

San Francisco EMS Agency Update

Health Commission
Presentation – July 18, 2023



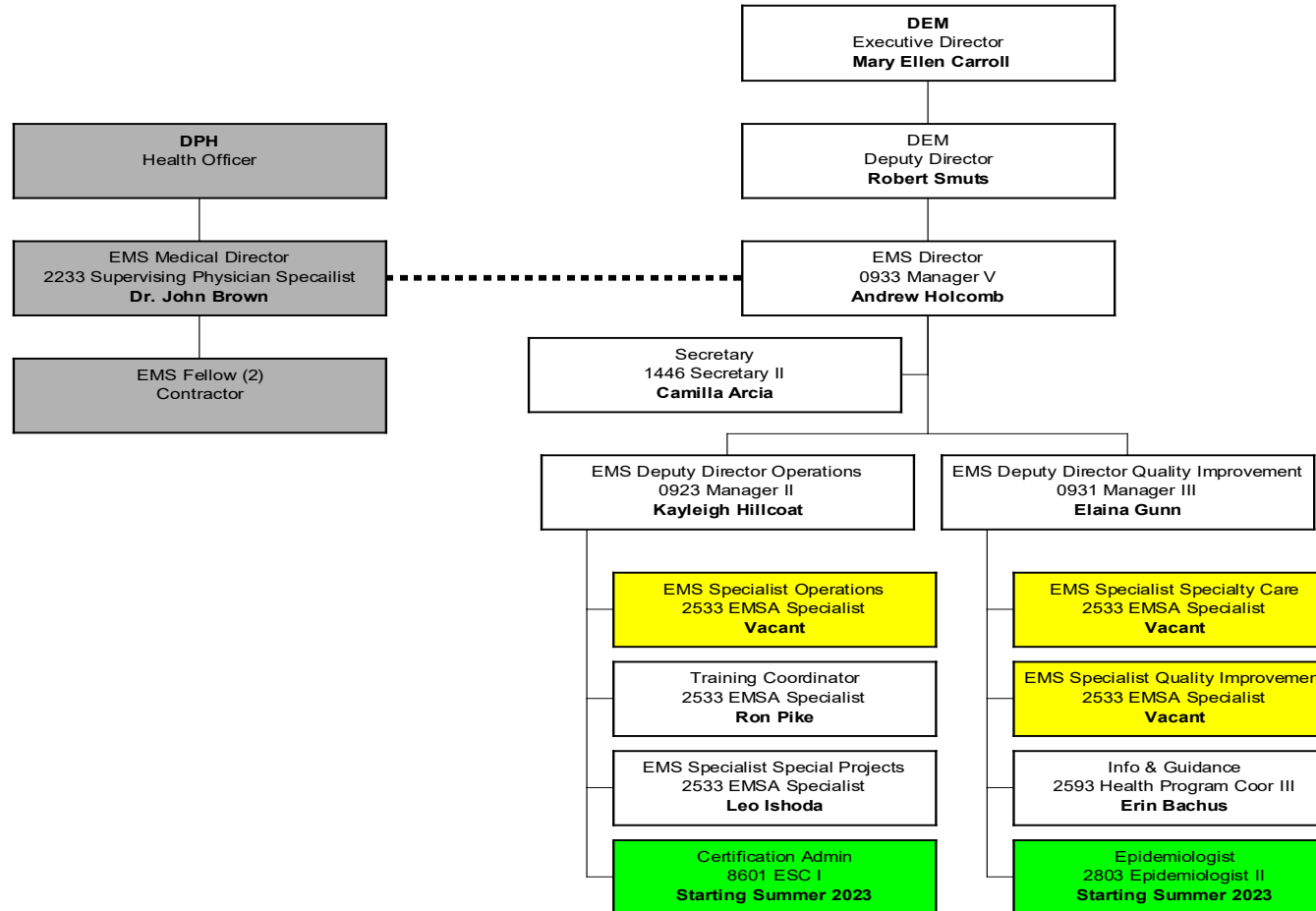


Introductions

- Mary Ellen Carroll, Executive Director (DEM)
- Robert Smuts, Deputy Director (DEM)
- Dr. John Brown, EMS Agency Medical Director (DPH)
- Andrew Holcomb, EMS Director (DEM)
- Kayleigh Hillcoat, EMS Deputy Director, Operations (DEM)
- Elaina Gunn, EMS Deputy Director, Quality Improvement (DEM)



Org Chart and Hiring





Hiring

- Focus of past FY has been filling open positions
- Recently promoted 2 internal candidates to Deputy positions
 - Operations Section
 - Quality Improvement Section
- Anticipate EMS Certification Specialist and Epidemiologist in Summer 2023
 - Epidemiologist is shared between EMSA and PHEPR for joint projects
- 2533 EMS Specialist class has been challenging to fill, plan on working with DEM Recruiter to address



2023 Strategy and Priorities

- Community Paramedicine and Triage to Alternate Destination Act of 2020
- EMS System Ambulance Availability
- Ambulance Offload and Diversion Workgroup
- Public Education and Outreach
- EMS Data Consolidation
- EMS Plan Specialty Plan Submission (Stroke and STEMI)

Operations



- Ambulance Offload Times and Diversion
- BLS Pilot Program
- New Medical Planning Platform
- Exercises, training, and disaster response preparedness





Ambulance Diversion

Percentage of hours in each month that a hospital was on Diversion. For ZSFG, this also includes Trauma Override. (+/- 1%)

Destination	06-22	07-22	08-22	09-22	10-22	11-22	12-22	01-23	02-23	03-23	04-23	05-23	06-23
Chinese	0.0%		0.5%	0.1%	0.1%	0.2%	0.8%		0.2%	0.0%		0.2%	0.8%
CPMC-Bernal	4.5%	4.0%	5.0%	5.2%	1.8%	2.8%	1.7%	1.7%	1.2%	1.0%	3.6%	2.7%	2.9%
CPMC-Davies	0.8%	0.9%	1.2%	1.2%	0.4%	1.6%	1.8%	0.6%	1.1%	2.4%	1.1%	1.1%	3.3%
CPMC-Van Ness	13.4%	24.2%	23.5%	15.5%	25.3%	14.9%	12.2%	11.4%	18.3%	17.9%	14.3%	24.9%	17.3%
Kaiser SF	11.7%	8.4%	8.9%	12.2%	8.3%	13.9%	8.5%	12.8%	12.4%	12.2%	14.1%	12.9%	11.7%
St. Francis	0.7%	0.7%	1.2%	0.4%	0.9%	1.2%	1.4%	1.0%	0.4%	0.3%	0.3%	0.9%	0.7%
St. Marys	6.8%	5.2%	1.7%	1.8%	2.4%	3.0%	10.8%	7.3%	9.0%	9.6%	8.2%	1.8%	3.6%
UCSF Parnassus	22.3%	23.8%	21.5%	30.4%	25.1%	24.2%	24.4%	26.9%	31.4%	25.6%	26.2%	19.9%	25.6%
VA	1.3%	4.8%	1.6%	1.2%	0.5%	0.5%	0.7%	1.5%	1.1%	1.6%	1.9%	0.3%	0.4%
ZSFG	65.5%	68.0%	66.4%	66.5%	64.6%	57.7%	58.2%	51.4%	45.2%	43.1%	47.5%	37.4%	37.6%

Percentage of hours in each month that Diversion was suspended (4 hospitals on Diversion simultaneously). (+/- 1%)

Measure	06-22	07-22	08-22	09-22	10-22	11-22	12-22	01-23	02-23	03-23	04-23	05-23	06-23
Diversion Suspended	49.2%	49.1%	46.4%	37.4%	39.4%	51.1%	49.4%	54.7%	57.4%	46.8%	33.5%	32.5%	23.3%



Ambulance Offload Times (APOT)

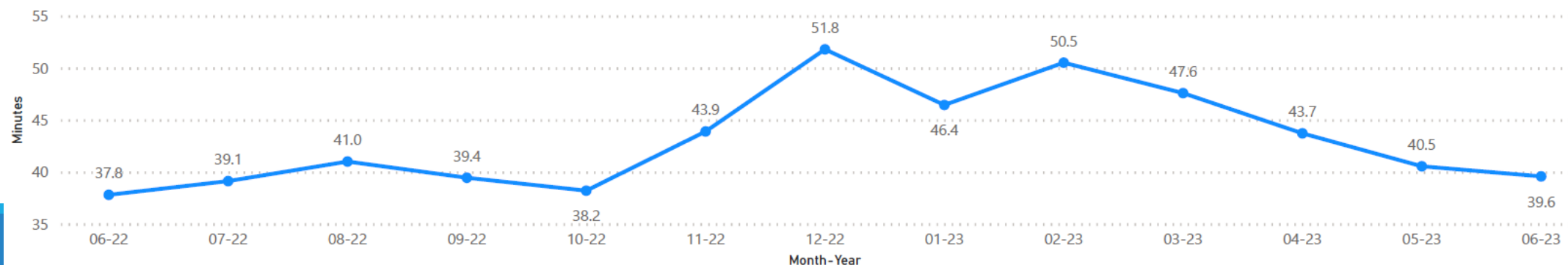
90th percentile APOT-1 times per month. APOT-1 is the interval between arrival at-hospital and transfer of patient care to Emergency Department staff, and is computed using standardized specifications outlined by the California EMS Authority.

Destination	06-22	07-22	08-22	09-22	10-22	11-22	12-22	01-23	02-23	03-23	04-23	05-23	06-23	Past Year
Chinese	21.5	31.0	27.3	20.0	19.8	23.5	23.3	22.6	24.7	22.9	25.6	24.8	23.0	23.8
CPMC-Bernal	43.5	47.9	64.4	50.7	42.6	48.2	54.8	49.9	48.9	49.3	52.4	42.2	41.8	48.9
CPMC-Davies	36.7	39.1	57.3	45.6	40.8	48.2	50.9	43.6	60.5	54.6	34.1	40.1	37.0	45.0
CPMC-Van Ness	58.2	63.4	57.9	45.8	50.9	61.1	65.0	53.1	72.8	60.9	45.0	55.4	42.5	55.4
Kaiser SF	30.7	30.6	29.1	33.7	32.6	40.8	40.5	44.3	47.0	52.6	54.6	48.2	41.9	39.7
St. Francis	26.1	27.4	33.4	33.4	32.5	33.1	34.4	34.6	35.8	34.0	31.4	30.1	29.1	31.8
St. Marys	50.0	36.5	33.6	40.0	36.9	46.4	65.4	42.0	73.5	53.0	50.5	33.8	34.9	45.1
UCSF Mission Bay	25.9	24.9	24.9	24.2	26.9	30.2	25.9	25.2	26.5	26.4	28.2	24.2	23.6	25.2
UCSF Parnassus	45.4	47.3	41.3	43.4	43.6	46.4	63.5	62.0	69.5	55.7	47.1	44.9	50.7	49.7
VA	19.1	18.0	24.0	20.2	19.8	22.6	20.1	21.6	21.7	25.0	21.7	25.2	20.3	21.0
ZSFG	30.1	33.2	32.0	32.0	31.8	37.7	53.0	45.0	39.0	40.2	39.9	39.2	39.7	38.0
System-Wide	37.8	39.1	41.0	39.4	38.2	43.9	51.8	46.4	50.5	47.6	43.7	40.5	39.6	43.2

System-Wide 90th%
APOT-1: Change Since
Previous Month

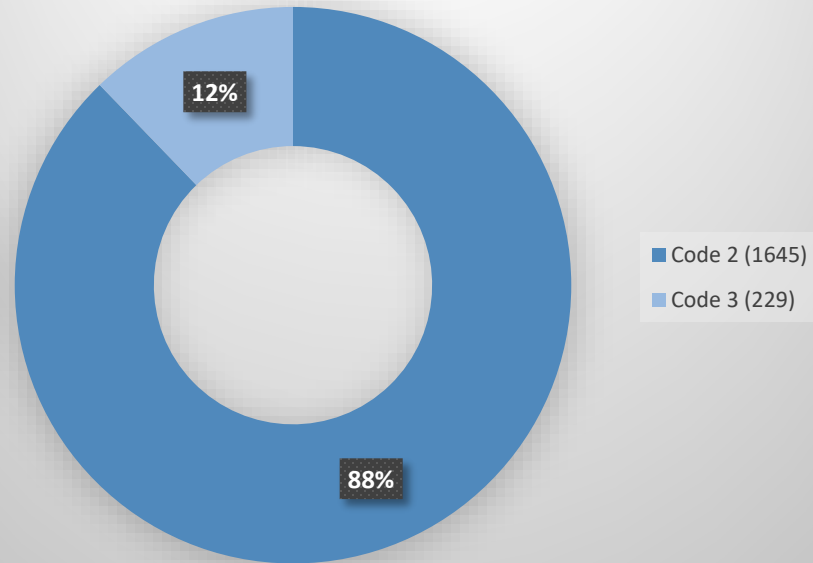
-2.4%

System-Wide 90th Percentile APOT-1

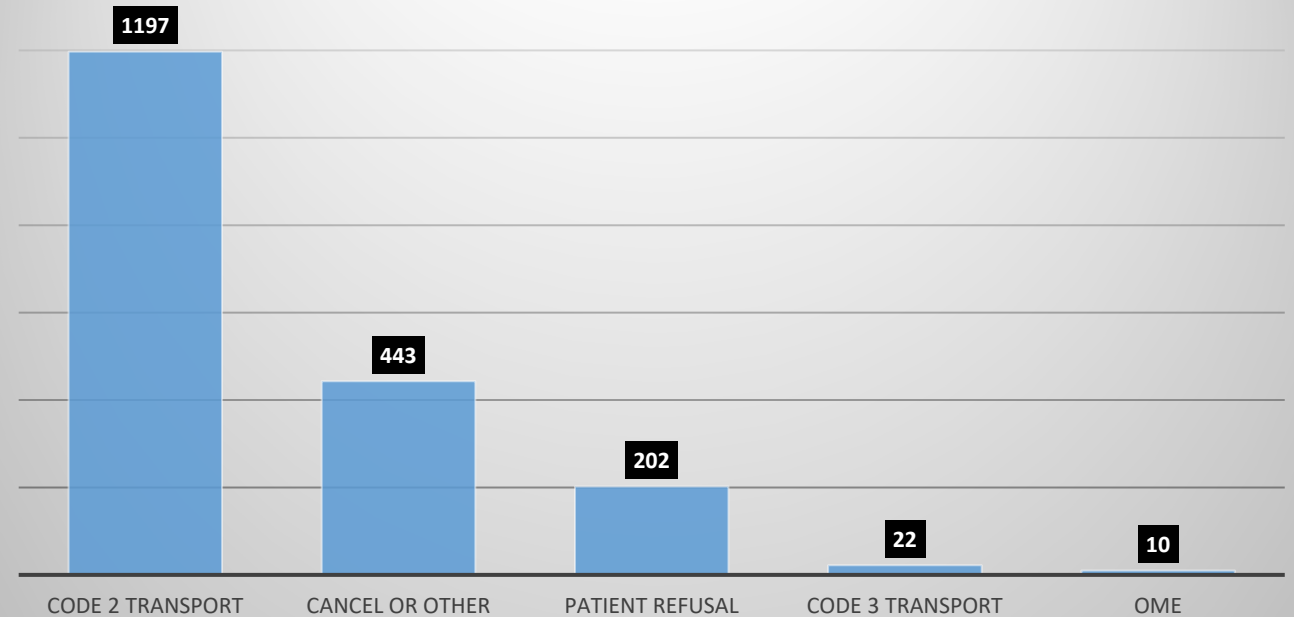


911 BLS Pilot Program Data

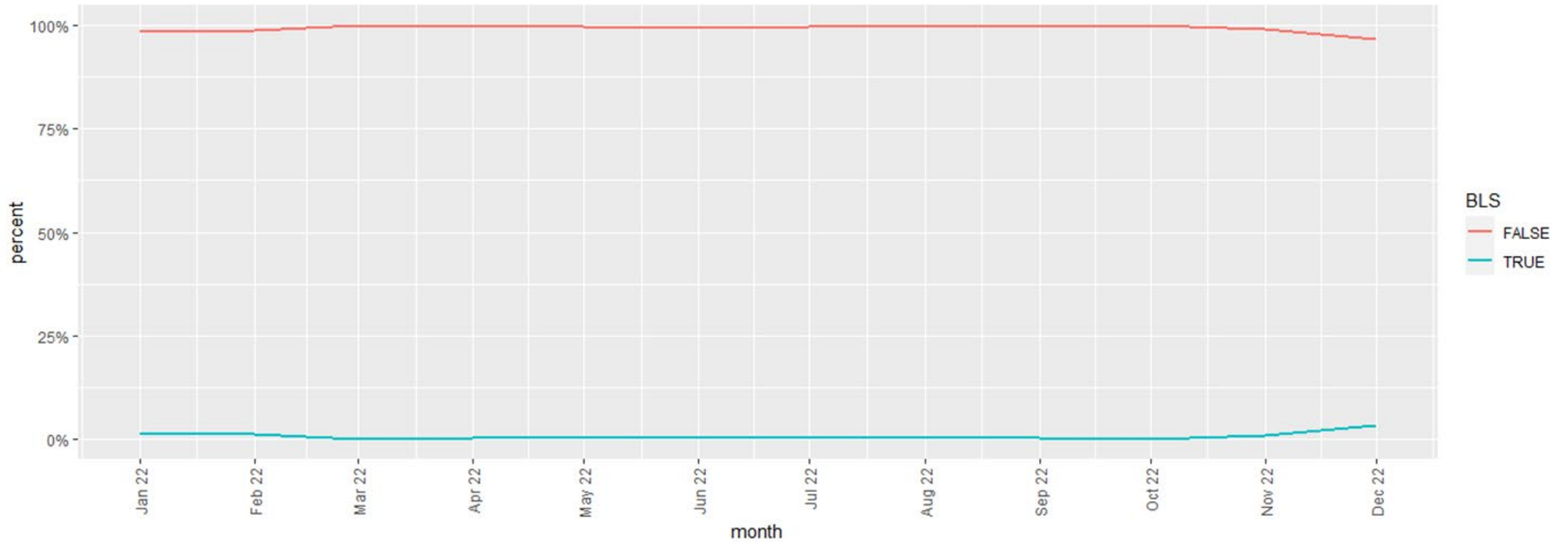
2022 BLS Responses



2022 BLS Response Outcome



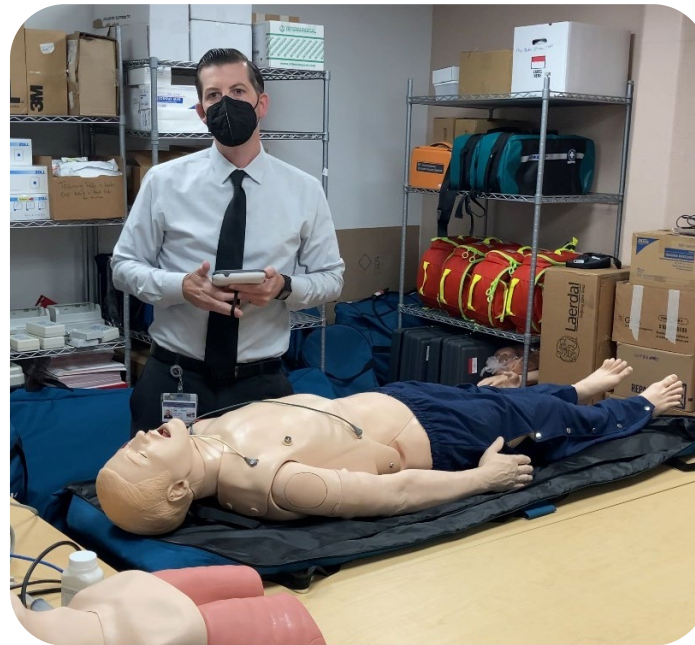
911 BLS Pilot Program Data





Quality Improvement

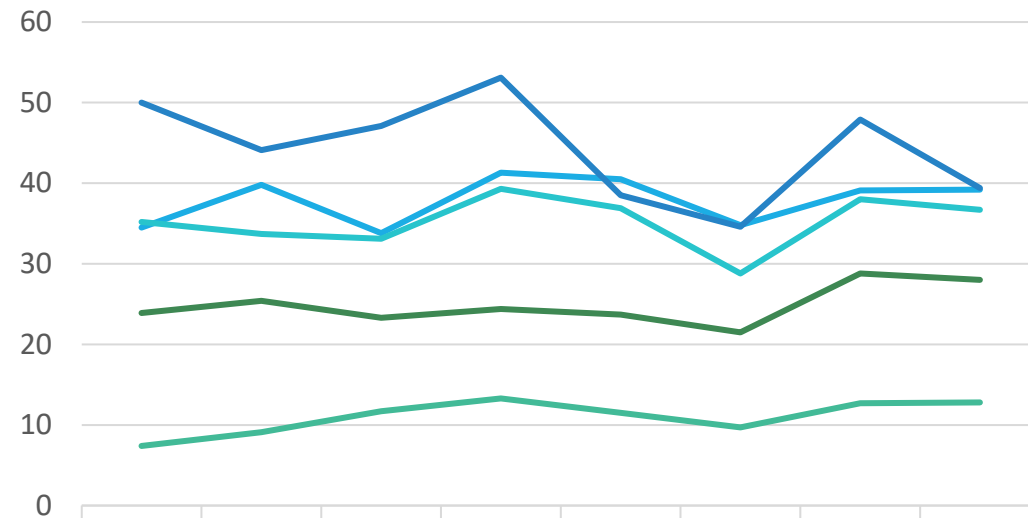
- Infrequently Used Skills and Procedures
- Community Paramedicine and Triage to Alternate Destination
- Cardiac Arrest
- STEMI
- Stroke
- Trauma
- Pediatrics
- Dispatch





Cardiac Arrest

CARES Summary 2015-2022

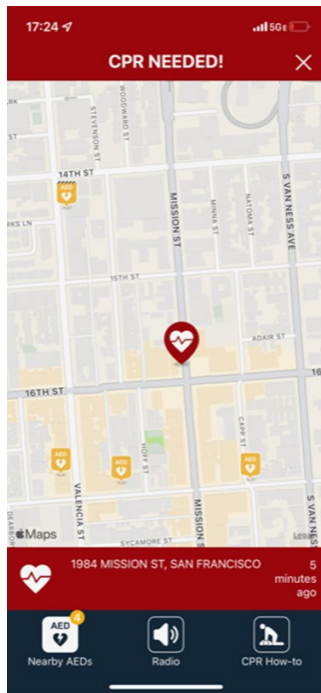
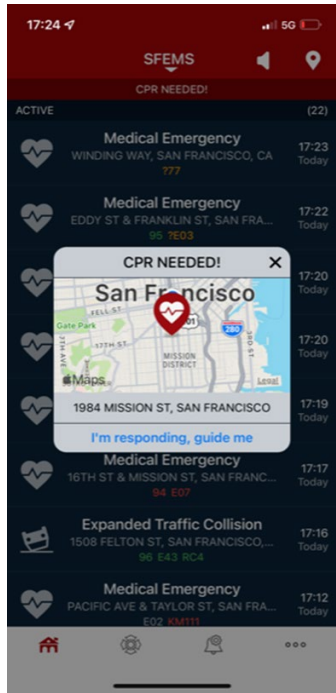


	2015	2016	2017	2018	2019	2020	2021	2022
Utstein 1 %	34.5	39.8	33.8	41.3	40.5	34.8	39.1	39.2
Utstein Bystander 2 %	50	44.1	47.1	53.1	38.5	34.6	47.9	39.4
Survival to Discharge CPC 1 or 2 %	35.2	33.7	33.1	39.3	36.9	28.8	38	36.7
AED Used Prior to EMS %	7.4	9.1	11.7	13.3	11.5	9.7	12.7	12.8
Bystander CPR %	23.9	25.4	23.3	24.4	23.7	21.5	28.8	28





PulsePoint Update



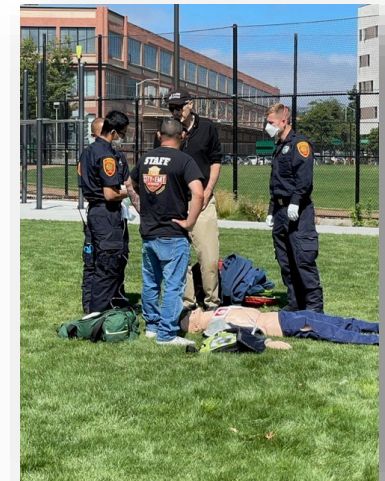
PulsePoint

BE A LIFE SAVER.

Be alerted to sudden cardiac arrests in your immediate vicinity, so that you can start CPR in the critical minutes before EMS teams arrive.

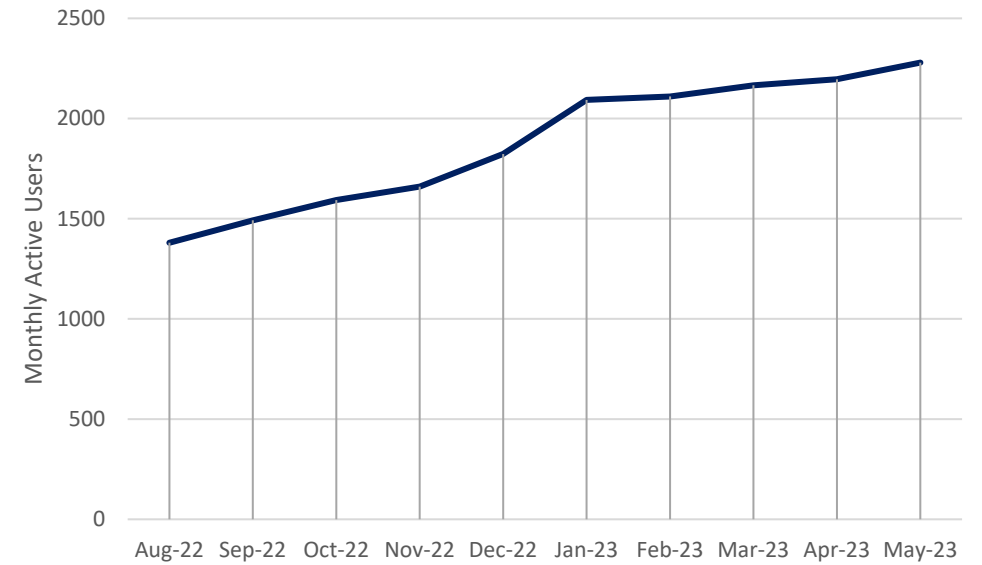
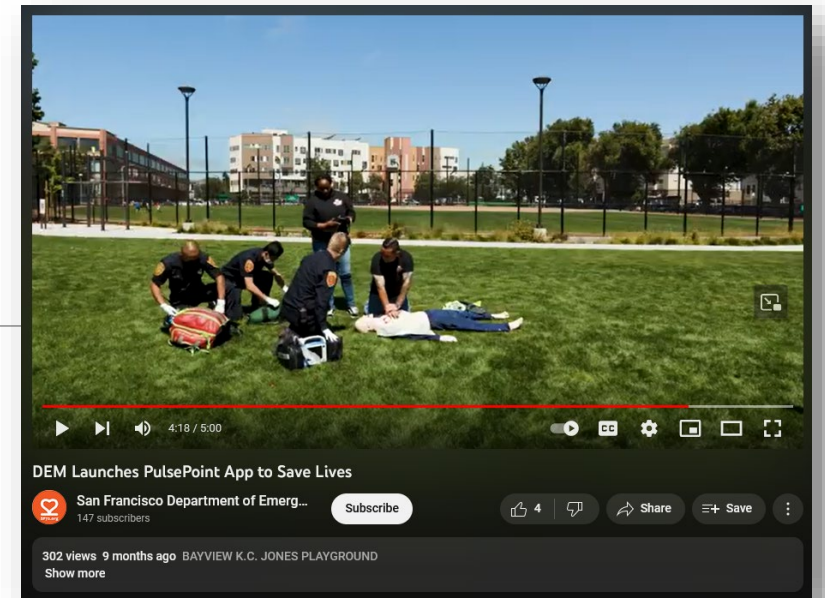
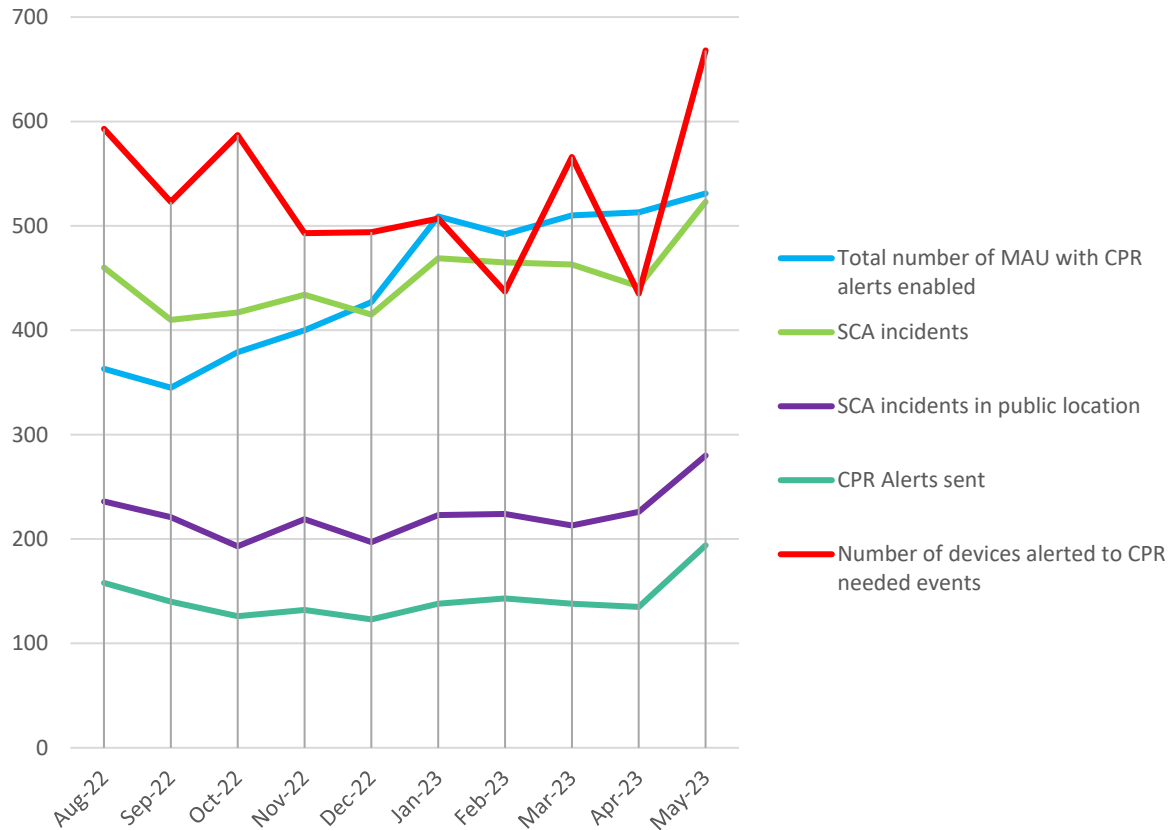
Learn more at [pulsepoint.org](https://www.pulsepoint.org)
Download PulsePoint Respond

Available on the App Store GET IT ON Google Play

The PulsePoint advertisement features a central graphic of a smartphone displaying a 3D cityscape with a red heart icon containing a white pulse line. The text 'PulsePoint' is at the top left, and 'BE A LIFE SAVER.' is in large red letters in the center. Below this is a paragraph explaining the service. At the bottom left, there are links to learn more and download the app. At the bottom right, there is a QR code and the S.F. Dept. of Emergency Management EMS Agency logo.

<https://www.pulsepoint.org/download>

PulsePoint User Data



Community Education and Public Events



Thank you!



sf.gov/EMSA



San Francisco Emergency Medical Services Agency