

Wake County EMS System Peer Review

Operations Report
May 2025



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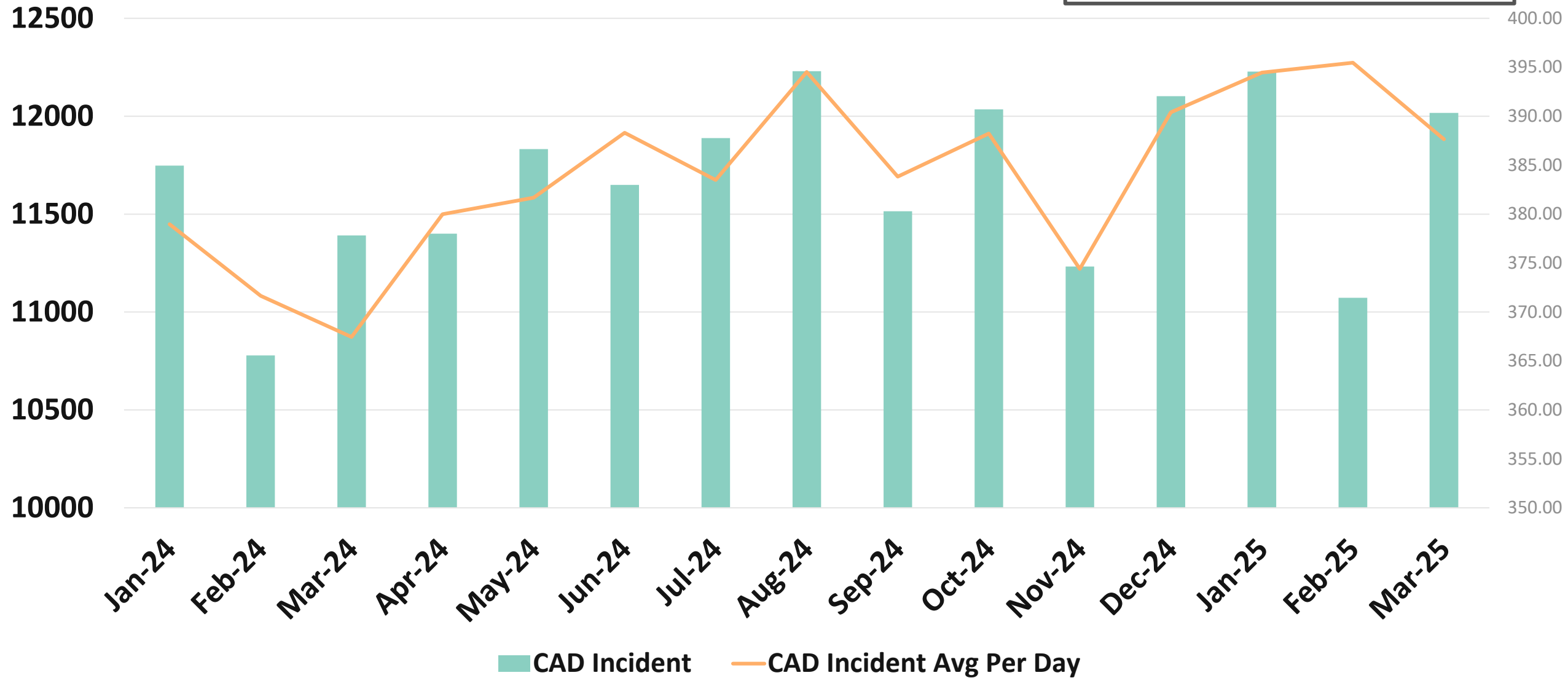
wake.gov

Dreamville

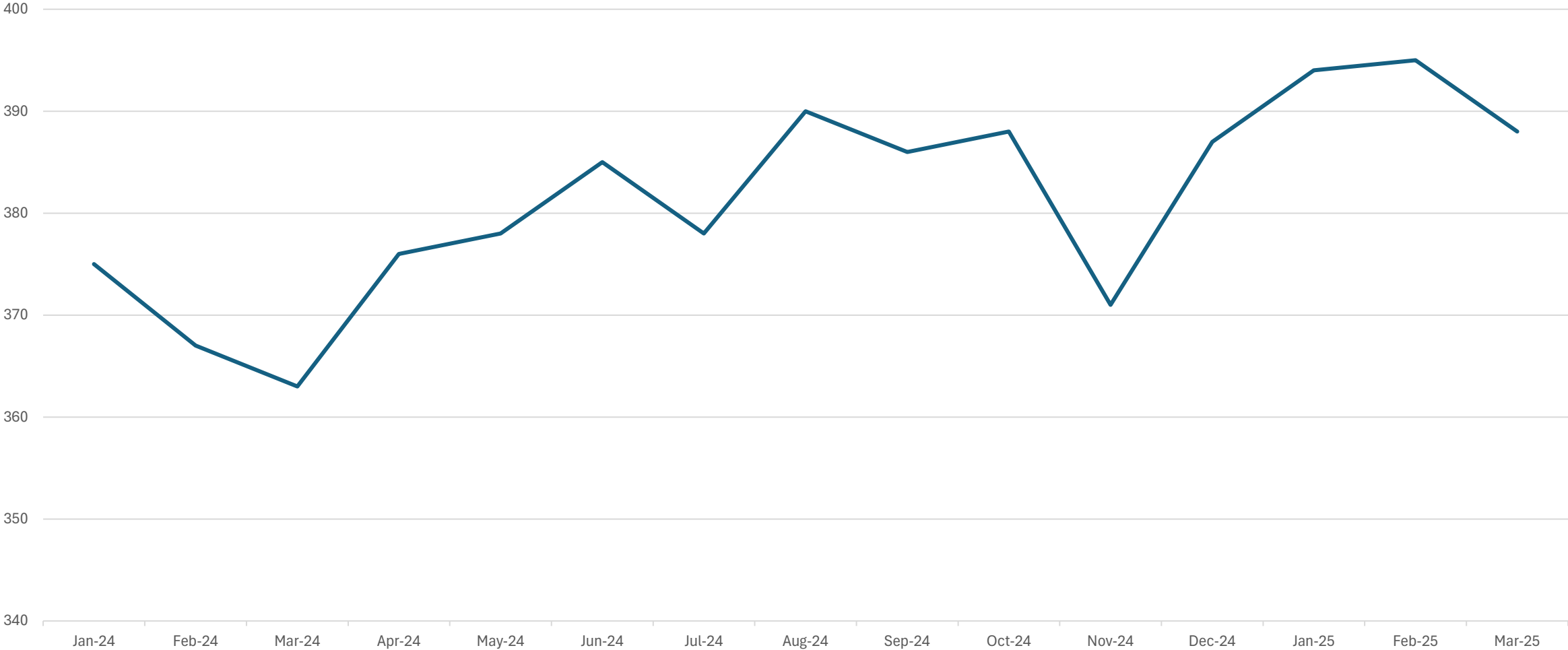
- **Over 50,000 attendees per day**
- **2025:**
 - 1200 Requests for Assistance (800 in 2024)
 - 700+ on Saturday
 - 137 Refusals (172 in 2024)
 - 24 Transports (33 in 2024)

EMS Response Data

1Q Average Transports per Day
279



Avg Incidents per day



Avg Tx per Day

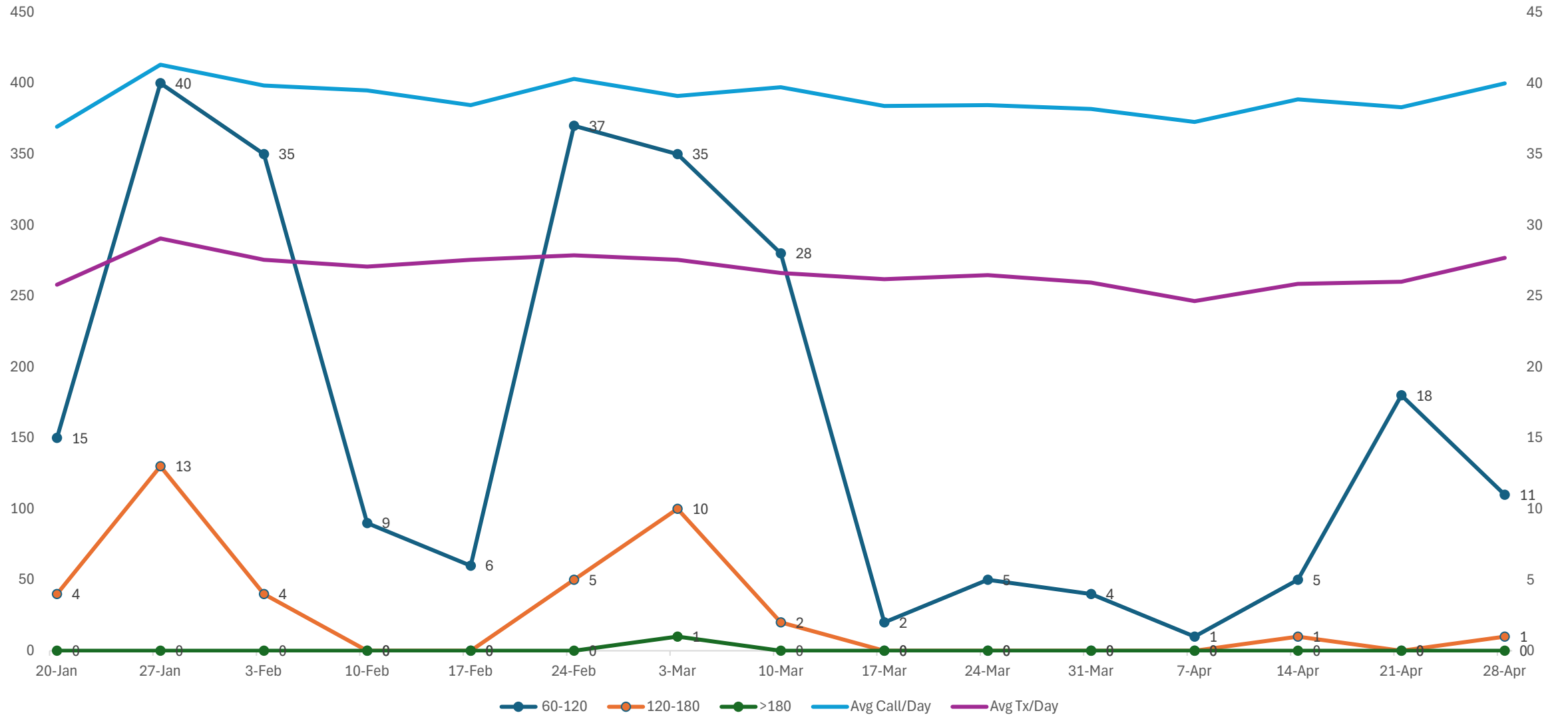


Avg Tx Month to Month Comparison



Patient Transfer Time (APOT)

APOT



Low System Resources (ESTAT) Update

250

ESTAT Events YTD

1,035.5

ESTAT Total Duration YTD-Hours

4.1

ESTAT Average Duration YTD-Hours

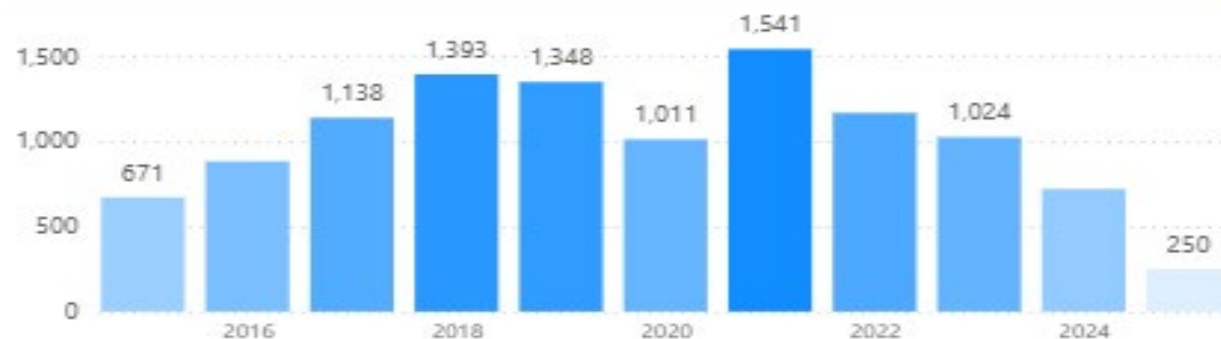
11.18

ESTAT 90th Percentile Duration YTD-Hours

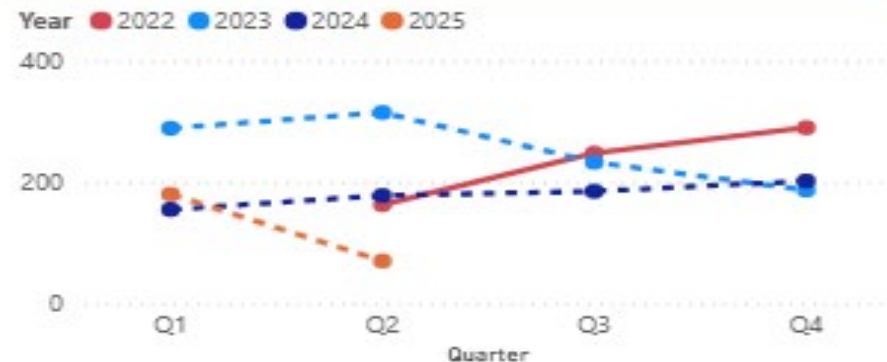
20.4

ESTAT MAX Duration YTD-Hours

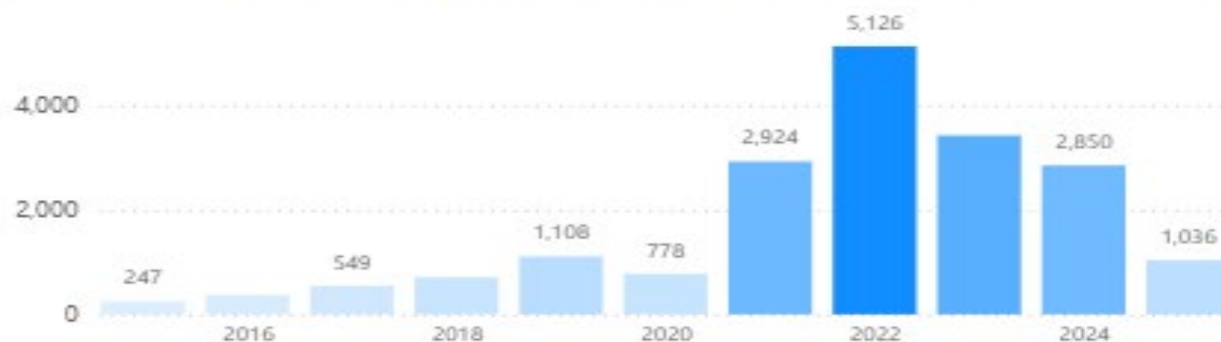
ESTAT Events by Year (hover for trend)



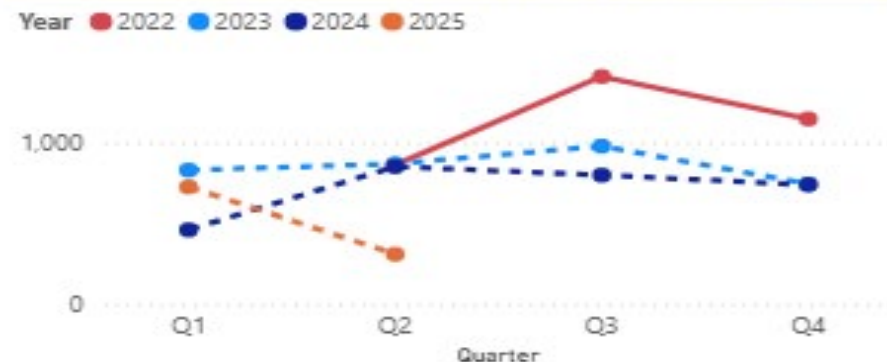
ESTAT Events by Quarter and Year



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



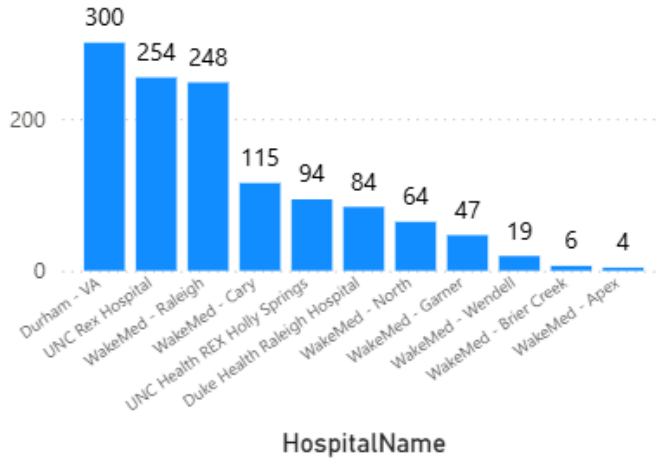
ESTAT Total Duration-Hours by Quarter and Year



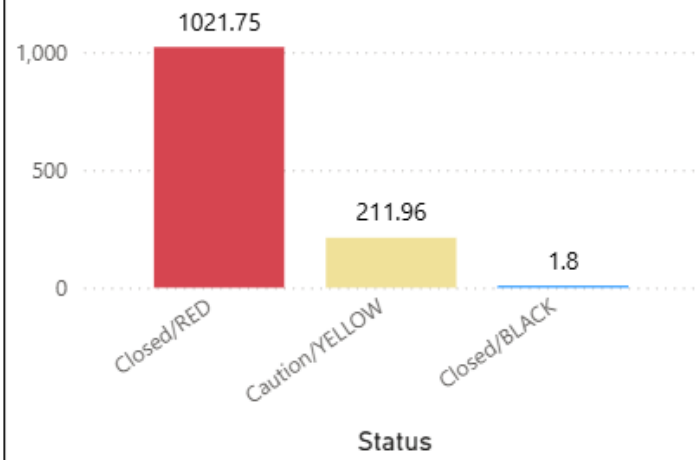
Hospital Diversion

All Diversion 1Q 2025

Total Diversion Hours Hospital (hover on bar for trend)



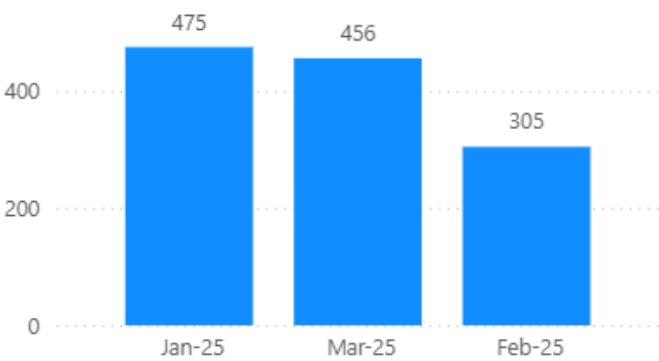
Total Diversion Hours Status (hover on bar for trend)



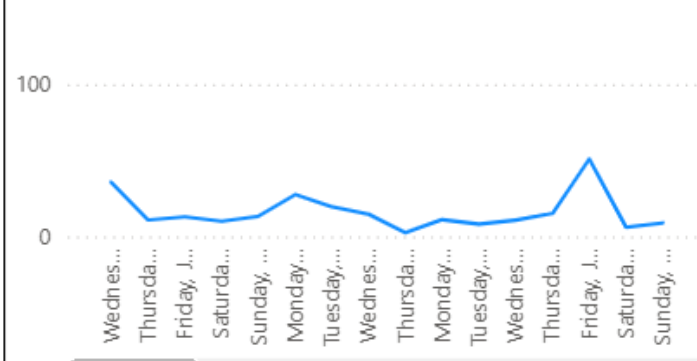
Total Diversion Hours Hospital

HospitalName	Caution/YELLOW	Closed/BLACK	Closed/RED	Total
Durham - VA			299.98	299.98
UNC Rex Hospital	144.01		110.15	254.16
WakeMed - Raleigh			247.58	247.58
WakeMed - Cary			115.34	115.34
UNC Health REX Holly Springs	56.25	1.80	35.86	93.91
Duke Health Raleigh Hospital			83.90	83.90
WakeMed - North			64.29	64.29
WakeMed - Garner	5.40		41.30	46.70
WakeMed - Wendell	2.30		17.05	19.35
WakeMed - Brier Creek			6.30	6.30
Total	211.96	1.80	1,021.75	1,235.51

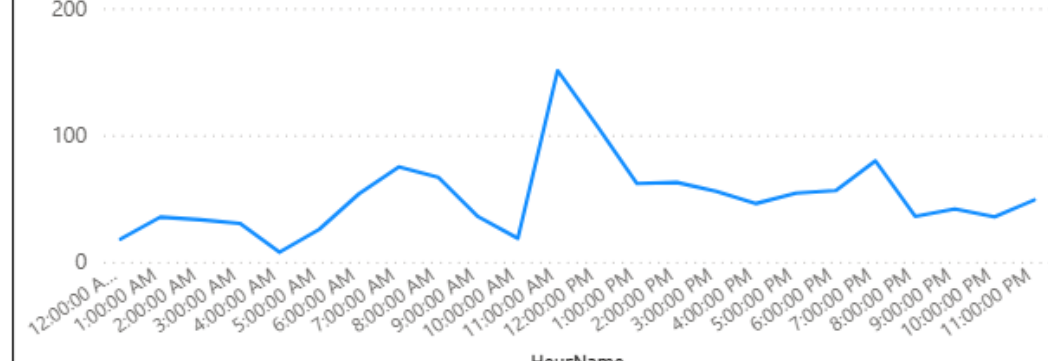
Diversion:TotalDuration(Hours) by MonthYear



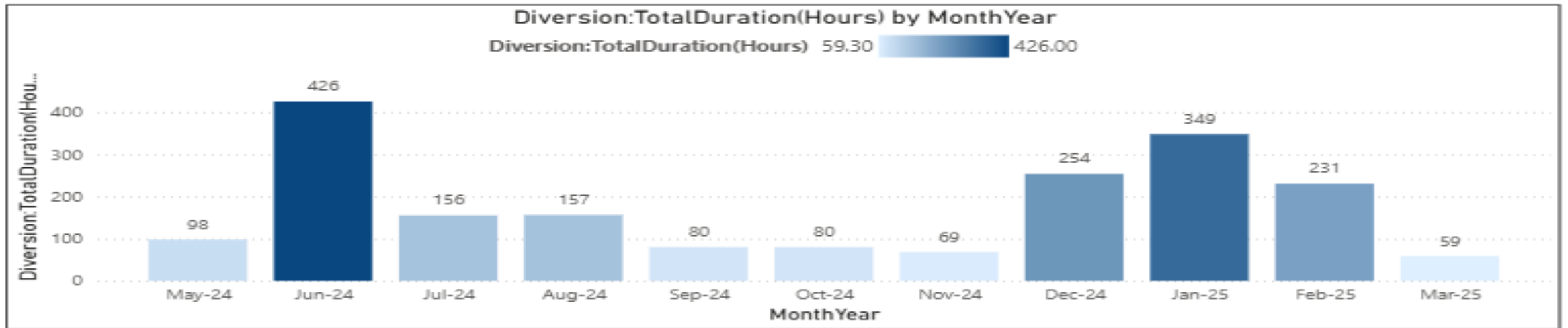
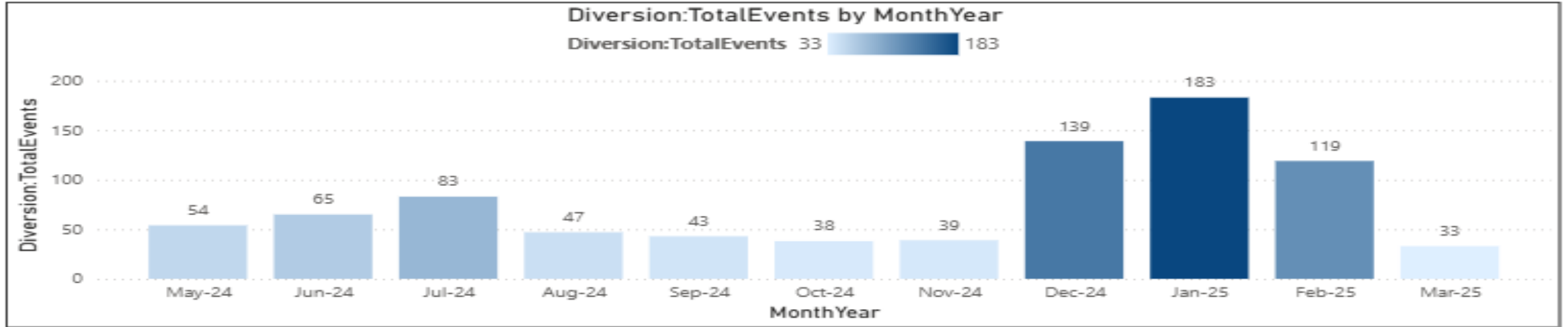
Total Diversion Hours Date



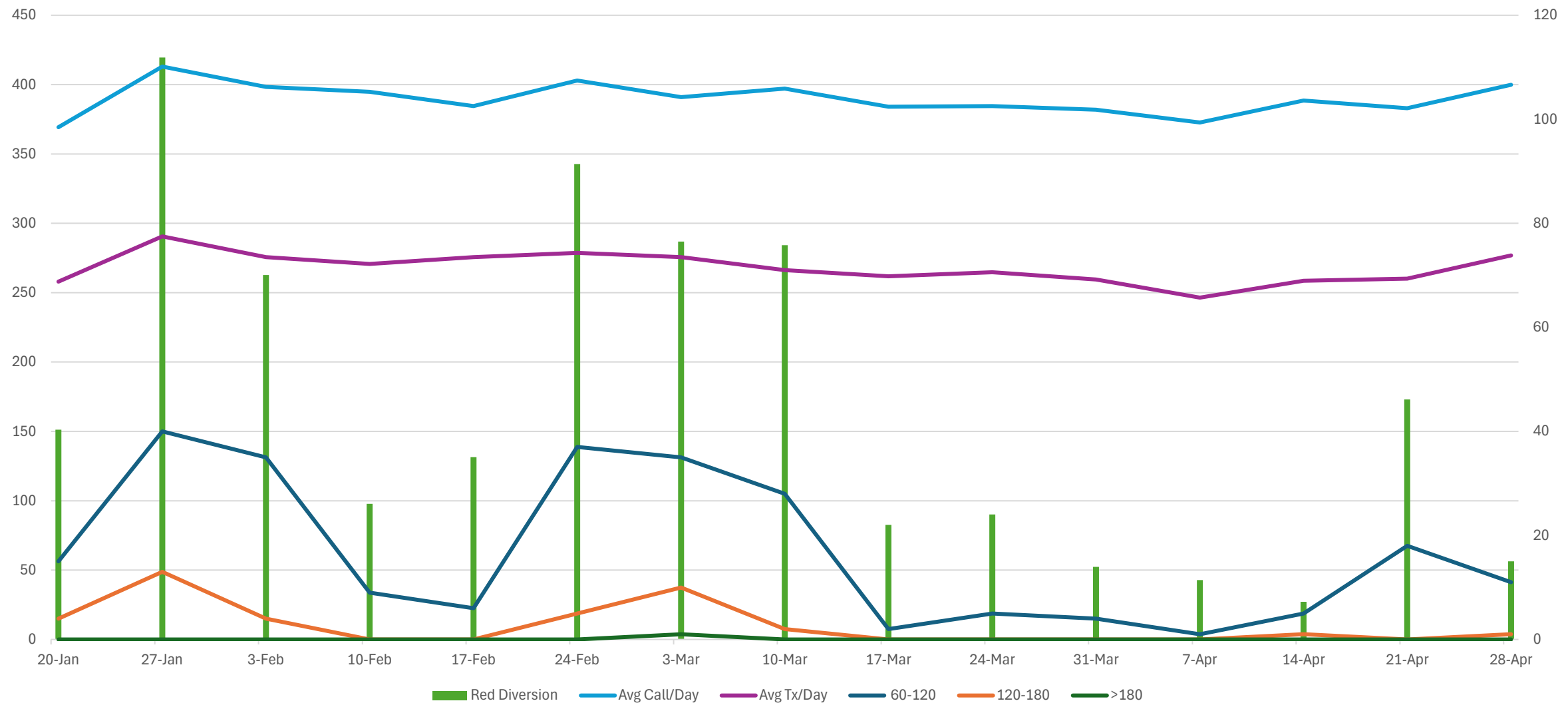
Total Diversion Hours (Hour of Day)



Wake County Hospital Diversion



APOT with Red Diversion



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Questions?



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