

Wake County EMS System Peer Review

Operations Report
February 2026

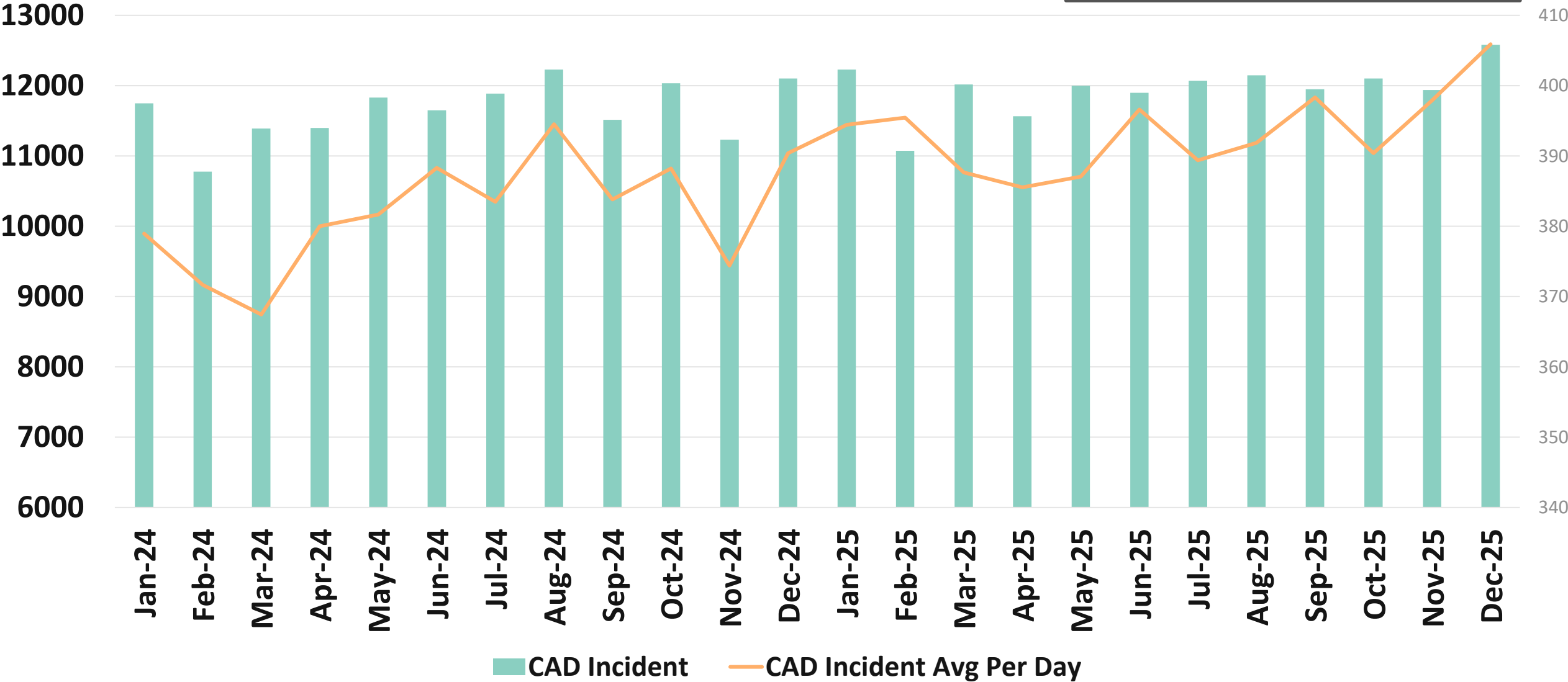


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EMS Response Data

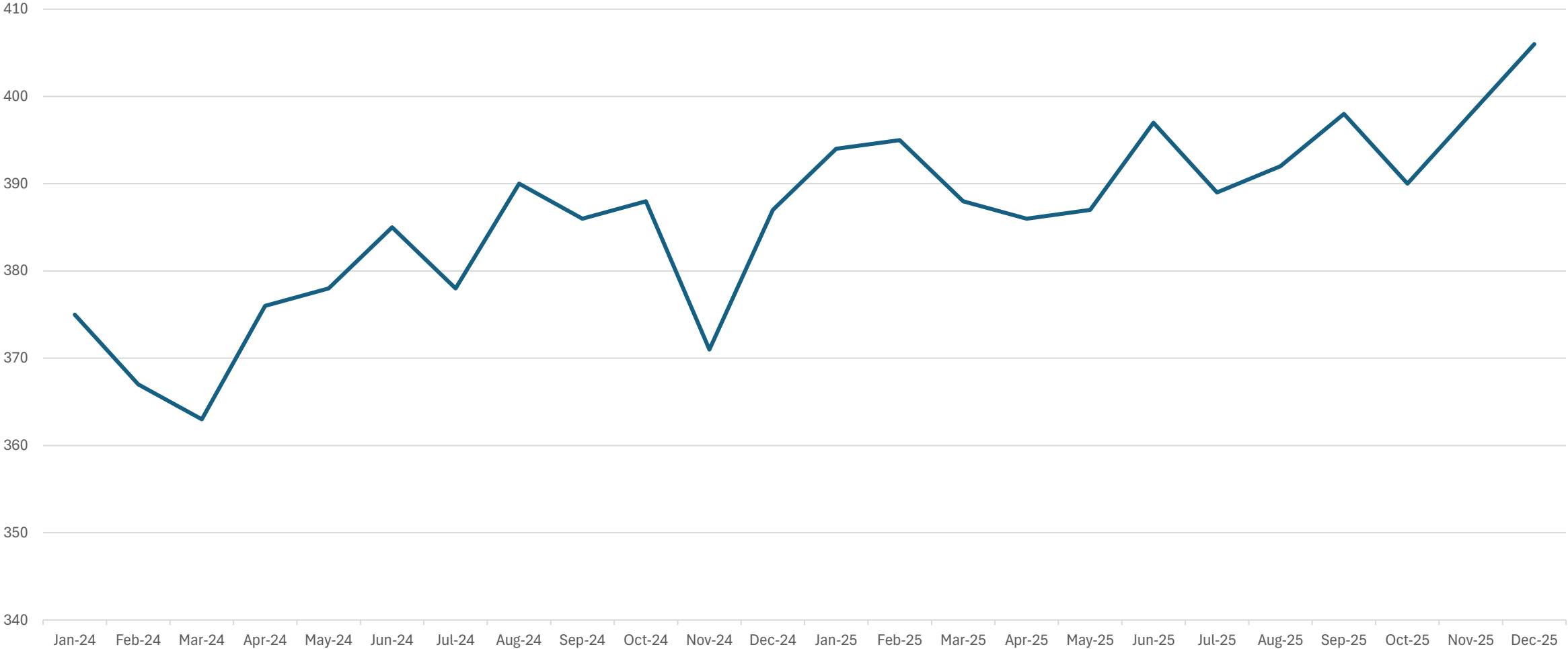
4Q Average Transports per Day
270



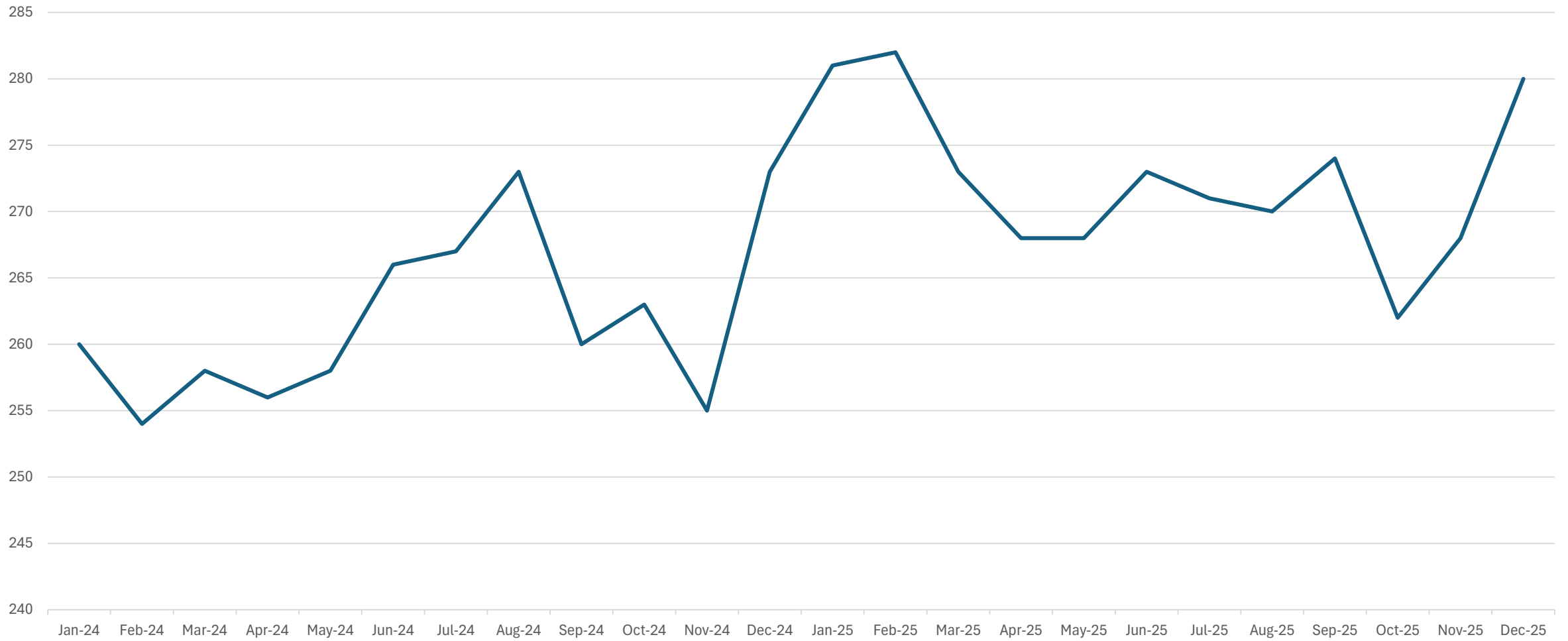
2025 Call Volume Data

- **Calls**
 - 142910
 - 392/day
- **Transports**
 - 99386
 - 272/day
- **3-5% Growth in Volume for 2026**

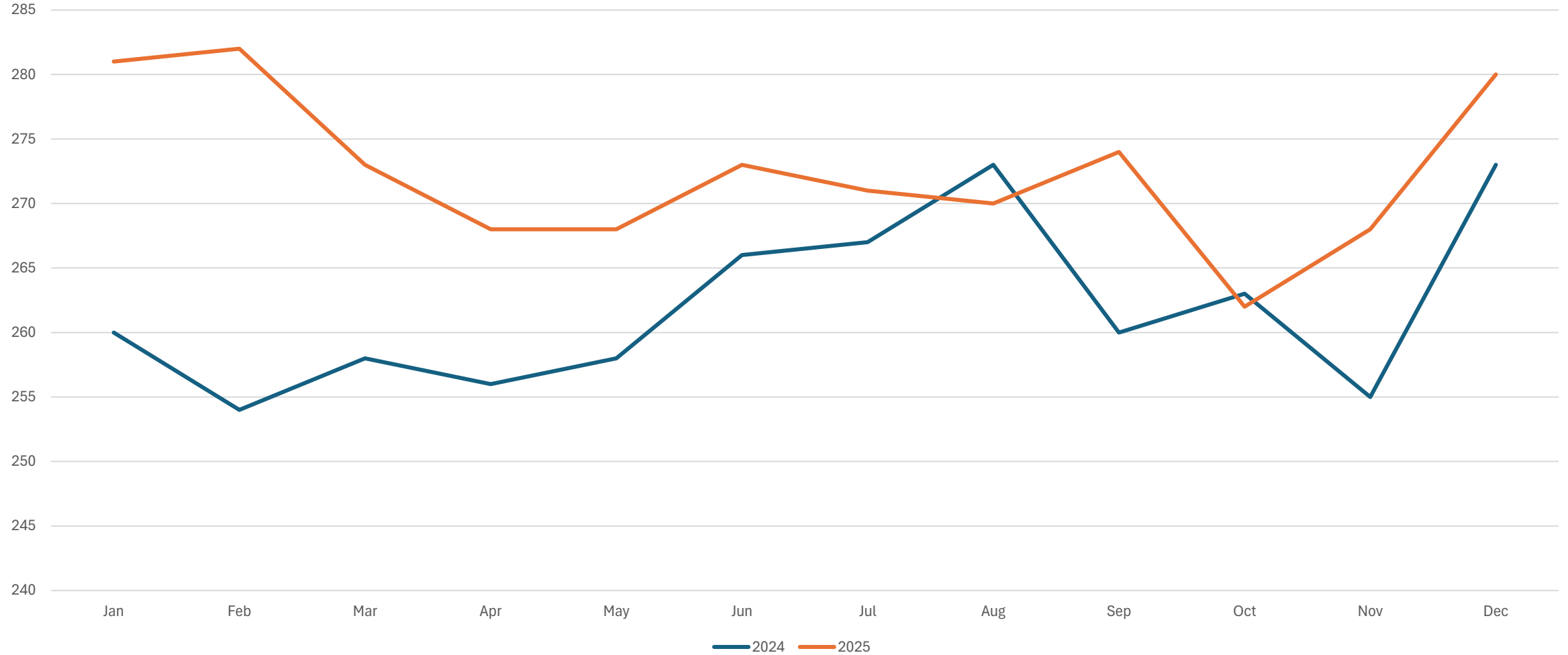
Avg Incidents per day



Avg Tx per Day



Avg Tx Month to Month Comparison



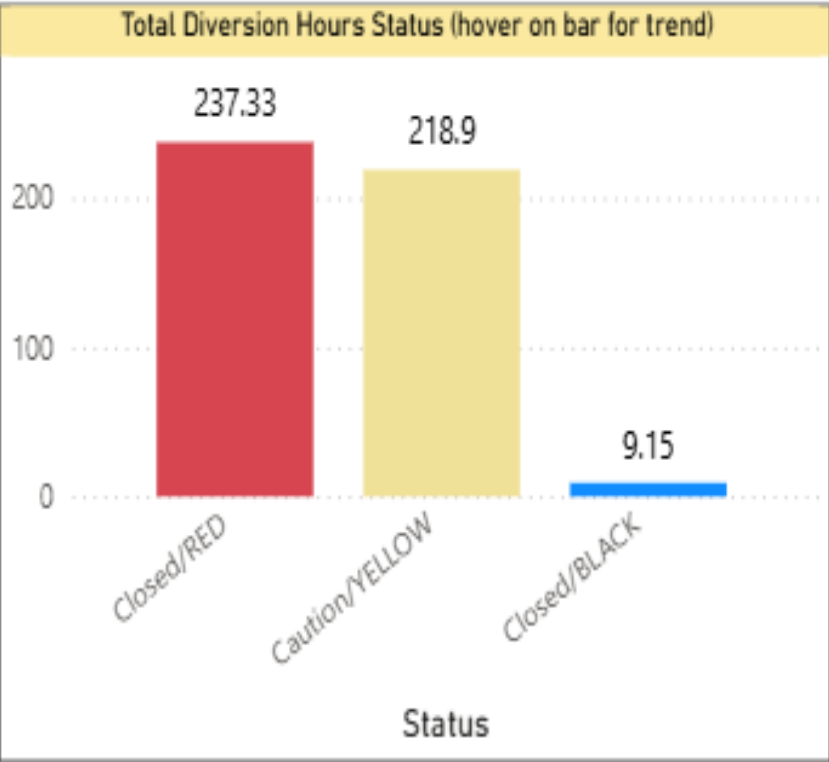
Low System Resources (ESTAT) Update

Hospital Diversion

Diversion

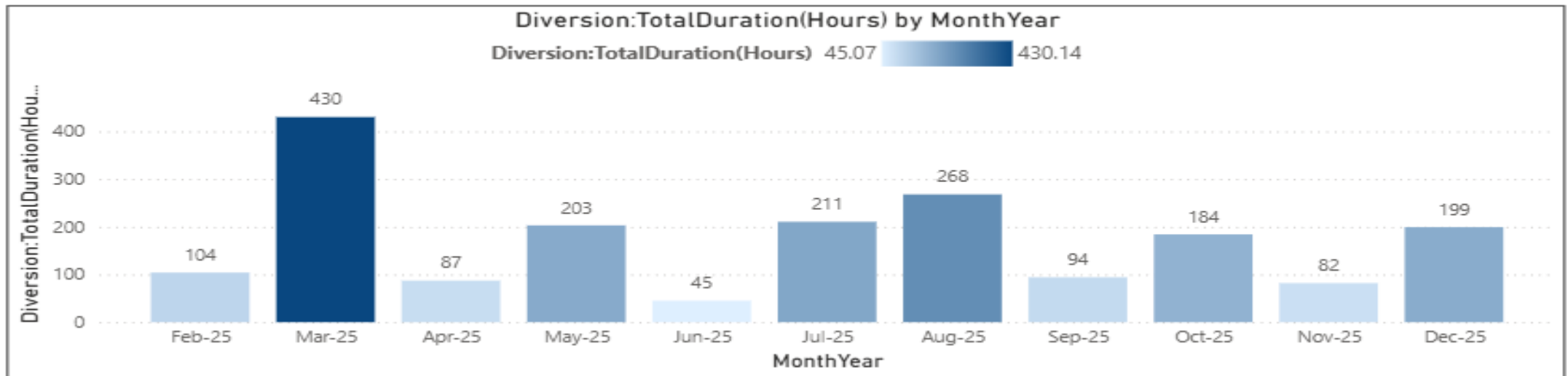
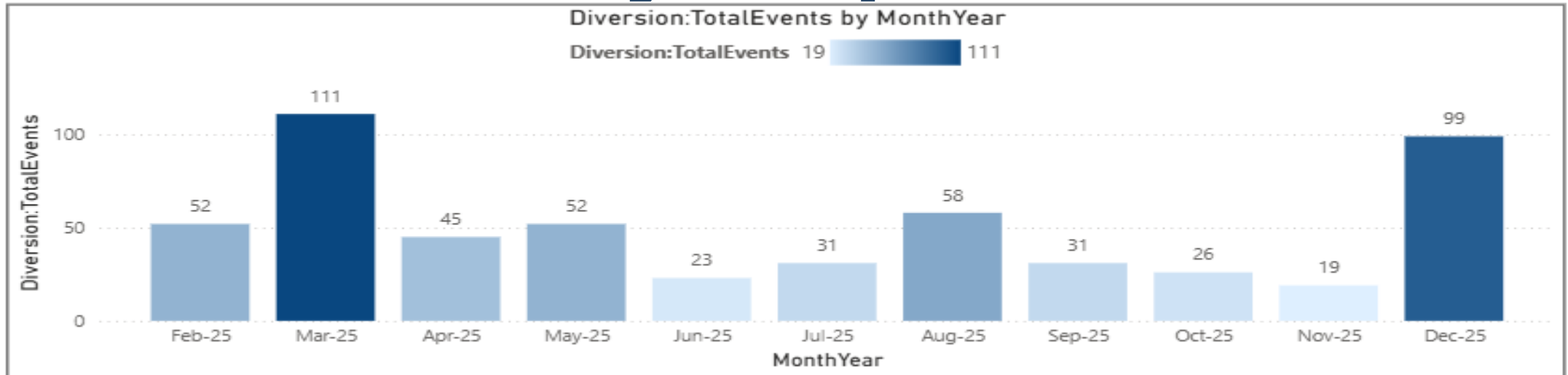
- **Must call RWECC to advise when you are on/off diversion**
 - The Shift Commander does not make the notification
- **Confirm on Juvare that your status is correct**
- **Update the GroupMe when you are on/off diversion**
 - Requesting an extension

All Diversion 4Q 2025

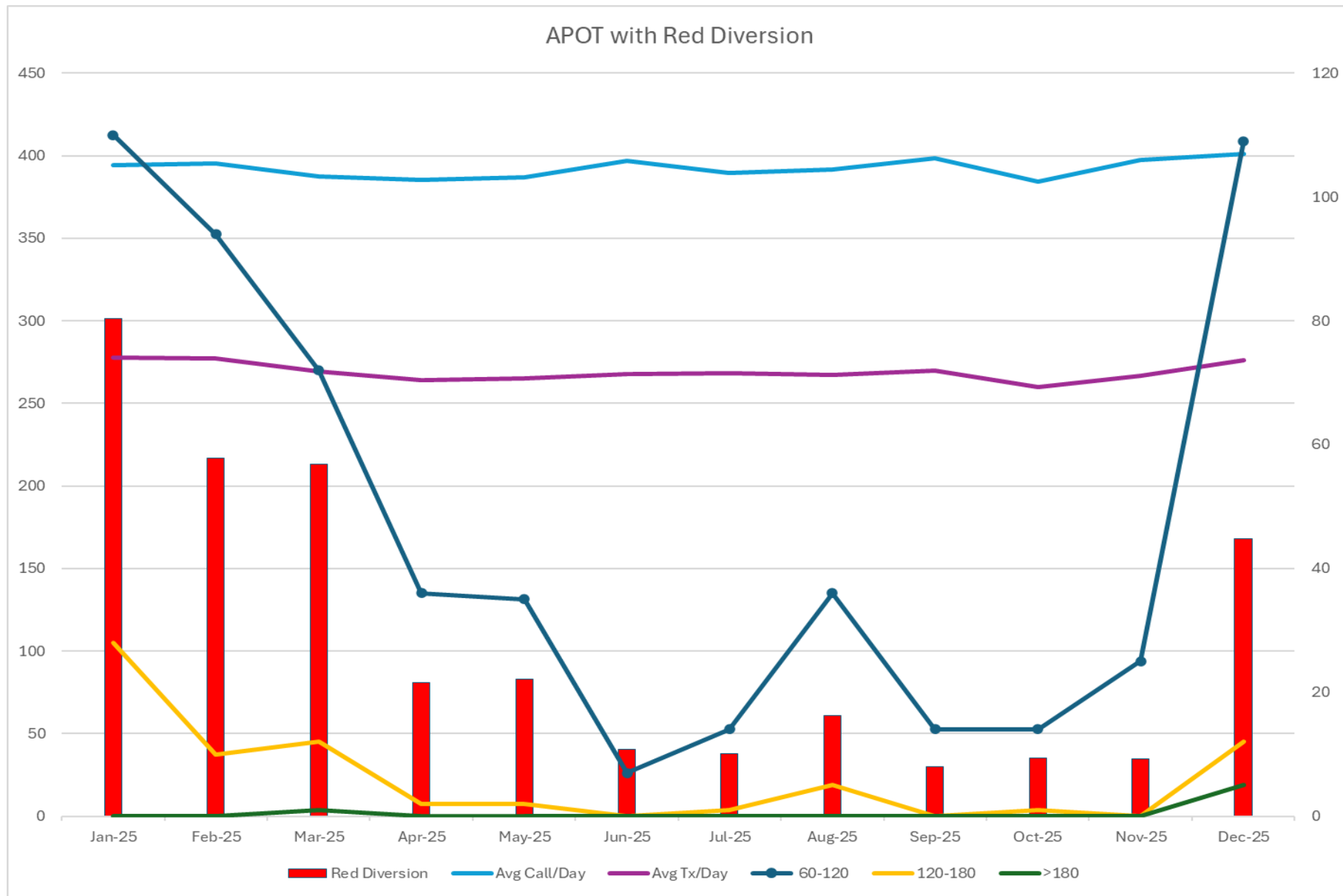


Total Diversion Hours Hospital				
HospitalName	Caution/YELLOW	Closed/BLACK	Closed/RED	Total
UNC Rex Hospital	144.72		37.83	182.55
Duke Health Raleigh Hospital	0.09		86.84	86.93
WakeMed - Garner	28.55	9.15	4.12	41.82
WakeMed - Raleigh			41.11	41.11
WakeMed - Cary			33.59	33.59
WakeMed - Brier Creek	28.31		1.90	30.21
UNC Health REX Holly Springs	5.39		15.36	20.75
WakeMed - North			12.48	12.48
WakeMed - Apex	9.56			9.56
WakeMed - Wendell	2.28		4.10	6.38
Total	218.90	9.15	237.33	465.38

Wake County Hospital Diversion



Patient Transfer Time (APOT)



EMS System Levels

Normal Operations – Patients will be transported to hospital of their choice

Level 0 – Out of County Transports Suspended

Level 1 – No out-of-county transports; patients will be transported to the closest destination within their hospital system of choice; triage and destination plans will be honored

Level 2 – No out-of-county transports; patients will be transported to the closest destination regardless of hospital system; we will try to honor triage and destination plans; BLS Documentation suspended

Level 3 – No out-of-county transports; all patients will be transported to the closest Emergency Department; triage and destination plans and diversion requests will be suspended; all documentation will be suspended and must be completed by end of shift

Winter Weather Events

- January 24-27 (Ice)
 - Level 0 @ 2245 – January 24th
 - Level 1 @ 0930 – January 25th
 - Normal Ops @ 0900 – January 27th
- January 31 – February 3 (Snow)
 - Level 0 @ 1440 – January 31st
 - Level 1 @ 2000 – January 31st
 - Normal Ops @ 0900 – February 3rd

Revisiting Hospital Destinations

Strategic Goals for Updating the Transport and Destination Policy

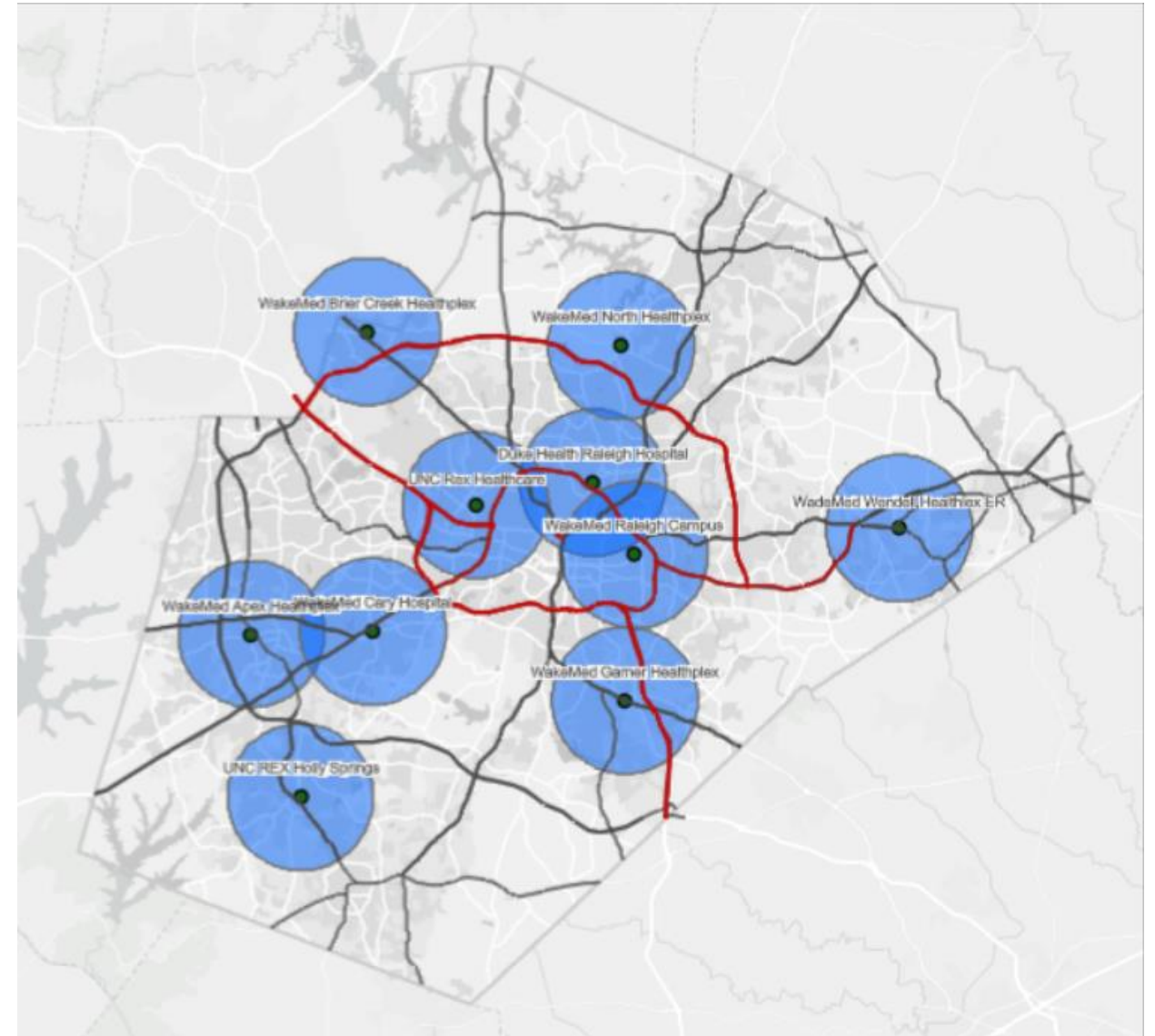
- Prioritize in-county transports whenever appropriate
 - within Wake County
 - Most acute specialty needs can be met
 - Reduce reliance on out-of-county transports
- Eliminate ED diversion as a barrier
 - Enhance care coordination and system capacity
- Optimize use of freestanding EDs
 - Continue integrate more into structured transport decisions
- Empower EMS personnel
 - Support structured destination recommendations through a more systematic process that may consider other factors



3 Mile Radius

- Current Hospitals

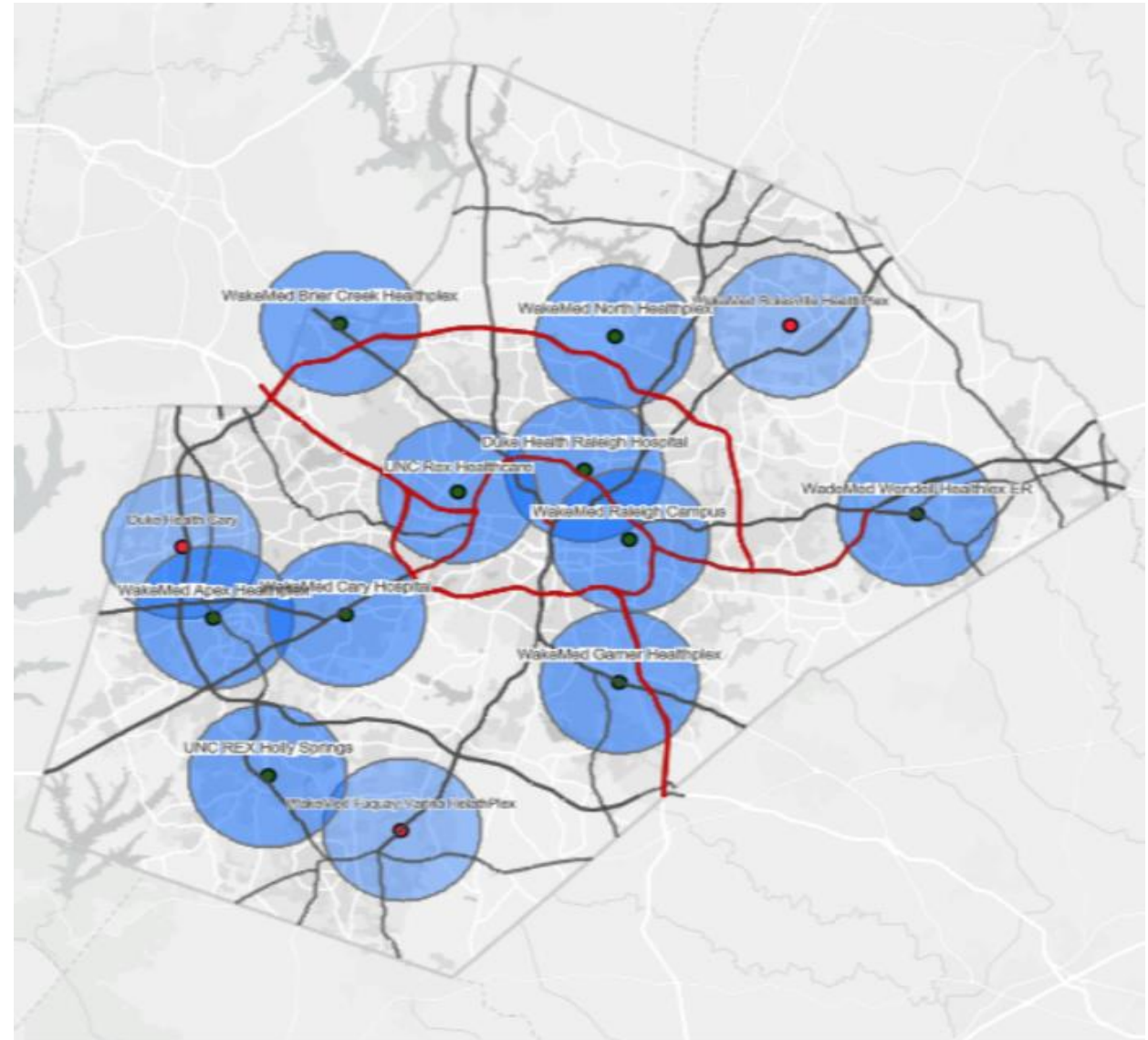
Residential Units as of August 22, 2025			
Emergency Department	Radius		
	1-Mile	3-Miles	5-Miles
Duke Health Raleigh Hospital	5,655	48,972	129,405
Rex Healthcare	3,809	40,251	122,361
WakeMed Raleigh Campus	3,502	38,366	105,812
WakeMed Apex Healthplex	3,854	28,503	61,052
WakeMed Cary Hospital	2,258	27,945	79,034
WakeMed North Healthplex	3,288	22,904	76,533
UNC REX of Holly Springs	3,638	20,320	39,532
WakeMed Garner Healthplex	1,665	18,306	49,827
WakeMed Brier Creek Healthplex	5,519	14,293	24,432
WakeMed Wendell Healthlex ER	2,174	11,618	25,880



3 Mile Radius

- Current and Future Hospitals

Residential Units as of August 25, 2025			
Future Emergency Department	Radius		
	1-Mile	3-Miles	5-Miles
Duke Cary	1,225	23,851	71,626
WakeMed Fuquay-Varina	1,327	12,828	38,851
WakeMed Rolesville	1,814	14,105	41,624



Next Steps

- **Gather, compile, and share feedback or comments**
- **Collecting data to inform this process**
- **Schedule follow-up meetings to continue the conversation and explore different options**
- **Bring a proposal back to peer-review committee for approval**

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Questions?



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