

**HENDERSON COUNTY
BOARD OF COMMISSIONERS**

MEETING DATE: August 15th, 2018

SUBJECT: EMS System Update

PRESENTER: Jimmy Brissie, Emergency Services Director

ATTACHMENTS: 1) PowerPoint Slides

SUMMARY OF REQUEST:

Recently Henderson County EMS and Pardee Hospital implemented a new data sharing system, ESO Hospital Data Exchange (HDE). Staff will provide an update of the benefits of this solution.

EMS Staff has been evaluating call volume and projected response times in anticipation of the move to the new Emergency Services Headquarters during the Fall of 2018. Staff will provide the Board an overview of their findings and discuss the expected allocation of ambulances to ensure an effective response countywide.

BOARD ACTION REQUESTED:

No Board Action requested, this item is for information only.

Suggested Motion:

No motion suggested.



Henderson County EMS Update August 2018

HENDERSON COUNTY EMERGENCY SERVICES

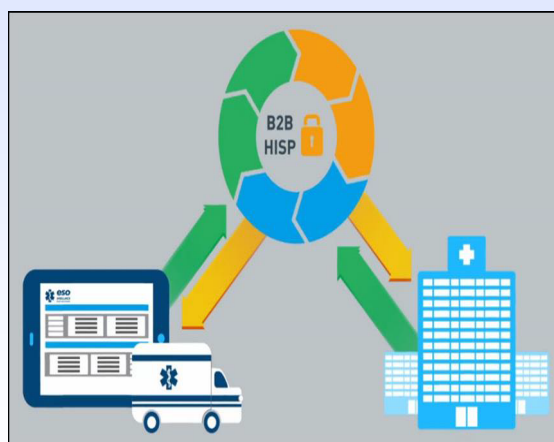
Health Care Data Exchange

Pardee Hospital and Henderson County EMS have recently implemented a Health Care Data Exchange program.

This program delivers true bidirectional data sharing between EMS and the hospital.

Records flow directly into the hospital electronic medical record system within minutes of the EMS transport allowing multiple hospital providers to view the EMS record.

Hospital clinical outcome information and billing information is automatically transmitted back to the EMS electronic health care record.



Health Care Data Exchange

EMS Transmits

All EMS Data Elements

- *Demographic and Billing*
- *Vitals and Procedures*
- *Assessment and Narrative*
- *History, Allergies, and Medications*
- *Incident Location Data*
- *Up to 585 Data Elements*

PDF of Patient Encounter

PDF of Patient ECG

Hospital Transmits

Demographic and Billing

Diagnosis and Disposition

Patient Acuity Scores

Vitals and Procedures w/Results

Lab Results and Imaging

Detailed Cath Lab Results

** Facility determines final list of data to be shared with EMS*

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Henderson County EMS currently operates eight ambulances within six districts, effectively answering over 15,000 calls annually with an average target response time of 9 minutes or less.

In preparation of the move to the new ESHQ staff has conducted an analysis of EMS response districts.

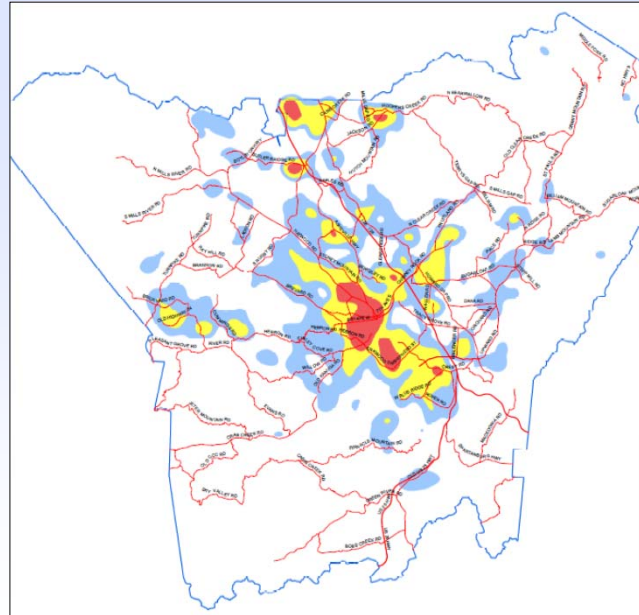


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Current call volume is distributed in the following manner:

Station 1 (Downtown)	53%
Station 2 (Mills River)	12%
Station 3 (Upward Rd)	19%
Station 4 (Edneyville)	8%
Station 5 (Crab Creek Rd)	2%
Station 6 (Fletcher)	6%



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Evaluation of Current Resource Allocation

- The new Emergency Service Headquarters is located approximately four minutes to the north of its current location. This will reduce response times to the north and increase response times to the south. Station # 1 is staffed with three ambulances 24/7.
- The highest call volume area for Station # 1 is the Four Seasons Blvd corridor. EMS response can be provided to this area from the new Balfour location within a four minute response time. This reflects an improvement over current response times in many cases.
- EMS Station # 3 (Upward Road) is the second busiest EMS station and is staffed with one ambulance 24/7. In 2017, Station # 1 ambulances responded to 756 or 23% of Station # 3's emergency calls due to Station # 3's ambulance already being committed to other emergency calls, this resulted in prolonged response times.
- Station #3 has capacity for a second ambulance during the day but cannot currently accommodate a 24 hour crew.
- EMS Station # 1 and Station # 3's peak call volume times are from 7:00 AM to 10:00 PM

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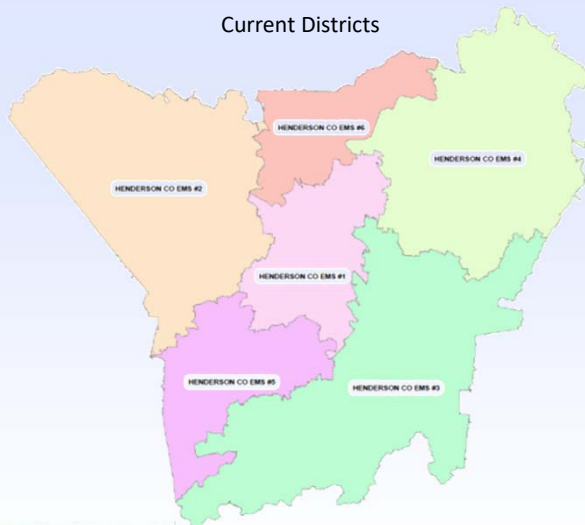


A statistical analysis of call volume reflects the Station 3 district is over capacity 23% of the time.

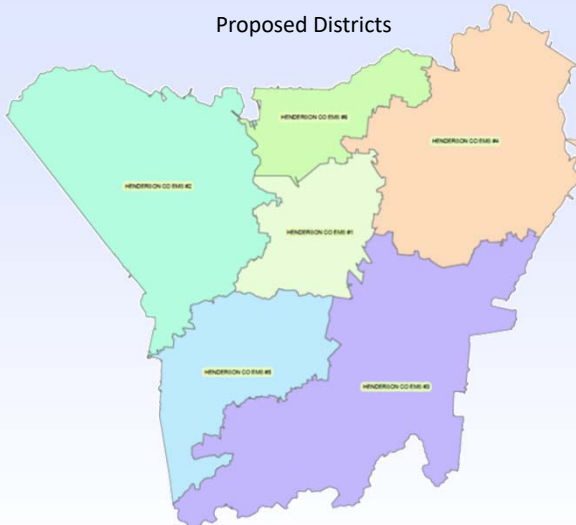
In order to provide the greatest service to the community staff recommends moving one truck from Station 1 to Station 3 during peak times and realigning district lines.



Current Districts



Proposed Districts



- Strategically locating EMS resources based on historical data and predicted EMS call volumes will decrease the current response delays in Station # 3's district, prevent the need for an additional EMS station, and enhance EMS response times county wide.
- EMS staff request utilizing the above solution for a trial period and analyze the response data after four months. EMS requests that the County maintain the Henderson County Rescue Squad Building as an option for a downtown substation until this data can be analyzed.

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Questions?



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