



Emergency Services FY2021 Performance Indicators

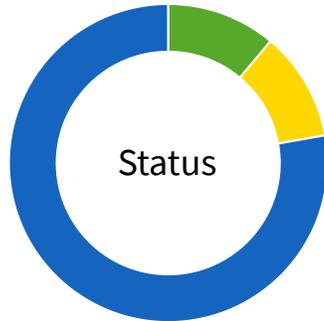
Date not set

Report Created On: Sep 08, 2021

9

Goal

Overall Summary



	%
On Track	11.11
Some Disruption	11.11
Completed	77.78

78%
Progress

Report Legend

 No Update

 Overdue

 Priority

Goal 1.1.6

Ongoing - Ongoing

Completed

Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:38:00

Update this period: Next steps: Disruptions (if necessary):

Goal 1.1.6 > Metric

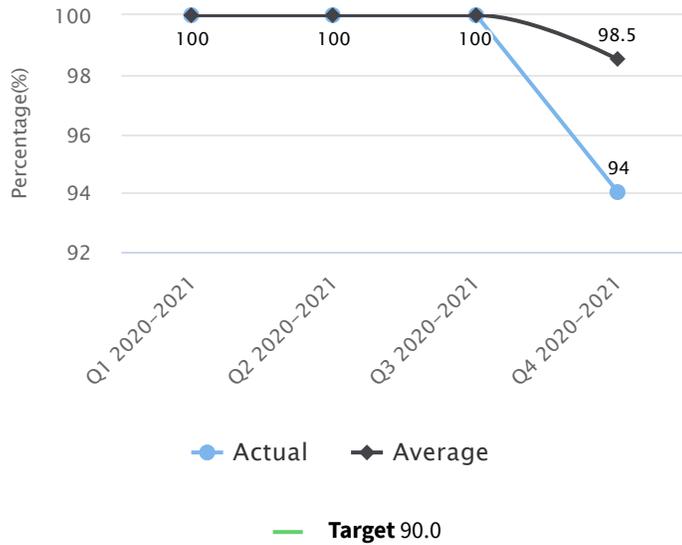
Emergency calls responded to within 1:30 minutes

Percent of emergency calls responded to (from dispatch to en route) within 1:30 minutes or less (NCOEMS standards 90% or greater)

Goal 1.1.6 Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Last Update: Jul 12, 2021 20:50:25



Comment

State Office of EMS recommends that 90% of emergency calls are to be answered within 90 seconds.

The past quarter has seen changes implemented due to a CAD upgrade. Crews are having difficulty recording accurate chute times. The overall averages for chute times in the first quarter is 62 seconds.

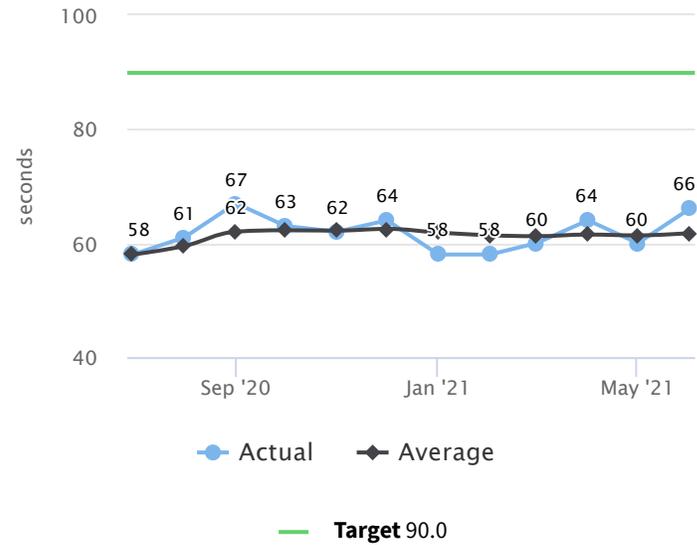
Response time from dispatch to en route for emergency calls

Average response time from dispatch to en route for emergency calls (NCOEMS standards 1:30 minutes or less)

Goal 1.1.6 Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Last Update: Jul 12, 2021 17:28:04



Comment

This is below the State recommended 90 second response time.

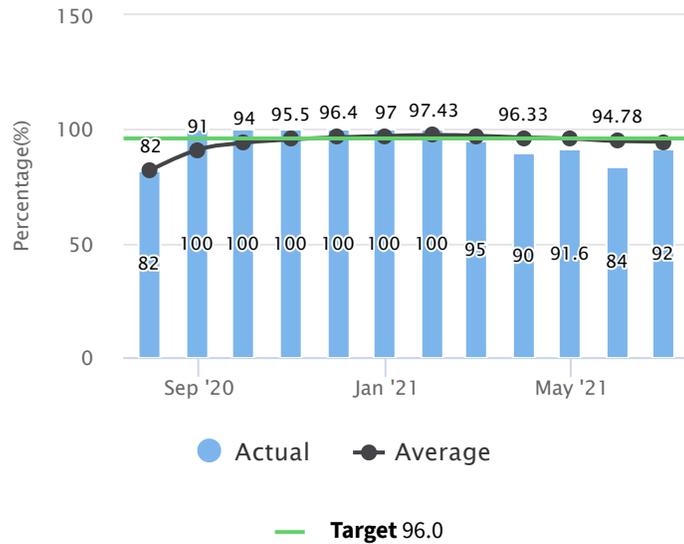
Electrocardiogram (EKG) for patients with chest pains

Percent of patients presenting with chest pain that receive an electrocardiogram (EKG) within 10 minutes or less (Goal: 96% or higher)

Goal 1.1.6 Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Last Update: Sep 08, 2021 14:02:52



Comment

This metric has been impacted by patients not immediately presenting with chest pains. After initial health check, patients who later presented with chest pains did receive an EKG. The metric was also impacted by patients who were in a medical facility but not yet released to EMS care. Data reports indicated that an EKG was not administered within 10 minutes. Our path to care for patients is not always A, B, C. It can be complicated. As an added note, Davie County EMS just received notice from the American Heart Association that we have been awarded the Gold Award for cardiac care - 7th year in a row!

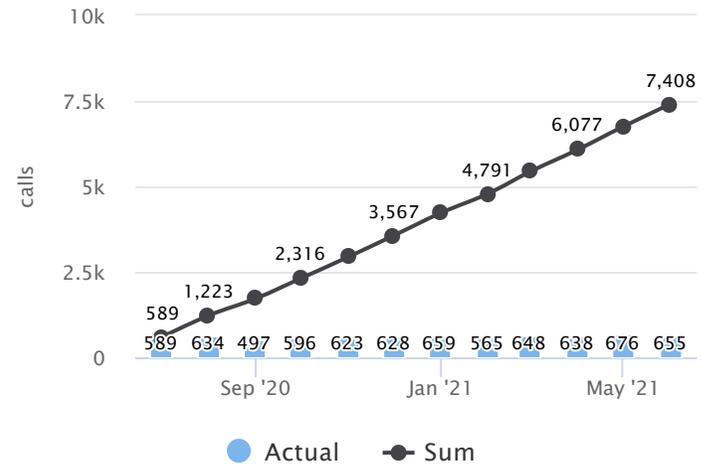
Annual EMS call volume

Annual EMS call volume

Goal 1.1.6 Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Last Update: Jul 12, 2021 18:57:38



Comment

The first half of calendar year 2020 had a greatly diminished call volume due to covid restrictions. The first two months of the last quarter shows call volumes returning to normal. We will have to wait and see if September is an anomaly.

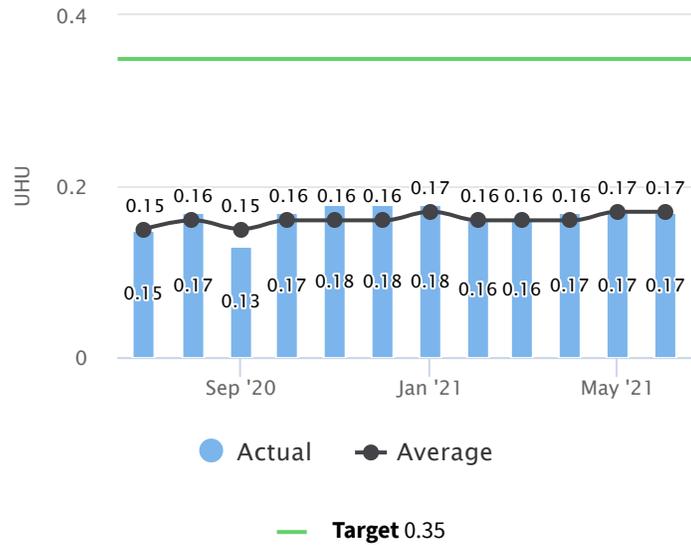
Average Unit Hour Utilization (UHU) for EMS

Monitor fatigue levels in Unit Hour Utilization (UHU) to ensure safety of staff and citizens (Goal: .35 UHU or less)

Goal 1.1.6 Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Last Update: Jul 12, 2021 18:59:43



Comment

UHU is based on 5- 911 ambulances generating 120 unit hours per day and 1- SSD transport generating 160 hours monthly. Services are judged to be too busy for 24 hour shifts as the UHU metric reaches .30

Goal 1.1.7

Ongoing - Ongoing

Completed

Improve community relations with EMS

Owner: Brian Byrd

Update this period: Next steps: Disruptions (if necessary):

Goal 1.1.7 > Metric

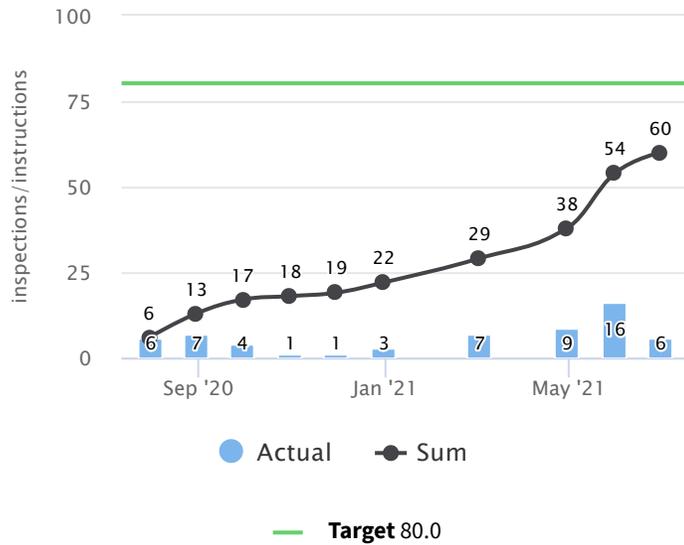
Car seat inspections/instructions provided to families

Number of car seat inspections/instructions provided to families (Goal: 80 or more) EXEMPTED Metric due to COVID-19

Goal 1.1.7 Improve community relations with EMS

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:01:32



Car seats provided to families

Number of car seats provided to families (contingent upon grants received) (Goal: 55 or more) EXEMPTED Metric due to COVID-19

Goal 1.1.7 Improve community relations with EMS

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:05:01



Comment

Covid restrictions have reduced our hours and number of applicants.

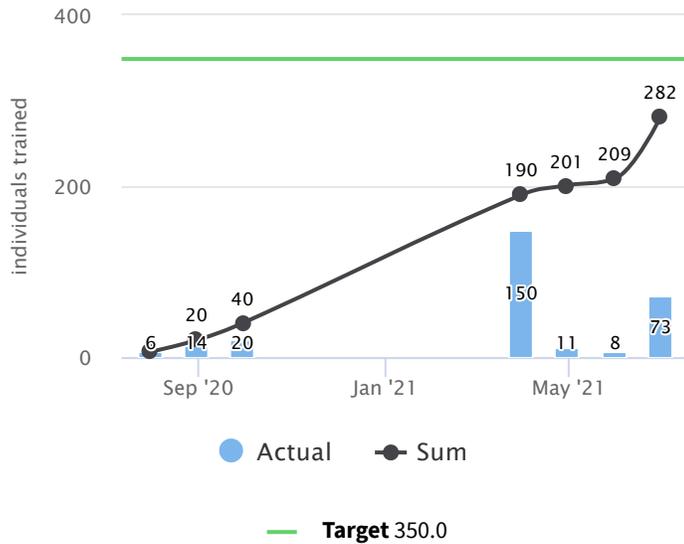
Laypersons trained in CPR

Number of laypersons trained in Cardiopulmonary resuscitation CPR (Goal: 350 or more) EXEMPTED Metric due to COVID-19

Goal 1.1.7 Improve community relations with EMS

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:10:24



Comment

In the past quarter gathering restrictions have eased . This allowed CPR trainings to resume. Trainings were held with Davie Rescue Squad, 3 Fire Departments and at the THPC training facility.

Goal 1.1.8

Ongoing - Ongoing

On Track

Increase professional development opportunities for EMS staff

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:37:46

Update this period: Next steps: Disruptions (if necessary):

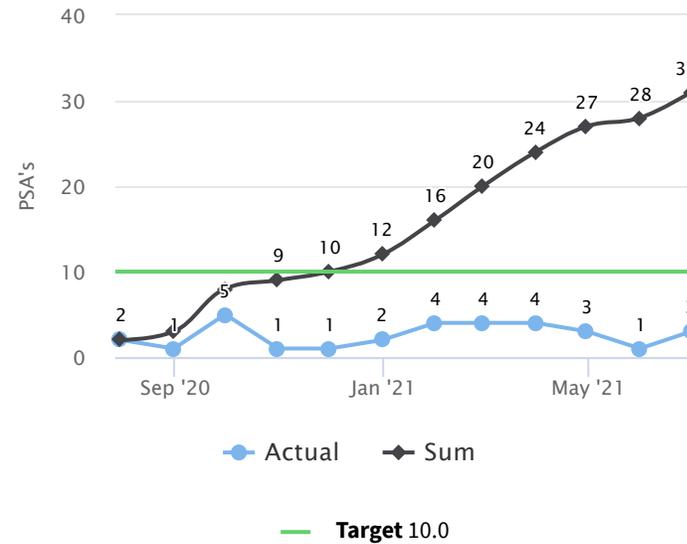
Public Service Announcements on social media

Number of Public Service Announcements placed on social media (Goal: 10 or more)

Goal 1.1.7 Improve community relations with EMS

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:11:28



Comment

recent activities have been in reference to the Stop the Bleed trainings being offered.

Goal 1.1.8 > Metric

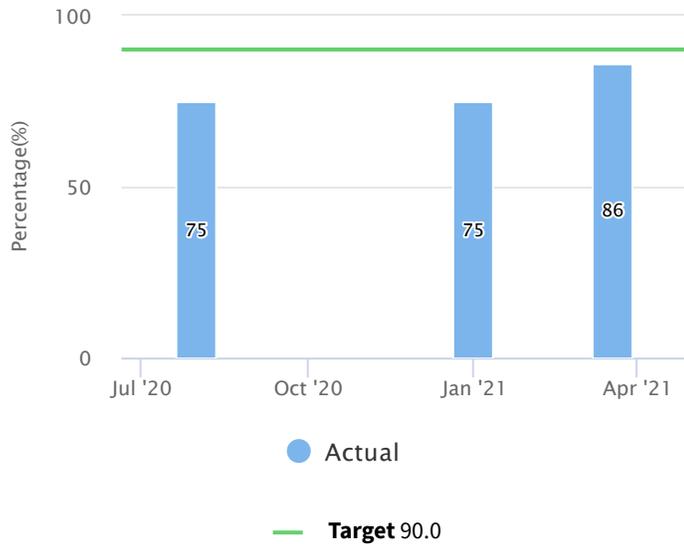
Supervisory staff who have completed the EMS Leadership Academy

Percent of supervisory staff who have completed the EMS Leadership Academy (Goal: 90% or greater) EXEMPTED Metric due to COVID-19

Goal 1.1.8 Increase professional development opportunities for EMS staff

Owner: Brian Byrd

Last Update: Apr 21, 2021 13:44:50



Comment

We have 2 new supervisory employees enrolled and attending classes. Graduation is in April.

UNC Charlotte is not sponsoring classes at this time due to lack of participation - COVID related.

third quarter - There are 12 out of 14 supervisory staff that have completed EMS Leadership Institute.

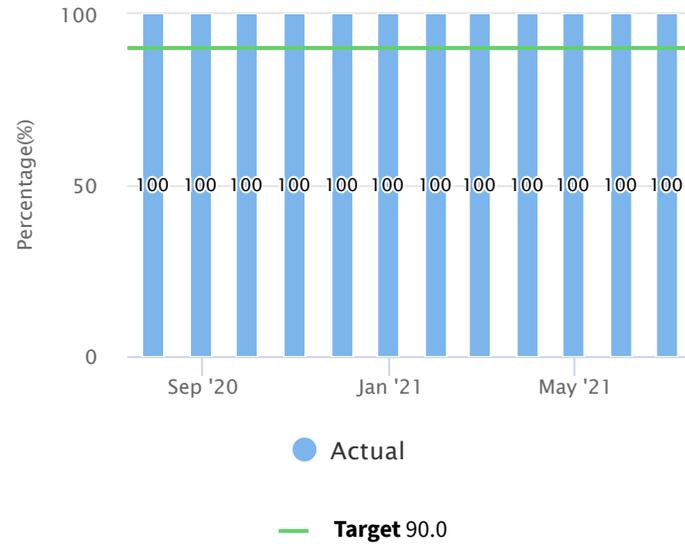
Staff who have completed continuing education hours

Percent of staff who have completed 36 hours or more of EMS continuing education within 12 months (Goal: 90% or greater)

Goal 1.1.8 Increase professional development opportunities for EMS staff

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:17:15



Comment

Due to Covid restrictions many classes earlier this year were online. As meeting rules relaxed, in person training with 8 hours blocks have been re-introduced.

Goal 1.1.9 Ongoing - Ongoing Completed

Improve community relations with the Fire Marshal's Office

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:37:41

Update this period: Next steps: Disruptions (if necessary):

Goal 1.1.9 > Metric

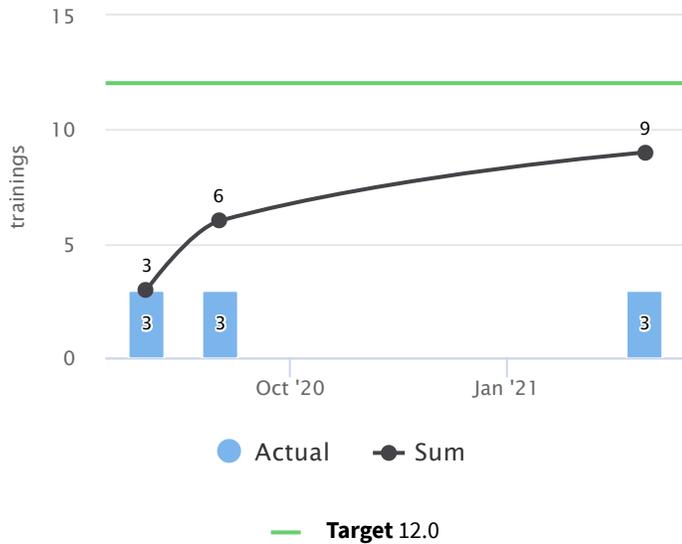
Community fire prevention trainings held

Number of community fire prevention trainings held (Goal: 12 or more)
EXEMPTED Metric due to COVID-19

Goal 1.1.9 Improve community relations with the Fire Marshal's Office

Owner: Brian Byrd

Last Update: Apr 20, 2021 22:41:04



Comment
Numerous meetings attended in preparation for the water haul certification.

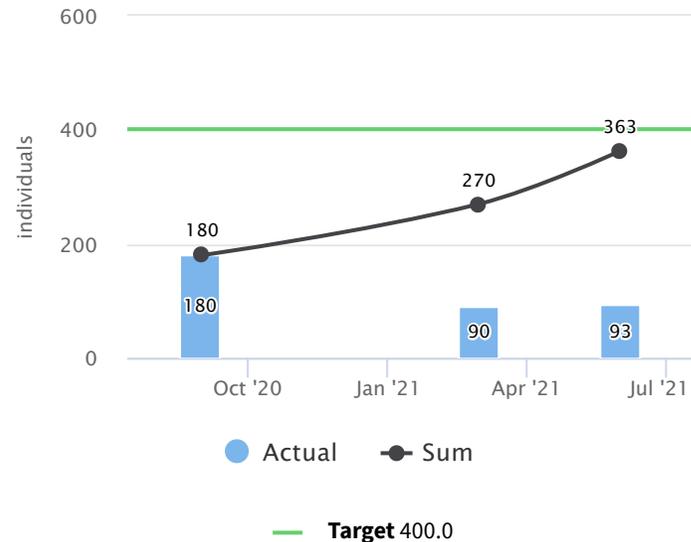
Individuals trained at community fire prevention

Number of people trained at community fire prevention trainings (Goal: 400 or more) EXEMPTED Metric due to COVID-19

Goal 1.1.9 Improve community relations with the Fire Marshal's Office

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:19:07



Comment
This number includes staffs and children contacted.
Trailers of the East Coast
A Childs World
Hillsdale Baptist Church (2)
Thousand Trails

Goal 1.1.10 Ongoing - Ongoing Completed

Improve emergency response to citizens through Emergency Preparedness training

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:37:17

Update this period: Next steps: Disruptions (if necessary):

Goal 1.1.10 > Metric



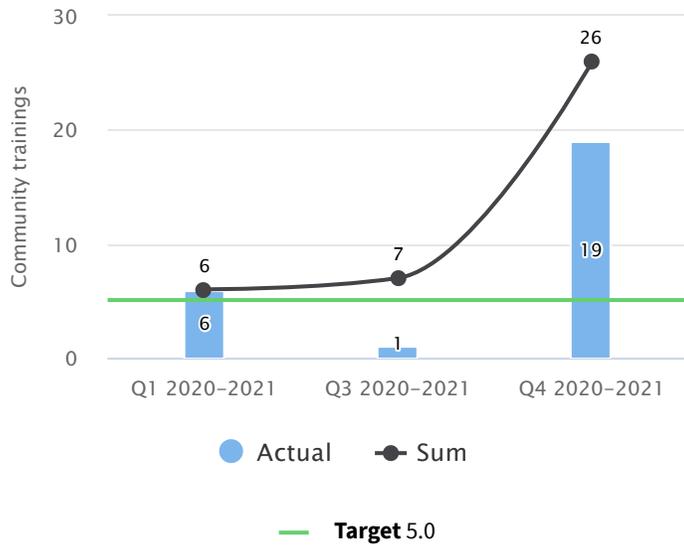
Community trainings in emergency preparedness

Be a community resource for life safety knowledge. Number of community trainings in emergency preparedness (Goal: 5 or more)

Goal 1.1.10 Improve emergency response to citizens through Emergency Preparedness training

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:20:51



Comment
Senior Services received preparation for severe weather by Emergency Management in March. This was an on line education that helps seniors develop an emergency plan and know how to recognize dangerous weather situations.

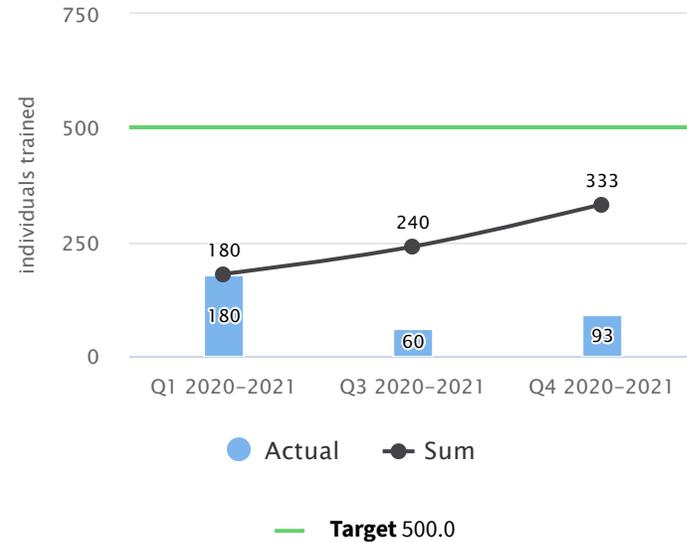
Individuals trained in emergency preparedness

Number of people trained in emergency preparedness (Goal: 500 or more) EXEMPTED Metric due to COVID-19

Goal 1.1.10 Improve emergency response to citizens through Emergency Preparedness training

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:22:02



Comment
These trainings were combined with fire prevention training at the listed facilities.
Trailers of the East Coast
A Childs World
Hillsdale Baptist Church (2)
Thousand Trails

Response rate for Squad 81

Response rate for Squad 81 (Goal: 98% or greater)

Goal 1.1.10 Improve emergency response to citizens through Emergency Preparedness training

Owner: Brian Byrd

Last Update: Jul 12, 2021 19:29:17



Comment

Squad 81 responds to all calls when dispatched. They are sometimes called on to staff Squad 81 after hours and on weekends.

Goal 1.1.11 Ongoing - Ongoing Completed

Increase professional development training opportunities for Emergency Management and Fire Marshal's Office staff

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:36:54

Update this period: Next steps: Disruptions (if necessary):

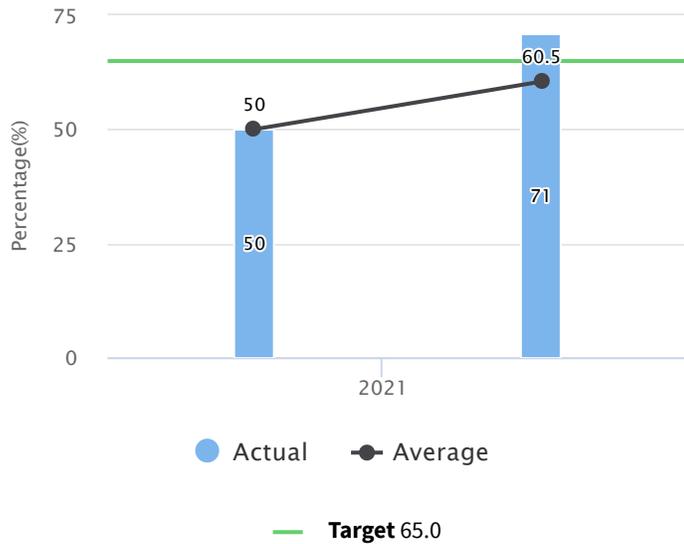
County staff who are credentialed Fire Inspectors / investigators

Deliver comprehensive safety services and inspections. Percentage of staff who are credentialed Fire Inspectors / and or Fire Investigators (Goal: 65% or greater)

Goal 1.1.11 Increase professional development training opportunities for Emergency Management and Fire Marsha...

Owner: Brian Byrd

Last Update: Aug 03, 2021 19:16:09



Comment

Fire Inspection duties have been assigned to the building inspections department. The FMO assists when available. When three fire inspectors left, the positions were not replaced. Five out of the seven current staff members are credentialed fire inspectors, or fire investigators, or both.

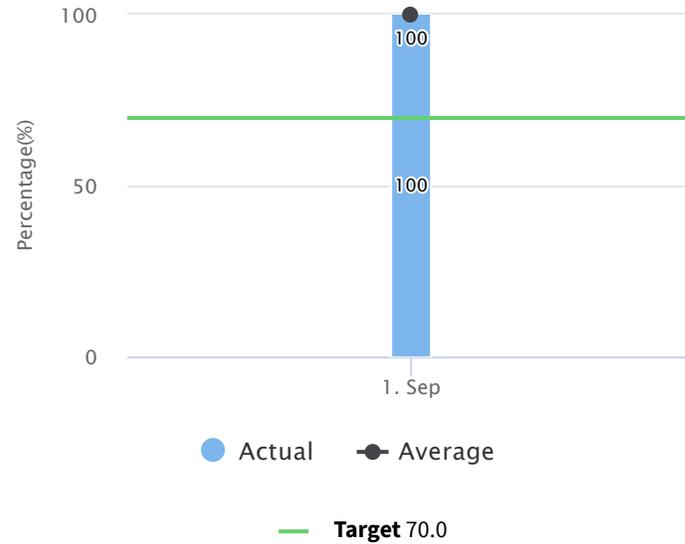
County staff who are certified as HazMat Technicians

Provide a workforce that is trained to supplement fire departments at Hazardous Materials (HazMat) incidents. Percentage of hazmat technicians (Goal: 70% or greater)

Goal 1.1.11 Increase professional development training opportunities for Emergency Management and Fire Marsha...

Owner: Brian Byrd

Last Update: Oct 12, 2020 19:47:32



Comment

No changes in current staff during the past 12 months. All fulltime Fire Fighters are HazMat Technicians.

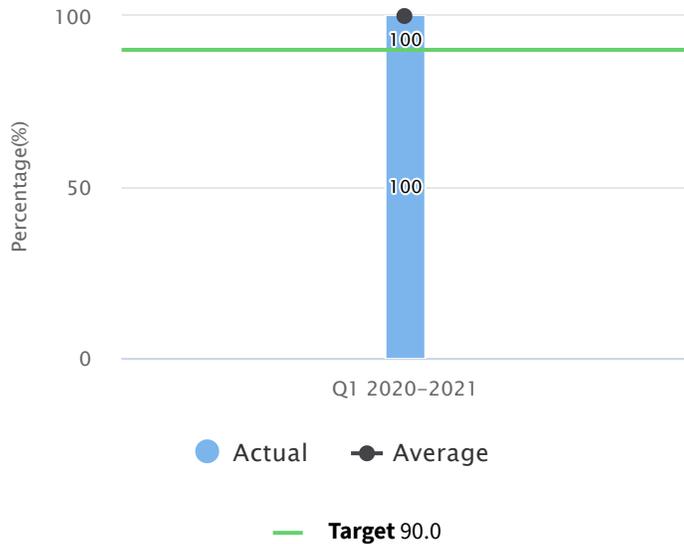
Credentialed firefighters on Squad 81

Maintain a safe, healthy and well trained workforce. Percentage of credentialed fire fighters (Goal: 90% or greater)

Goal 1.1.11 Increase professional development training opportunities for Emergency Management and Fire Marsha...

Owner: Brian Byrd

Last Update: Apr 20, 2021 22:50:01



Comment

All full time staff are credentialed as Fire Fighters and as Rescue Technicians with 2 or more specialties. The senior staff are certified as NC Fire Investigation Technicians.

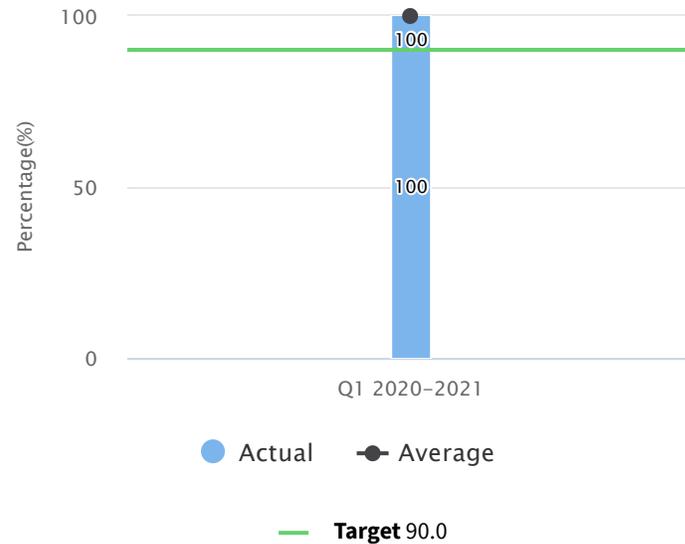
Squad 81 firefighters who have completed NFPA 1403

Number of Squad 81 firefighters who have completed NFPA 1403 class for Live Fire training (Goal: 90% or greater)

Goal 1.1.11 Increase professional development training opportunities for Emergency Management and Fire Marsha...

Owner: Brian Byrd

Last Update: Oct 12, 2020 19:46:10



Comment

All County Fire Fighters exceed this guideline for minimum qualifications.

Goal 1.1.28 Jul 01, 2019 - Ongoing Completed

Completion of Fire / Rescue Services Report

Owner: Brian Byrd

Update this period: Next steps: Disruptions (if necessary):

Goal 1.1.28 > Metric

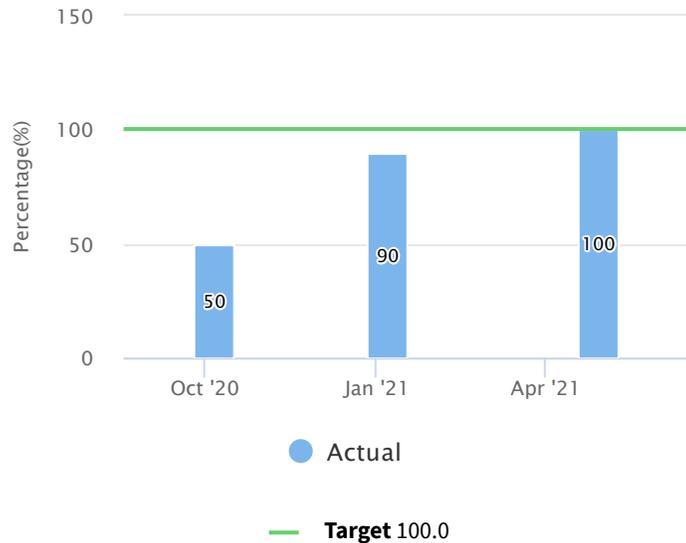
Fire / Rescue Ordinance Update

Complete Fire & Rescue Ordinance update by June 30, 2021 (Goal: 100% complete)

Goal 1.1.28 Completion of Fire / Rescue Services Report

Owner: Brian Byrd

Last Update: Jul 12, 2021 20:43:53



Comment

A draft Fire and Rescue Ordinance has been submitted for review to the County Administration. Further changes have been presented to the consultant from Management Solutions for Emergency Services. The Fire, Rescue and Prevention Ordinance is scheduled to be approved by the Board of County Commissioners on May 3, 2021.

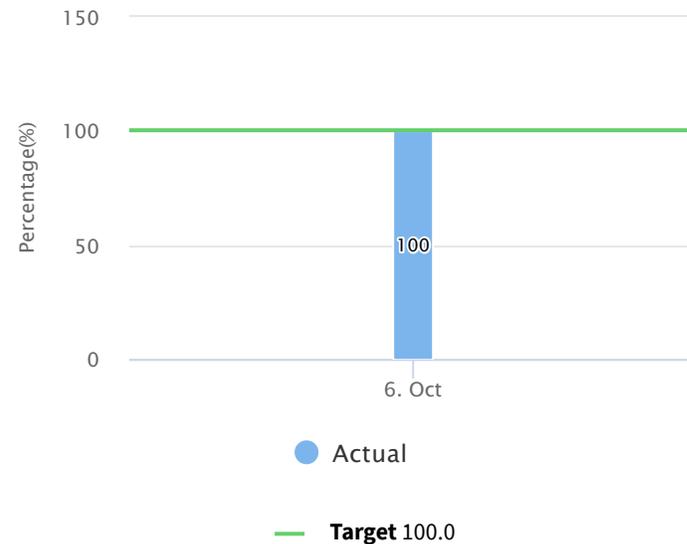
Fire / Rescue Services Report

Collaborate with County Administration staff to complete Fire/ Rescue Services report by June 30, 2021 (Goal: 100% complete)

Goal 1.1.28 Completion of Fire / Rescue Services Report

Owner: Brian Byrd

Last Update: Oct 12, 2020 19:58:05



Comment

The Fire report has been completed and presented in a special called public meeting. The Board of County Commissioners received the report and recommendations from the consultant, Management Solutions for Emergency Services.

Goal 1.1.29

Ongoing - Ongoing

Completed

Explore Social Determinants of Health initiatives that increase access to healthcare, preventative care, and disease management

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:34:33

Update this period: Next steps: Disruptions (if necessary): The Community Paramedic program is operating with 3 employees sharing part time duties. As managed care progresses, brokers will offer a reimbursement for in home visits. meetings with local stakeholders show a potential of 2 million dollars in savings due to reduced re-admissions. Stakeholders will reassess later in the next fiscal year and advise if funds are available to off set EMS costs.

Goal 1.1.29 > Metric

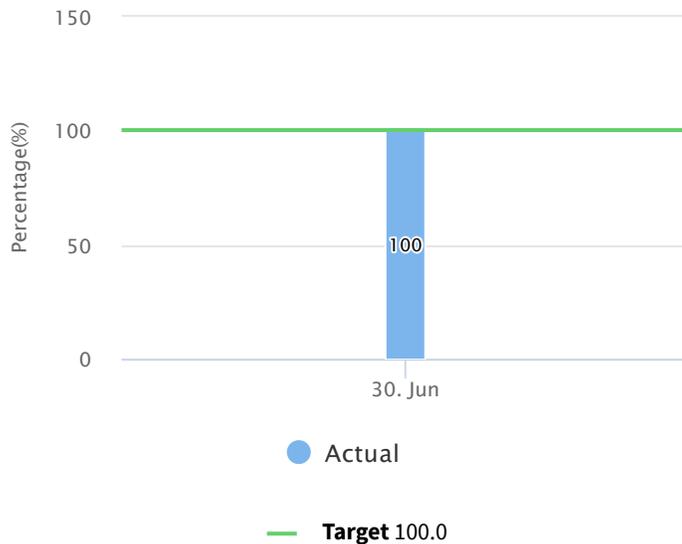
Community Paramedic Program

Conduct a cost / benefit analysis to study a Community Paramedic program to increase prevention and patient follow-up appointments by June 30, 2021 (Goal: 100% complete)

Goal 1.1.29 Explore Social Determinants of Health initiatives that increase access to healthcare, preventativ...

Owner: Brian Byrd

Last Update: Jul 12, 2021 20:45:57



Comment

There is no approved fee schedule for Community Paramedic. The savings are recognized by the hospital in decreased re-admissions. Our CP program is supported by a grant through Davie County Health and Human Services. These Medics, along with a Health Department navigator, follow up on Mental Health and Addiction patients. Their efforts route these patients to care that prevents a constant cycle of EMS-Hospital E.R.-Home.

The team has been making home and facility visits and using the Healthcare Navigator to provide recovery services tp patients.

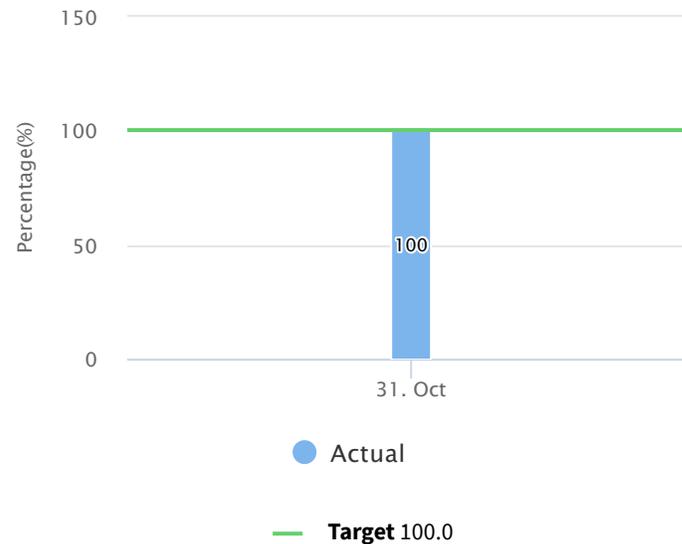
Convalescent Care - sustainable unit

Build Convalescent Care (specialty services) unit to be fiscally sustainable by June 30, 2021. (Goal: Revenues will be greater than expenditures)

Goal 1.1.29 Explore Social Determinants of Health initiatives that increase access to healthcare, preventativ...

Owner: Brian Byrd

Last Update: Apr 20, 2021 23:05:31



Comment

This metric is difficult to measure. Revenues can lag 3-12 months behind, dependent on the billing cycles and insurance. The 9 month period of SSD operations during FY '20 produced more revenue than expense. The total picture for this venture will be easier to measure after the next 90 days.

In this quarter preparations for medicaid transformation and system brokers began. Brokers have not submitted all contracts for review.

Goal 1.1.30 Ongoing - Ongoing Some Disruption

Strengthen Disaster Preparedness efforts - Emergency Services

Owner: Brian Byrd

Update provided by Brian Byrd on Jul 12, 2021 19:36:35

Update this period: Next steps: Disruptions (if necessary): COOP is in progress. County funding to hire a contractor was not successful. This metric has carried over to the next fiscal year.

Goal 1.1.30 > Metric

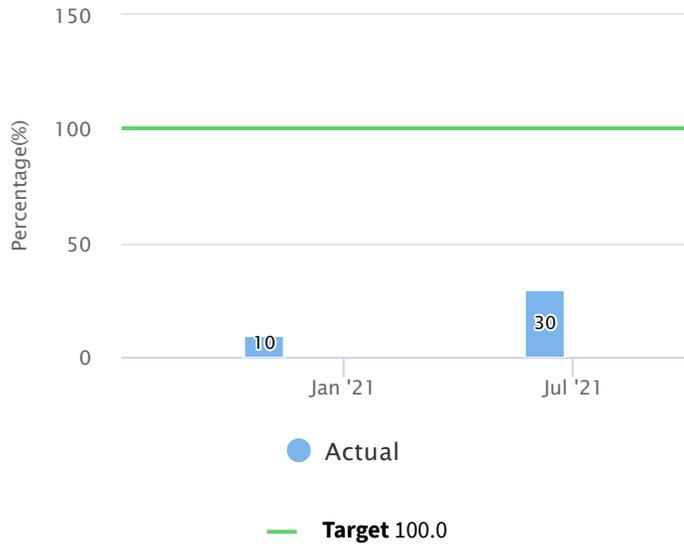
Continuity of Operations Plan

Utilize the Emergency Operations Plan to develop a continuity of operations plan for Davie County Government by June 30, 2021. (Goal: 100% complete)

Goal 1.1.30 Strengthen Disaster Preparedness efforts - Emergency Services

Owner: Brian Byrd

Last Update: Aug 03, 2021 19:32:37



Comment

COOP is in the planning stages. An estimate from a plans contractor has been obtained. The plan will reflect the visions expressed in the Emergency Operations Plan and the Hazard Mitigation plan. Both plans were updated and approved in this quarter.

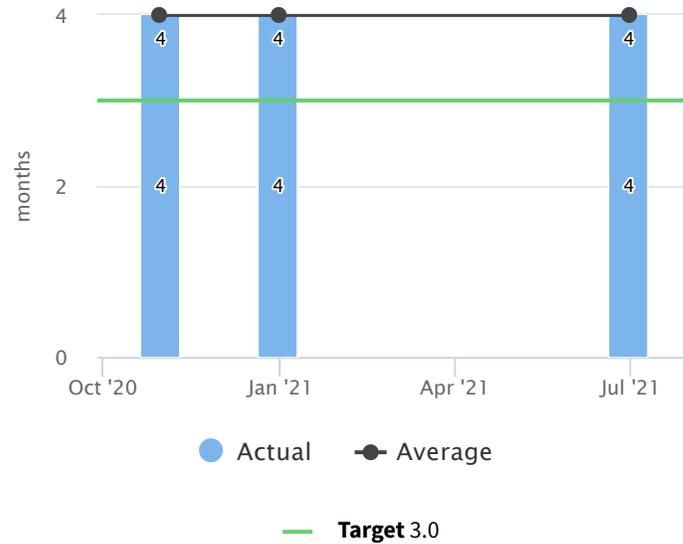
Maintain optimum supply of PPE

Purchase and maintain three months' normal supply of gloves, masks, and PPE to strengthen disaster preparedness efforts. (Goal: 3 months' supply)

Goal 1.1.30 Strengthen Disaster Preparedness efforts - Emergency Services

Owner: Brian Byrd

Last Update: Jul 12, 2021 20:46:45



Comment

PPE supply is no longer a critical issue.