

Wake County EMS System Peer Review System Performance Report

May 2019



EMS System



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Operations Update



Prompt
Compassionate
Clinically Excellent Care

WAKE COUNTY

New CAD



- Formerly known as Tri-Tech CAD
- Demonstrated ability to perform in high-volume, multi-discipline, multi-agency environments
- Integrated CAD and mapping function into a single application on the MDT

What are the Improvements?

- Dynamic rostering of each unit - including names and Radio ID#s
- Utilization of GPS technology to send the most appropriate unit automatically through repolling
- Enhanced visualization of co-responders on the MDT
- Enhance unit statuses to match operational needs

- Ability to auto dispatch calls
- Automate the process of move ups and cover assignments with a tested logic for all responders
- Interface with the Cary PSAP CAD system
- Notify units of high-acuity events nearby
- Engage the community during cardiac arrests
- Apply rules within geofencing and auto-status.

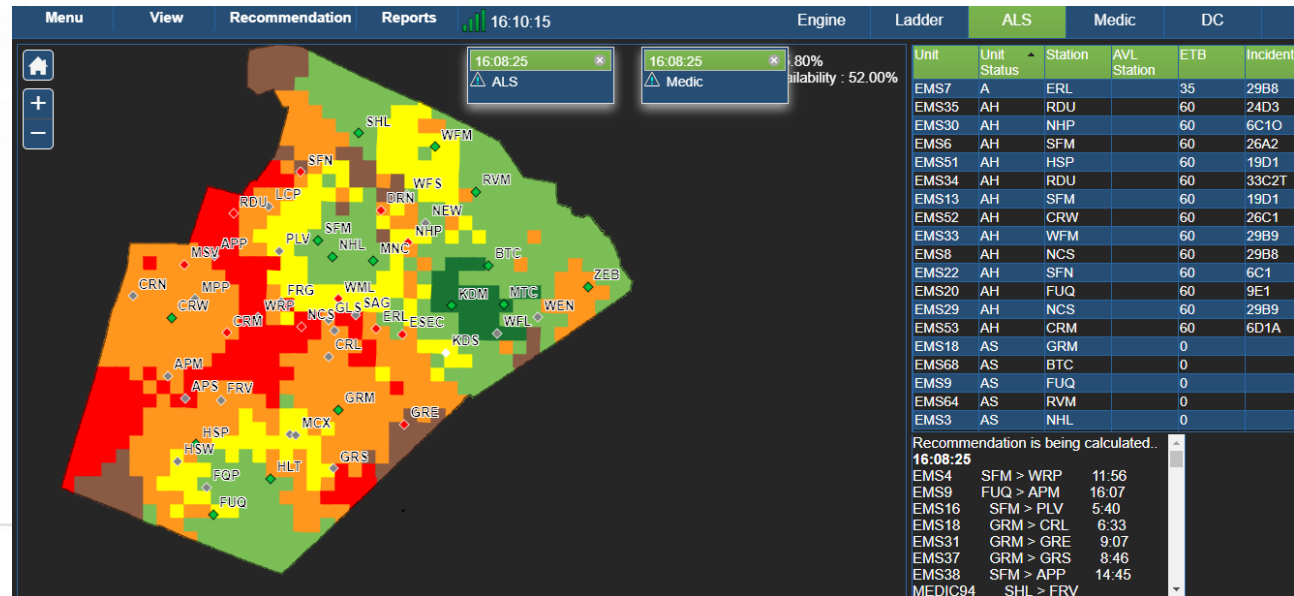
Emerging Technology

- Ability to integrate within our response system
 - Such as input from text to 911, PulsePoint, Deccan LiveMUM, Tellus/FATPOT Cad-to-CAD



PulsePoint

FATPOT.
mission critical software



May 13th Tornado

- Impact: 7-8 mile of damage from about Davistown Rd in Wendell through the Zebulon Industrial Park.
- Regional Unified Command Post at Wendell FD for east side of county. Also had a just in time DOC open at the Shift Commanders office.
- Second band of severe thunderstorms through south and east part of the Wake County.



Dreamville Festival

- **DDH Campus**
 - 308 acre site
 - Multi-stage built venue
- **April 6, 2019**
 - 1200-2300 (until it clears out)
- **Attendance: Sold out at 40,000**
- **Expected challenges**
 - Unknowns with new venue,
 - Parking (downtown decks),
 - Pedestrian/scooter traffic from DDH to downtown,
 - Alcohol (liquor bars – with big cost),
 - Saturday night with event ending with crowds surging into downtown.



Dreamville Festival

- **Ticketing Data:**

- Attendees traveled to Raleigh from all 50 states
- 12 international countries including United Arab, Emirates, Australia, Serbia, and the UK
- Raleigh, Durham, and Chapel Hill accounted for just 18% of ticket sales

Hotel Occupancy:

Friday: 90.5% up 18.5%

Saturday: 96.6% up 19%

Rooms Sold:

Friday: up 22.4%

Saturday: up 22.9%

EMS Response

- **EMS Response:**
 - 411 Requests for assistance
 - 103 Refusals
 - 8 Transports
- **Staffed with several venue foot teams, transport units, medical tents, cart teams, physicians, command staff across 48 acres.**
 - Mutual aid (sub-contract) to 4 surrounding counties and CapRAC MRC using a regional approach
 - Durham, Orange, Johnston, and Franklin
 - Significant MCI plan.



Exercises

- **Envenomation Drill**
 - NC Museum of Natural Sciences
 - They are working on a accreditation from the Assoc. of Zoos and Aquariums.
- **MS1 (medical services) Drill and Harris Nuclear Power Plant EOC FSE**
- **Upcoming: Cisco MCI drill**

Special Event and Mass Gathering horizon scan

- Concert season at Walnut Creek, Red Hat, and Koka Booth is in full swing.
- NHL continues with the Hurricanes.
- Street festival and celebrations are active on a weekly basis.

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

January – April 2019

- 35,321 incidents
- Increase of 2% for this same period in 2018
- Average of 295 incidents per day
- Increase of 6 calls per day from 2018

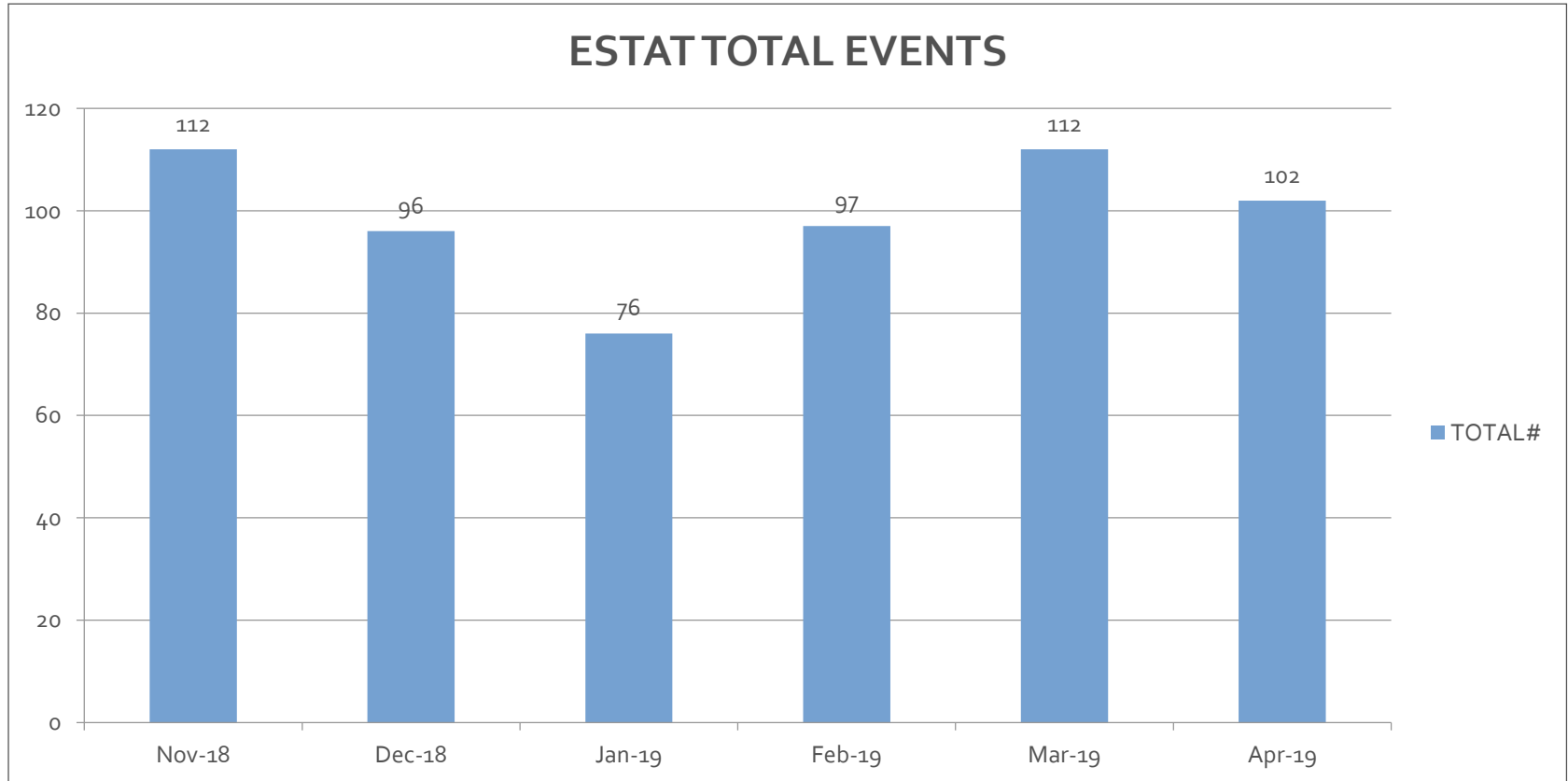
Low System Resources (ESTAT) Update

ESTAT

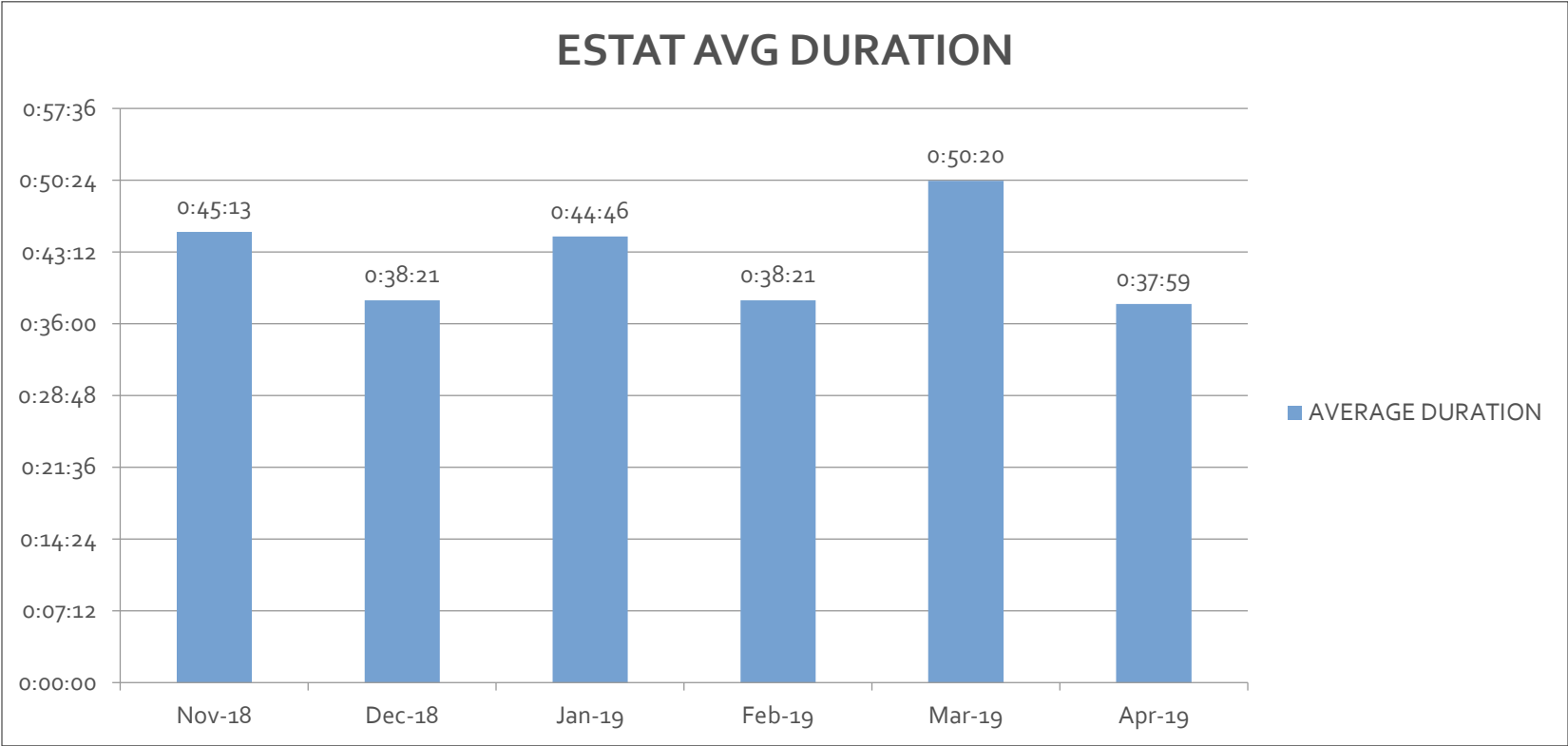
January-April 2019

- **Total of 387 events for the period.**
 - Total of nearly 302 hours in ESTAT for the 4 months
 - Longest duration just over 4 hours.

ESTAT TREND DATA – LAST SIX MONTHS

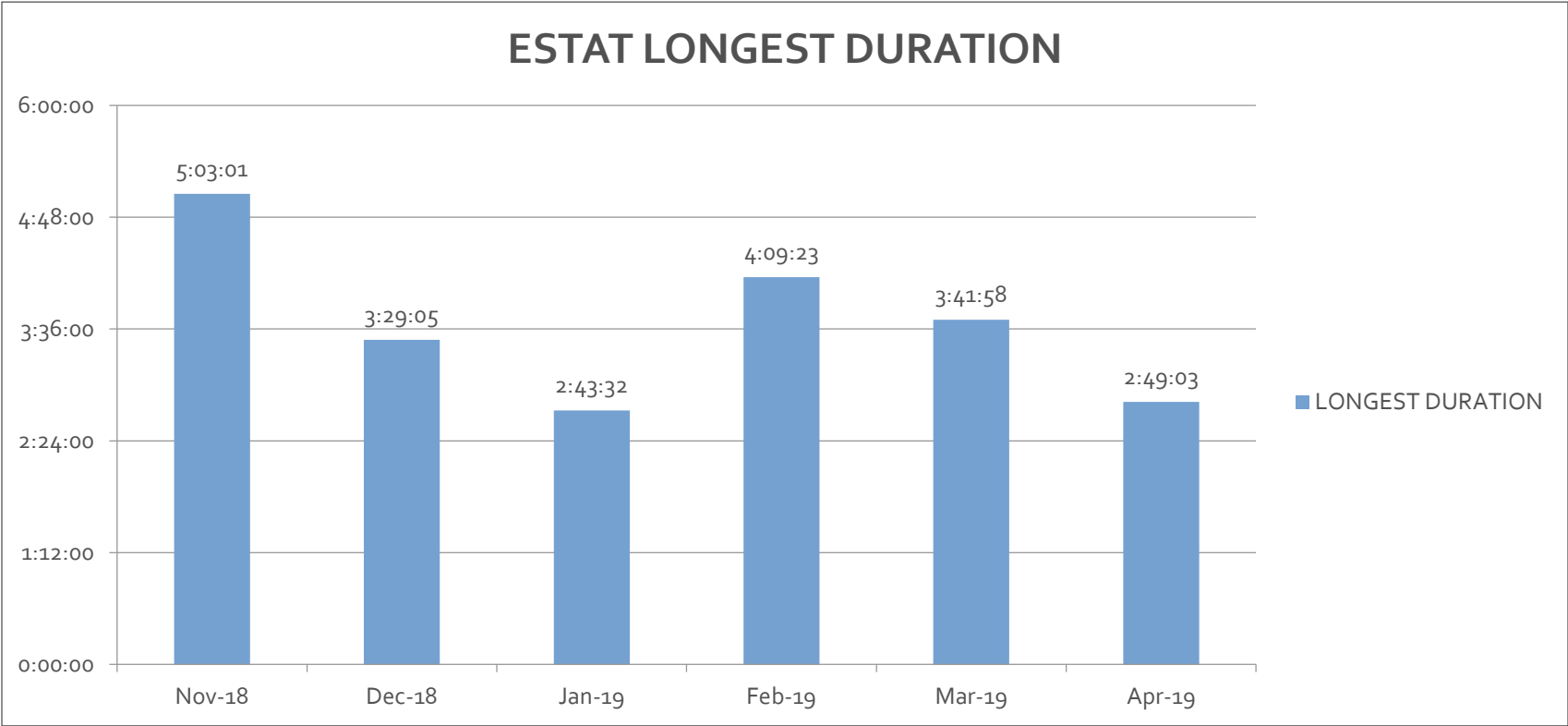


ESTAT TREND DATA – LAST SIX MONTHS



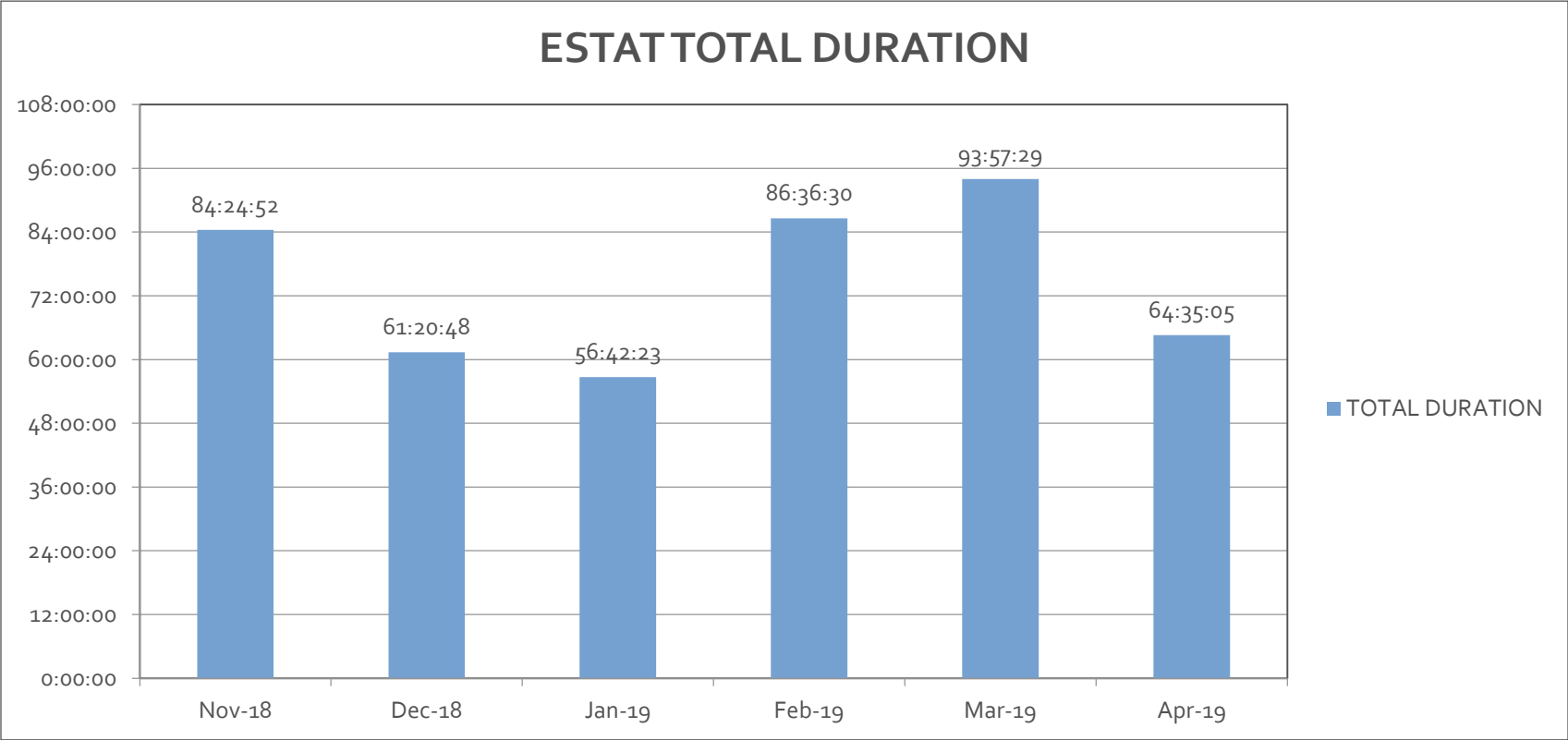
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ESTAT TREND DATA – LAST SIX MONTHS



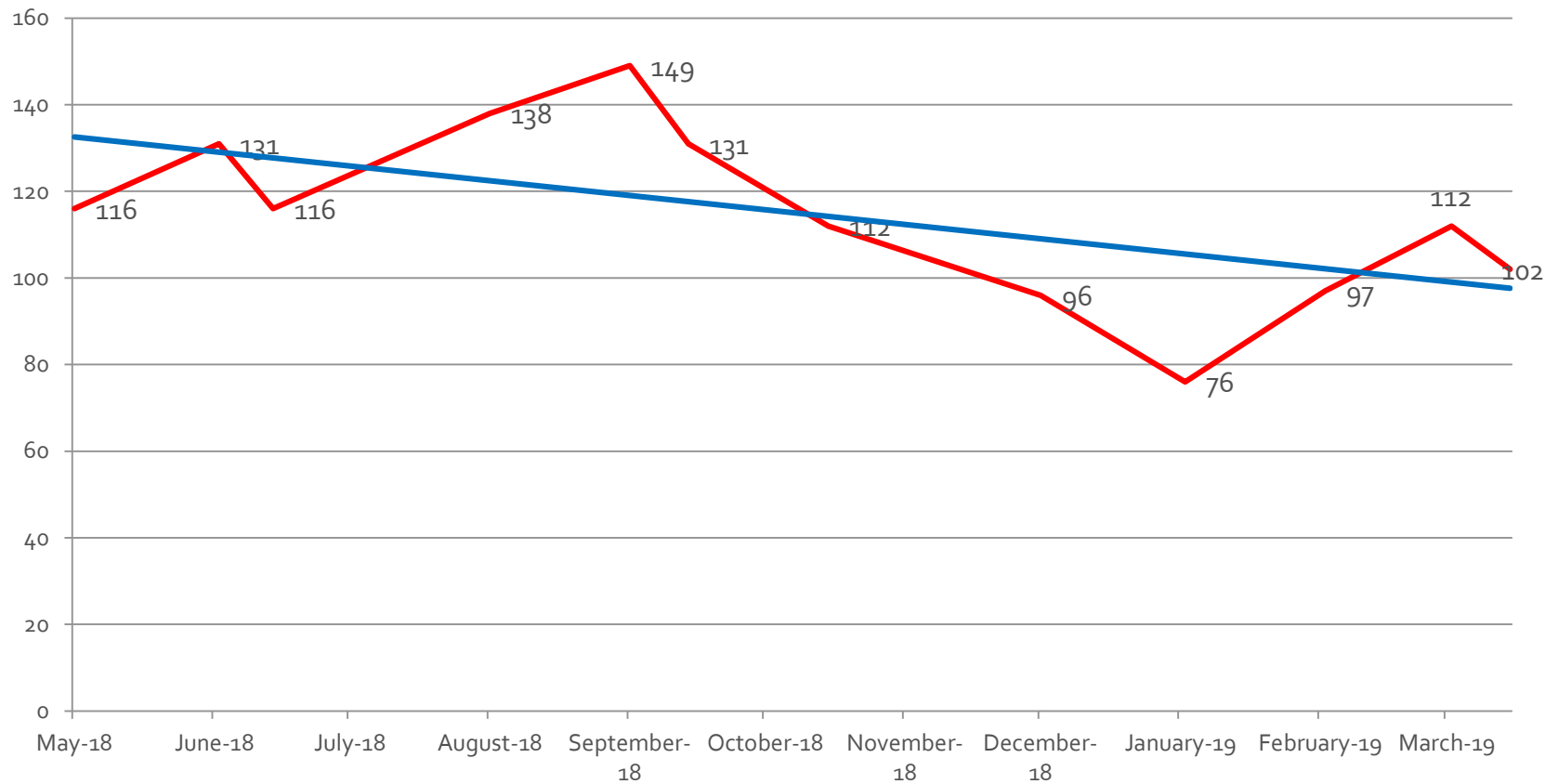
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ESTAT TREND DATA – LAST SIX MONTHS



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ESTAT PER MONTH LAST 12 MONTHS



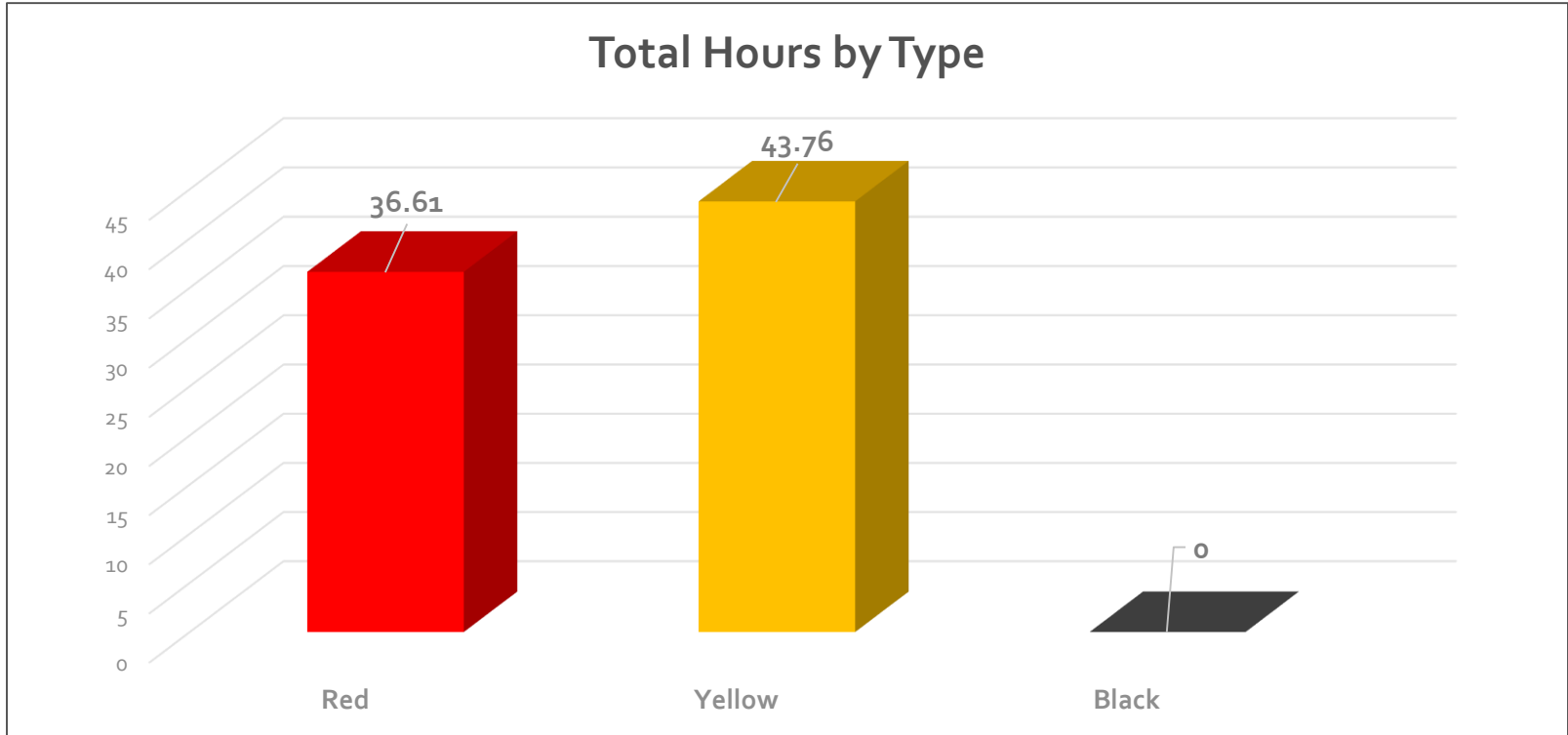
Hospital Diversion

Black Diversion: Mar-Apr

NO BLACK DIVERSIONS

Displayed “Hours”

All Diversion: Jan-Feb



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Questions?



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