

Wake County EMS System Peer Review System Performance Report

February 2022



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Operations Update



Prompt
Compassionate
Clinically Excellent Care

WAKE COUNTY

Incident Highlights

- Capital Blvd Jumper
- I440 MVA w/ OIS
- High risk SWAT incident after several day manhunt



FEMA Units

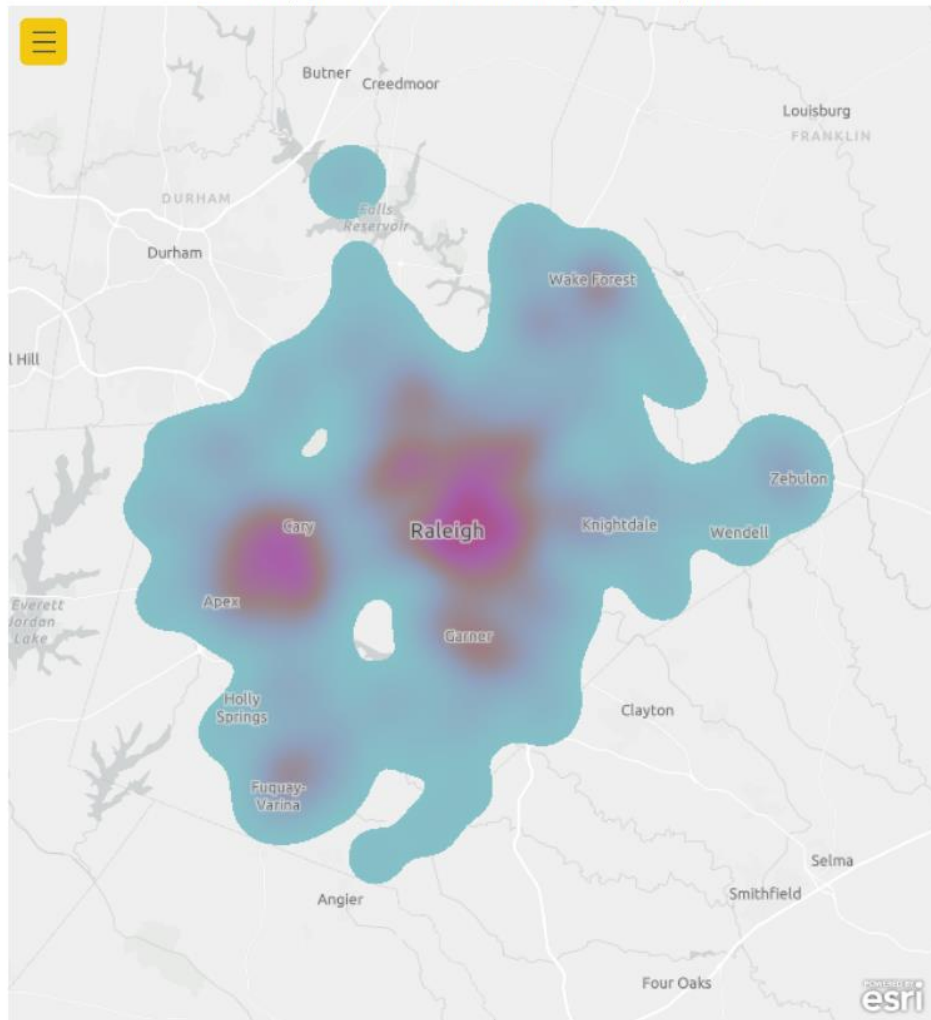
- Four units started with us on 1/6/2022.
- 658 calls handled by these units as of Feb 8th.
- Great crews, working well with the system.
 - Unknown extension, 2-week updates.
 - Wired the units to assimilate directly into the system.



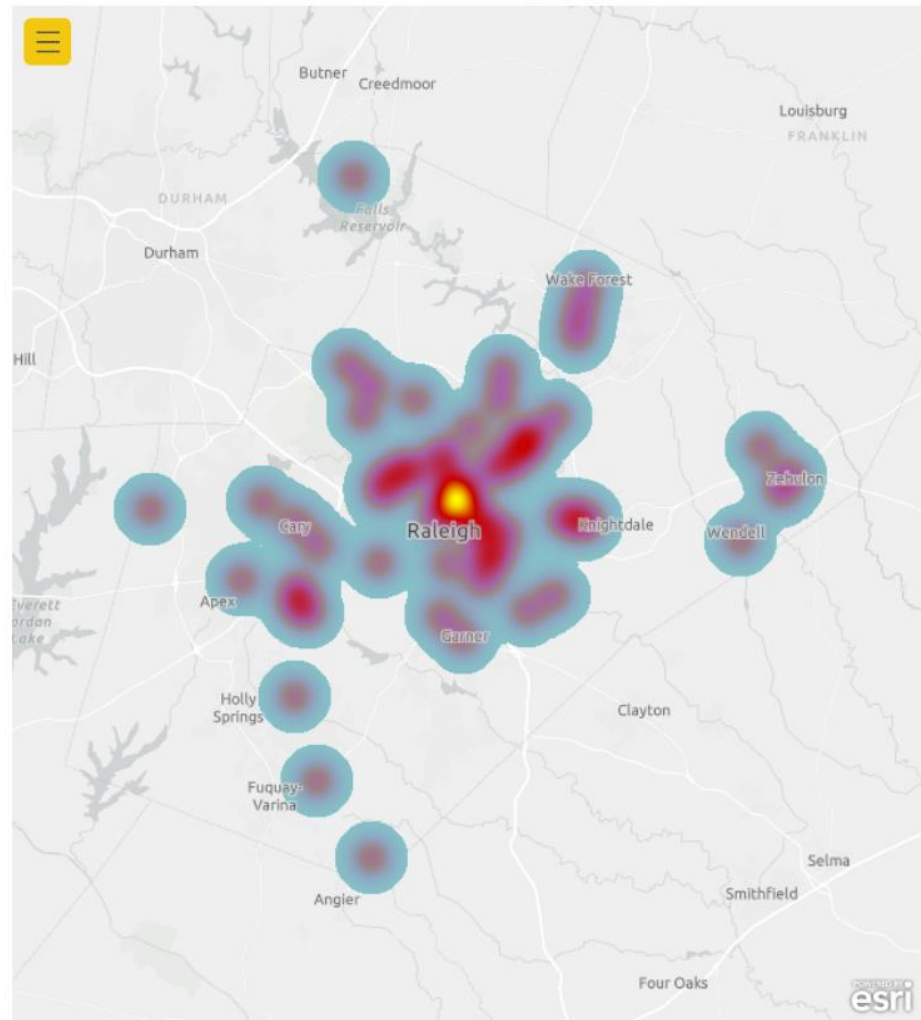
Non-Paramedic Units

- **Currently 2 units in the system.**
 - Several regularly assigned personnel reassigned to IPP program. Working to backfill full time personnel.
 - Hope for expansion
- **Dedicated response plans.**
 - Units have handled 750 calls of all priorities since September 20, 2021.
 - 347 have been the approved Non-Paramedic response plans
 - 8% of volume of the Non-Paramedic calls in the system
 - Average of 32 approved Non-Paramedic response plans/day.
 - Key is if they are available and in position to get them.

BLS Responses Location (NO EMS81/82 Response)



EMS81 and EMS82 BLS Responses Location



Nurse Navigation Line



- **Contract with Global Medical Response (GMR).**
- **Certain EMD determinants will be referred to GMR for evaluation with options to include:**
 - Telehealth, arranged transport to urgent care, medical advice, or ambulance transport.
- **Several working groups established as part of implementation team currently.**
- **Go Live March 1, 2022!**

Dreamville

- April 2nd and 3rd, 2022
- 1100-2300 each day
- 40,000 in attendance each day.
- Dorothea Dix Park
- Planning committee already working on plans/posture/contingencies.
- Closely monitoring the outcomes of Astroworld incident in Houston.
 - Same production company.



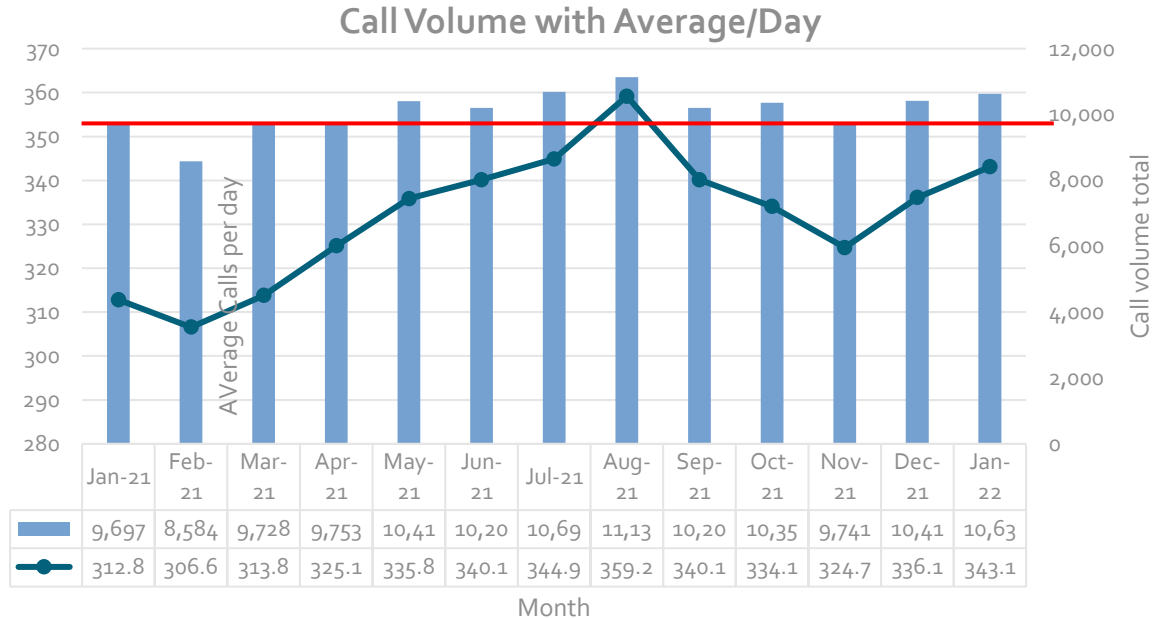
A stylized, semi-transparent map of Wake County is centered in the background of the slide. The map is a darker shade of blue than the background and shows the county's irregular shape.

EMS Operations Data

EMS Response Data

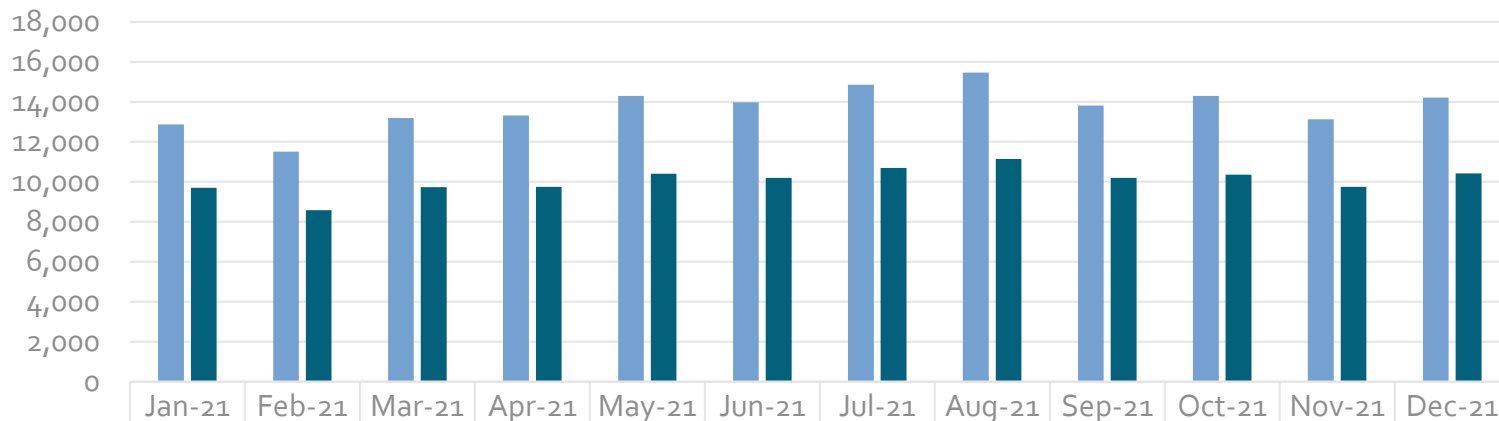
Final Incident number of 2021: 123,661

- **4Q2021 Total Volume: 30,516 incidents**
 - 3Q2021 total volume: 32,030 incidents
 - 30,368 incidents in 2Q2021
 - 27,654 incidents in 1Q2021
- **August 2021 busiest month on record**
 - **11,135 incidents**
 - Average **359** calls per day
 - Highest volume day **406**



EMS Response Data

Unit Responses and Incident Volume

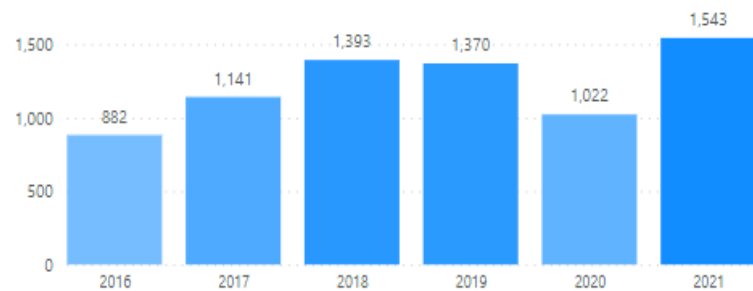


Total Unit Responses	12,868	11,512	13,194	13,319	14,298	13,981	14,855	15,467	13,821	14,292	13,126	14,214
Incident Volume	9,697	8,584	9,728	9,753	10,411	10,204	10,691	11,135	10,204	10,356	9,741	10,419

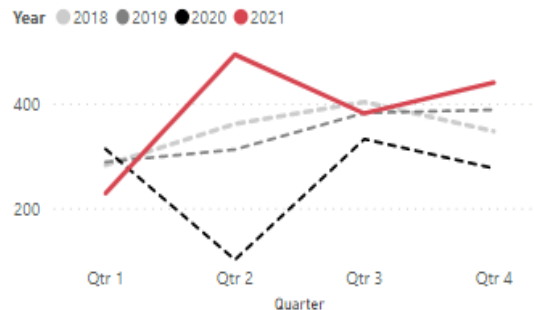
■ Total Unit Responses ■ Incident Volume

Low System Resources (ESTAT) Update

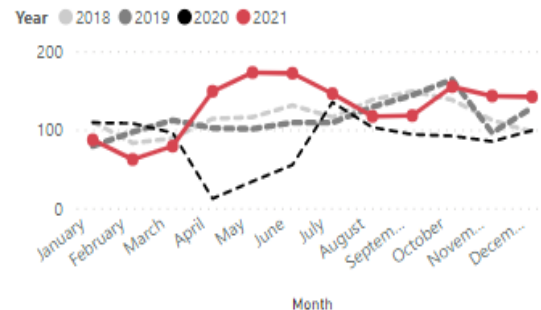
ESTAT Events by Year (hover for trend)



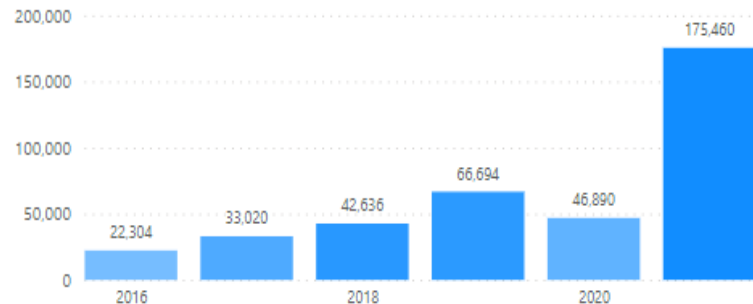
ESTAT Events by Quarter and Year



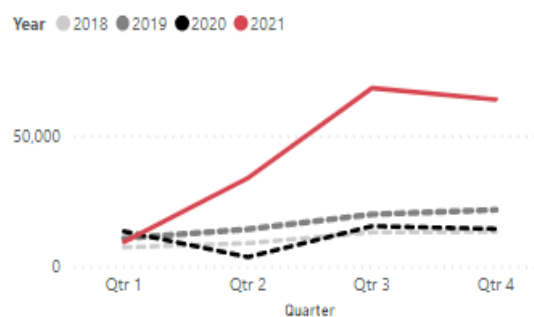
ESTAT Events by Month and Year



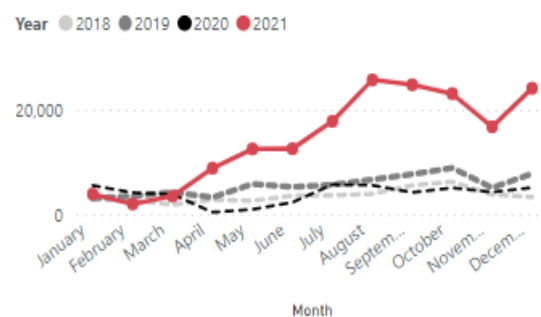
ESTAT Total Duration by Year (hover for trend)



ESTAT Total Duration by Quarter and Year



ESTAT Total Duration by Month and Year

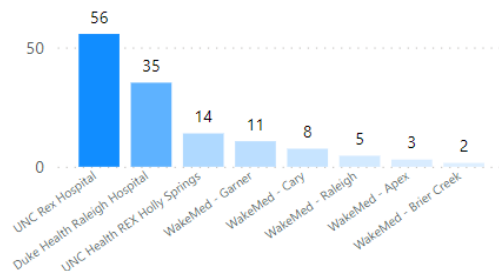


Hospital Diversion 1Q2022

All Diversion 4Q2021

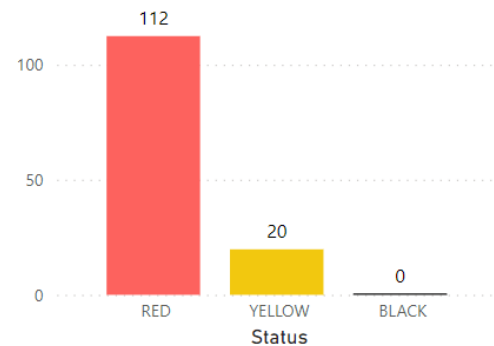
Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 2 56



Hospital

Total Diversion Hours Status (hover on bar for trend)

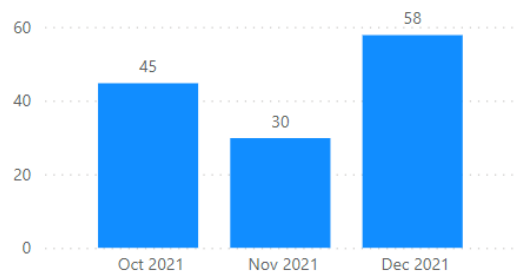


Status

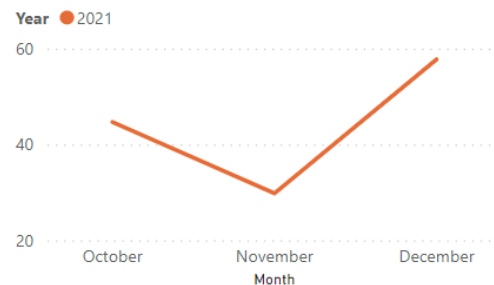
Total Diversion Hours Hospital

Hospital	BLACK	RED	YELLOW	Total
UNC Rex Hospital	0	56		56
Duke Health Raleigh Hospital		35		35
UNC Health REX Holly Springs		9	4	14
WakeMed - Garner			11	11
WakeMed - Cary		8		8
WakeMed - Raleigh		5		5
WakeMed - Apex			3	3
WakeMed - Brier Creek			2	2
Total	0	112	20	132

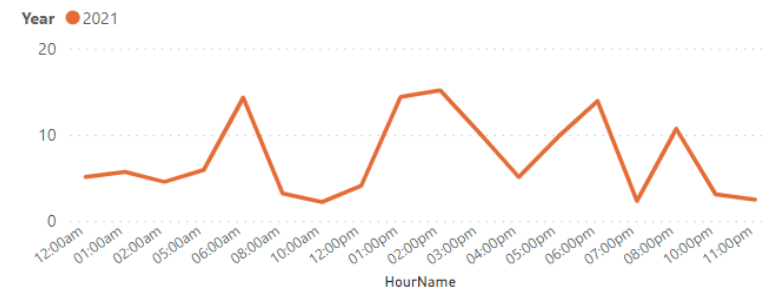
Total Diversion Duration by Month Of Year



Total Diversion Hours Month



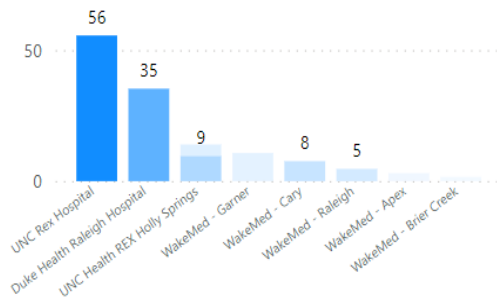
Total Diversion Hours (Hour of Day)



Red Diversion 4Q2021

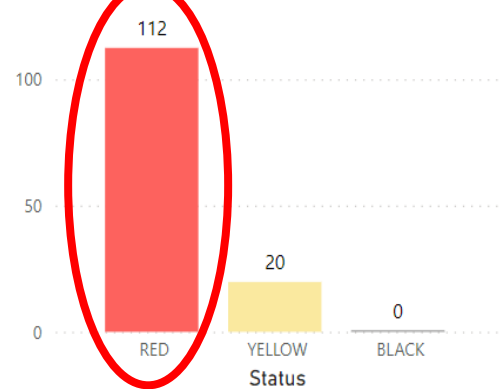
Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 2 56



Hospital

Total Diversion Hours Status (hover on bar for trend)

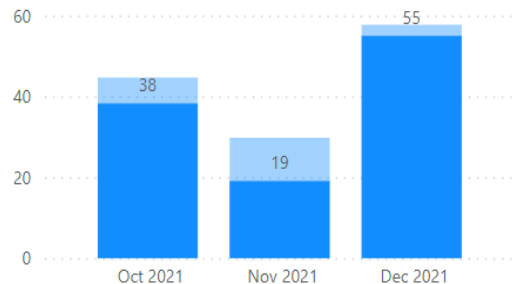


Status

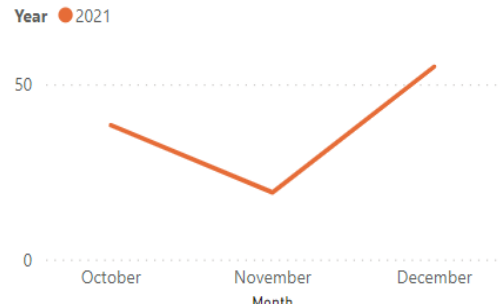
Total Diversion Hours Hospital

Hospital	RED	Total
UNC Rex Hospital	56	56
Duke Health Raleigh Hospital	35	35
UNC Health REX Holly Springs	9	9
WakeMed - Cary	8	8
WakeMed - Raleigh	5	5
Total	112	112

Total Diversion Duration by Month Of Year

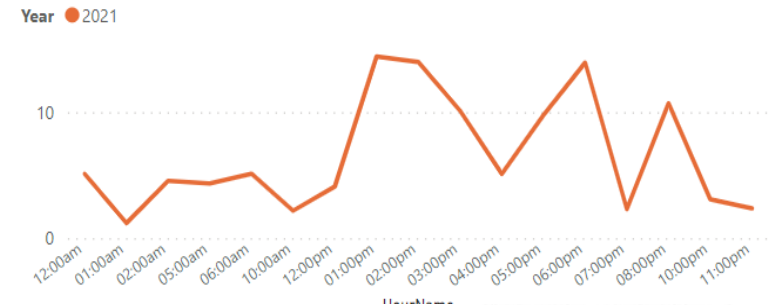


Total Diversion Hours Month



Month

Total Diversion Hours (Hour of Day)

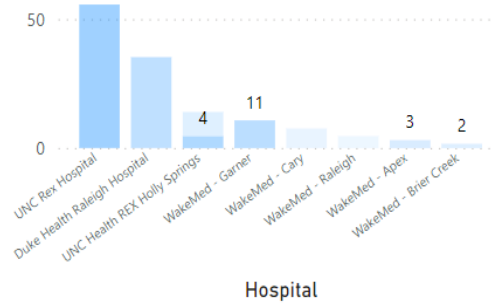


WAKE COUNTY

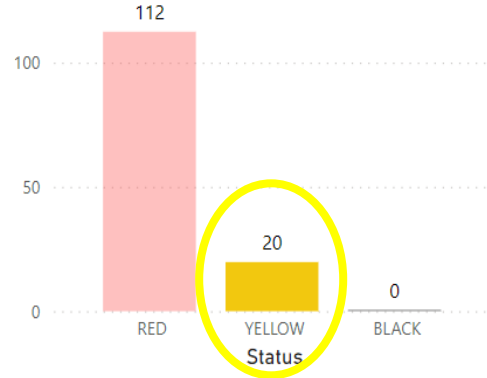
Yellow Diversion 3Q2021

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 2 56



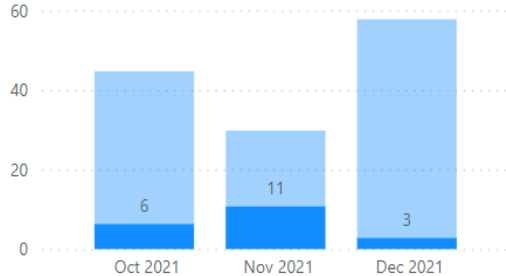
Total Diversion Hours Status (hover on bar for trend)



Total Diversion Hours Hospital

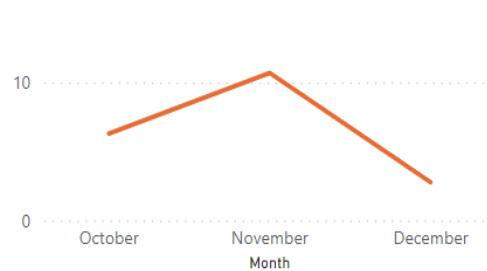
Hospital	YELLOW	Total
WakeMed - Garner	11	11
UNC Health REX Holly Springs	4	4
WakeMed - Apex	3	3
WakeMed - Brier Creek	2	2
Total	20	20

Total Diversion Duration by Month Of Year



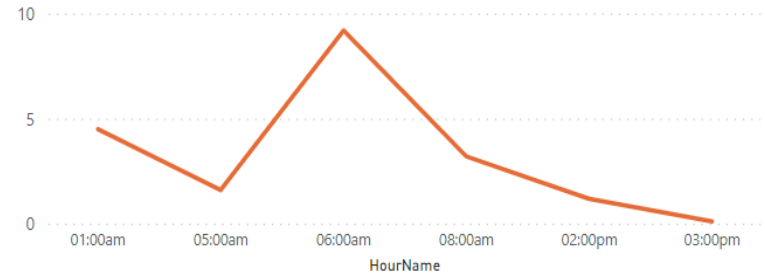
Total Diversion Hours Month

Year ● 2021



Total Diversion Hours (Hour of Day)

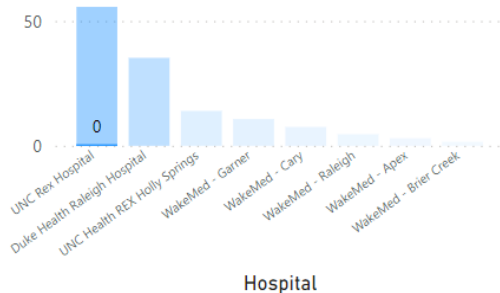
Year ● 2021



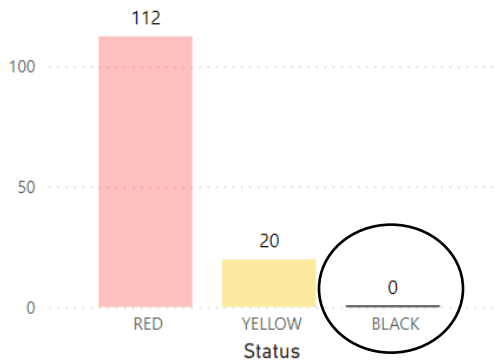
Black Diversion 4Q2021

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 2 56



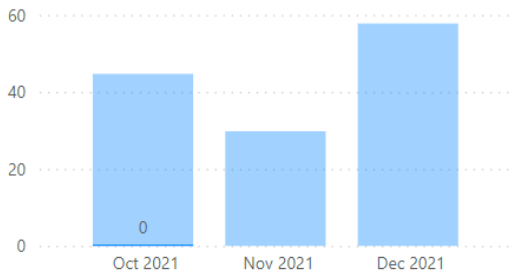
Total Diversion Hours Status (hover on bar for trend)



Total Diversion Hours Hospital

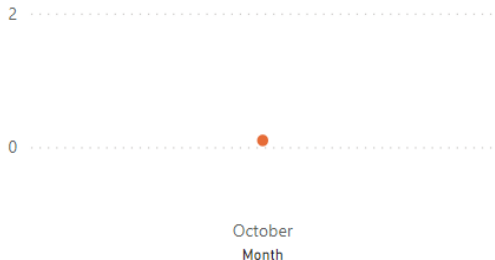
Hospital	BLACK	Total
UNC Rex Hospital	0	0
Total	0	0

Total Diversion Duration by Month Of Year



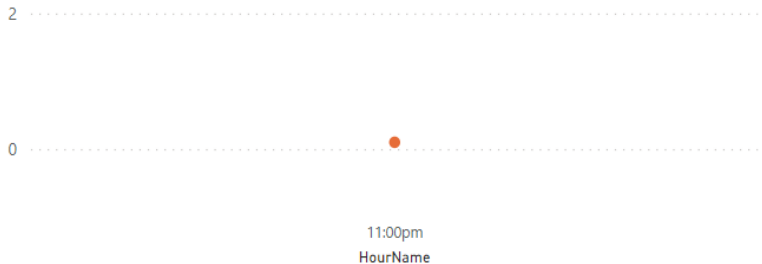
Total Diversion Hours Month

Year ● 2021



Total Diversion Hours (Hour of Day)

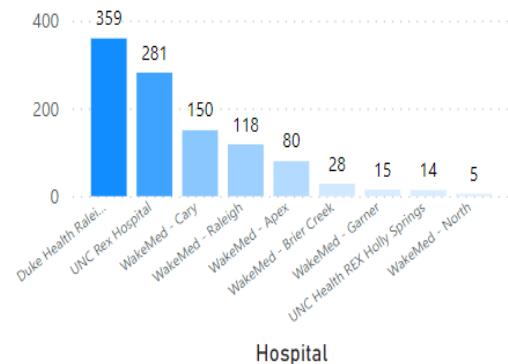
Year ● 2021



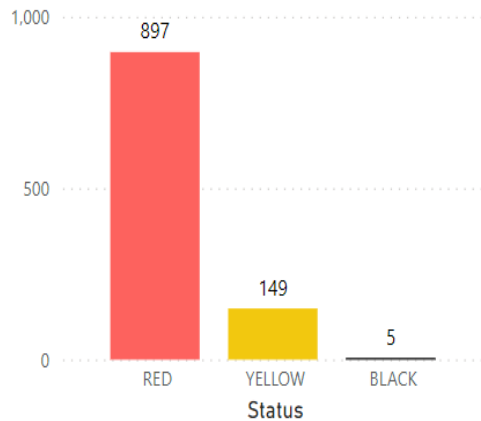
2021 Total Diversion

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 5 359



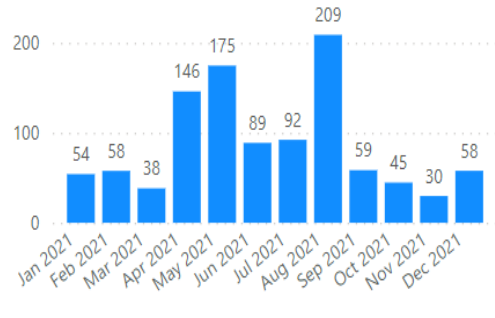
Total Diversion Hours Status (hover on bar for trend)



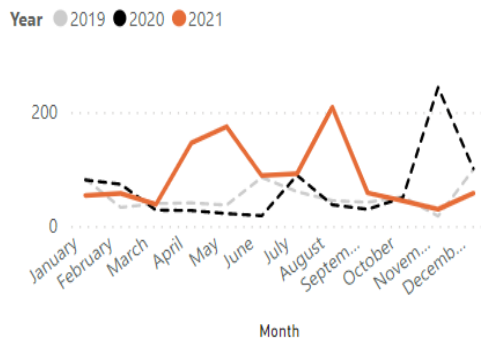
Total Diversion Hours Hospital

Hospital	BLACK	RED	YELLOW	Total
Duke Health Raleigh Hospital	2	340	18	359
UNC Rex Hospital	3	273	5	281
WakeMed - Cary		150		150
WakeMed - Raleigh	0	118		118
WakeMed - Apex		1	79	80
WakeMed - Brier Creek			28	28
WakeMed - Garner			15	15
UNC Health REX Holly Springs		9	4	14
WakeMed - North		5		5
Total	5	897	149	1,051

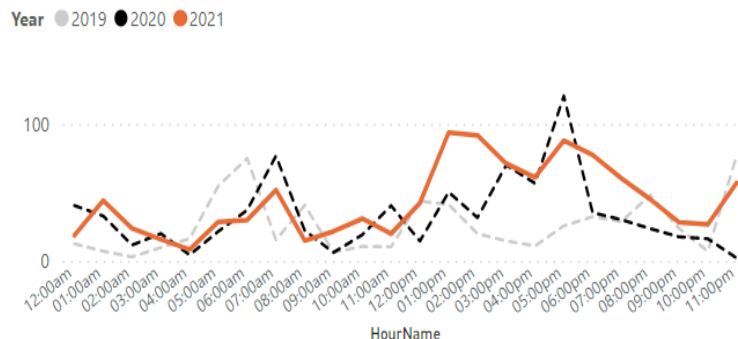
Total Diversion Duration by Month Of Year



Total Diversion Hours Month

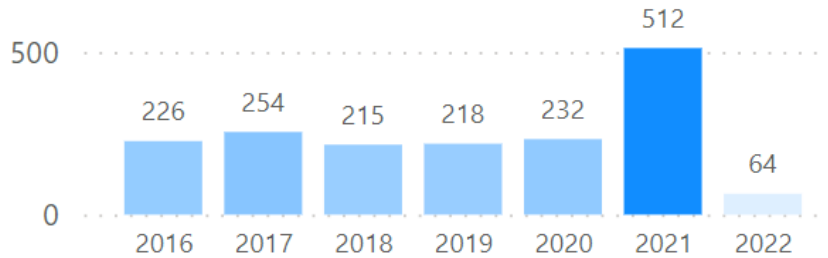


Total Diversion Hours (Hour of Day)

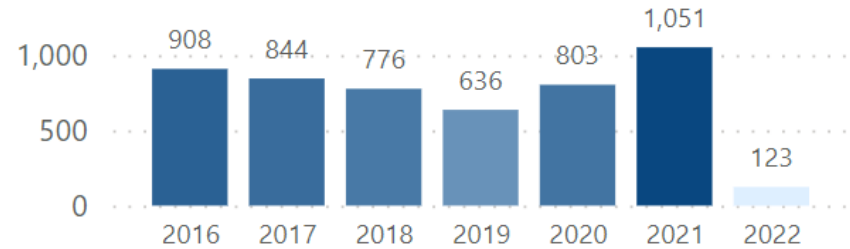


Year to Year Diversion

Total Diversion Events by Year



Total Diversion Duration by Year



Wake County EMS System Peer Review System Performance

Questions?



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