



# Emergency Medical Services Progress Report FY2023

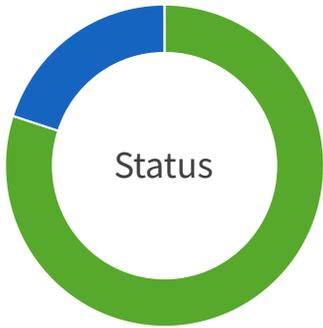
Current Reporting Date: Jul 31, 2023

Report Created On: Jul 31, 2023

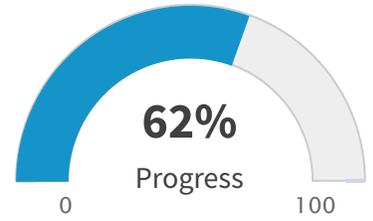
5

Goal

### Overall Summary



On Track 80.0  
Completed 20.0



Report Legend



Priority



No Update



Overdue

Ensure optimal response times - Emergency Services

Owner: Brent Crotts

Update provided by Brent Crotts on Jul 18, 2023 13:15:10

Update this period: Next steps: Disruptions (if necessary): Emergency Calls responded to within 1.30 : 97%, Response Time average: 53 secs, EKG 83%,  
SSD Call Volume: 492

**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: Brent Crotts

Last Update: Jul 28, 2023 17:20:57



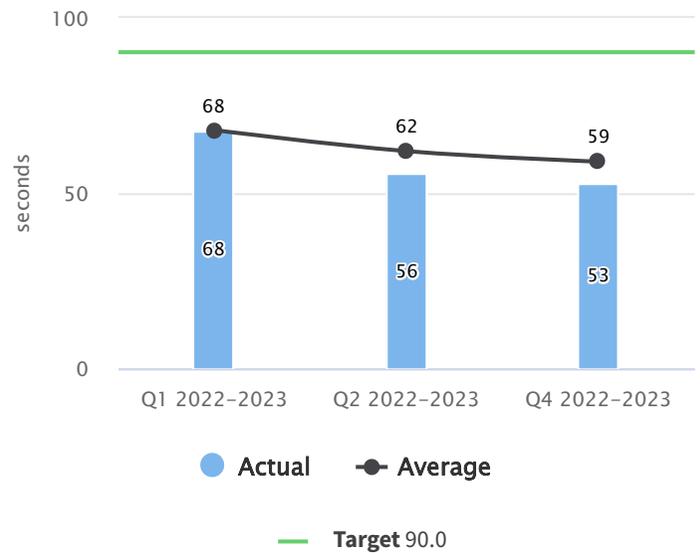
Comment  
State Office of EMS recommends that 90% of emergency calls are to be answered within 90 seconds.

**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: Brent Crotts

Last Update: Jul 28, 2023 17:21:08



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: Brent Crofts

Last Update: Jul 28, 2023 17:21:36



**Comment**

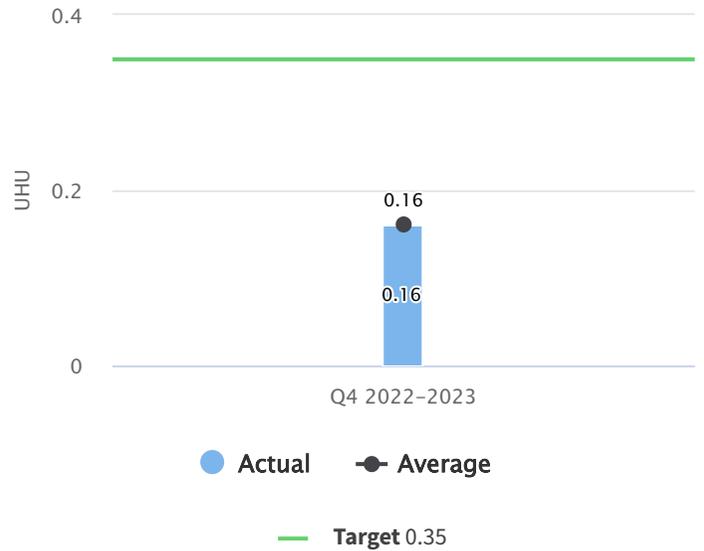
This metric has been impacted by patients not immediately presenting with chest pains. After initial health check, patients who later presented with chest pains did receive an EKG. The metric was also impacted by patients who were in a medical facility but not yet released to EMS care. Data reports indicated 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 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: Brent Crofts

Last Update: Jul 28, 2023 17:26:09



**Comment**

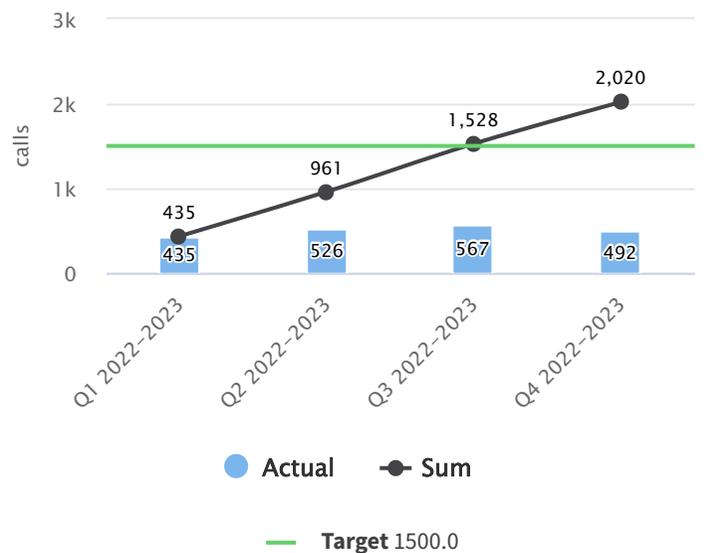
UHU is based on 5- 911 ambulances generating 120 unit hours per day and 1- SSD transport generating 160 hours monthly. Services are judged to be too busy for 24 hour shifts as the UHU metric reaches .30

### Convalescent Care call volume

Call volume for convalescent care transports (basic life support) Goal: 1,500 calls by June 30, 2023

Owner: Brent Crofts

Last Update: Jul 31, 2023 18:01:37



**Goal 1.1.7**



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 51%

Improve community relations with EMS

Owner: Brent Crotts

Update provided by Brent Crotts on Jul 18, 2023 13:19:12

Update this period: Next steps: Disruptions (if necessary): CPR Training: 44, Social Media Posts: 33

**Car seat inspections/instructions provided to families**

Number of car seat inspections/instructions provided to families (Goal: 60 or more)

Owner: Brent Crotts

Last Update: Jul 31, 2023 18:34:05

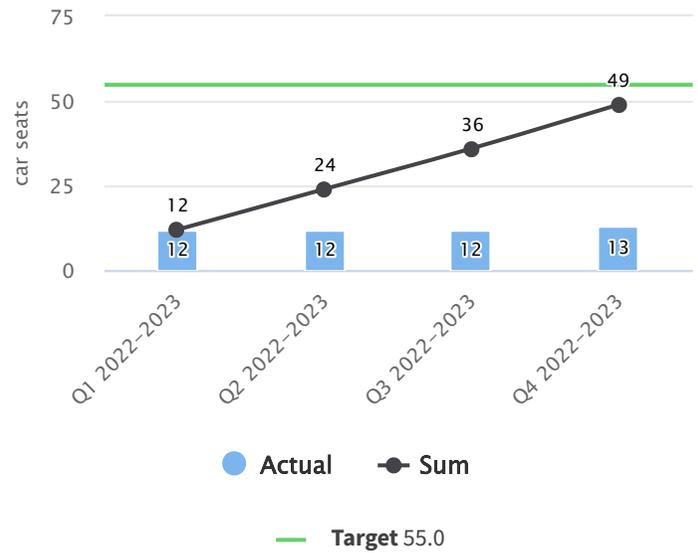


**Car seats provided to families**

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

Owner: Brent Crotts

Last Update: Jul 31, 2023 18:33:41



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: Brent Crofts

Last Update: Jul 28, 2023 17:19:58



### Public Service Announcements on social media

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

Owner: Brent Crofts

Last Update: Jul 28, 2023 17:20:14



#### Comment

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

**Goal 1.1.8**  Jul 01, 2021 - Jun 30, 2023 On Track Progress 50%

Increase professional development opportunities for EMS staff

Owner: Brent Crofts

Update provided by Brent Crofts on Jul 18, 2023 13:03:58

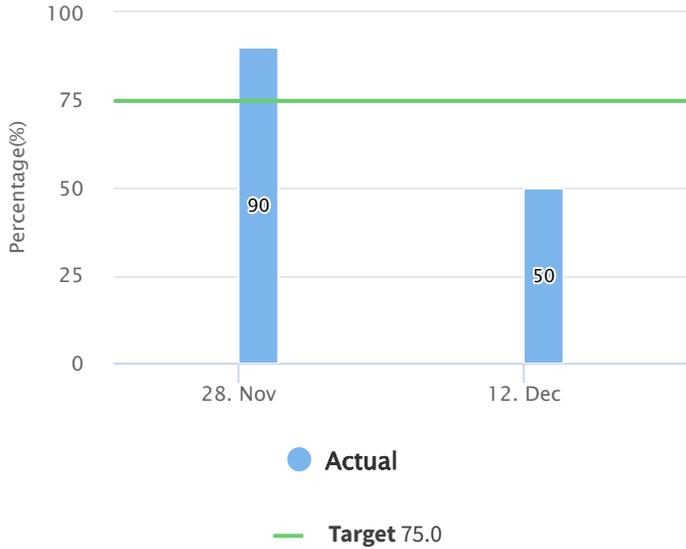
Update this period: Next steps: Disruptions (if necessary): Leadership Academy: No classes held during time period, 10 have completed class. Con Ed hours:94%

### Supervisory staff who have completed the EMS Leadership Academy

Percent of supervisory staff who have completed the EMS Leadership Academy (Goal: 75% or greater) by 6/30/2023

Owner: Brent Crotts

Last Update: Jan 23, 2023 20:12:37

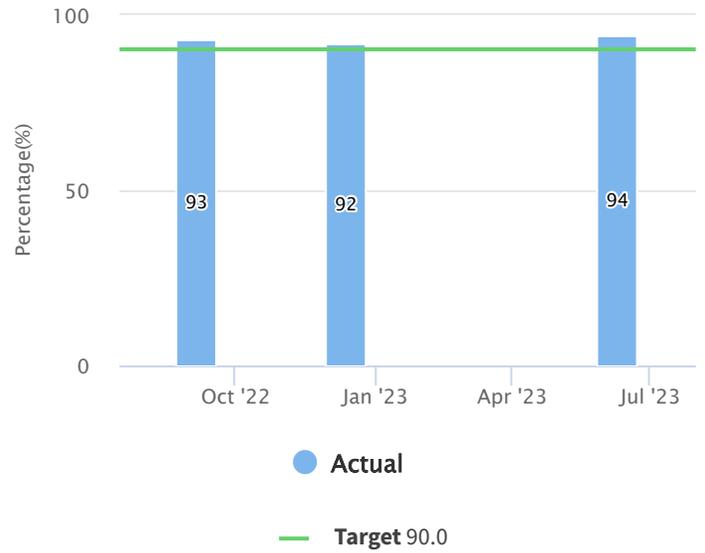


### Staff who have completed continuing education hours

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

Owner: Brent Crotts

Last Update: Jul 28, 2023 17:19:26



### Goal 1.1.28



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 54%

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

Owner: Brent Crotts

Update provided by Cindy Chapman on Jul 28, 2023 17:16:56

Update this period: Comm Para Interactions/Contacts: 194

### Community Paramedic Client Interactions

Expand the Community Paramedic Program by conducting 275 or more client interactions or home visits by 6/30/2023. This is contingent upon being able to make contact with overdose patients.

Owner: Brent Crotts

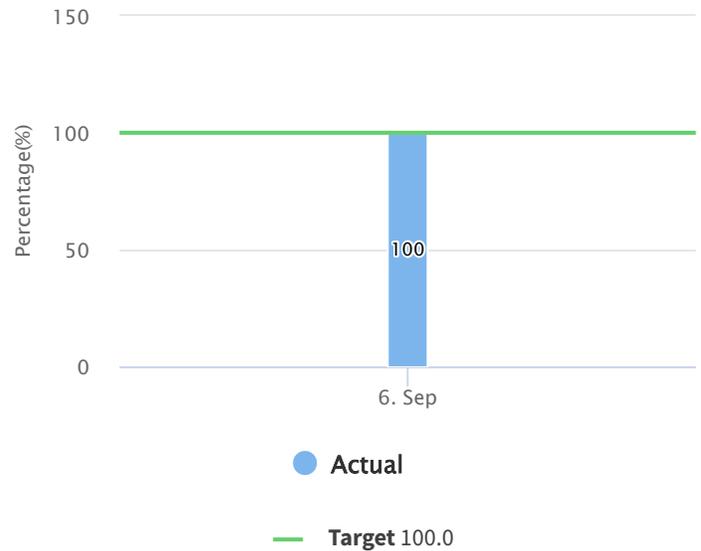
Last Update: Jul 28, 2023 17:17:22



### Community Paramedic Program

Expand the Community Paramedic program. (Goal: Add a second full-time paramedic position by using the opioid settlement funds. (Goal: 100% complete by 6/30/2023).

Last Update: Nov 29, 2022 20:44:08



#### Goal 1.1.33

Ongoing - Ongoing

Completed

Enhance Employee Wellness - Emergency Services

Owner: Brent Crotts

Update provided by Cindy Chapman on Jul 31, 2023 18:34:40

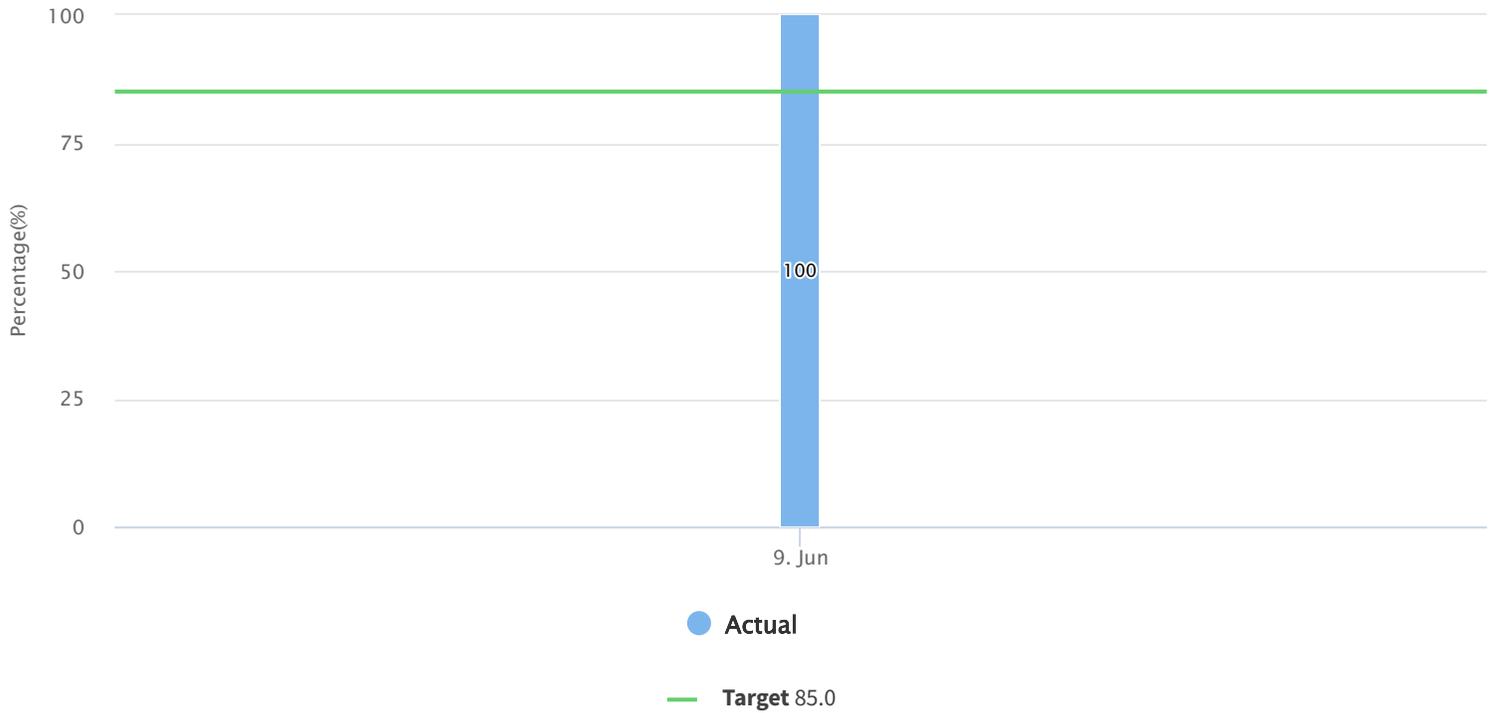
Update this period: This goal was achieved at 100%

## 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, 2023.

Owner: Brent Crotts

Last Update: Jul 28, 2023 17:15:05



### Comment

This metric will be calculated at year end.