



Emergency Services Progress Report FY2022

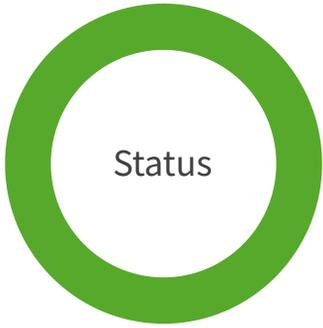
Date not set

Report Created On: Aug 12, 2022

9

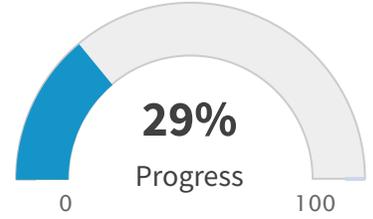
Goal

Overall Summary



On Track

%
100.0



Report Legend

 No Update

 Overdue

 Priority

Goal 1.1.6  Jul 01, 2021 - Jun 30, 2022 On Track Progress 37%

Ensure optimal response times - Emergency Services

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:41:31

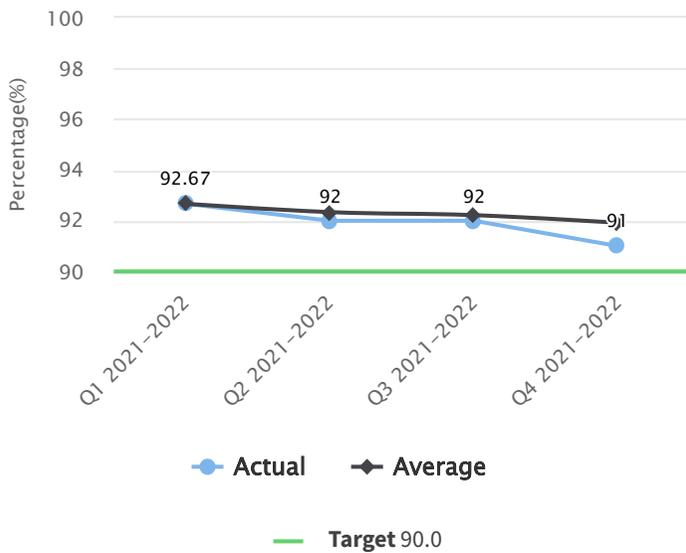
Update this period: Next steps: Disruptions (if necessary):

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)

Owner: Brian Byrd

Last Update: Aug 02, 2022 18:49:28



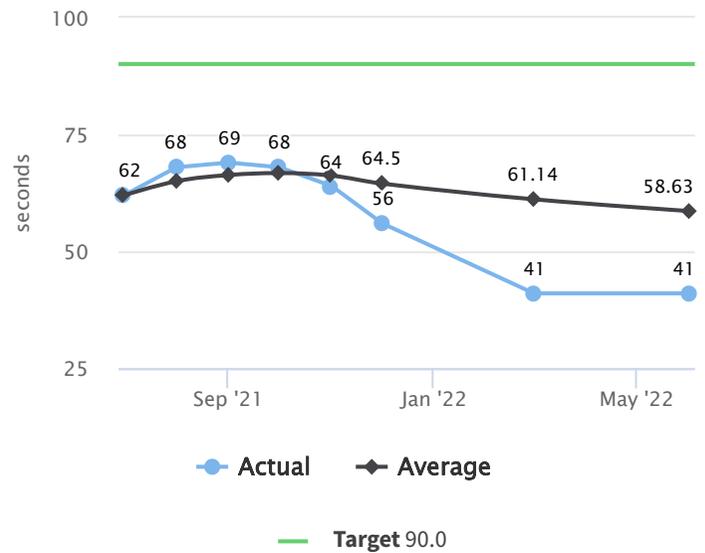
Comment
State Office of EMS recommends that 90% of emergency calls are to be answered within 90 seconds.

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)

Owner: Brian Byrd

Last Update: Aug 02, 2022 18:50:52



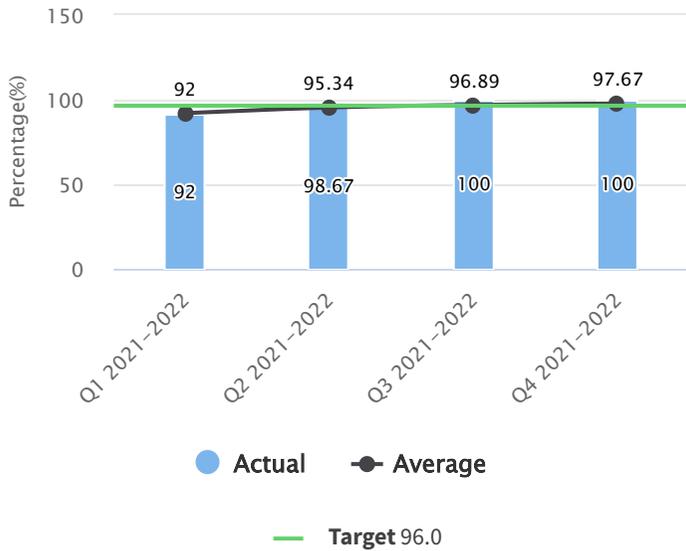
Comment
This is below the State recommended 90 second response time.

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)

Owner: Brian Byrd

Last Update: Aug 02, 2022 18:51:27



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!

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)

Owner: Brian Byrd

Last Update: Jan 12, 2022 19:42:28

Comment

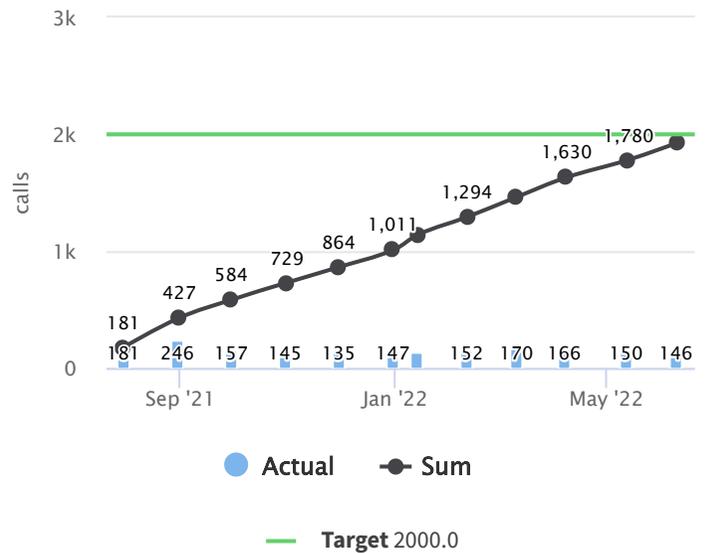
UHU is based on 5- 911 ambulances generating 120 unit hours per day and 1- SSD transport generating 160 hours monthly. Services are judged to be too busy for 24 hour shifts as the UHU metric reaches .30

Convalescent Care call volume

Call volume for convalescent care transports (basic life support) Goal: 2,000 calls by June 30, 2022 (dependent on Franchise enforcement)

Owner: Brian Byrd

Last Update: Aug 02, 2022 19:20:32



Goal 1.1.7



Jul 01, 2021 - Jun 30, 2022

On Track

Progress 44%

Improve community relations with EMS

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:41:06

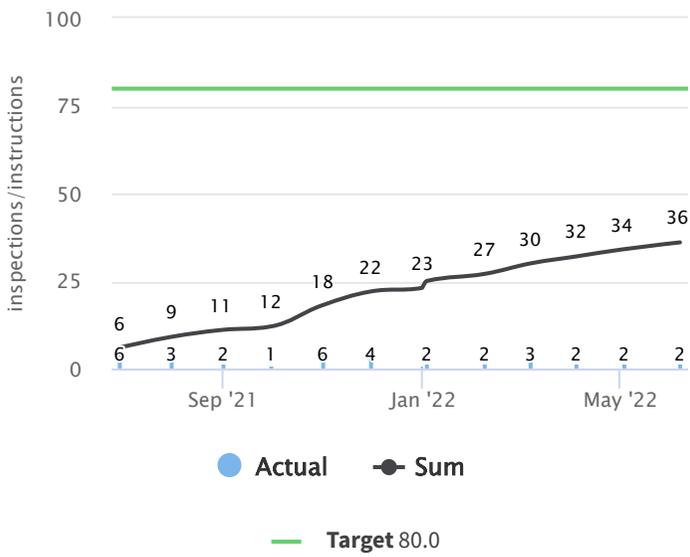
Update this period: Next steps: Disruptions (if necessary):

Car seat inspections/instructions provided to families

Number of car seat inspections/instructions provided to families (Goal: 80 or more)

Owner: Brian Byrd

Last Update: Aug 02, 2022 21:08:51



Car seats provided to families

Number of car seats provided to families (contingent upon grants received) (Goal: 55 or more)

Owner: Brian Byrd

Last Update: Aug 02, 2022 21:10:07



Comment

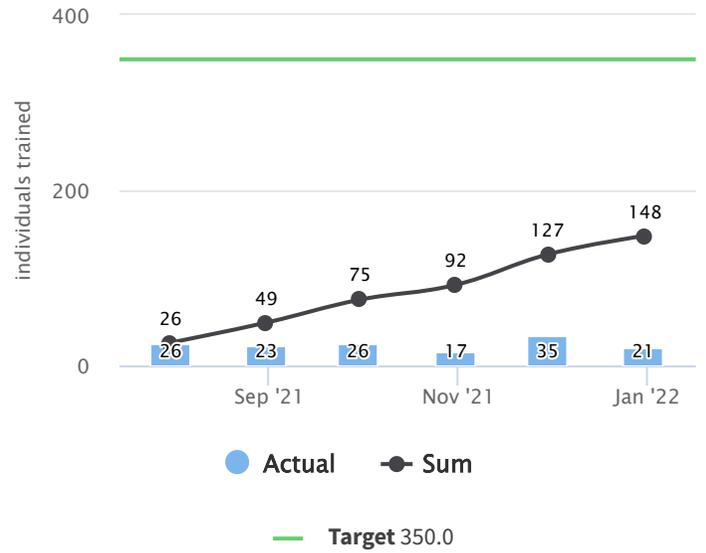
Car seats provided by a United Way Grant.

Laypersons trained in CPR

Number of laypersons trained in Cardiopulmonary resuscitation CPR (Goal: 350 or more)

Owner: Brian Byrd

Last Update: Jan 19, 2022 18:13:05



Comment

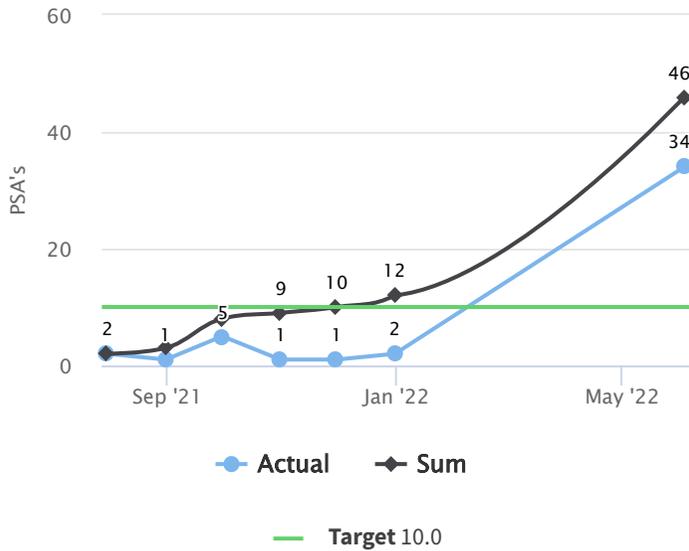
In the past quarter gathering restrictions have eased . This allowed CPR trainings to resume. Trainings were held with Davie Rescue Squad, 3 Fire Departments and at the THPC training facility.

Public Service Announcements on social media

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

Owner: Brian Byrd

Last Update: Aug 04, 2022 19:25:54



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

Goal 1.1.8  Jul 01, 2021 - Jun 30, 2022 On Track Progress 0%

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):

Supervisory staff who have completed the EMS Leadership Academy

Percent of supervisory staff who have completed the EMS Leadership Academy (Goal: 90% or greater)

Owner: Brian Byrd

Last Update: Jan 12, 2022 19:35:58

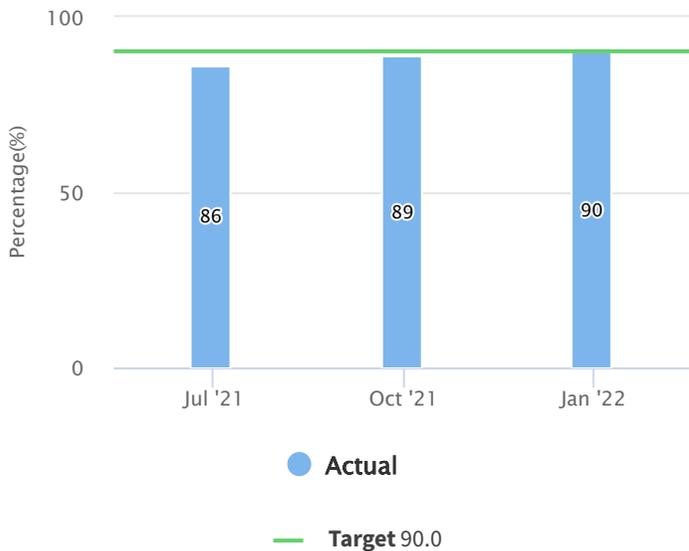
Comment
We have 2 new supervisory employees enrolled and attending classes. Graduation is in April.
UNC Charlotte is not sponsoring classes at this time due to lack of participation - COVID related.
third quarter - There are 12 out of 14 supervisory staff that have completed EMS Leadership Institute.

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)

Owner: Brian Byrd

Last Update: Jan 18, 2022 17:56:30



Comment

In person learning is scheduled 2 times per month. On-line courses are available.

Goal 1.1.9  Jul 01, 2021 - Jun 30, 2022 On Track Progress 33%

Improve community relations with the Fire Marshal's Office

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:40:54

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

Community fire prevention trainings held

Number of community fire prevention trainings held (Goal: 12 or more)

Owner: Brian Byrd

Last Update: Jul 14, 2022 15:09:32

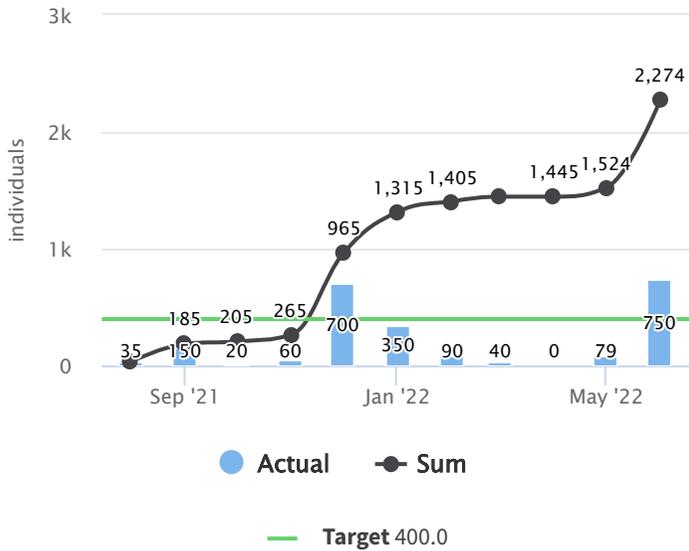


Individuals trained at community fire prevention

Number of people trained at community fire prevention trainings (Goal: 400 or more)

Owner: Brian Byrd

Last Update: Jul 14, 2022 15:39:53



Comment

Multiple large groups were included in this year's trainings. The FMO visited multiple fire departments in addition to trainings at county schools, job fairs, community park and Davie County employee safety trainings.

Goal 1.1.10 ⓘ Jul 01, 2021 - Jun 30, 2022 On Track Progress 54%

Improve emergency response to citizens through Emergency Preparedness

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:40:30

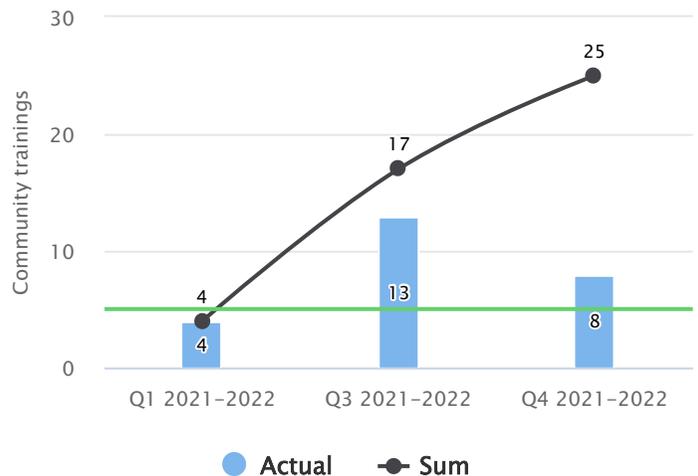
Update this period: Next steps: Disruptions (if necessary):

Community trainings in emergency preparedness

Be a community resource for life safety knowledge. Number of community trainings in emergency preparedness (Goal: 5 or more by June 30, 2022)

Owner: Brian Byrd

Last Update: Jul 14, 2022 15:44:12



— Target 5.0

Comment

Emergency Preparedness and Fire Safety classes have a combined message.

Individuals trained in emergency preparedness

Number of people trained in emergency preparedness (Goal: 500 or more by June 30, 2022)

Owner: Brian Byrd

Last Update: Jul 14, 2022 16:05:06



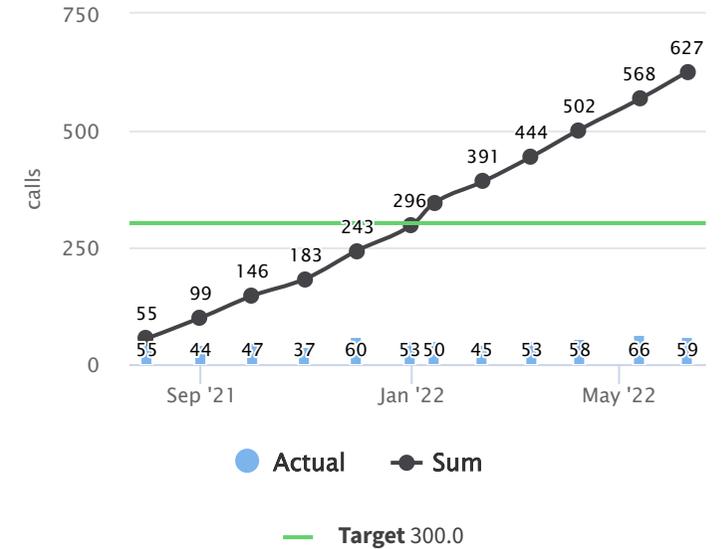
Comment

At each FMO fire prevention graining, emergency preparedness is an additional topic. Multiple groups in addition to schools and county employees are included in these trainings.

Squad 81 calls for service

Number of calls for service answered by Squad 81 (Goal: 300 or more calls by 6/30/2022)

Last Update: Aug 01, 2022 19:29:05



Comment

Squad 81 added capacity and service by having approved and hiring a Field training Officer. Most weekdays, the FMO can send 4 fire fighters to calls for service.

Goal 1.1.11



Jul 01, 2021 - Jun 30, 2022

On Track

Progress 39%

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

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:40:23

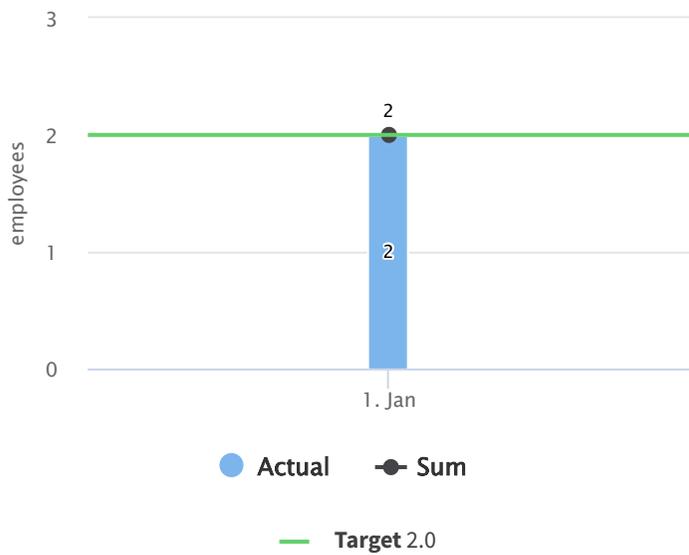
Update this period: Next steps: Disruptions (if necessary):

Fire and Life Safety Educators

Certify 2 Fire Marshal's Office employees as Fire and Life Safety Educators (Goal: 2 certified by 6/30/2022)

Owner: Brian Byrd

Last Update: Jan 18, 2022 20:55:38



Comment

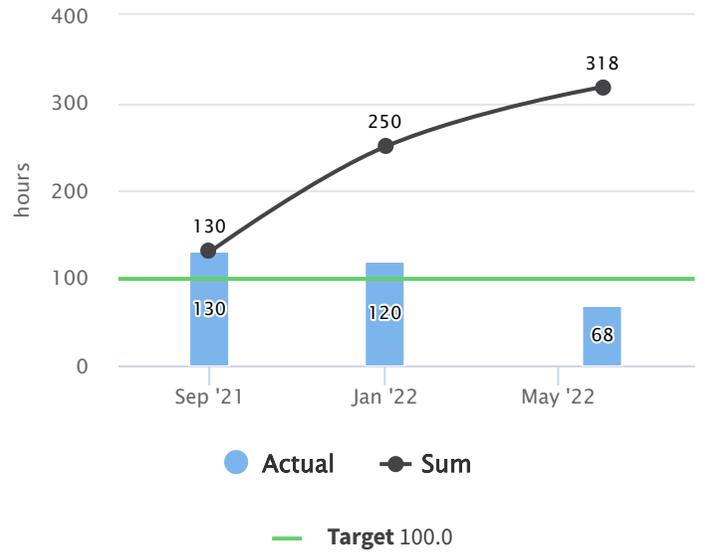
Fire Inspection duties have been assigned to the building inspections department. The FMO assists when available. When three fire inspectors left the Fire Marshal's Office, these positions were not replaced. Five out of the seven current staff members are credentialed fire inspectors, or fire investigators,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

Mutual aid training with County fire departments

Participate in mutual aid training with county fire departments. (Goal: Complete 100 hours of training by 6/30/2022)

Owner: Brian Byrd

Last Update: Jul 14, 2022 16:07:49



Comment

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

Goal 1.1.28  Jul 01, 2021 - Jun 30, 2022 On Track Progress 36%

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

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:39:58

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

Convalescent Care - sustainable unit

Expand Convalescent Care (specialty services) unit to two ambulances and be fiscally sustainable by June 30, 2022. (Goal: Revenues will be greater than expenditures - dependent on franchise enforcement)

Owner: Brian Byrd

Last Update: Jan 18, 2022 20:41:08

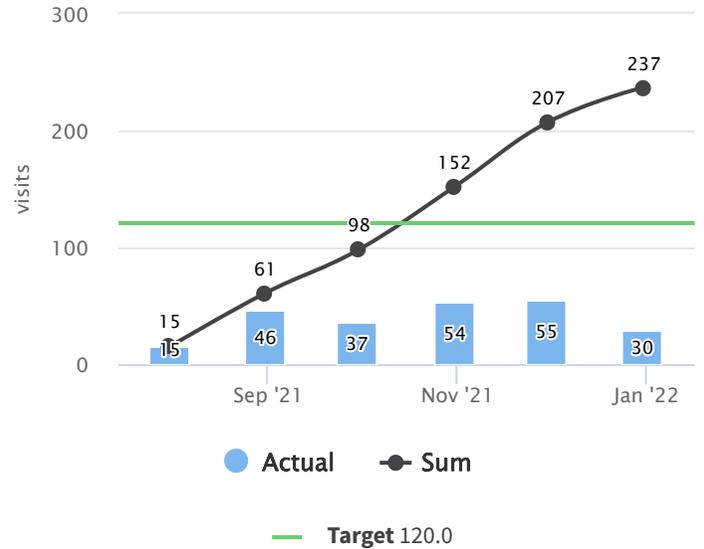


Comment
 In FY '20 total revenue is \$360,277. FY'21 revenues to date are \$526,049.
 Total convalescent budget expenses are \$173,967.
 Convalescent revenues exceeded expenditures by \$712,359.

Community Paramedic Program

Expand the Community Paramedic program.
 (Goal: Conduct 120 client interactions or home visits by 6/30/2022)

Last Update: Jan 18, 2022 19:26:05



Comment
 The Community Paramedic program started as a part time assignment over one year ago. The program has grown quickly. We now have one fulltime Community Paramedic sponsored by grant funds. This Medic has assistance by two other Community Paramedics that fulfill this function on a part time basis.

Goal 1.1.29 Jul 01, 2021 - Jun 30, 2022 On Track Progress 17%

Strengthen Disaster Preparedness efforts - Emergency Services

Owner: Brian Byrd

Update provided by Cindy Chapman on Jan 12, 2022 19:40:05

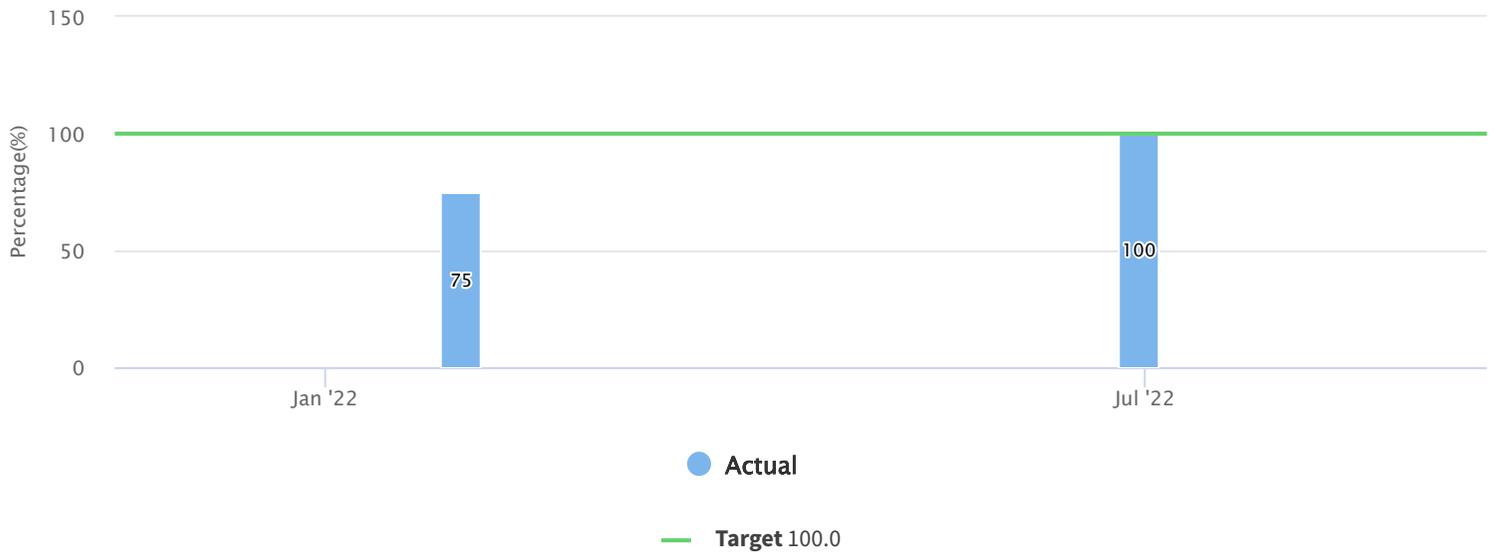
Update this period: Next steps: Disruptions (if necessary):

Continuity of Operations Plan

Utilize the Emergency Operations Plan to develop a continuity of operations plan for Davie County Government by June 30, 2022. (Goal: 100% complete)

Owner: Brian Byrd

Last Update: Jul 14, 2022 16:18:13



Comment

Department Managers have created and reviewed their COOP for the past six months. They will finish and upload to sharepoint by 2/2022.

Goal 1.1.34

Ongoing - Ongoing

On Track

Enhance Employee Wellness - Emergency Services

Owner: Brian Byrd

Update provided by Cindy Chapman on Aug 01, 2022 17:58:07

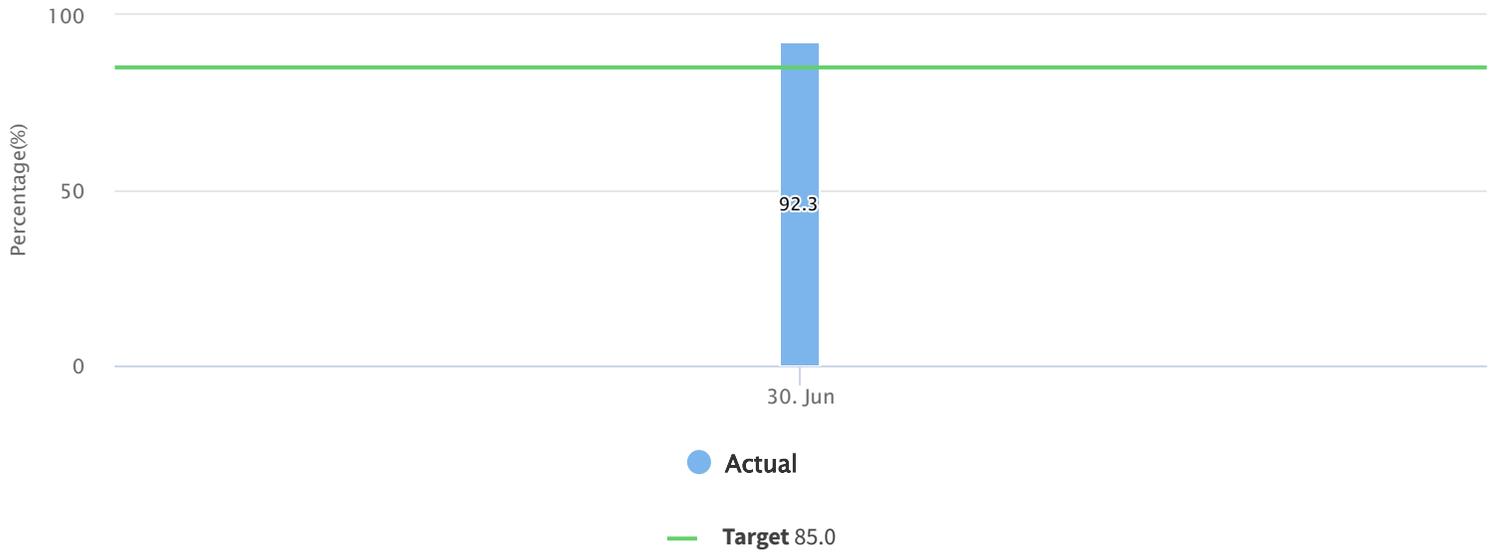
Update this period: 92.3% of employees covered by County Employee Health policy (and covered spouses) complied with the Health Risk Assessment this year.

Employees compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2022.

Owner: Brian Byrd

Last Update: Aug 01, 2022 17:55:36



Comment

All FMO employees are in compliance.