

# Wake County EMS System Peer Review

Operations Report  
November 2025



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# NC State Fair

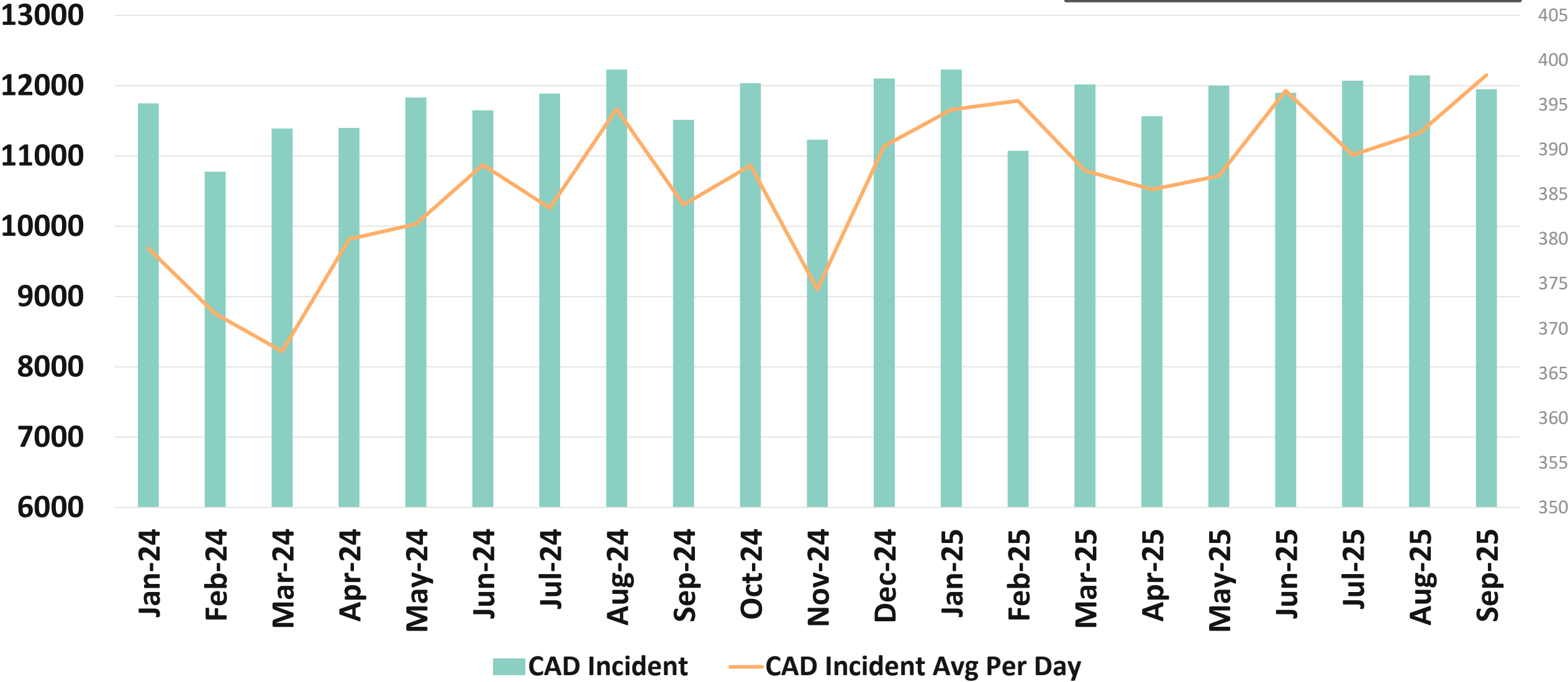
- 2025
  - Attendance – 946,811 (998,928)
  - Contacts – 1214 (1,266) (939 – non-patient/self-presenting)
  - Refusals – 83 (149)
  - Transports – 42 (65)
    - Rex – 34
    - Wake Raleigh – 2
    - Wake Peds – 4
    - DHR – 1
    - Rex HS – 1

# Everbridge Test

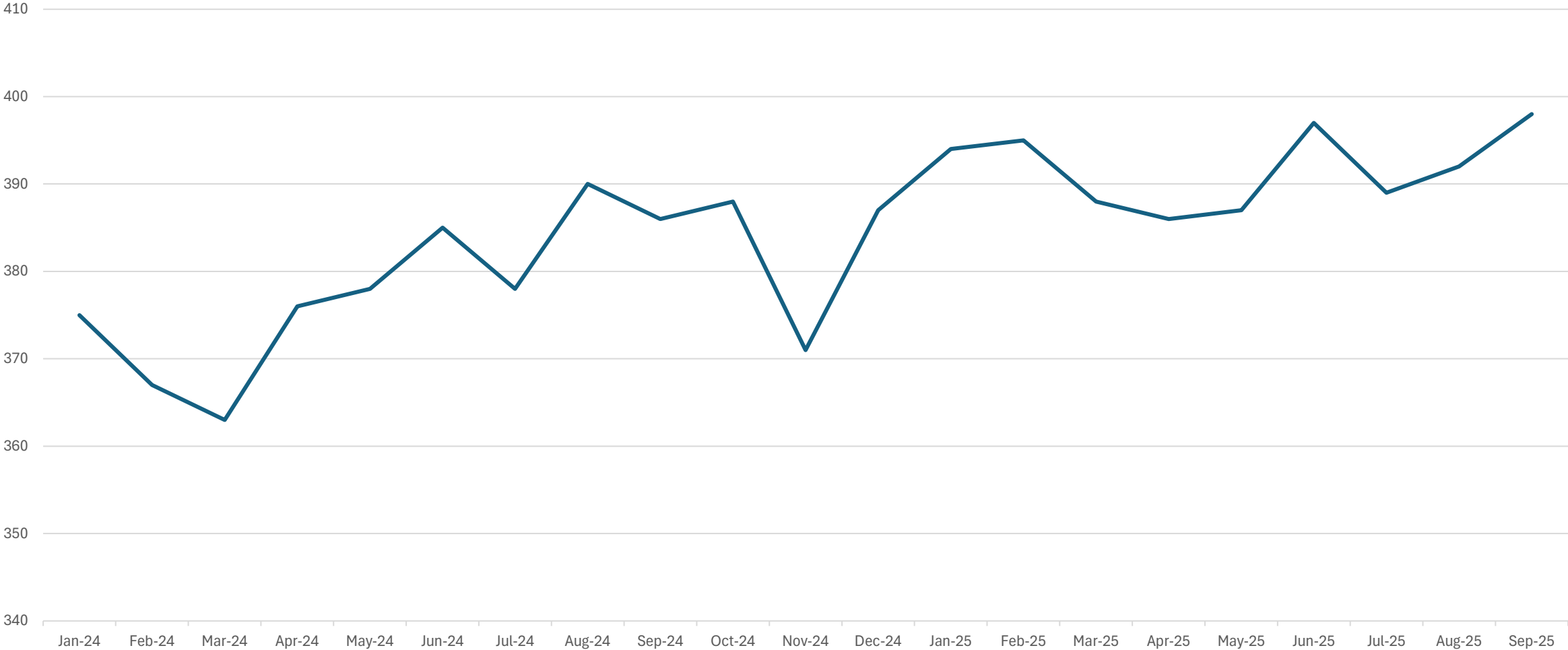
- Wednesday, December 10<sup>th</sup>
- 0900
- Request all ED's follow the process, switch to MC Hotel – check-in with 200
- Ensures all appropriate parties are receiving the notification

# EMS Response Data

3Q Average Transports per Day  
271



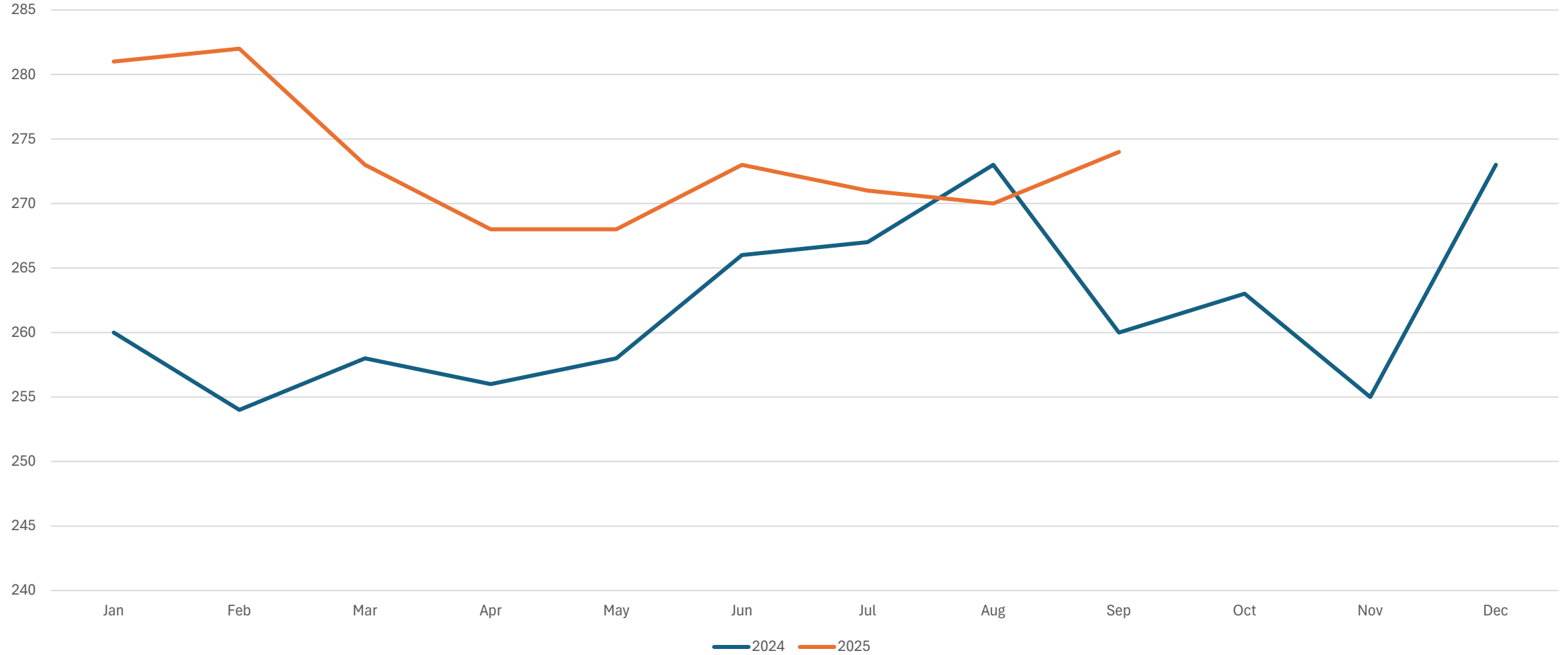
Avg Incidents per day



Avg Tx per Day



Avg Tx Month to Month Comparison



# **Low System Resources (ESTAT) Update**



# Low System Resources (ESTAT)

- **System has less than 10 available EMS Units**
  - ESTAT does not indicate that we have no units available in the county
- **Used for awareness so that we can manage the system**
- **Ability to hold Alpha/Omega and Transfers**
  - Leaves units available for High Acuity calls
- **ESTAT clears when we have 12 available units**

# EMS Operations ESTAT Summary

Data As Of  
Friday, October 10, 2025

354  
ESTAT Events YTD

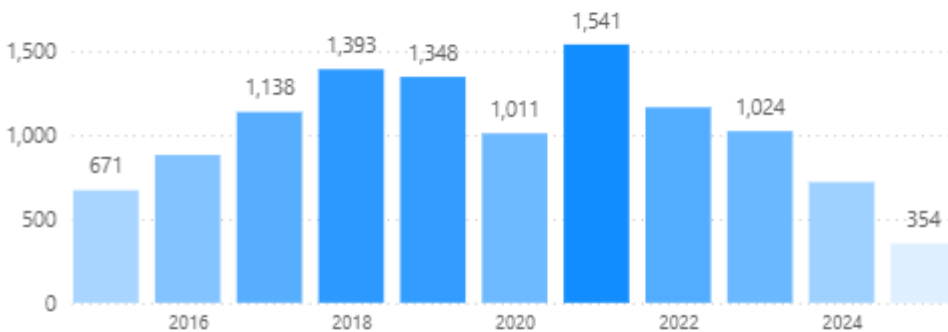
1,601.8  
ESTAT Total Duration YTD-Hours

4.5  
ESTAT Average Duration YTD-Hours

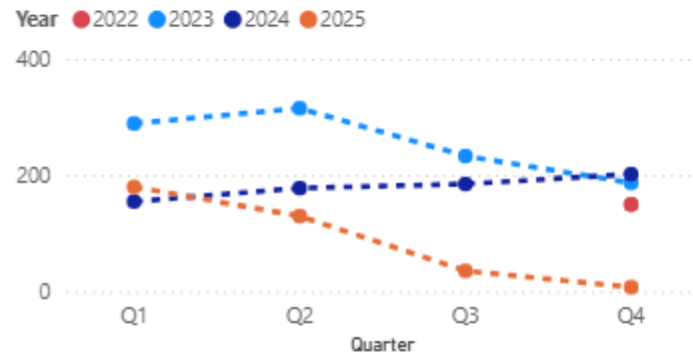
11.80  
ESTAT 90th Percentile Duration YTD-Hours

20.4  
ESTAT MAX Duration YTD-Hours

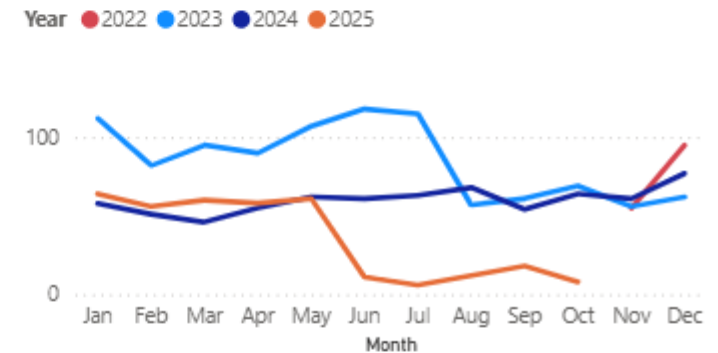
ESTAT Events by Year (hover for trend)



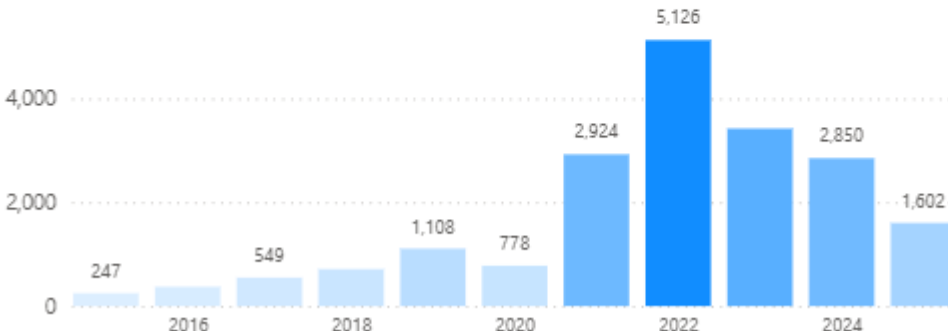
ESTAT Events by Quarter and Year



ESTAT Events by Month and Year



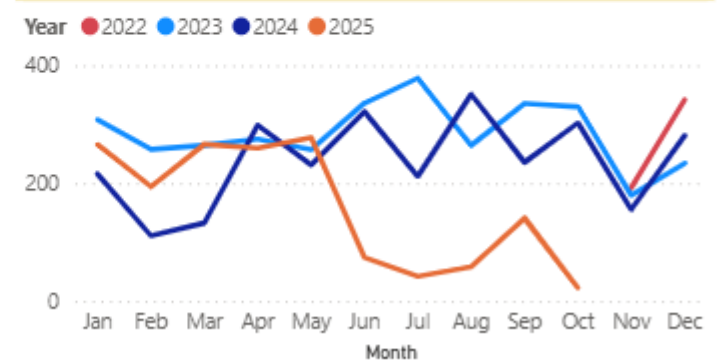
ESTAT Total Duration-Hours by Year (hover for trend)



ESTAT Total Duration-Hours by Quarter and Year

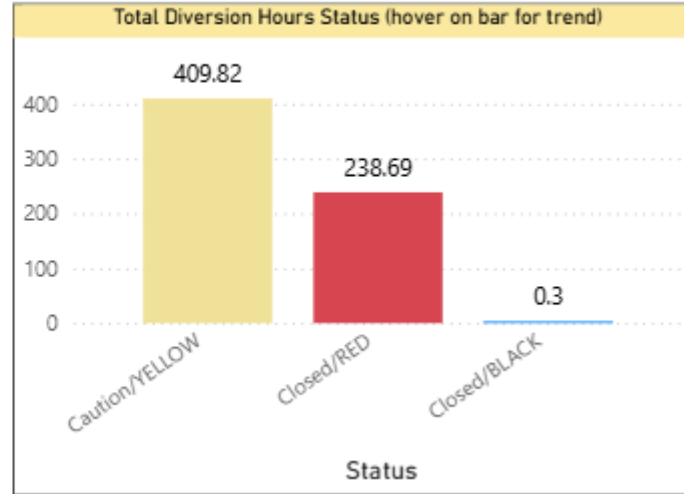
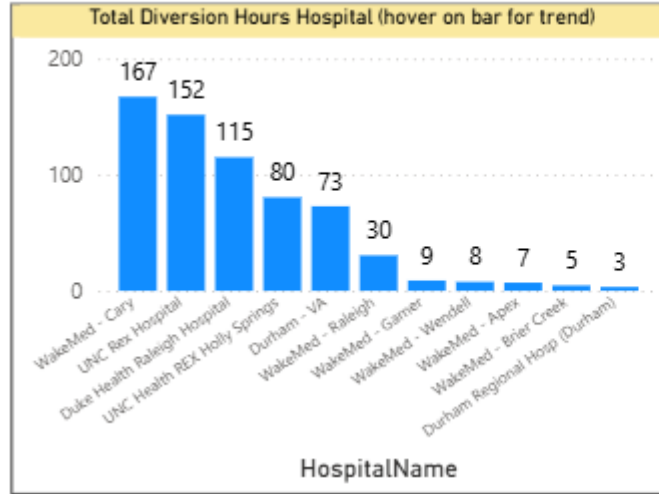


ESTAT Total Duration-Hours by Month and Year



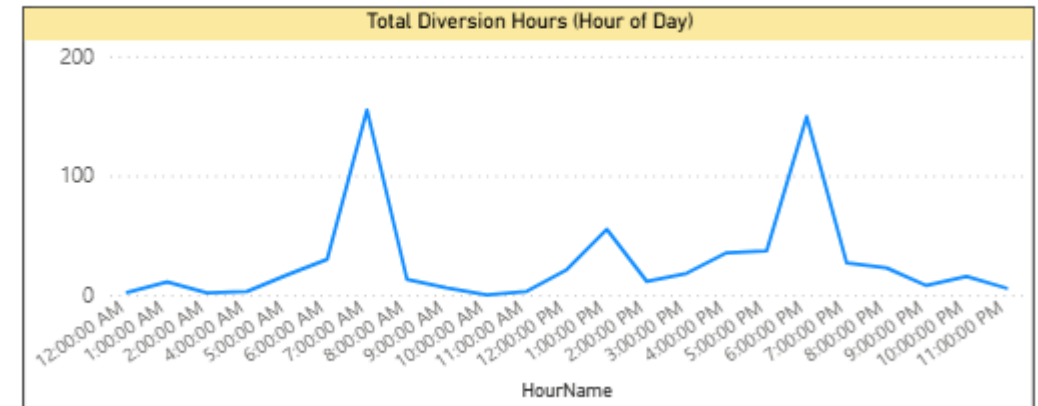
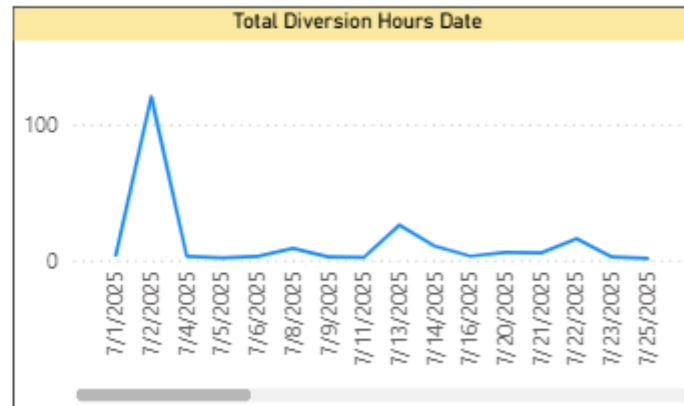
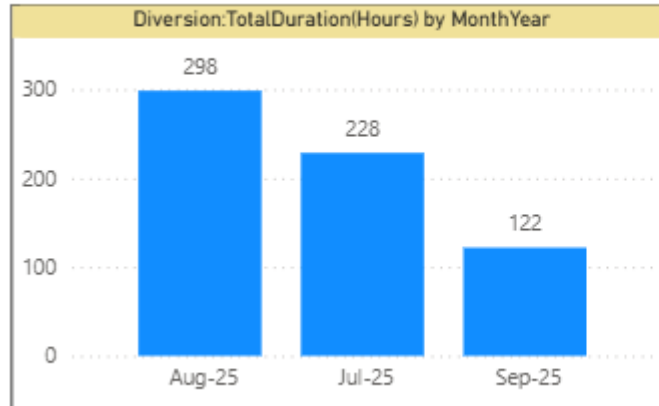
# Hospital Diversion

# All Diversion 3Q 2025

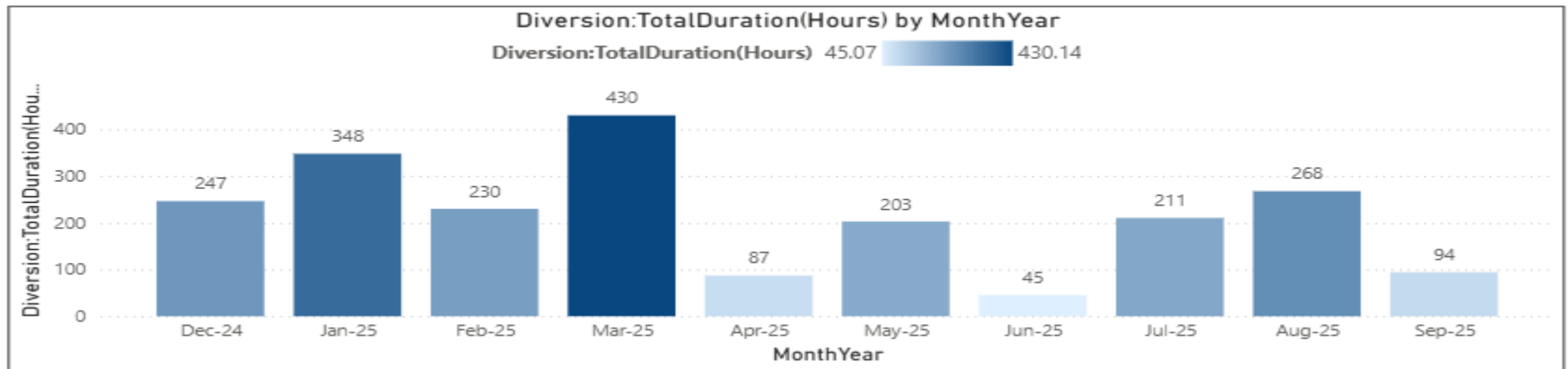
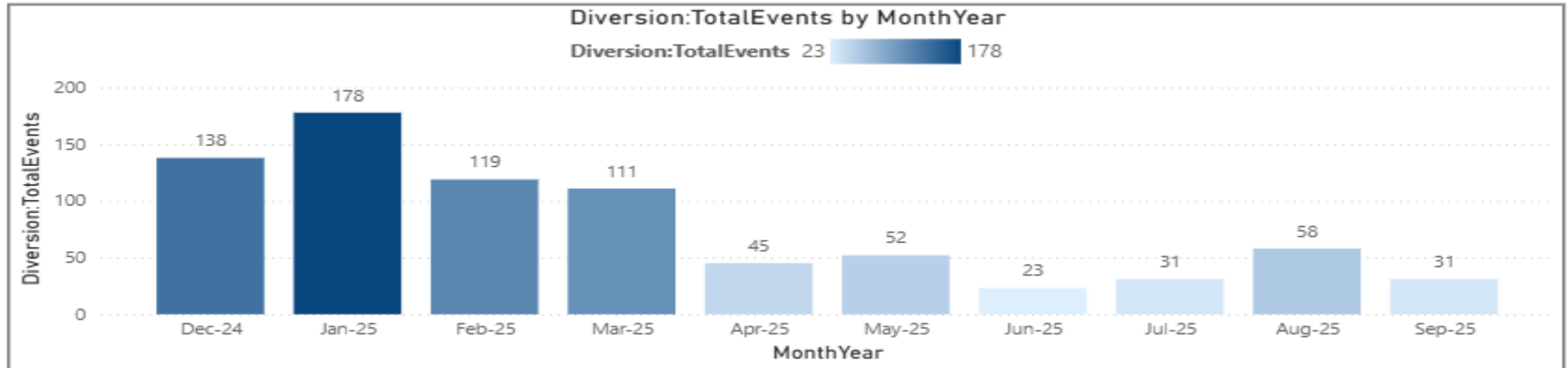


**Total Diversion Hours Hospital**

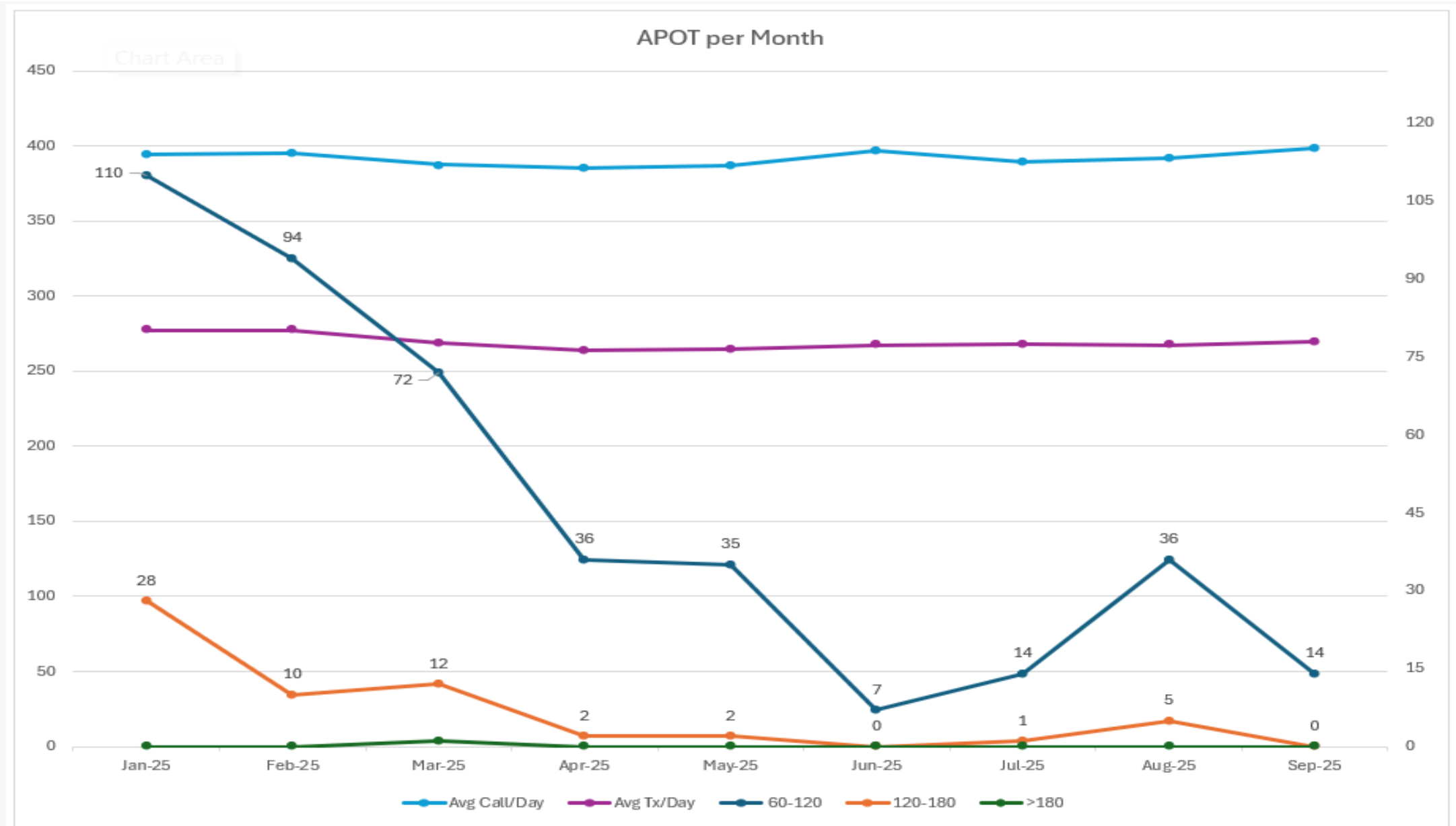
| HospitalName                 | Caution/YELLOW | Closed/BLACK | Closed/RED    | Total         |
|------------------------------|----------------|--------------|---------------|---------------|
| WakeMed - Cary               | 141.43         |              | 25.74         | 167.17        |
| UNC Rex Hospital             | 149.38         |              | 2.24          | 151.62        |
| Duke Health Raleigh Hospital | 27.22          | 0.30         | 87.45         | 114.97        |
| UNC Health REX Holly Springs | 74.46          |              | 6.03          | 80.49         |
| Durham - VA                  |                |              | 72.83         | 72.83         |
| WakeMed - Raleigh            | 0.17           |              | 30.30         | 30.47         |
| WakeMed - Garner             | 4.79           |              | 4.04          | 8.83          |
| WakeMed - Wendell            | 3.71           |              | 3.94          | 7.65          |
| WakeMed - Apex               | 6.99           |              |               | 6.99          |
| WakeMed - Brier Creek        | 1.67           |              | 2.87          | 4.54          |
| <b>Total</b>                 | <b>409.82</b>  | <b>0.30</b>  | <b>238.69</b> | <b>648.81</b> |

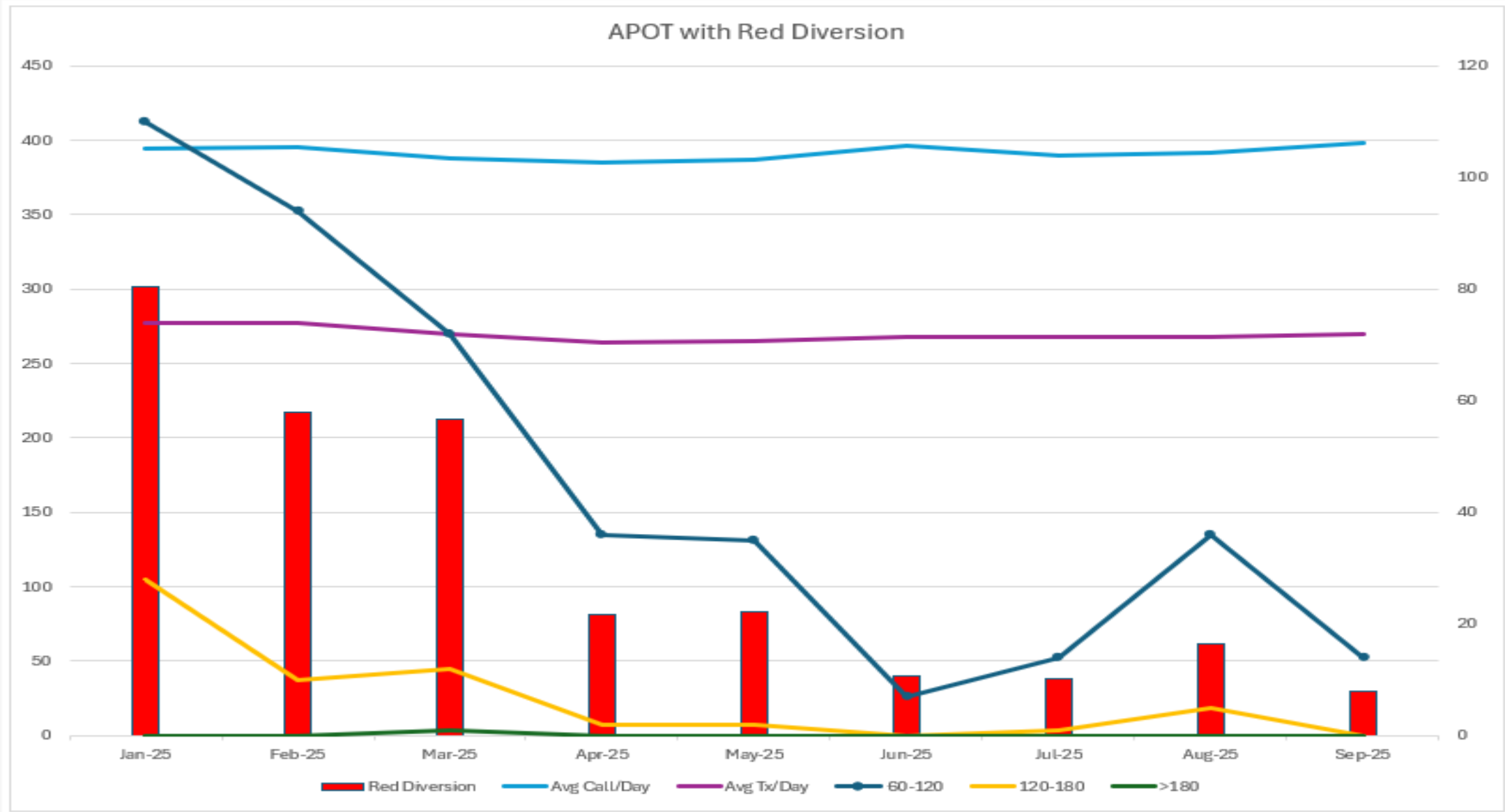


# Wake County Hospital Diversion



# Patient Transfer Time (APOT)







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**Questions?**



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