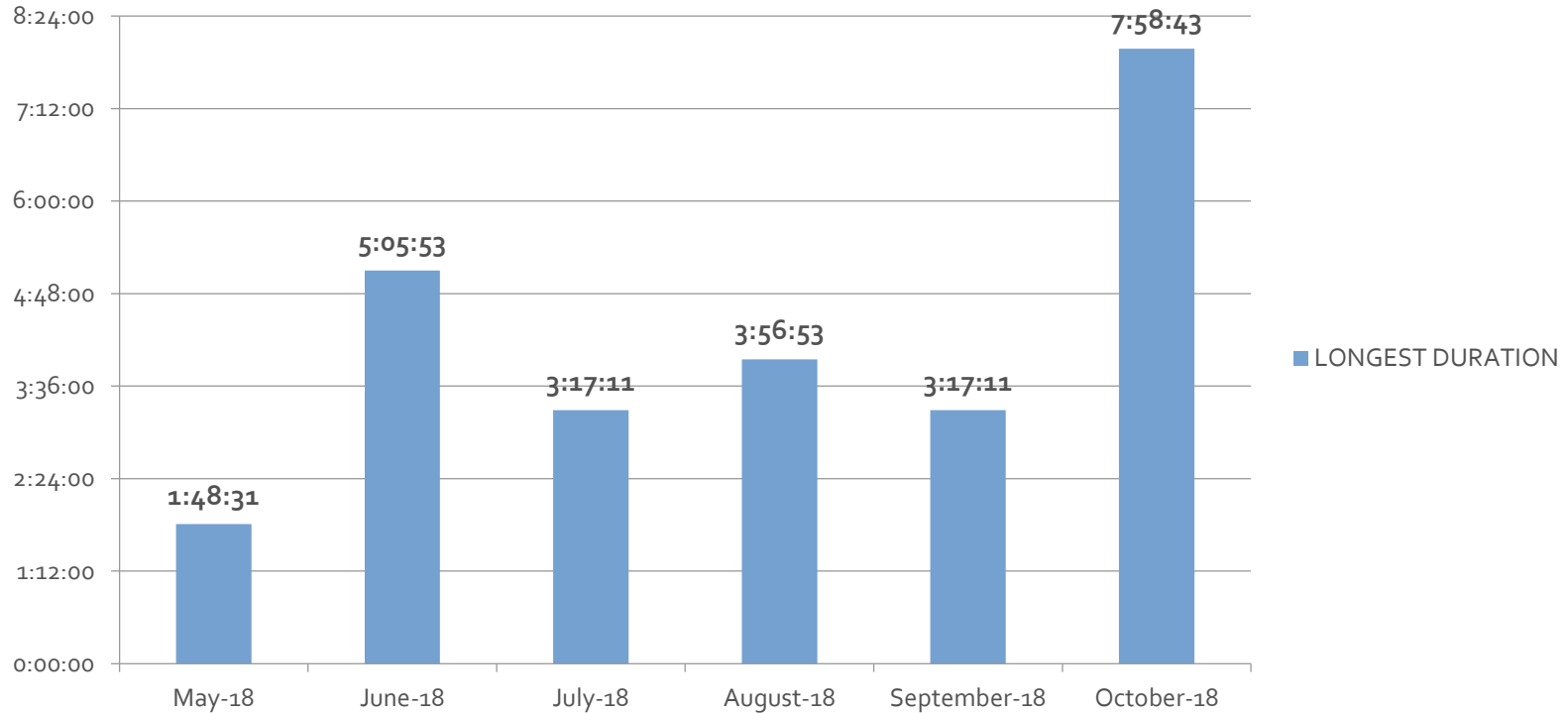


# ESTATTOTAL DURATION



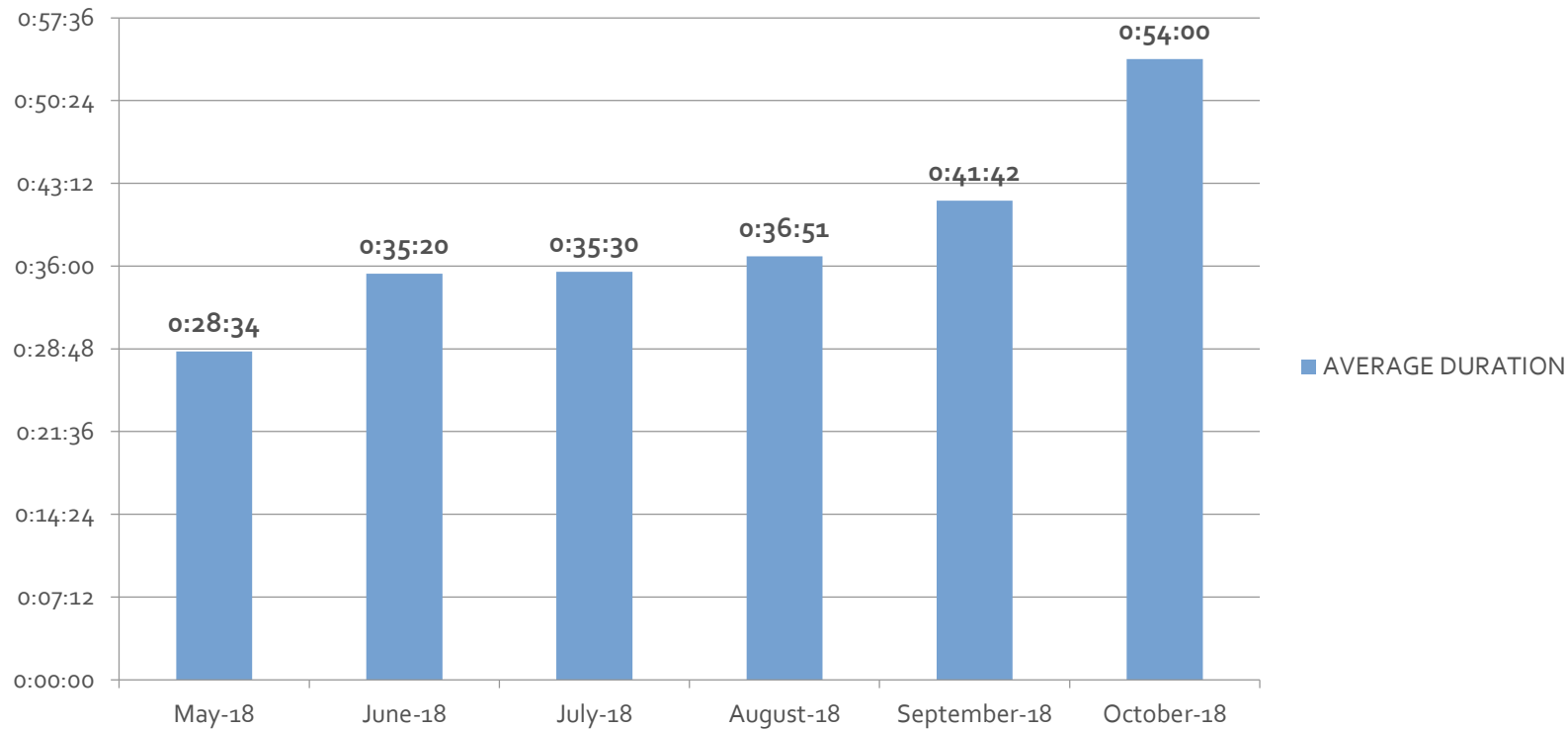
Displayed "Hours:Minutes:Seconds"

## ESTAT LONGEST DURATION



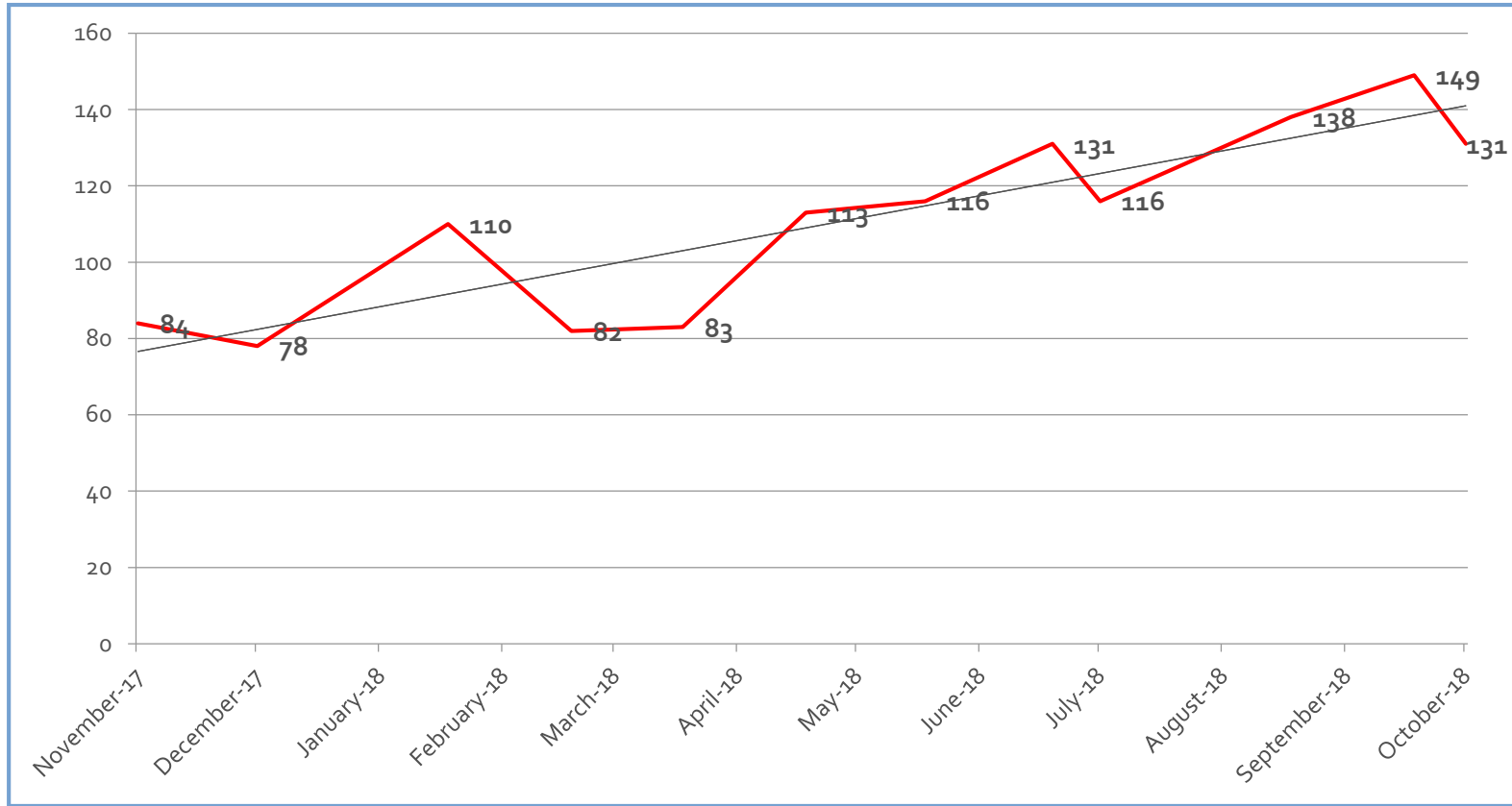
Displayed "Hours:Minutes:Seconds"

## ESTAT AVG DURATION



Displayed "Hours:Minutes:Seconds"

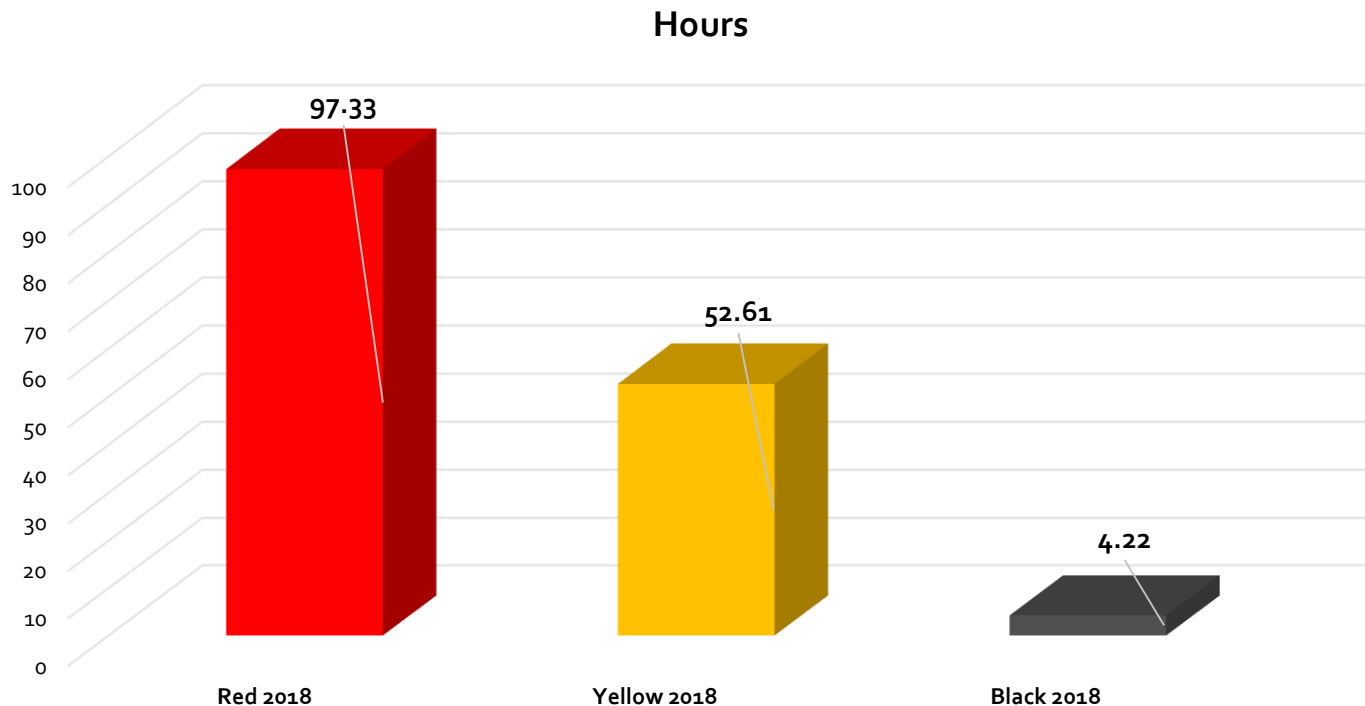
## ESTAT PER MONTH LAST 12 MONTHS



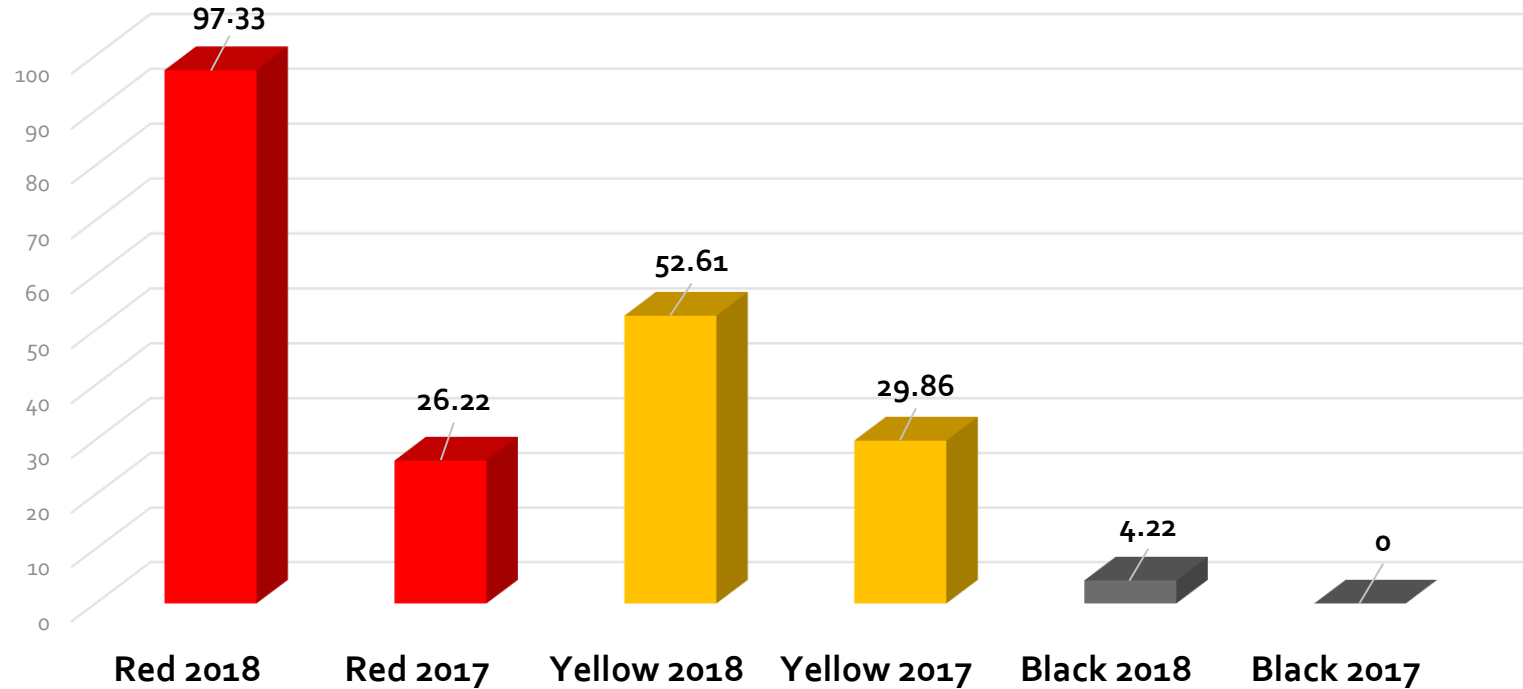
# Hospital Diversion



# All Diversion: Aug-Oct



# All Diversion: Aug-Oct 2017 to 2018



# Wake County EMS System Peer Review System Performance

## Questions?



@wakegov    

wakegov.com