

Wake County EMS System Peer Review

Operations Report
May 2026



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EMS Response Configuration

Two Main Goals for Response Reconfiguration

1. Get the right resource to the right patient in the right amount of time
 - Connect to EMS Department, County Management, and Board of Commissioners goals
 - We have clinical data at a systems level to guide the decisions that we did not have before now
 - Manage **GROWTH** in the community and the EMS System
2. Reduce Lights and Sirens response

Response Configuration

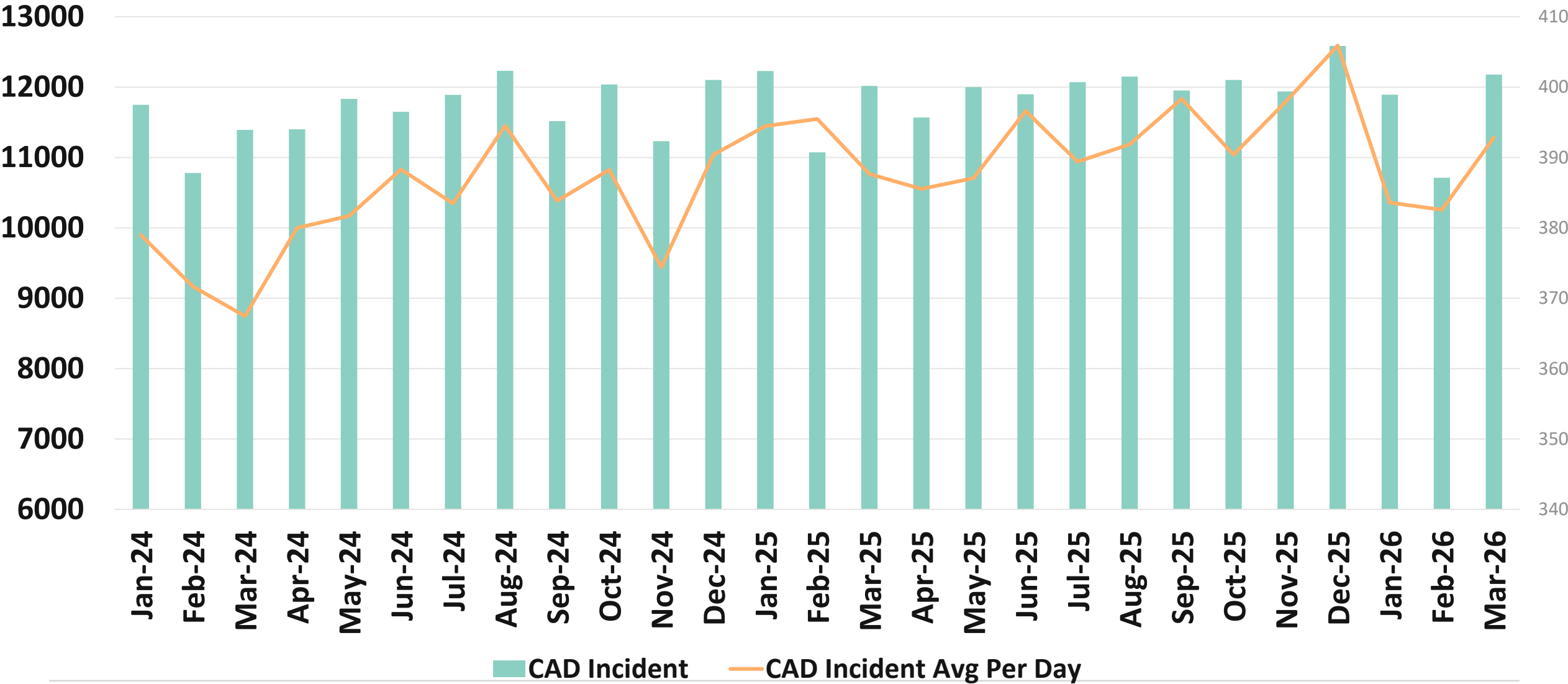
 Response Priority	 EMS Time Target	 EMS Response Mode	 EMS Call Distribution
E1	<12 min	Immediate dispatch with lights & siren	20%
E2	<17 min	Immediate dispatch with lights & siren transition to no lights and siren	39%
E3	<30 min	Queue, no lights & siren	23%
E4	<60 min	Immediate transfer to nurse advice line	18%

Provides a plan:

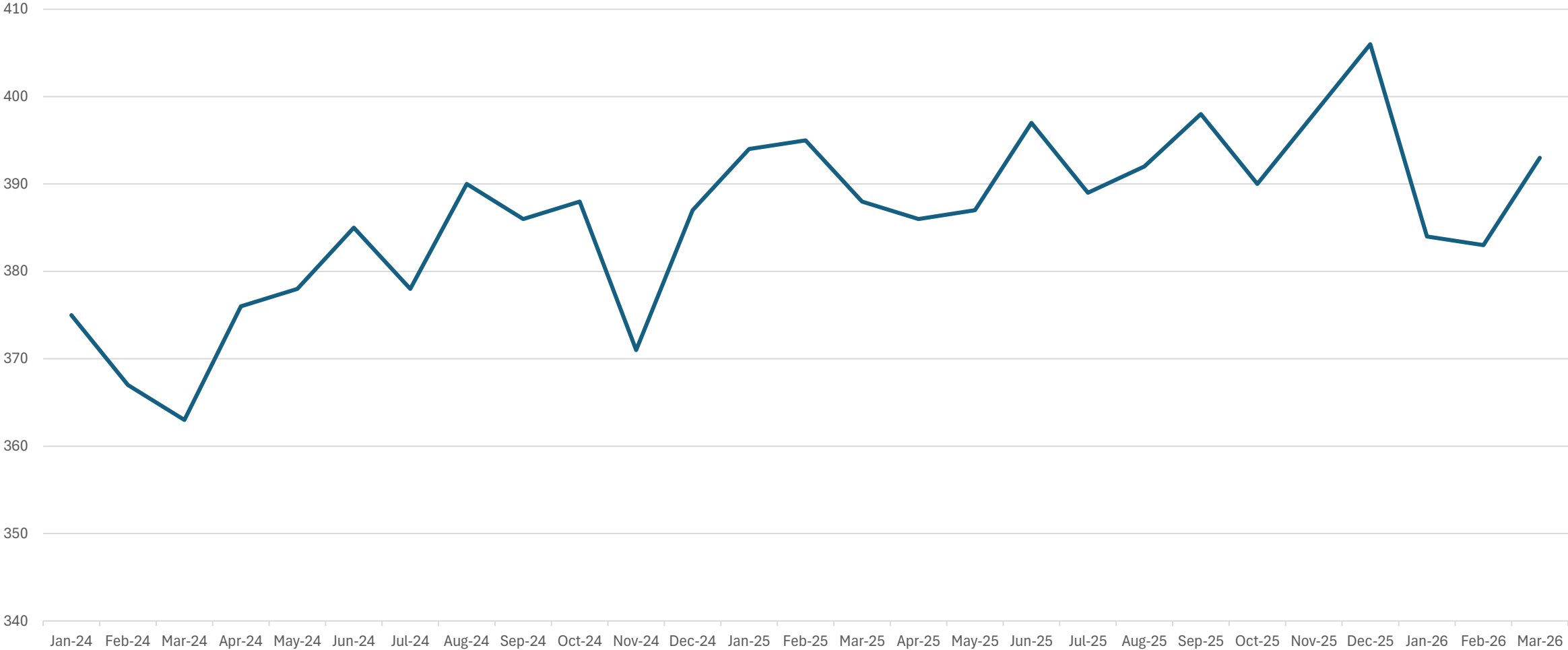
- To focus on our most critical patients
- To address multiple calls received at the same time
- If demand exceeds resource capacity

EMS Response Data

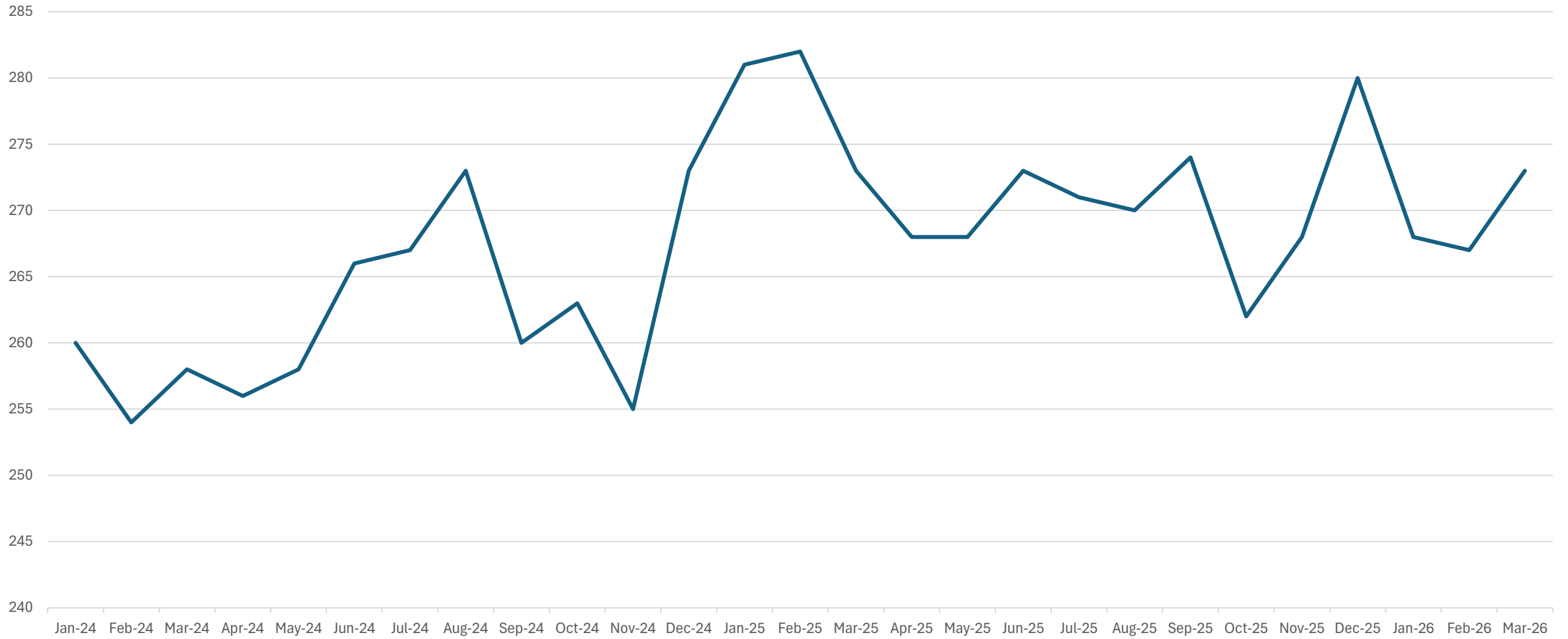
1Q Average Transports per Day
269



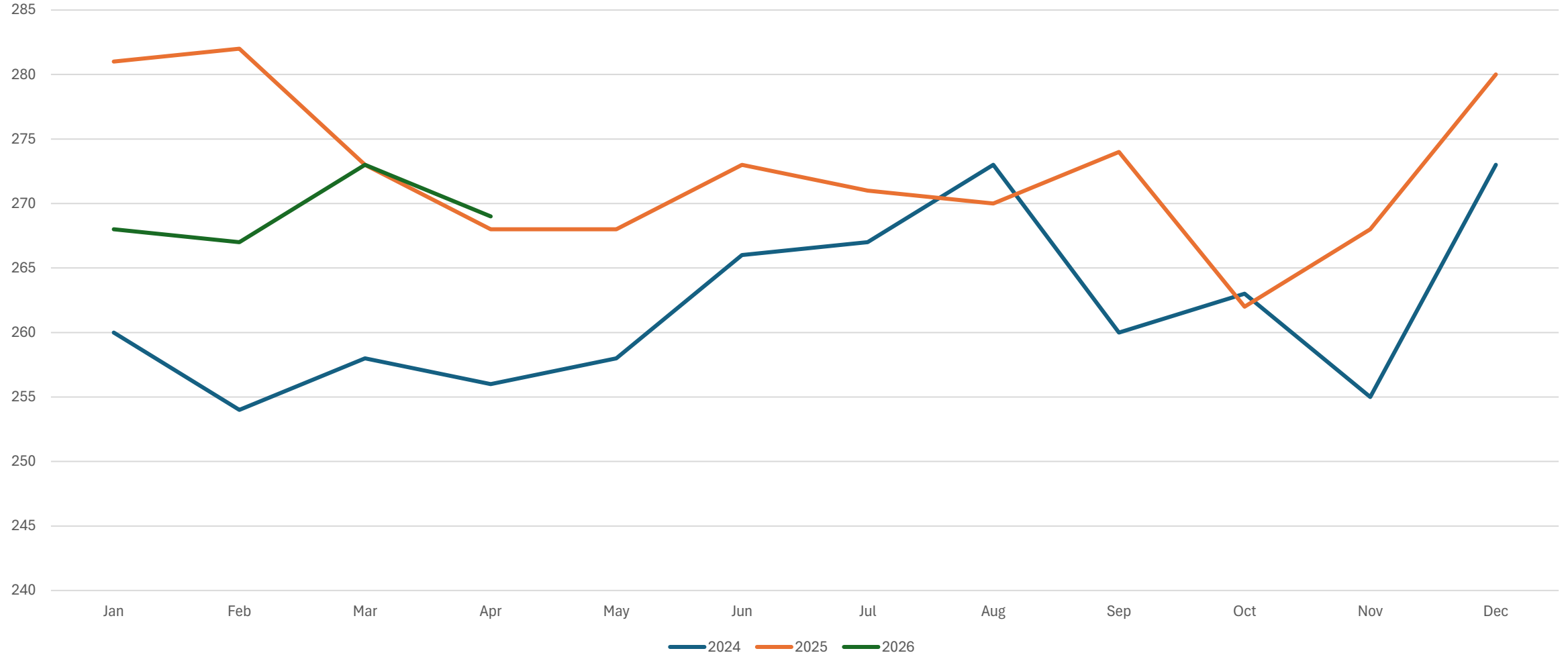
Avg Incidents per day



Avg Tx per Day



Avg Tx Month to Month Comparison

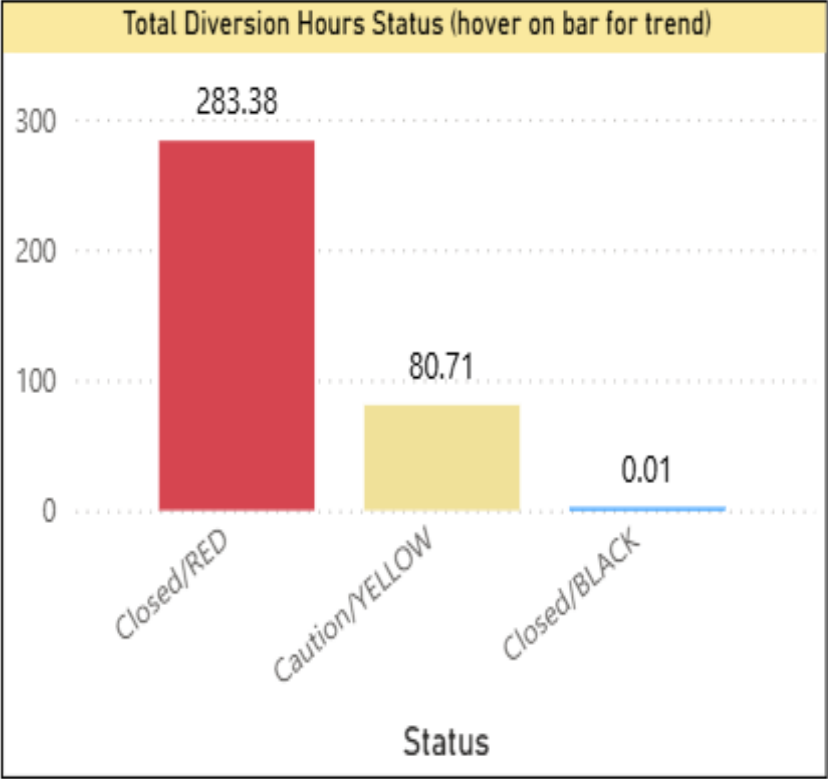


Hospital Diversion

Diversion

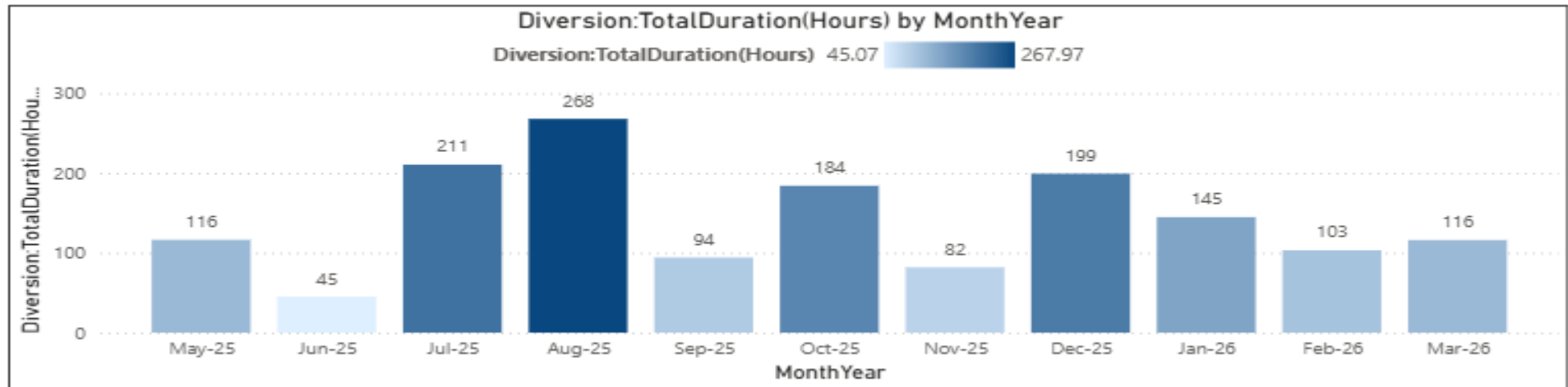
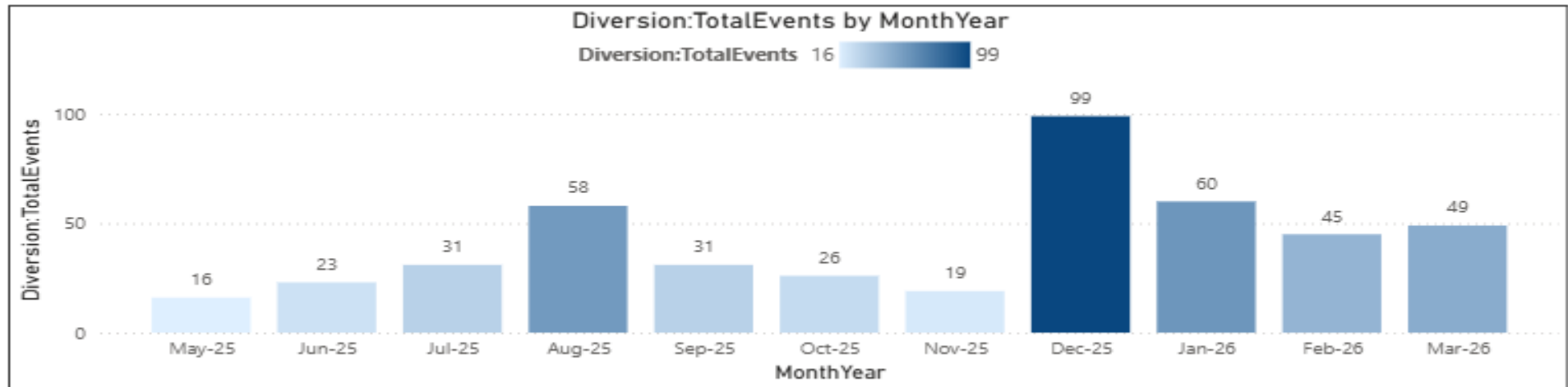
- **Must call RWECC to advise when you are on/off diversion**
 - The Shift Commander does not make the notification
- **Confirm on Juvare that your status is correct**
- **Update the GroupMe when you are on/off diversion**
 - Requesting an extension

All Diversion 1Q 2026



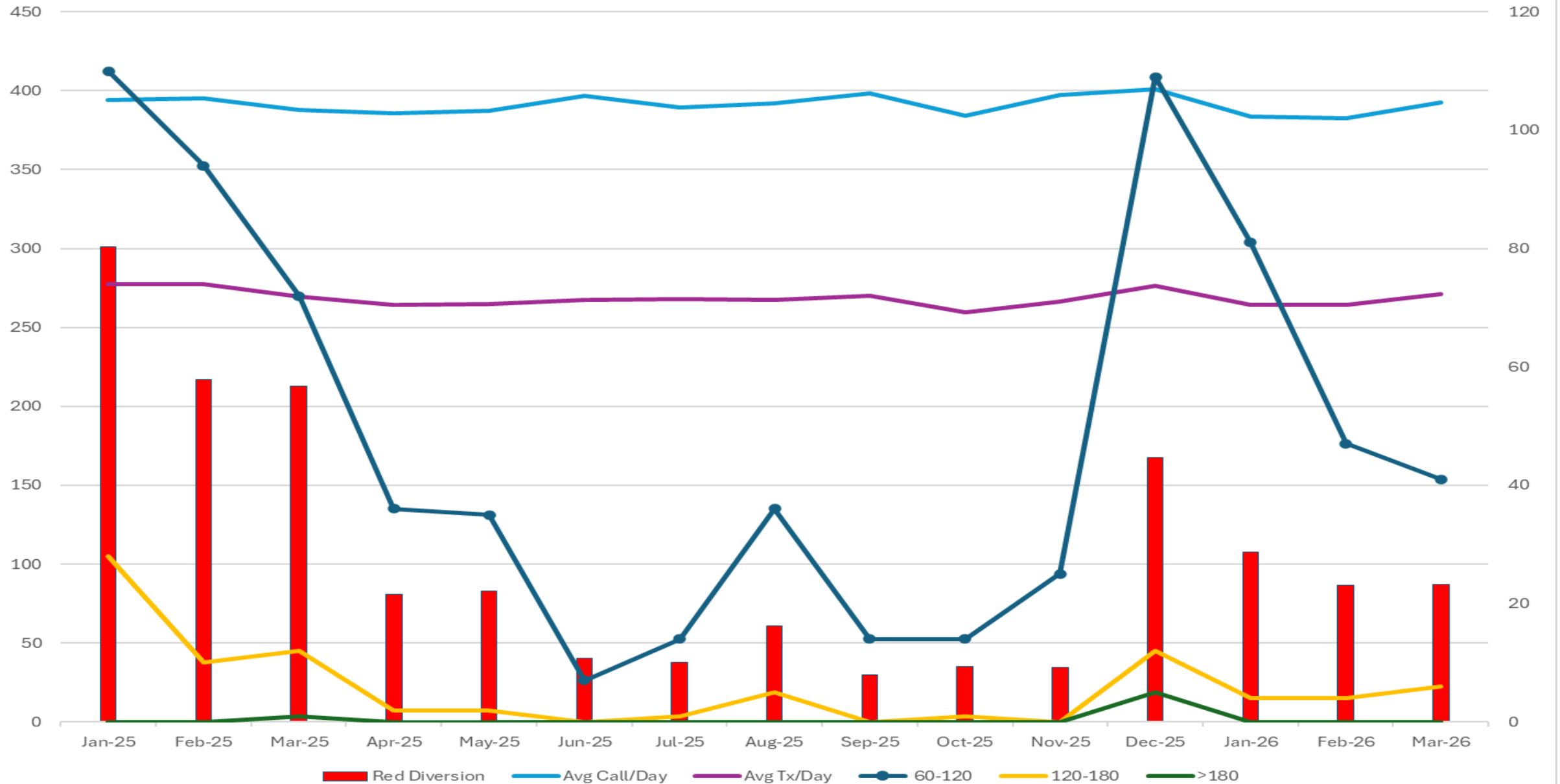
Total Diversion Hours Hospital				
HospitalName	Caution/YELLOW	Closed/BLACK	Closed/RED	Total
Duke Health Raleigh Hospital	1.73		110.41	112.14
WakeMed - Cary	36.93		36.02	72.95
WakeMed - Raleigh	3.32	0.01	54.69	58.02
UNC Health REX Holly Springs	20.33		22.18	42.51
WakeMed - North	4.30		20.66	24.96
UNC Rex Hospital	0.66		22.26	22.92
WakeMed - Apex	13.44			13.44
WakeMed - Wendell			8.70	8.70
WakeMed - Brier Creek			4.98	4.98
WakeMed - Garner			3.48	3.48
Total	80.71	0.01	283.38	364.10

Wake County Hospital Diversion



Patient Transfer Time (APOT)

APOT with Red Diversion



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Questions?



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