

# Wake County EMS System Peer Review System Performance Report

May 2022



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# Operations Update



Prompt  
Compassionate  
Clinically Excellent Care

WAKE COUNTY

# Incident Highlights

- RPD SED w/ OIS
- Several major fires with occupants
  - Grinding Stone Dr.



# New Ambulances

- Dodge Ram Quad Cab
- Committee designed
- Enhanced safety features



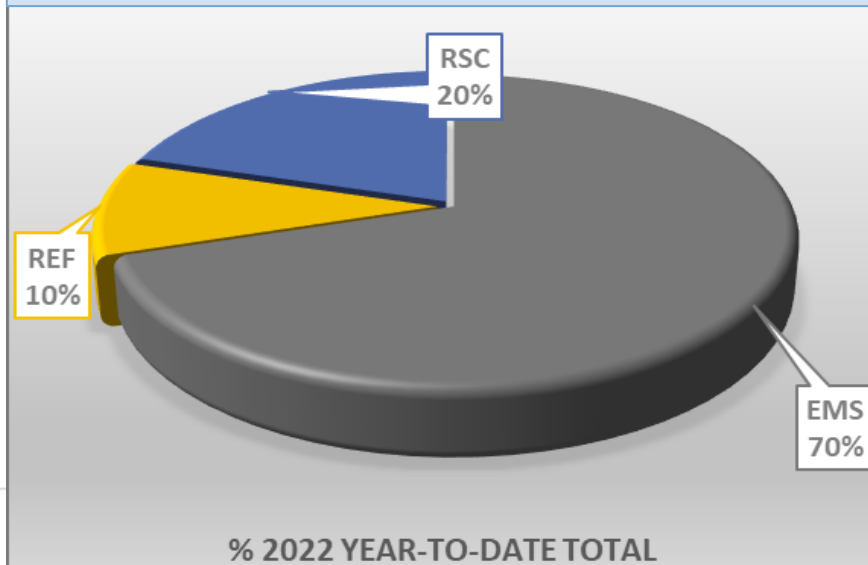
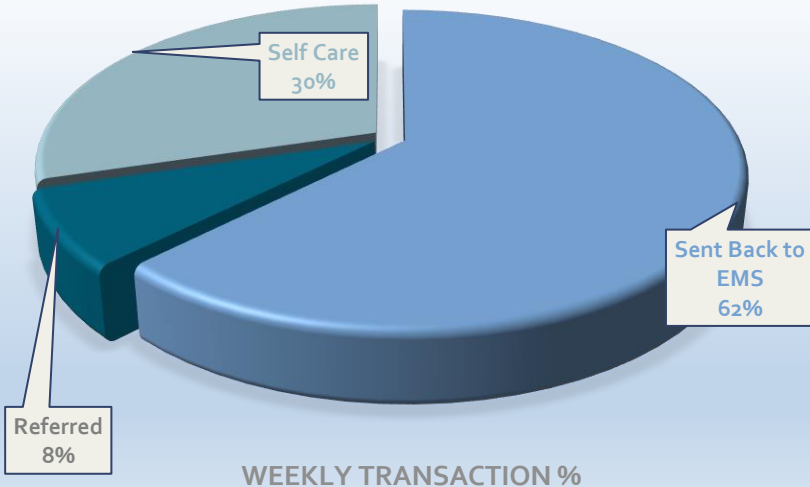
# Nurse



Global Medical  
Response

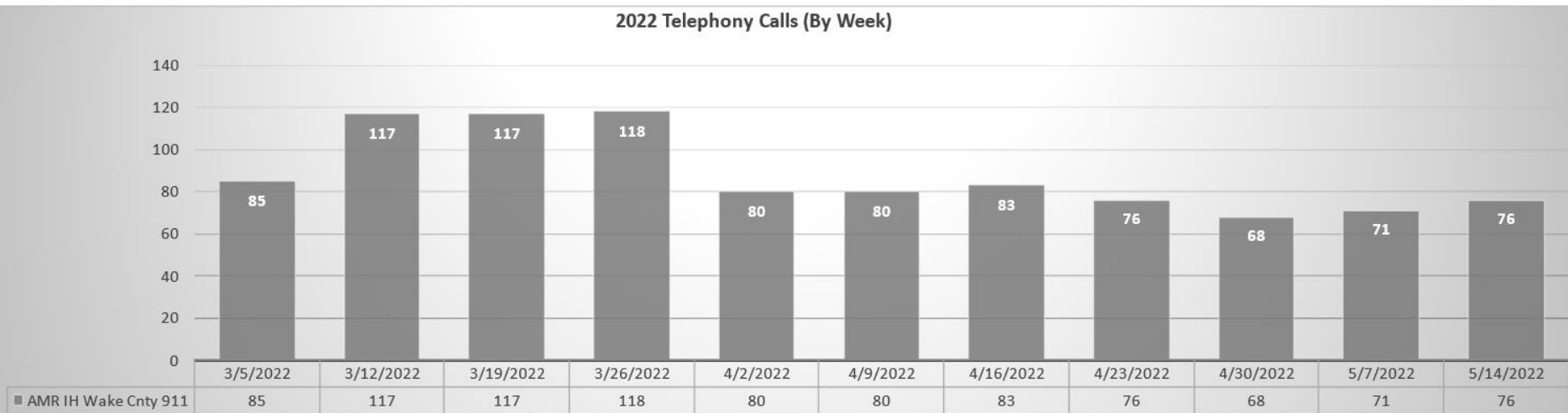
## Navigation Line

- 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.
- Weekly meetings to tweak and enhance referrals.
- Ongoing evaluation for new partners.



# NNL Volume

- Average of 5 referrals in an hour for busier times
- 971 referrals made in first 3/1-5/14



# Dreamville Festival

- April 2nd and 3rd, 2022
- 1100-2300 each day
- 40,000 in attendance each day.
- Dorothea Dix Park
- 72 staff/day
- Mutual aid from several surrounding counties for staffing.
- Joint AAR being developed





# Medical calls consisted of the following:

- **Saturday, April 2nd**

- 256 requests
- 12 transports
- 61 refusals

- **Sunday, April 3rd**

- 255 requests
- 13 transports
- 27 refusals





# Wake County to Lead in Pay in North Carolina for EMS Personnel

March 21, 2022

Facing a higher demand for services, a national staffing shortage and increased competition for employees, Wake County is taking new steps to recruit and retain the best and brightest emergency medical services personnel.

On April 1, approximately 327 Wake County EMS employees – representing 84% of staff – will see their salaries increase as part of a new market pay structure approved today by the Wake County Board of Commissioners. The raises range from 1% to 29%, with an average increase of 21%.

These proactive changes will make Wake County EMS a leader in pay in North Carolina.

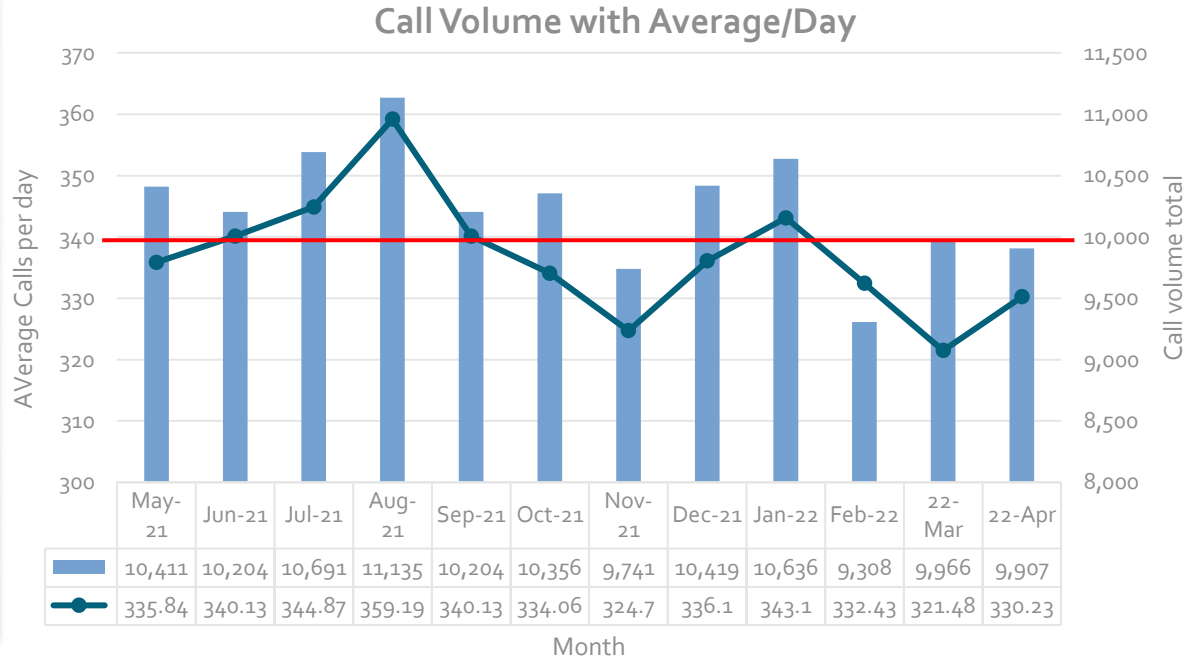
- Revising the salary schedules – the pay levels that employees can achieve – for most positions;
- Increasing the minimum pay rate for market ranges for most positions;
- Raising the salary band midpoints and maximum pay; and
- Creating a new Advanced Emergency Medical Technician position to offer EMTs an opportunity to grow in their careers.

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

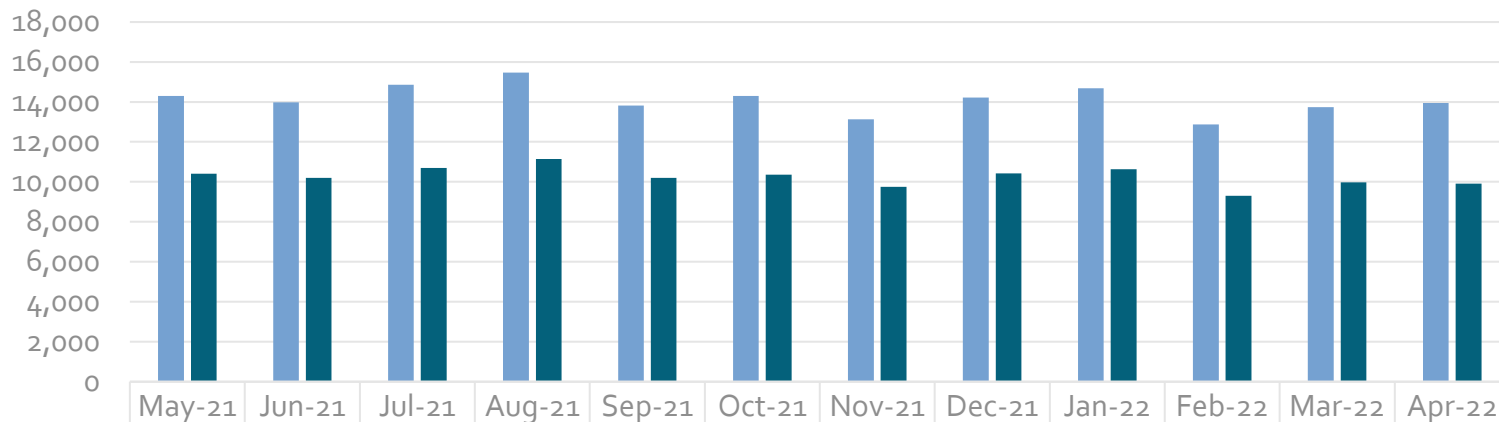
# EMS Response Data

- 1Q2022- 29,910
- 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



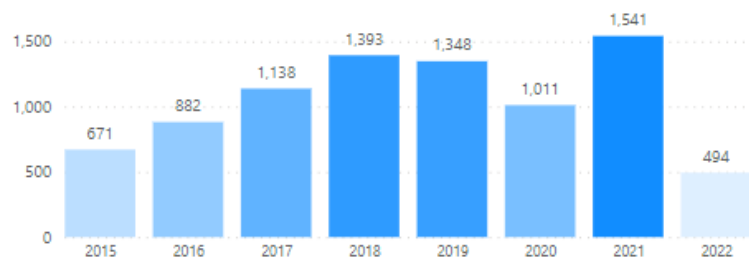
Total Unit Responses	14,298	13,981	14,855	15,467	13,821	14,292	13,126	14,214	14,679	12,864	13,728	13,950
Incident Volume	10,411	10,204	10,691	11,135	10,204	10,356	9,741	10,419	10,636	9,308	9,966	9,907

■ Total Unit Responses ■ Incident Volume

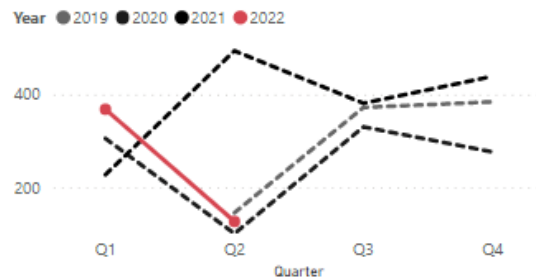
# Low System Resources (ESTAT) Update



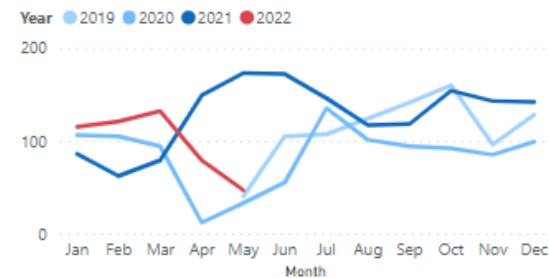
ESTAT Events by Year (hover for trend)



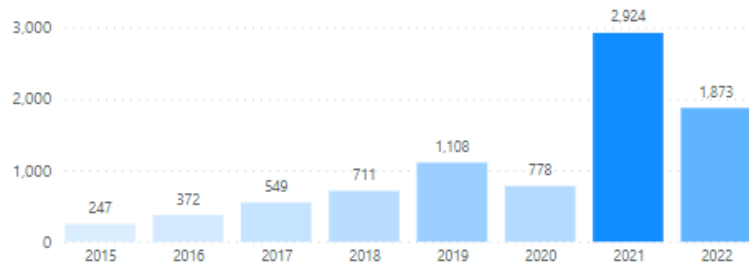
ESTAT Events by Quarter and Year



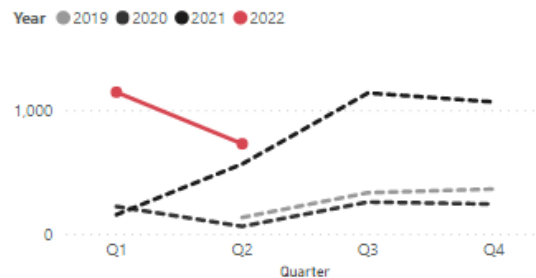
ESTAT Events by Month and Year



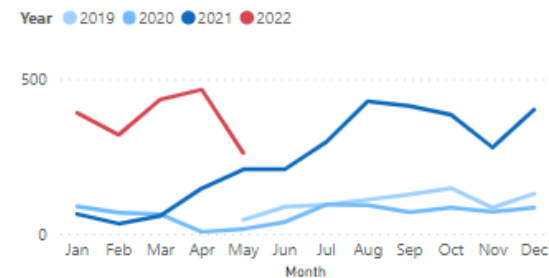
ESTAT Total Duration-Hours by Year (hover for trend)



ESTAT Total Duration-Hours by Quarter and Year



ESTAT Total Duration-Hours by Month and Year

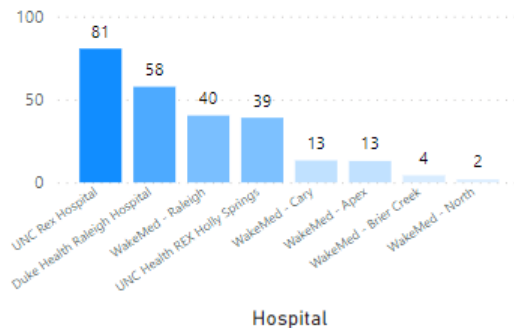


# Hospital Diversion

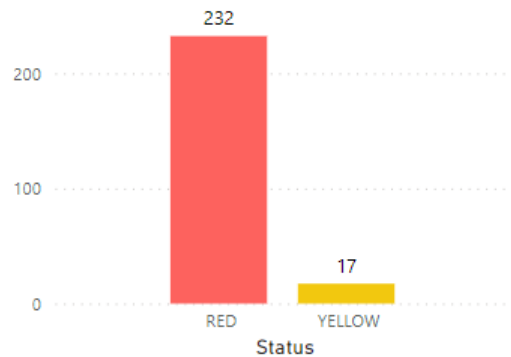
# All Diversion 1Q2022

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 2 81



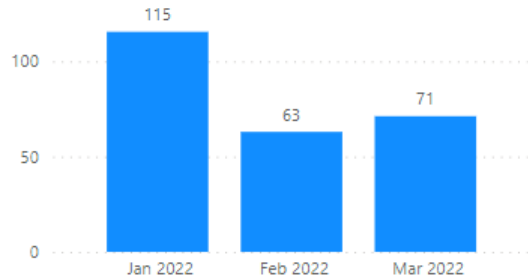
Total Diversion Hours Status (hover on bar for trend)



Total Diversion Hours Hospital

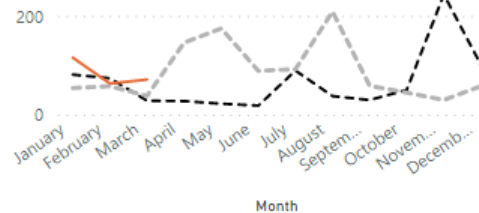
Hospital	RED	YELLOW	Total
UNC Rex Hospital	81		81
Duke Health Raleigh Hospital	58		58
WakeMed - Raleigh	40	0	40
UNC Health REX Holly Springs	39		39
WakeMed - Cary	13		13
WakeMed - Apex		13	13
WakeMed - Brier Creek		4	4
WakeMed - North	2		2
<b>Total</b>	<b>232</b>	<b>17</b>	<b>250</b>

Total Diversion Duration by Month Of Year



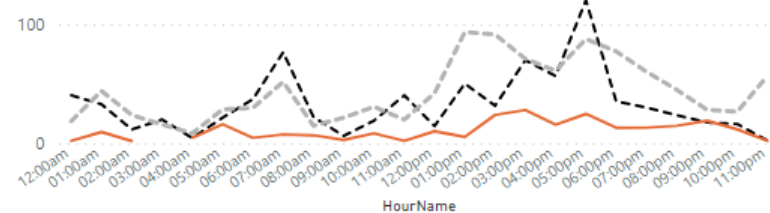
Total Diversion Hours Month

Year ● 2020 ● 2021 ● 2022



Total Diversion Hours (Hour of Day)

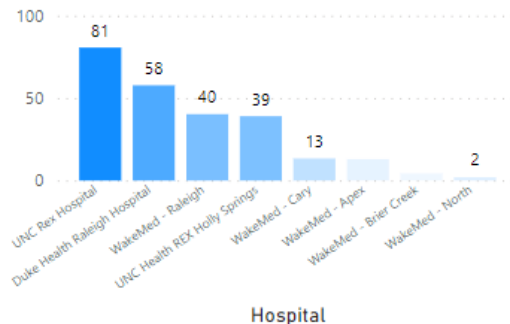
Year ● 2020 ● 2021 ● 2022



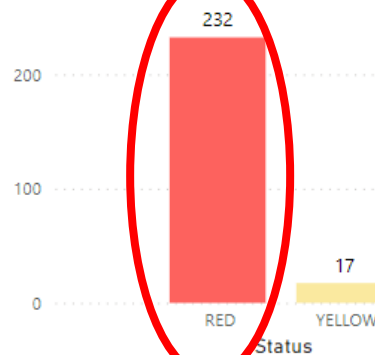
# Red Diversion 1Q2022

Total Diversion Hours Hospital (hover on bar for trend)

Total Diversion Duration 2 81



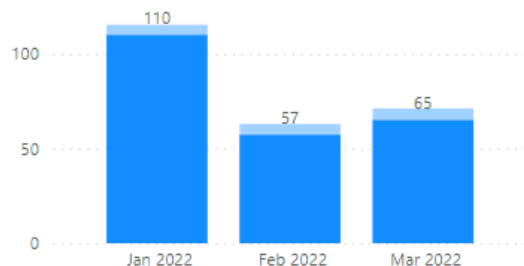
Total Diversion Hours Status (hover on bar for trend)



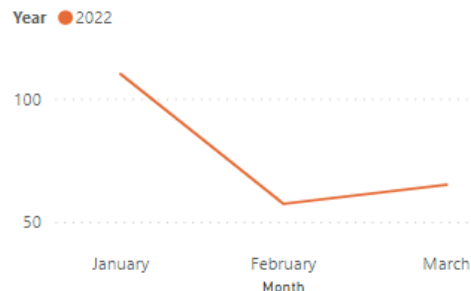
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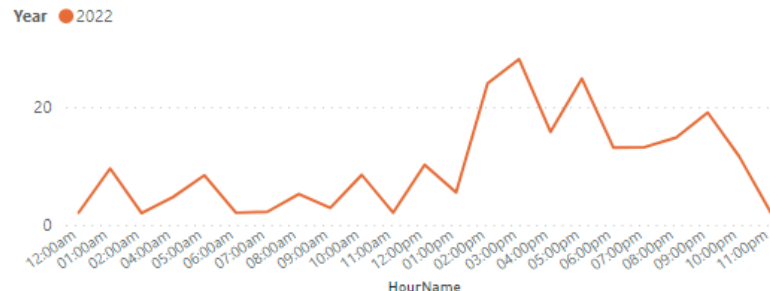
Total Diversion Duration by Month Of Year



Total Diversion Hours Month

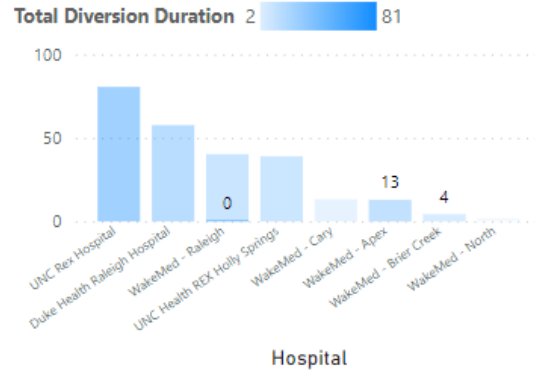


Total Diversion Hours (Hour of Day)

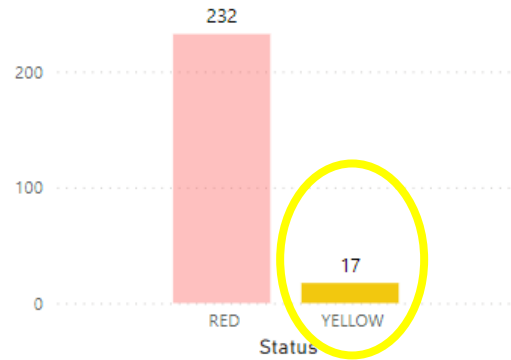


# Yellow Diversion 3Q2021

Total Diversion Hours Hospital (hover on bar for trend)



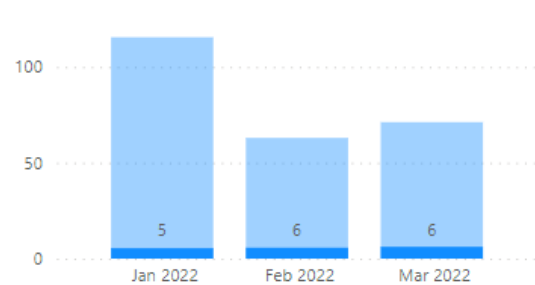
Total Diversion Hours Status (hover on bar for trend)



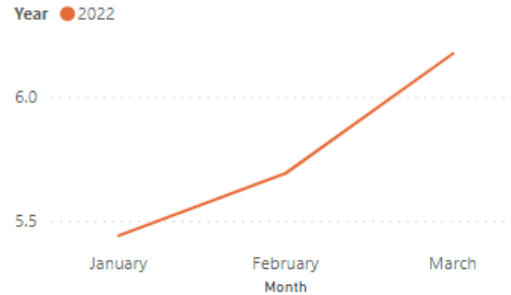
Total Diversion Hours Hospital

Hospital	YELLOW	Total
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WakeMed - Brier Creek	4	4
WakeMed - Raleigh	0	0
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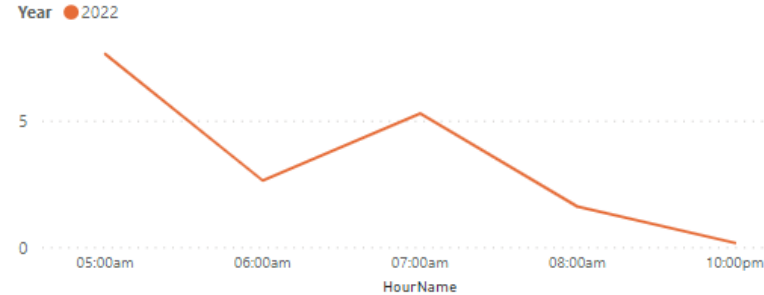
Total Diversion Duration by Month Of Year



Total Diversion Hours Month



Total Diversion Hours (Hour of Day)





# Black Diversion 1Q2022

- No Black Diversion

# 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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