

**EMS System Oversight Committee Meeting
August 7, 2008
EOC Conference Room**

Members/Liaisons Present: Faye Barefoot, Tom Czaplinski, Jack Cote, Jimmy Garris, Kevin Nelson for Kyle Willis, Chuck Owens, David Lusk, Juan March, M.D, Janis Gallagher for JoAnne Burgdorff, Jack White

Staff Present: Noel Lee, Melonie Bryan, Scott Elliott, Helen Bryant

Absent: Duane Holder, Ted Delbridge, MD, Kyle Willis, JoAnne Burgdorff

Open: Chairman David Lusk called the meeting to order. Meeting was turned over to Mitch Babb. (Presentation is below.)

**Pitt County Emergency
Management**

Emergency & Non-Emergency
Assessment
Pitt County, North Carolina
August 2008



What We Were Asked to Do

- Examine emergency & non-emergency system, reviewing both operational & administrative components
- Identify internal issues & improvement opportunities
- Examine County's option for entering into non-emergency service



What We Were Asked to Do

- County's ability to provide 10 minute response times with 90% reliability
- What response time could be achieved with current expenditures of \$3.2 million annually



Project Approach

- Data collection
- Agency survey (IDR)
- Stakeholder interviews
- On-site visit
- Follow up information obtained
- Comparison to industry benchmarks
- Report & summary presentation

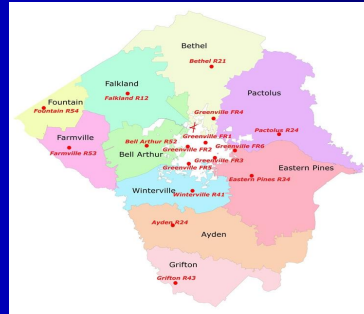
Current Nationwide Context

National Academies of Sciences
Institute of Medicine Report

- Insufficient Coordination
- Disparities in response times
- Uncertain quality of care
- Lack of disaster readiness
- Divided professional identity
- Limited evidence base

System Description

- Geographic and Demographic factors
 - Area Population = 145,619
 - 657+ sq. mi.
 - Largely rural with low population density



System Description

- Emergency Ambulance Services
 - Emergency Communications provided by County
 - 11 rescue response districts
 - 8 non-profits, 2 Pitt County EMS, 1 Greenville Fire & Rescue
- Non-Emergency Ambulance Services
 - Franchised with 5 for-profit non-emergency providers
 - *2008-2009 Fiscal Year: 4 non-emergency providers provide service within Pitt County*
 - Each agency provides their own communication center
 - County does not subsidize for-profit services



System Description

➤ Operational Statistics

- Emergency Services
 - 23,125 dispatched calls 2007

- Non-Emergency Services
 - 10,750 patient transports 2007



Key Findings

- Strong historic commitment
- Response times not adequately measured
- Unit status reporting can be improved
- Utilization of peak demand units
- Formalize medical direction oversight
- Consider ad valorem tax in all areas of the County
- Consider risk associated with non-e entry
- Utilization of QRV units in late call areas

32 Specific Recommendations to Strengthen System

Geospatial Analysis



10

Geospatial Analysis

What is Geospatial Analysis?

- An analysis and visual representation of where call demand is located.

What does it provide?

- Density of calls
- Call capture analysis

11

Station Location

- Point of ambulance departure
- Station-based system (Fixed)
- Call capture analysis

12

Data Description

Time Period for Geo-located Calls

31 March 2007—01 April 2008

13

Data Description

Call Volume

- Total call volume: **16,331**
- Calls without valid time data: **390**
- Volume utilized in calculations: **15,989**

14

Data Description

Station Location

- 9 minute drive radius from each station
- Average ambulance speed 35mph

15

Data Description

Response Threshold

- 90 seconds call processing
- 90 seconds ambulance reflex
- 8 minute 59 second drive time

11 minute 59 second

16

Data Results

Call Volume Inside 9 Minute Drive Radius:

- Total volume: **14,333**

Within 9 minute radius and meeting 11
minute 59 second response:

12,509 (87.27%)

17

Data Results

Call Volume Outside 9 Minute Drive
Radius:

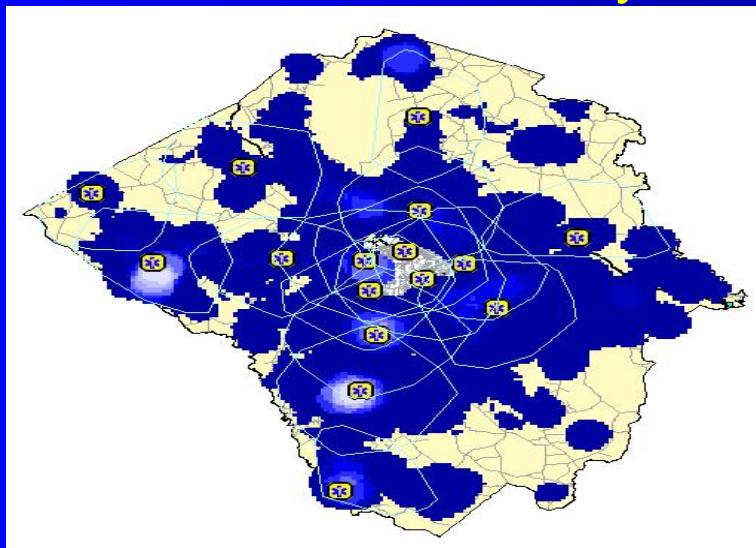
➤ Total volume: **1,656**

Outside 9 minute radius and meeting 11
minute 59 second response:

1,054 (65.5%)

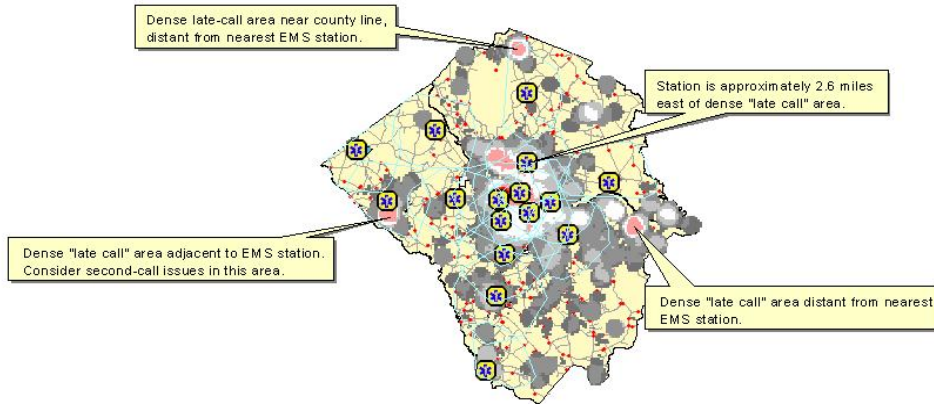
18

Relative Call Density



19

Response Intervals



Key Findings

- City of Greenville: Late calls within 9 minute drive of overlapping stations
- North of Greenville: Dense late calls approximately 2 miles west of GFR #4
- Extreme Northern Pitt County: Late calls 4.5 miles north of Bethel EMS Station
- Western Pitt County: Dense late calls near Farmville EMS Station.

Key Findings

- Eastern Pitt County: Late calls 5 miles SE of Pactolus and 6 miles E of Eastern Pines EMS Station
- Southeastern Pitt: Dense late calls

22

Recommendations

- Peak demand unit within GFR district
- Peak demand unit in area of late density calls near EMS stations
- QRV placement to mitigate late call response

23

Mitch reported that the City of Greenville has already addressed the first recommendation of the peak demand unit.

Questions

Chuck Owens asked how many calls does a red dot represent on the maps?

Jay Fitch responded that the data tables used for the maps will be given to Pitt County MIS.

On pages 39, 40, and 41 there are 32 recommendations that Fitch has made.

Mr. Garris made the motion that the committee accept the Fitch Report with the recommendations outlined in the report. Dr. March seconded the motion. Vote was unanimous.

Faye Barefoot made the motion to cancel the regular scheduled meeting for August 14. Jack Cote seconded the motion. Vote was unanimous.

The joint meeting with the Board of County Commissioners and the EMS Oversight Committee will be August 19 at 6:00 p.m. at the AHEC Center.

Respectfully submitted,
Helen Bryant
Secretary