

# Wake County EMS System Peer Review System Performance Report

May 2021



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# Operations Update



Prompt  
Compassionate  
Clinically Excellent Care

WAKE COUNTY

# Incident Highlights

- **30 vehicle MVA I540 and Creedmoor Rd.**
  - 22 patients
  - 9 transports
- **Dog attack – Garner**
- **Swatting incidents**



# Consolidation of Wake County EMS

- **Single 911 EMS provider in Wake County effective May 3, 2021.**
  - Cary – April 1, 2021
  - Eastern Wake EMS – May 3, 2021
- **All personnel have been offered positions with Wake County EMS and many have transitioned over.**
- **Same number of units and level of service in already existing locations.**
  - New location for Cary Main and Zebulon



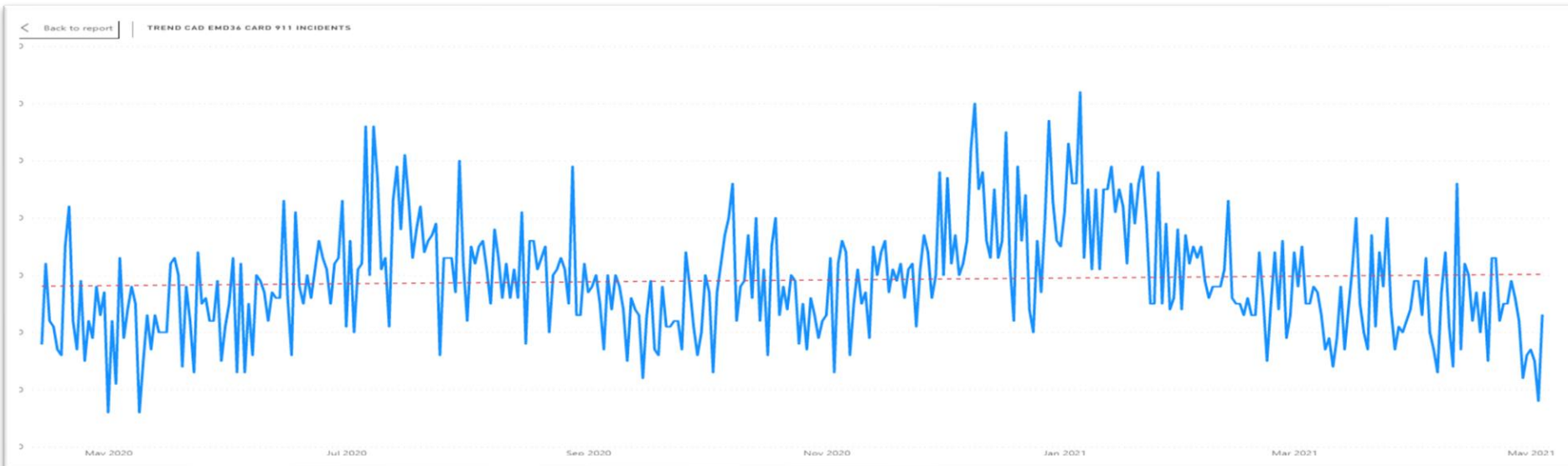
# COVID response

- **Use of the 36-card suspended on May 5, 2021**
  - Return to normal operations
  - Use of EIDS on all calls
    - Questions modified

12,874

6,093

18,957



# Vaccination by the numbers

- County vaccination sites have administered over 200,000 vaccines since 12/14/2020
- Together, all partners have administered 1,030,256 doses (1<sup>st</sup> and 2<sup>nd</sup> dose combined)
- EMS has been instrumental at the PNC clinic (Mission Complete: 5/12)
  - Staffing the Operations Section Chief, Vaccine Group Supervisor, Registration Group Supervisor, and Recovery lot.
- PNC clinic has completed over 85,000 vaccines
  - 8.2% of all vaccinations countywide!



# Colonial Pipeline Impact

- **Monitoring closely for systemic challenges to ensure continuity of operations:**
  - Keeping EMS units fueled
  - Monitoring for hospital surge due to discharge delays resulting in long turnaround time.
  - Building contingencies for employees unable to get to work or needing temporary modifications to assignment.

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.

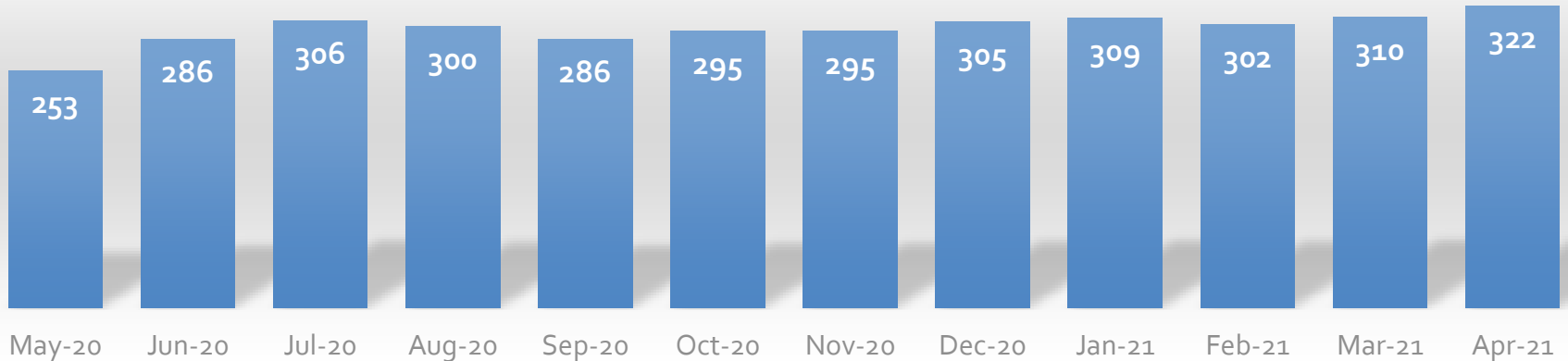
# EMS Operations Data



# EMS Response Data

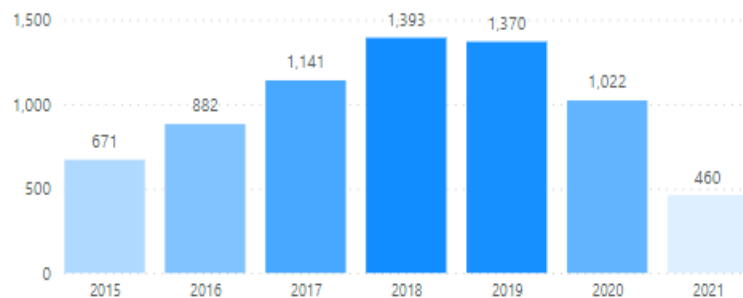
- **27,654 incidents in 1Q2021**
- **April 2021 busiest month on record – 9,661 incidents**
  - Average **322** calls per day
    - (only 4 days with volume under 300 calls/day)

Average Calls/Day by month

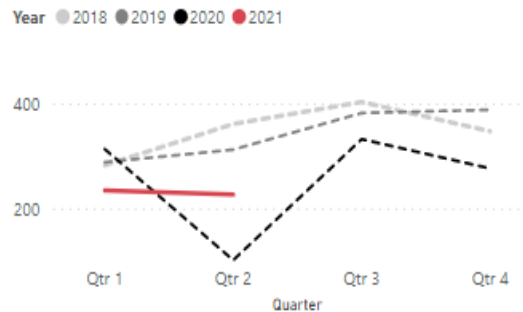


# Low System Resources (ESTAT) Update

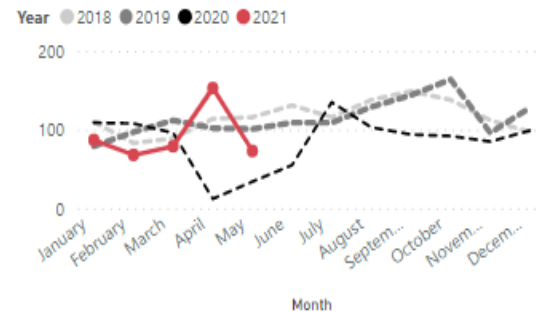
ESTAT Events by Year (hover for trend)



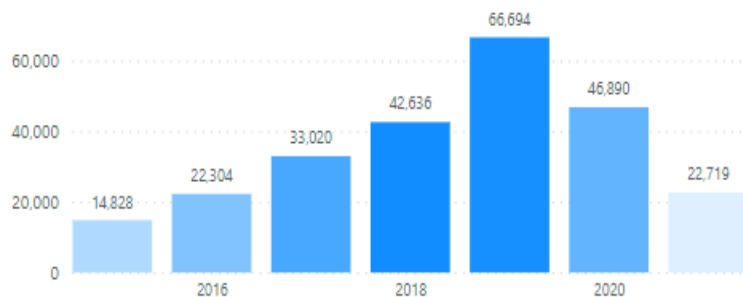
ESTAT Events by Quarter and Year



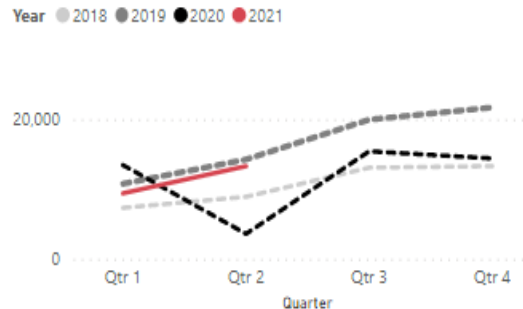
ESTAT Events by Month and Year



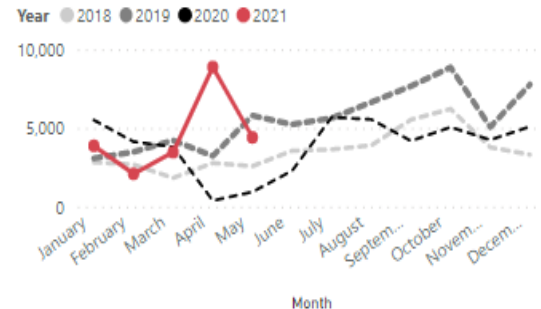
ESTAT Total Duration by Year (hover for trend)



ESTAT Total Duration by Quarter and Year

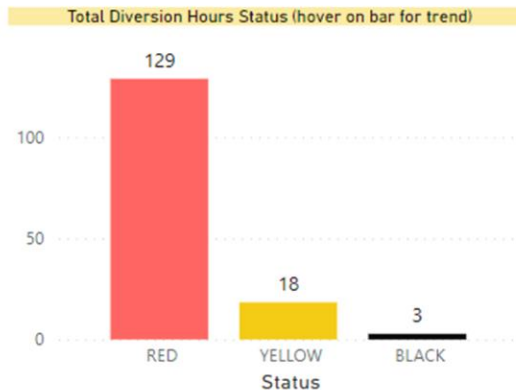
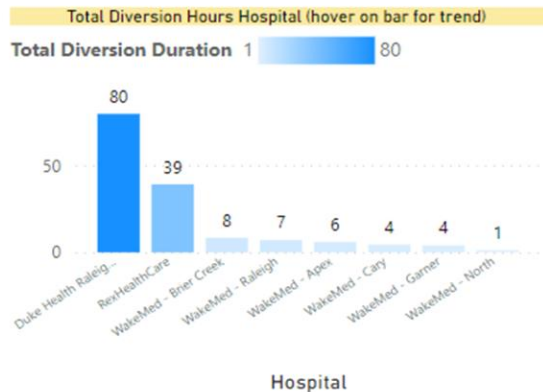


ESTAT Total Duration by Month and Year



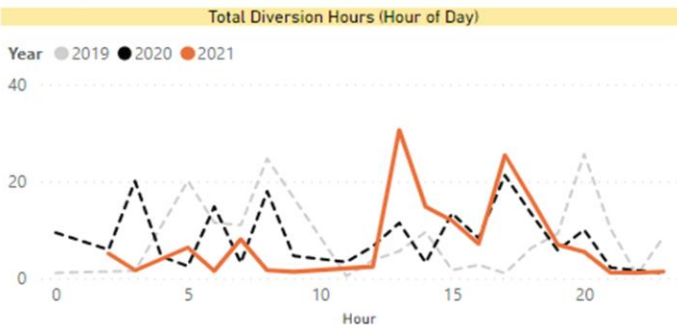
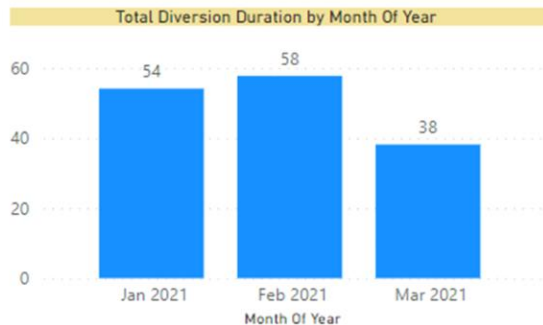
# Hospital Diversion 1Q2021

# All Diversion 1Q2021



Total Diversion Hours Hospital

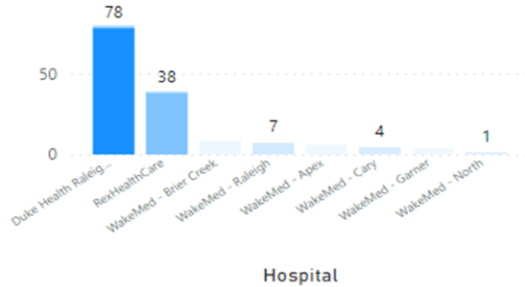
Hospital	BLACK	RED	YELLOW	Total
Duke Health Raleigh Hospital	2	78		80
RexHealthCare	1	38		39
WakeMed - Brier Creek			8	8
WakeMed - Raleigh		7		7
WakeMed - Apex			6	6
WakeMed - Cary		4		4
WakeMed - Garner			4	4
WakeMed - North		1		1
<b>Total</b>	<b>3</b>	<b>129</b>	<b>18</b>	<b>150</b>



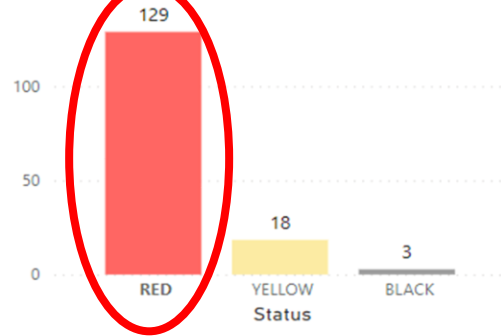
# Red Diversion 1Q2021

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 1 80



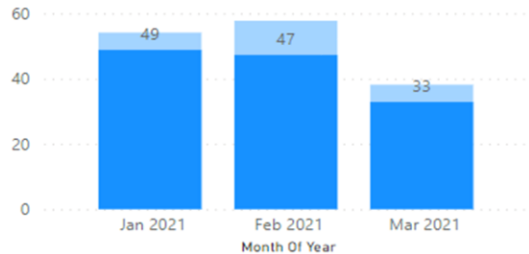
Total Diversion Hours Status (hover on bar for trend)



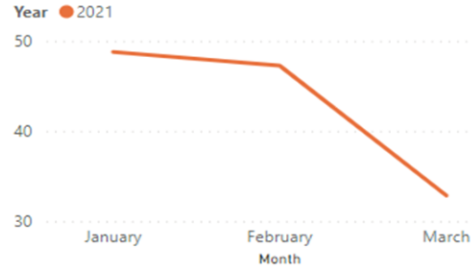
Total Diversion Hours Hospital

Hospital	RED	Total
Duke Health Raleigh Hospital	78	78
RexHealthCare	38	38
WakeMed - Raleigh	7	7
WakeMed - Cary	4	4
WakeMed - North	1	1
<b>Total</b>	<b>129</b>	<b>129</b>

Total Diversion Duration by Month Of Year



Total Diversion Hours Month



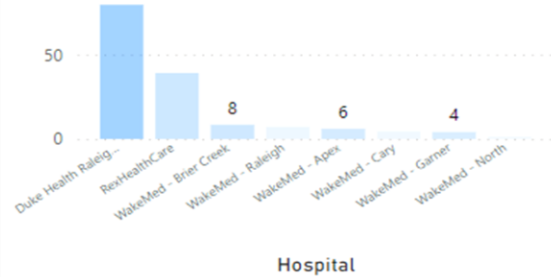
Total Diversion Hours (Hour of Day)



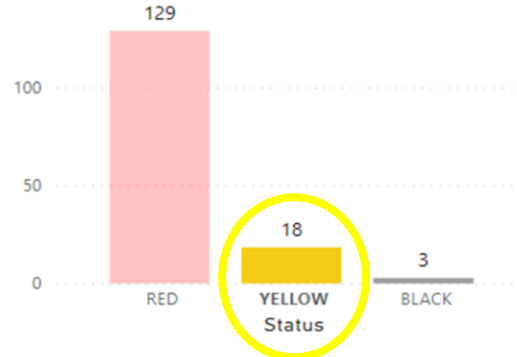
# Yellow Diversion 1Q2021

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 1 80



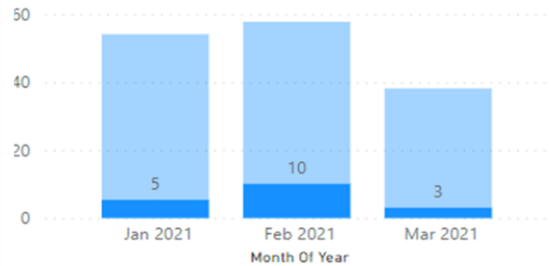
Total Diversion Hours Status (hover on bar for trend)



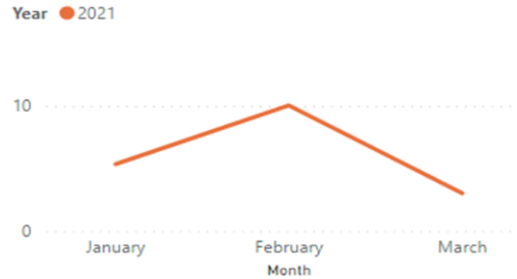
Total Diversion Hours Hospital

Hospital	YELLOW	Total
WakeMed - Brier Creek	8	8
WakeMed - Apex	6	6
WakeMed - Garner	4	4
<b>Total</b>	<b>18</b>	<b>18</b>

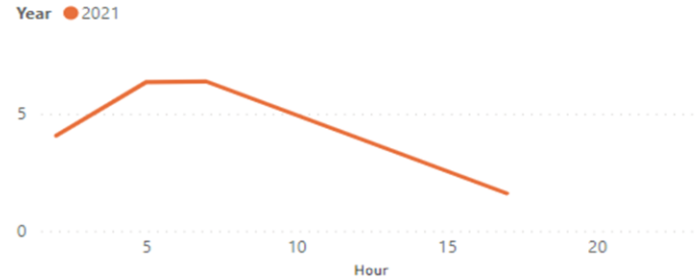
Total Diversion Duration by Month Of Year



Total Diversion Hours Month



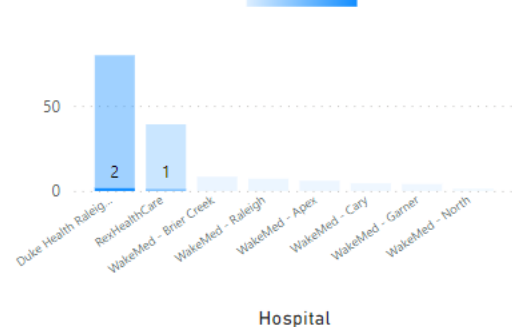
Total Diversion Hours (Hour of Day)



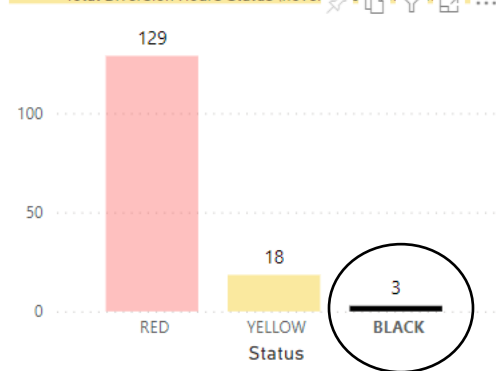
# Black Diversion 1Q2021

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 1 80



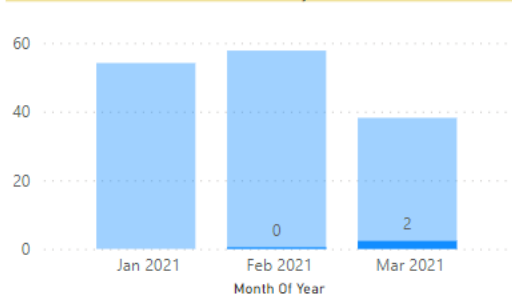
Total Diversion Hours Status (hover on bar for trend)



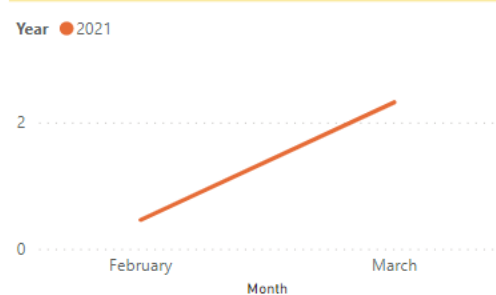
Total Diversion Hours Hospital

Hospital	BLACK	Total
Duke Health Raleigh Hospital	2	2
RexHealthCare	1	1
<b>Total</b>	<b>3</b>	<b>3</b>

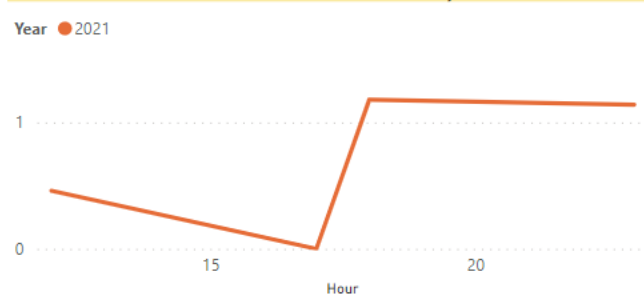
Total Diversion Duration by Month Of Year



Total Diversion Hours Month



Total Diversion Hours (Hour of Day)

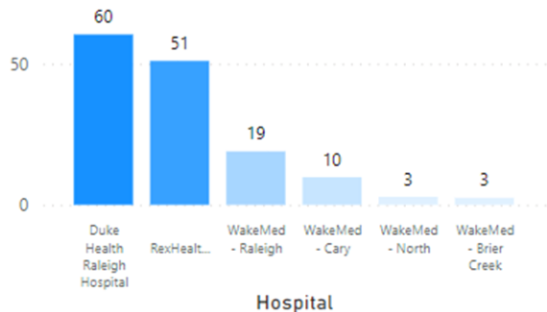




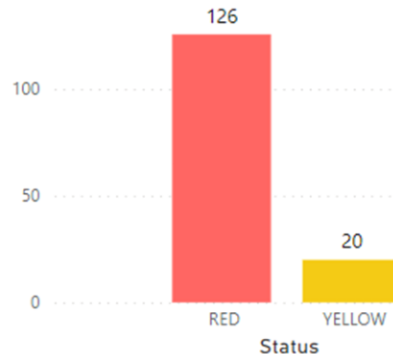
# April 2021 diversion

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 3 60



Total Diversion Hours Status (hover on bar for trend)

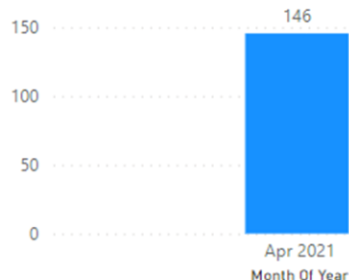


Total Diversion Hours Hospital

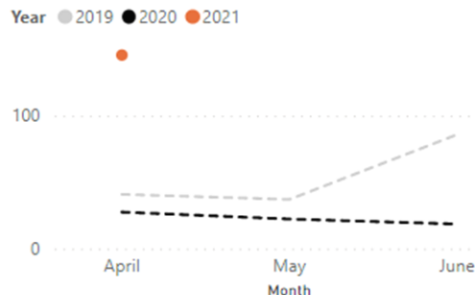
Hospital	RED	YELLOW	Total
Duke Health Raleigh Hospital	43	17	60
RexHealthCare	51		51
WakeMed - Raleigh	19		19
WakeMed - Cary	10		10
WakeMed - North	3		3
WakeMed - Brier Creek		3	3
<b>Total</b>	<b>126</b>	<b>20</b>	<b>146</b>

**1Q2021 was a total of 129 hours of red**

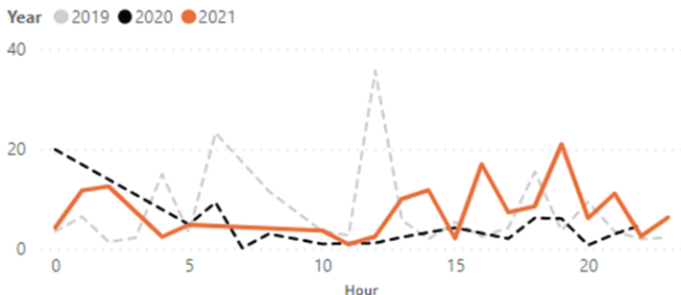
Total Diversion Duration by Month Of Year



Total Diversion Hours Month



Total Diversion Hours (Hour of Day)



# Hospital Times

# Month EMS Time at Hospital

Data As Of Date

Tuesday, May 11, 2021

Daily Transports

2,303

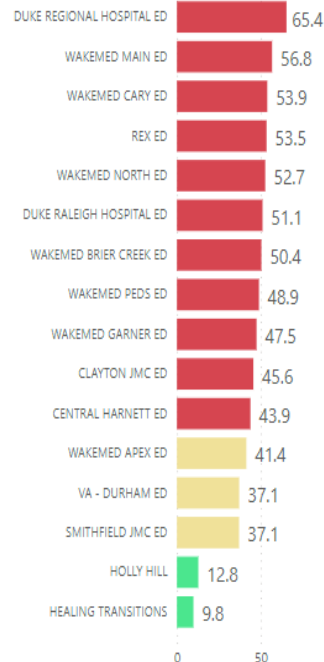
90th% Time at Hospital

54.4

Average Time at Hospital

36.6

90th% Time at Hospital



90th% Time at Hospital by District

District3	District4	MutualAid	Distr...	Dist...
57.0	54.5	53.6		
District7	District6	District1		
55.3	54.2	53.5	53.3	52.8

Vehicle	Transports	90th%
EMS37	35	73.9
EMS58	28	68.9
EMS78	29	64.0
EMS73	69	59.0
EMS29	35	58.9
EMS60	59	58.1
EMS30	78	57.7
EMS51	47	57.5
EMS18	33	56.8
EMS79	32	56.7
EMS43	59	56.6
EMS24	50	56.5
EMS12	82	56.1
EMS67	30	56.1
EMS21	52	55.6
EMS48	40	55.5
EMS49	32	55.5

Green: Under 45Minutes

Yellow: Over 45Mins Under 60Mins

Red: Over 60Mins

Shift Name

Day

Night

Shift Hours

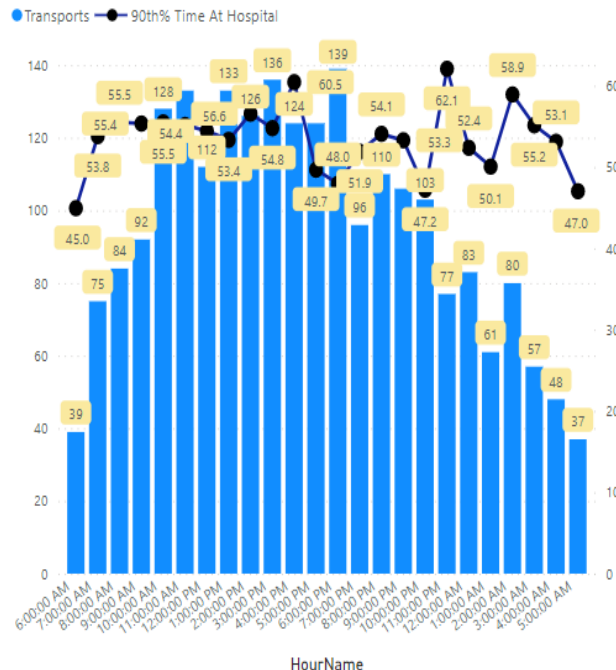
0500-0800

0800-1700

1700-2000

2000-0500

Transports, 90th% Time At Hospital, Average Time At Hospital and Total Time At Hospital by HourName



90th% Time At Hospital Calendar

May 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	2	3	4	5	6	7
53.1	53.2	59.1	53.7	52.4	51.0	53.1
57.1	50.3	50.3				
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

WAKE COUNTY

# Trend EMS Time at Hospital

Data As Of Date

Friday, April 30, 2021

Green: Under  
45Minutes

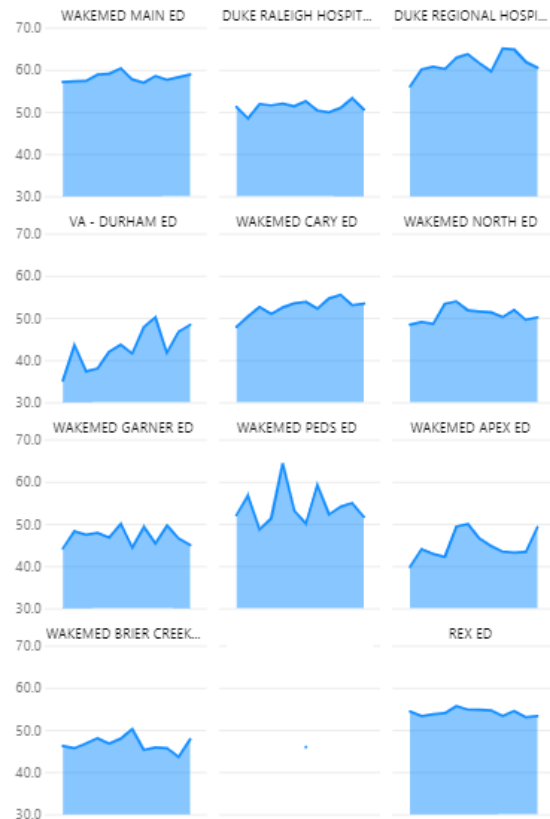
Yellow: Over  
45Mins Under  
60Mins

Red: Over  
60Mins

Notes: Click on the hospital you want to see, data will filter and only show that hospital

## Main Hospitals 90th% Time At Hospital 12Month Trend

MonthYear (May-20 - Apr-21) — 90th% Time At Hospital

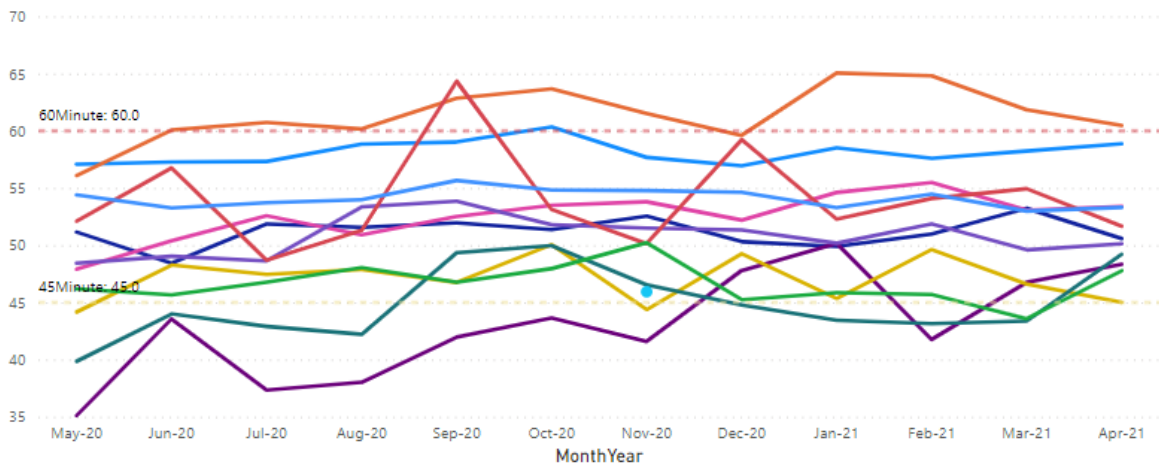


## 90th% Time At Hospital 12Month Trend

Location	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
WAKEMED MAIN ED	57.1	57.3	57.3	58.9	59.0	60.3	57.7	57.0	58.5	57.6	58.2	58.9	58.2
DUKE RALEIGH HOSPITAL ED	51.2	48.4	51.9	51.6	52.0	51.4	52.5	50.3	49.9	51.0	53.2	50.6	51.3
DUKE REGIONAL HOSPITAL ED	56.1	60.1	60.7	60.2	62.8	63.7	61.5	59.6	65.1	64.8	61.8	60.5	62.6
VA - DURHAM ED	35.1	43.6	37.3	38.0	42.0	43.6	41.6	47.8	50.2	41.8	46.8	48.3	42.8
WAKEMED CARY ED	47.9	50.4	52.6	50.9	52.5	53.5	53.8	52.2	54.6	55.5	53.1	53.4	52.9
WAKEMED NORTH ED	48.4	49.0	48.6	53.4	53.9	51.8	51.5	51.3	50.2	51.9	49.6	50.1	50.8
WAKEMED GARNER ED	44.2	48.3	47.5	47.9	46.8	50.1	44.4	49.3	45.4	49.6	46.6	45.0	47.3
WAKEMED PEDS ED	52.1	56.8	48.7	51.3	64.3	53.1	50.1	59.2	52.3	54.1	54.9	51.7	54.4
WAKEMED APEX ED	39.9	44.0	42.9	42.2	49.3	50.0	46.5	44.6	43.4	43.2	43.4	49.2	45.4
WAKEMED BRIER CREEK ED	46.2	45.7	46.8	48.1	46.8	48.0	50.2	45.2	45.9	45.7	43.6	47.8	46.8
REX ED	54.4	53.3	53.7	54.0	55.7	54.8	54.8	54.6	53.3	54.5	53.0	53.3	54.0
<b>Total</b>	<b>53.7</b>	<b>53.4</b>	<b>54.1</b>	<b>54.5</b>	<b>55.7</b>	<b>56.1</b>	<b>54.9</b>	<b>54.3</b>	<b>54.6</b>	<b>55.1</b>	<b>54.4</b>	<b>54.5</b>	<b>54.6</b>

## 90th% Time At Hospital by Location

Location ● WAKEM... ● DUKE R... ● DUKE R... ● VA - DU... ● WAKEM... ● WAKEM... ● WAKEM... ● WAKEM... ● WAKEM... ● WAKEM...



# Wake County EMS System Peer Review System Performance

## Questions?



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