

Wake County EMS System Peer Review

Operations Report
August 2025



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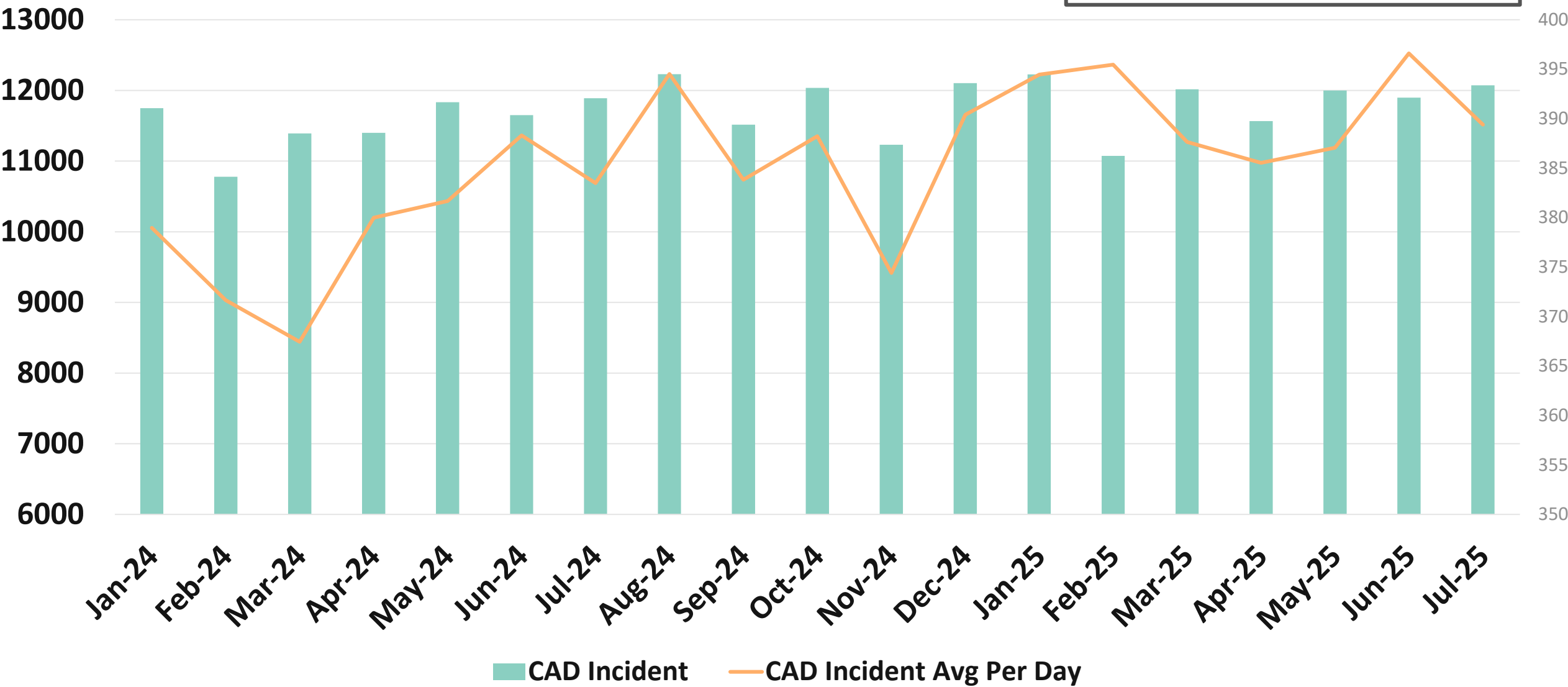
wake.gov

Upcoming Events

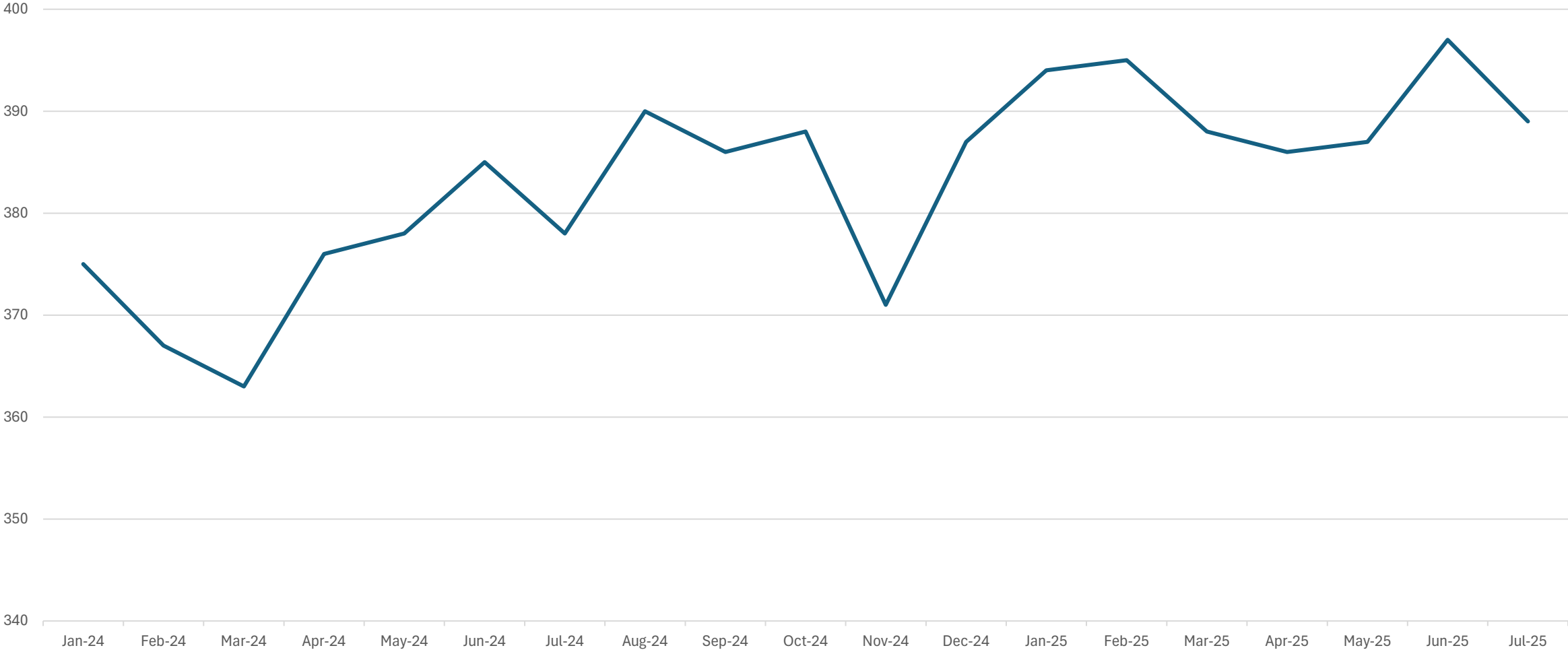
- NC State Football – August 27th vs ECU
- Chris Brown @ Carter Finley
 - October 14th
 - 60K Attendance
- NC State Fair
 - October 16-26

EMS Response Data

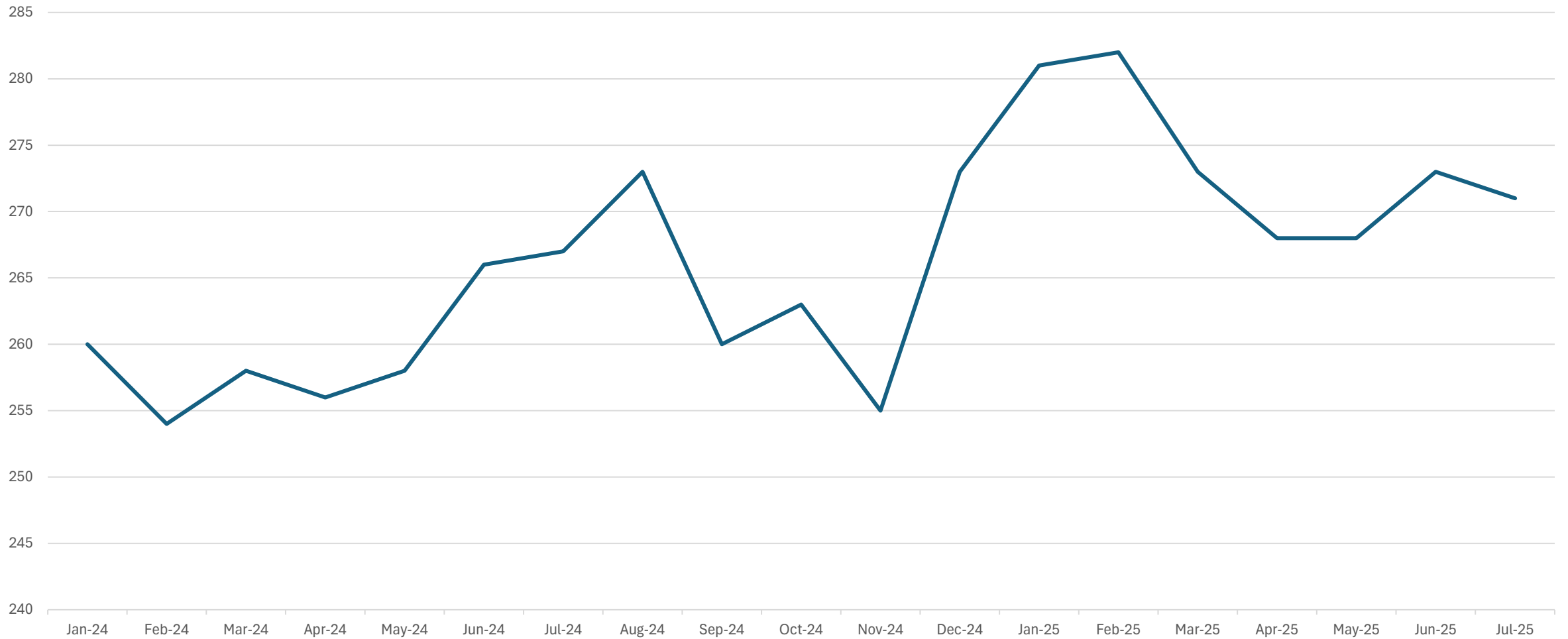
2Q Average Transports per Day
269



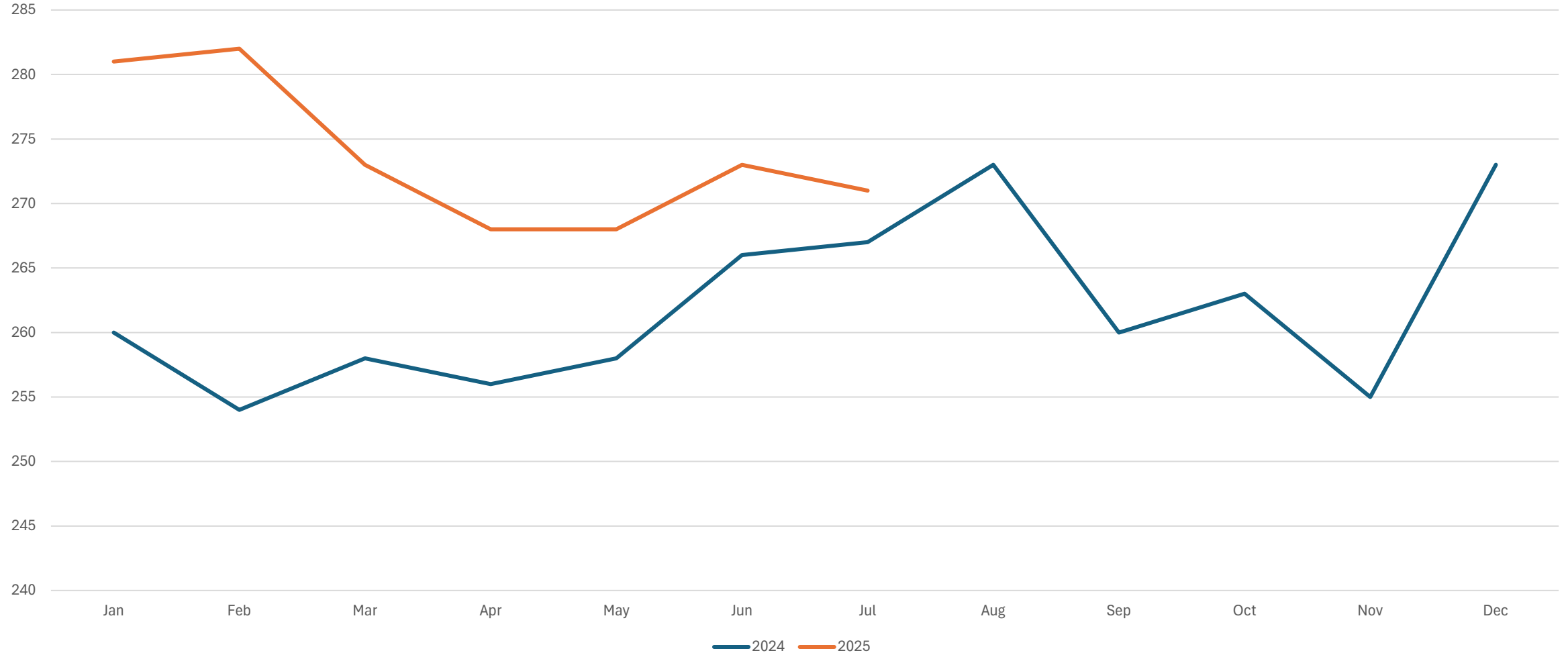
Avg Incidents per day



Avg Tx per Day



Avg Tx Month to Month Comparison



Low System Resources (ESTAT) Update

321

ESTAT Events YTD

1,399.6

ESTAT Total Duration YTD-Hours

4.4

ESTAT Average Duration YTD-Hours

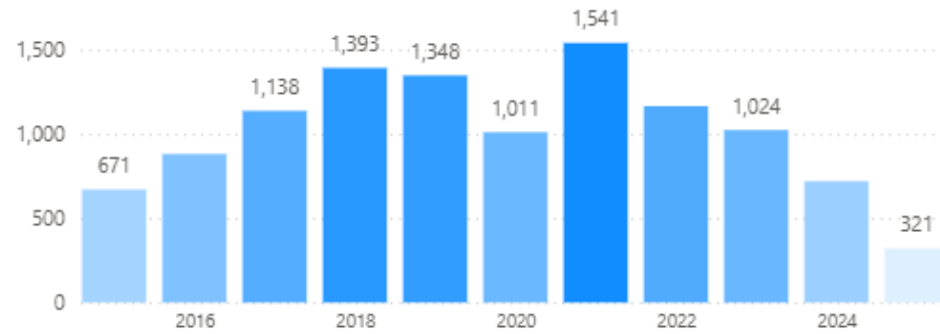
11.64

ESTAT 90th Percentile Duration YTD-Hours

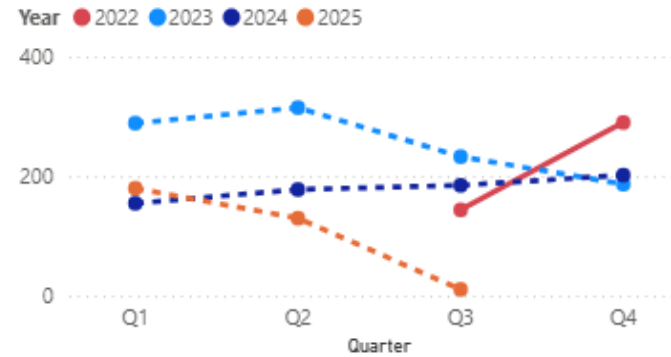
20.4

ESTAT MAX Duration YTD-Hours

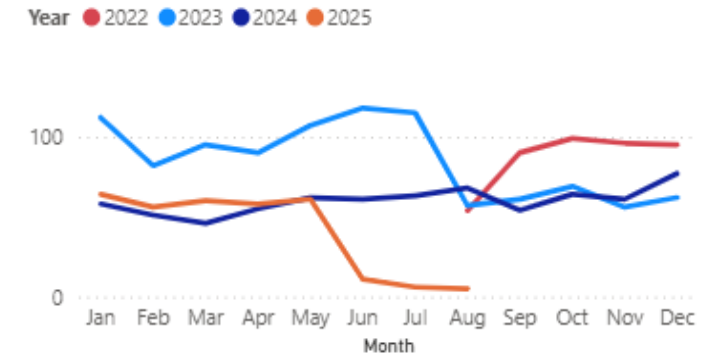
ESTAT Events by Year (hover for trend)



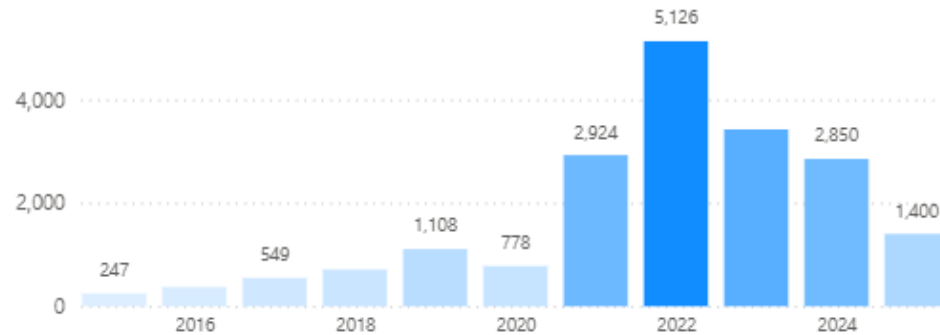
ESTAT Events by Quarter and Year



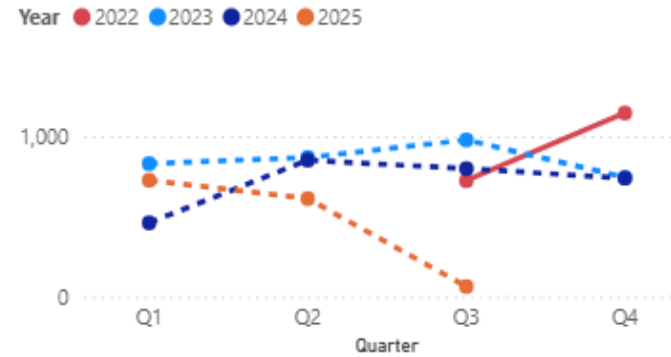
ESTAT Events by Month and Year



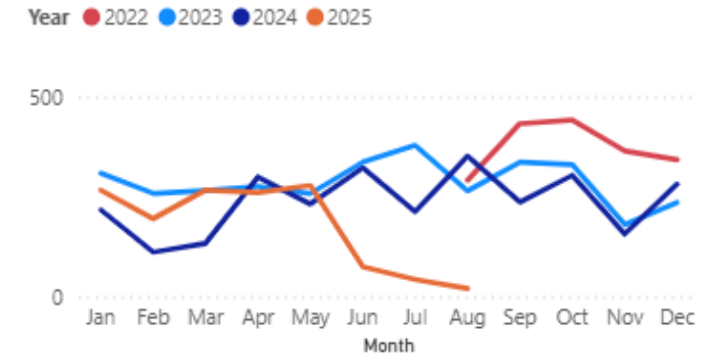
ESTAT Total Duration-Hours by Year (hover for trend)



ESTAT Total Duration-Hours by Quarter and Year

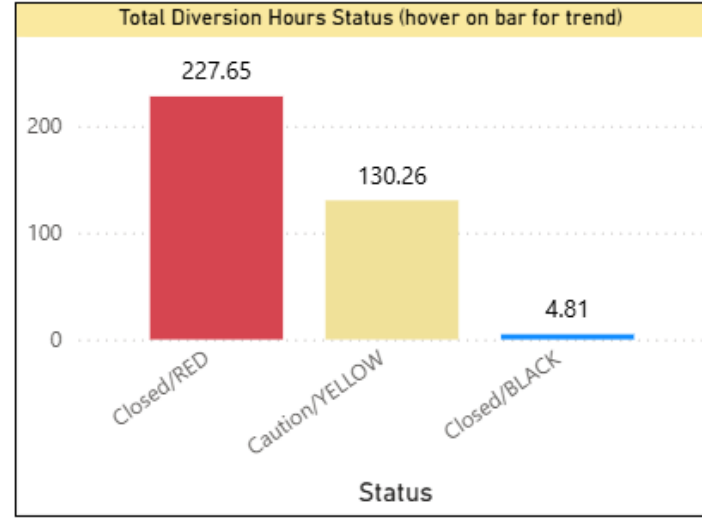
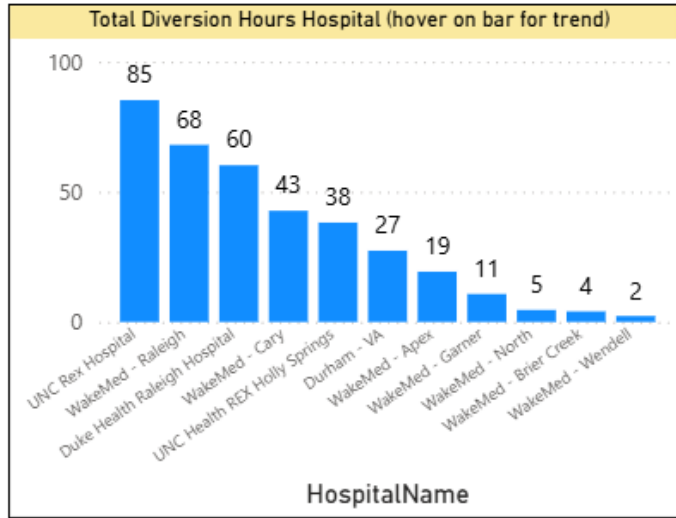


ESTAT Total Duration-Hours by Month and Year



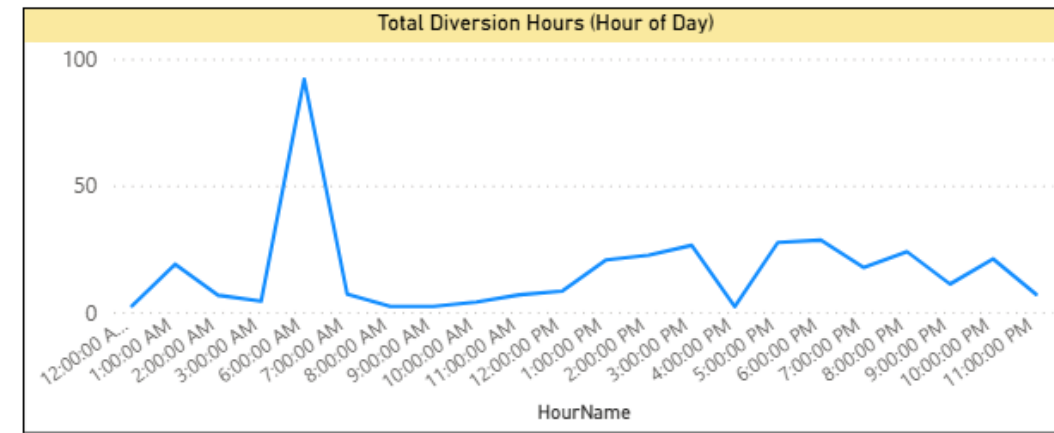
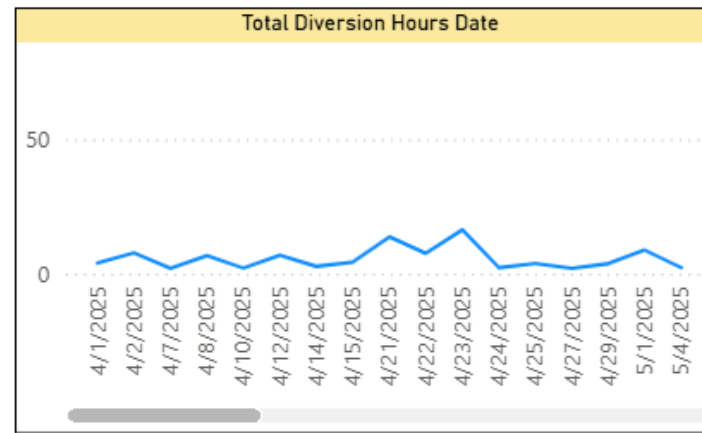
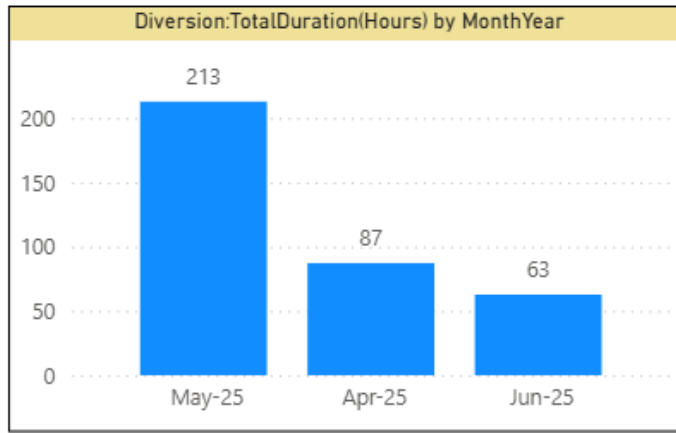
Hospital Diversion

All Diversion 2Q 2025

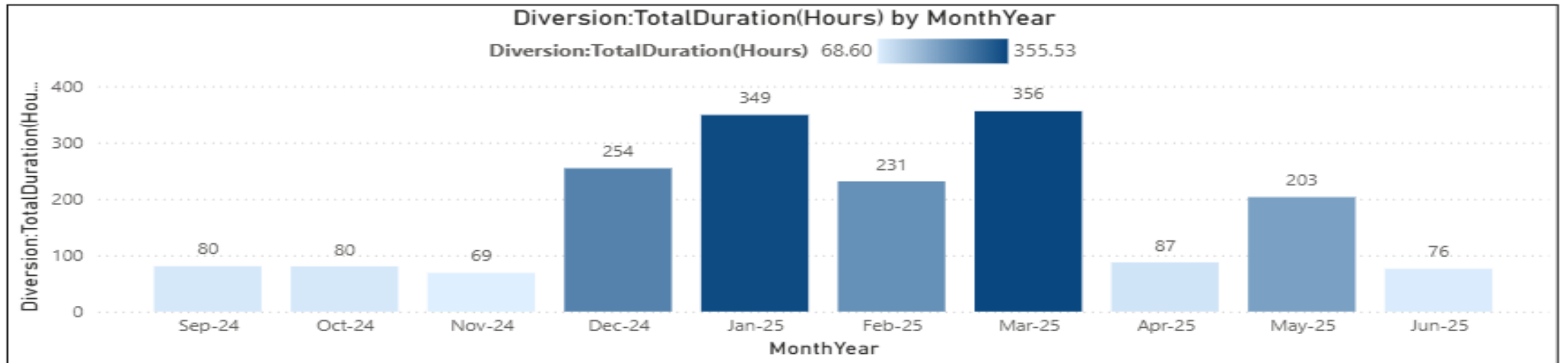
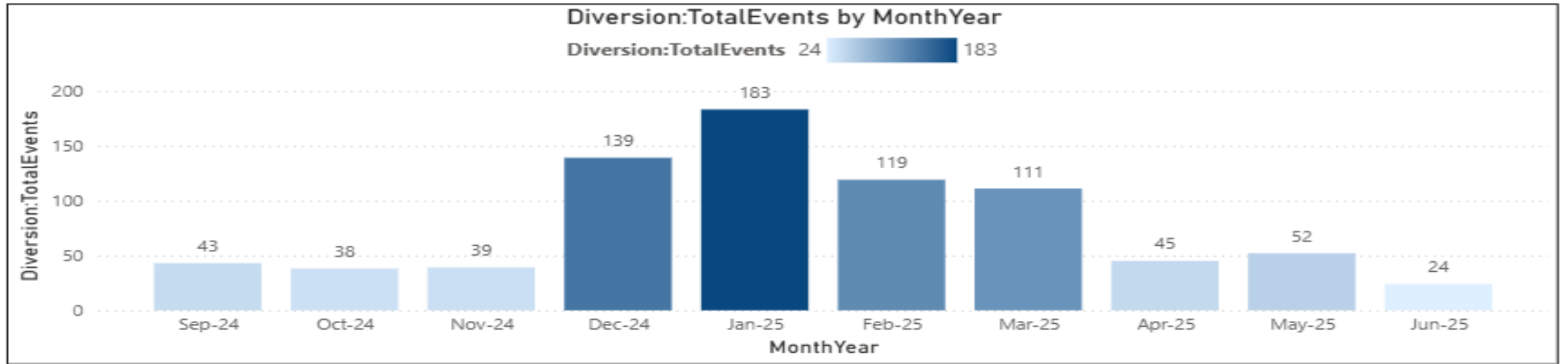


Total Diversion Hours Hospital

HospitalName	Caution/YELLOW	Closed/BLACK	Closed/RED	Total
UNC Rex Hospital	74.73		10.49	85.22
WakeMed - Raleigh			68.03	68.03
Duke Health Raleigh Hospital	1.59		58.61	60.20
WakeMed - Cary			42.72	42.72
UNC Health REX Holly Springs	25.37		12.81	38.18
Durham - VA		3.33	24.05	27.38
WakeMed - Apex	17.83	1.48		19.31
WakeMed - Garner	10.74			10.74
WakeMed - North			4.61	4.61
WakeMed - Brier Creek			4.05	4.05
WakeMed - Wendell			2.28	2.28
Total	130.26	4.81	227.65	362.72

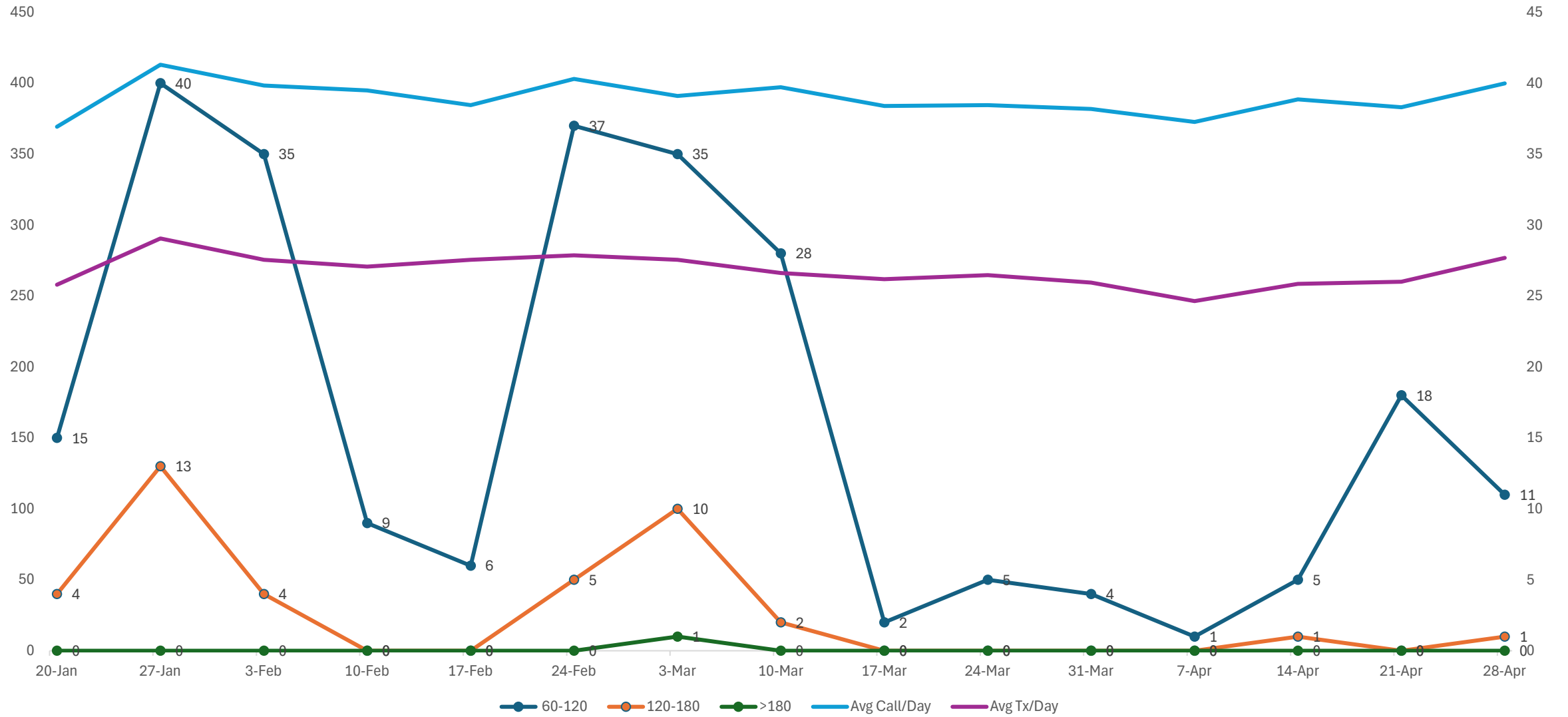


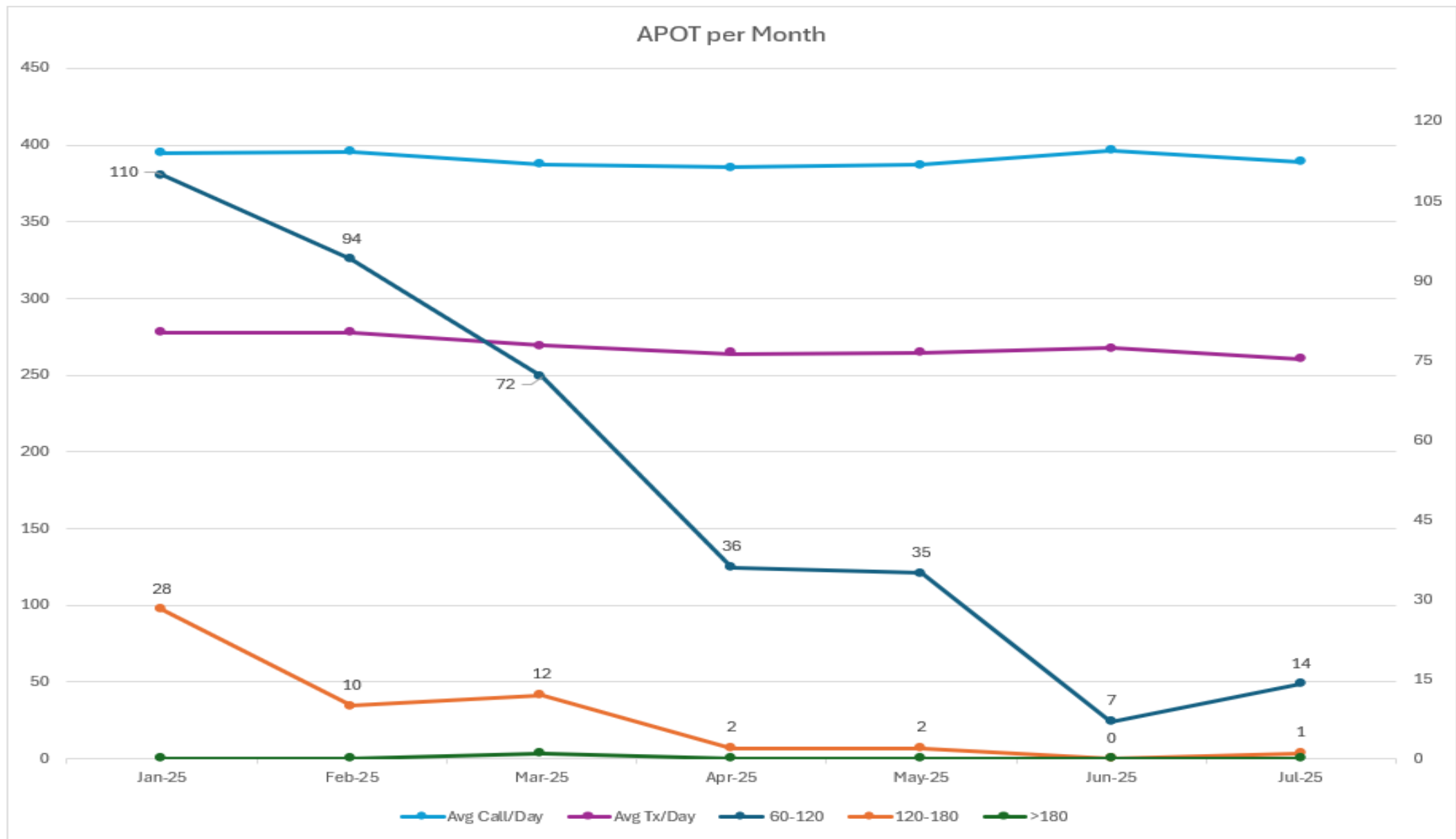
Wake County Hospital Diversion

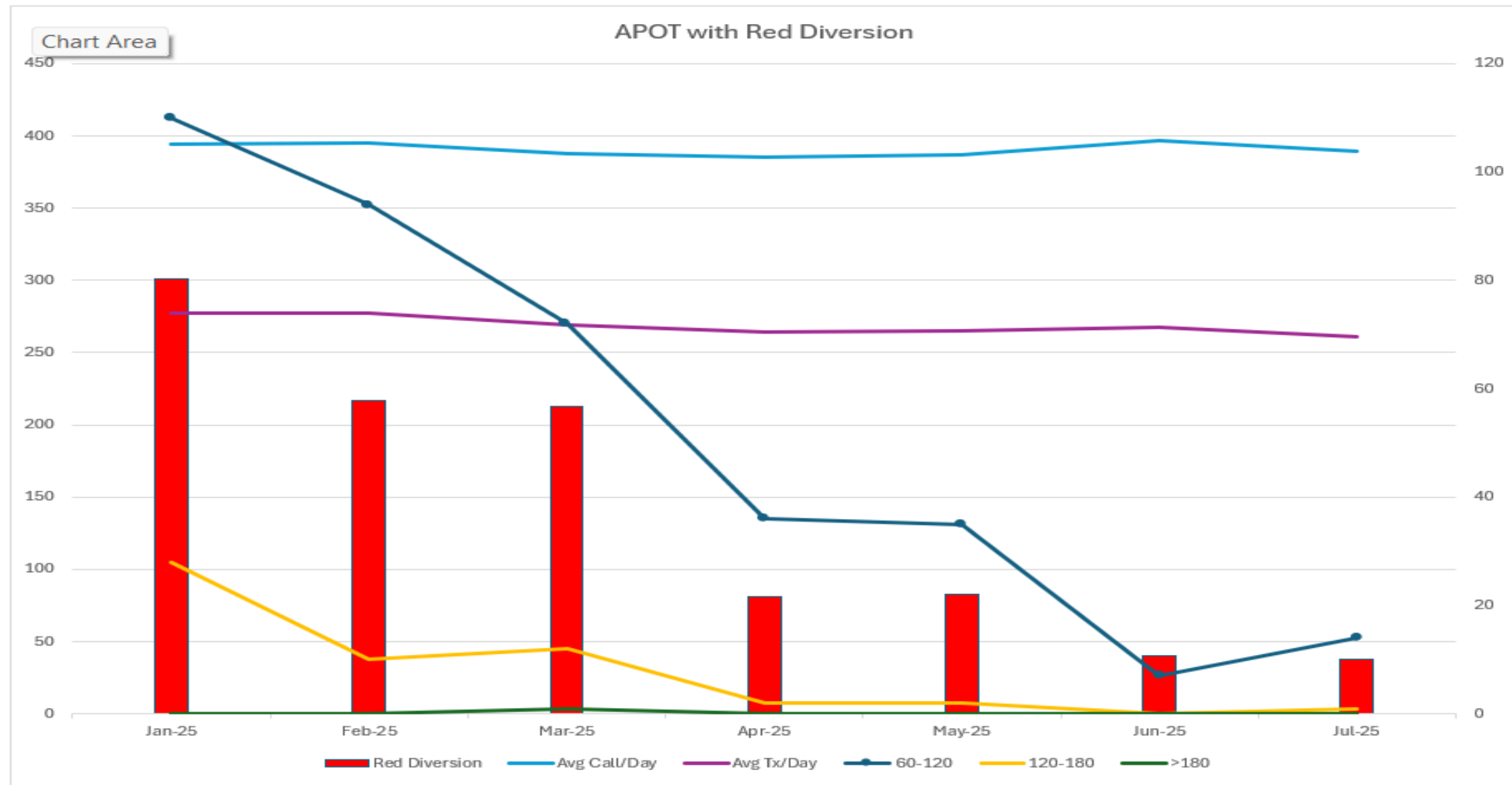


Patient Transfer Time (APOT)

APOT







Diversion

Purpose: To establish a protocol to be utilized in instances when capacity has been exceeded and there is assurance that all reasonable options to safely accommodate patients have been explored.

Policy: When a facility cannot safely provide appropriate care to ambulance patients, the hospital will redirect, to the extent possible, patients to other area hospitals. The following status conditions are established in agreement with all hospitals in Wake County and the Wake County EMS System. A patient who refuses diversion recommendations may complete a refusal form at the discretion of the EMS crew; at minimum the risks/benefits of diversion refusal must be discussed and documented in the PCR. In all cases, a hospital shall not be on a RED diversion for longer than 2 hours. After 2 hours of RED diversion utilization, a hospital must remain GREEN for a minimum of 2 hours. If 3 hospitals are on diversion, all hospitals will be re-opened for a period of 2 hours.

Diversion

GREEN	Business as usual, normal transport procedures are in effect. All ambulance personnel should assume each hospital is in this condition until notified otherwise.
YELLOW	A YELLOW diversion may be initiated by a hospital when the emergency department is unable to adequately care for an additional critical patient. Examples of critical patients include but not limited to: hypotension, hypoxia, hypodynamic instability, respiratory distress, altered mental status, or any patient who meets trauma criteria. Under a YELLOW diversion, only BLS patients are transported to the hospital by EMS. Exceptions include cardiac/respiratory arrests to the closest hospital, OB patients in active labor to the hospital of their choice and patients who meet trauma criteria to a trauma center.
RED	Total diversion may be initiated by the emergency department when the department cannot accept any patients. Exceptions include cardiac/respiratory arrests to the closest appropriate hospital, OB patients in active labor to the hospital of their choice, and patients who meet trauma criteria to the appropriate specialty center per established triage and destination plan.
BLACK	The emergency department may initiate BLACK diversion when the department is unable to accept any patients. This condition assumes an internal disaster status within the facility and may not be used as a result of volume in the emergency department.

No ALS Patients

No Patients

2Q Percentage of Transports per Hospital					
	Apr-25	May-25	Jun-25	Total	
WAKEMED ED	1,973	2,177	2,179	6,329	27.78%
REX ED	1,477	1,424	1,411	4,312	18.93%
WAKEMED CARY ED	968	999	905	2,872	12.61%
DUKE HEALTH RALEIGH HOSPITAL ED	796	784	839	2,419	10.62%
WAKEMED NORTH ED	700	755	736	2,191	9.62%
UNC REX HOLLY SPRINGS ED	435	407	404	1,246	5.47%
WAKEMED GARNER ED	335	376	337	1,048	4.60%
WAKEMED WENDELL ED	278	258	298	834	3.66%
WAKEMED CHILDRENS ED	208	233	201	642	2.82%
WAKEMED BRIER CREEK ED	176	199	210	585	2.57%
WAKEMED APEX ED	100	99	106	305	1.34%
				22,783	

2Q Transports per Hour of Day

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
WAKEMED HOSPITAL	236	197	169	166	136	128	144	186	251	304	335	350	355	347	352	355	332	308	314	318	289	254	273	230
REX HOSPITAL	136	104	101	80	84	82	90	119	193	261	306	271	262	259	256	229	229	212	210	222	181	155	152	118
WAKEMED CARY	62	65	57	47	63	59	80	111	152	185	185	187	168	167	171	144	156	140	135	126	141	96	100	75
DUKE HEALTH RALEIGH HOSPITAL	74	69	69	56	47	50	79	84	123	115	125	175	150	124	132	125	113	98	121	116	112	91	89	82
WAKEMED NORTH	62	50	34	35	47	52	39	80	129	122	133	133	146	134	115	108	115	105	110	108	107	93	77	57
UNC REX HOLLY SPRINGS	25	21	24	20	18	24	32	51	59	70	80	77	83	85	72	76	68	73	59	49	49	52	45	34
WAKEMED GARNER	38	40	32	27	25	21	26	37	39	52	51	43	53	58	44	65	59	55	50	46	56	51	42	38
WAKEMED WENDELL ED	23	21	19	15	17	15	25	25	32	43	54	44	52	45	58	46	46	34	41	46	34	40	38	21
WAKEMED CHILDRENS ED	22	12	9	10	11	6	8	17	17	26	27	38	44	34	33	41	35	51	39	47	36	28	25	26
WAKEMED BRIER CREEK	21	12	14	18	12	13	14	23	23	27	35	26	34	33	36	36	38	26	43	19	28	18	22	14
WAKEMED APEX ED	5	2	5	4	4	7	7	10	14	17	21	20	19	19	16	24	18	15	11	15	12	13	17	10

Average Transports per Hour of Day

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
WAKEMED HOSPITAL	2.59	2.16	1.86	1.82	1.49	1.41	1.58	2.04	2.76	3.34	3.68	3.85	3.90	3.81	3.87	3.90	3.65	3.38	3.45	3.49	3.18	2.79	3.00	2.53
REX HOSPITAL	1.49	1.14	1.11	0.88	0.92	0.90	0.99	1.31	2.12	2.87	3.36	2.98	2.88	2.85	2.81	2.52	2.52	2.33	2.31	2.44	1.99	1.70	1.67	1.30
WAKEMED CARY	0.68	0.71	0.63	0.52	0.69	0.65	0.88	1.22	1.67	2.03	2.03	2.05	1.85	1.84	1.88	1.58	1.71	1.54	1.48	1.38	1.55	1.05	1.10	0.82
DUKE HEALTH RALEIGH HOSPITAL	0.81	0.76	0.76	0.62	0.52	0.55	0.87	0.92	1.35	1.26	1.37	1.92	1.65	1.36	1.45	1.37	1.24	1.08	1.33	1.27	1.23	1.00	0.98	0.90
WAKEMED NORTH	0.68	0.55	0.37	0.38	0.52	0.57	0.43	0.88	1.42	1.34	1.46	1.46	1.60	1.47	1.26	1.19	1.26	1.15	1.21	1.19	1.18	1.02	0.85	0.63
UNC REX HOLLY SPRINGS	0.27	0.23	0.26	0.22	0.20	0.26	0.35	0.56	0.65	0.77	0.88	0.85	0.91	0.93	0.79	0.84	0.75	0.80	0.65	0.54	0.54	0.57	0.49	0.37
WAKEMED GARNER	0.42	0.44	0.35	0.30	0.27	0.23	0.29	0.41	0.43	0.57	0.56	0.47	0.58	0.64	0.48	0.71	0.65	0.60	0.55	0.51	0.62	0.56	0.46	0.42
WAKEMED WENDELL ED	0.25	0.23	0.21	0.16	0.19	0.16	0.27	0.27	0.35	0.47	0.59	0.48	0.57	0.49	0.64	0.51	0.51	0.37	0.45	0.51	0.37	0.44	0.42	0.23
WAKEMED CHILDRENS ED	0.24	0.13	0.10	0.11	0.12	0.07	0.09	0.19	0.19	0.29	0.30	0.42	0.48	0.37	0.36	0.45	0.38	0.56	0.43	0.52	0.40	0.31	0.27	0.29
WAKEMED BRIER CREEK	0.23	0.13	0.15	0.20	0.13	0.14	0.15	0.25	0.25	0.30	0.38	0.29	0.37	0.36	0.40	0.40	0.42	0.29	0.47	0.21	0.31	0.20	0.24	0.15
WAKEMED APEX ED	0.05	0.02	0.05	0.04	0.04	0.08	0.08	0.11	0.15	0.19	0.23	0.22	0.21	0.21	0.18	0.26	0.20	0.16	0.12	0.16	0.13	0.14	0.19	0.11

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Questions?



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