

San Francisco EMS Agency Update

HEALTH COMMISSION
PRESENTATION - AUGUST 2, 2022

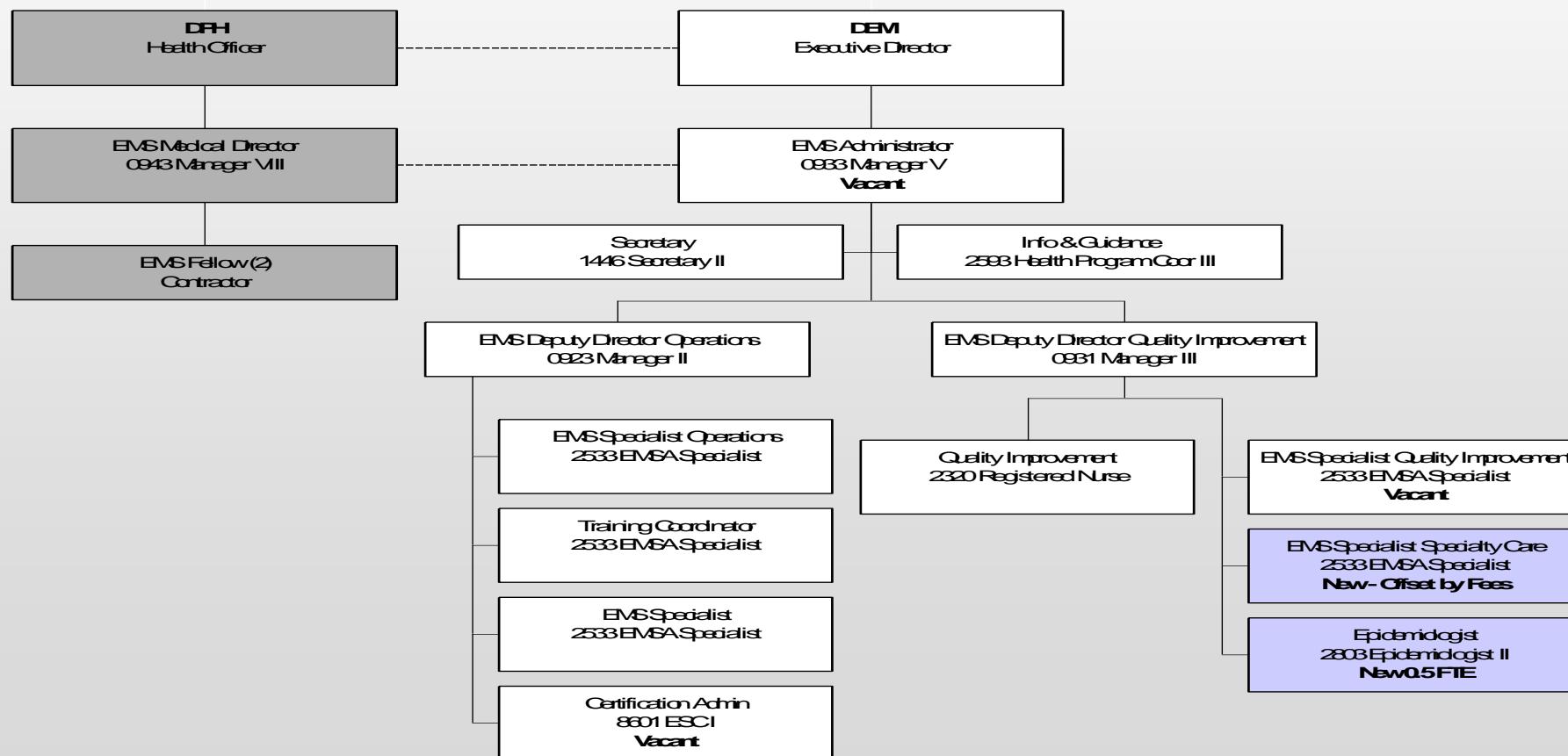


Introductions

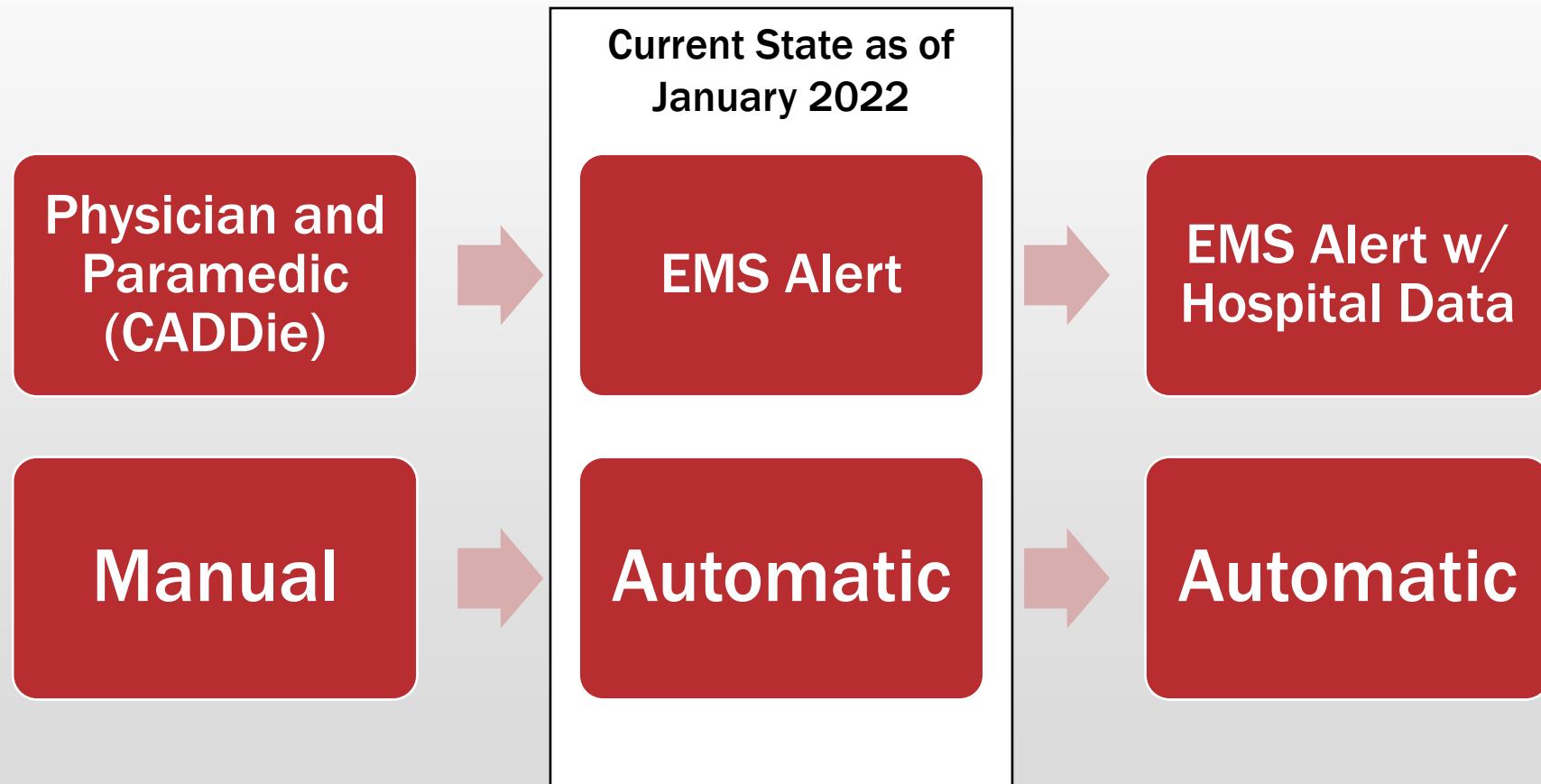
- Mary Ellen Carroll, Executive Director (DEM)
- Robert Smuts, Deputy Director (DEM)
- Dr. John Brown, EMS Agency Medical Director (DPH)
- Andrew Holcomb, Acting EMS Director (DEM)

Transition from DPH to DEM

- 1-year milestone July 1, 2022

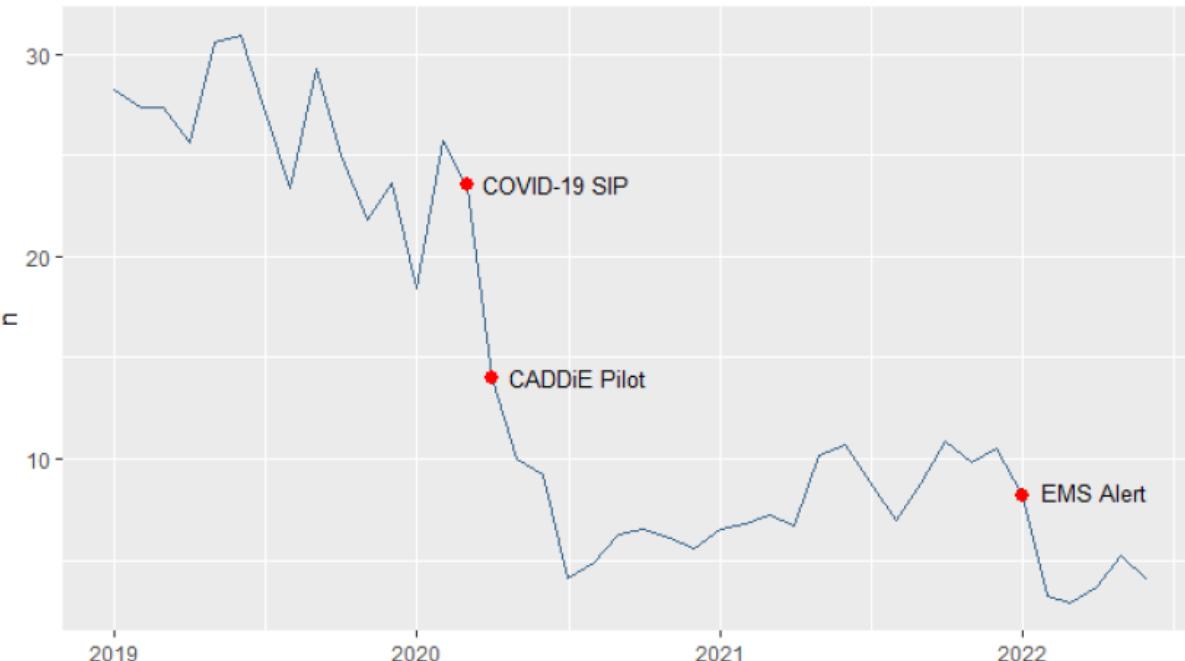


CADDie (Centralized Ambulance Destination and Determination)

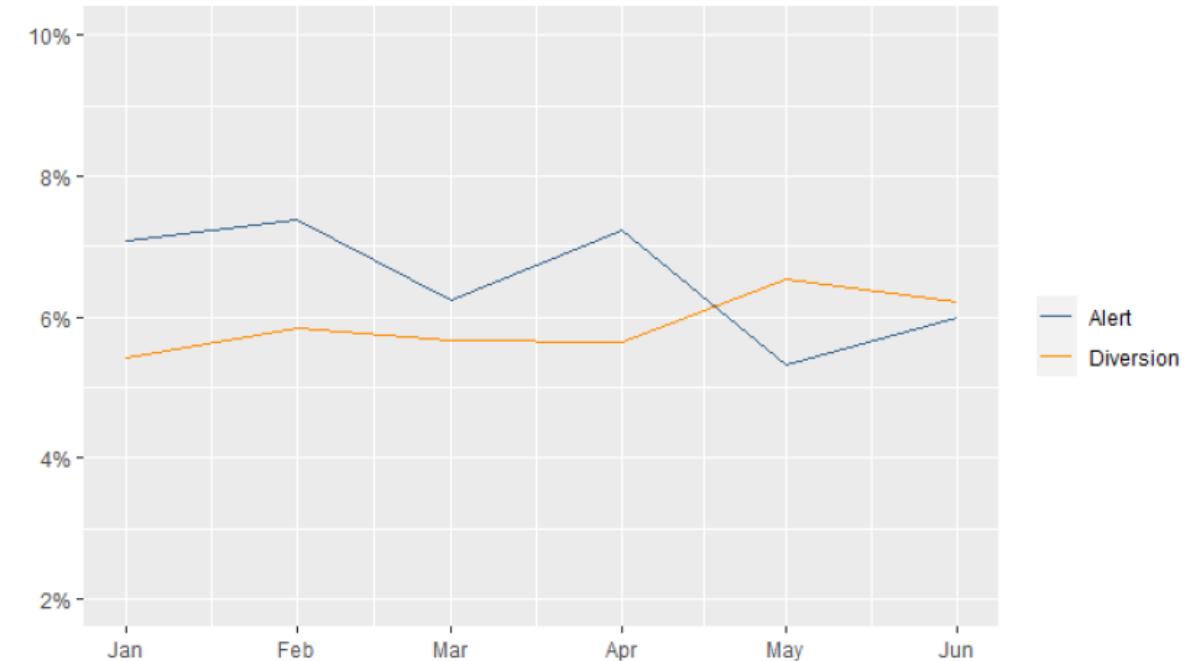


EMS Alert Data and Compliance

Average Daily Surge Transports System-Wide



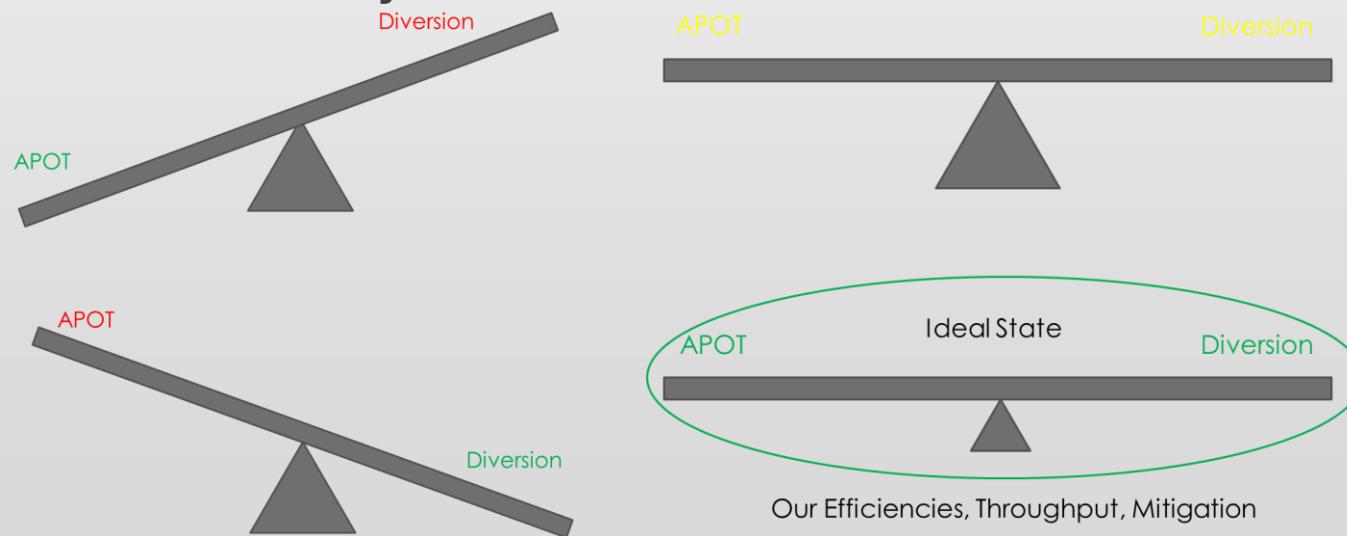
Average Bypass Rate for Diversion & EMS Alert (All Providers)



Provider	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	Avg
AMR	8.0%	8.1%	6.7%	8.4%	4.4%	8.4%	7.1%
King American	7.9%	4.2%	6.6%	5.3%	3.8%	3.5%	5.4%
SFFD	6.7%	8.0%	6.3%	7.6%	5.7%	6.2%	6.9%

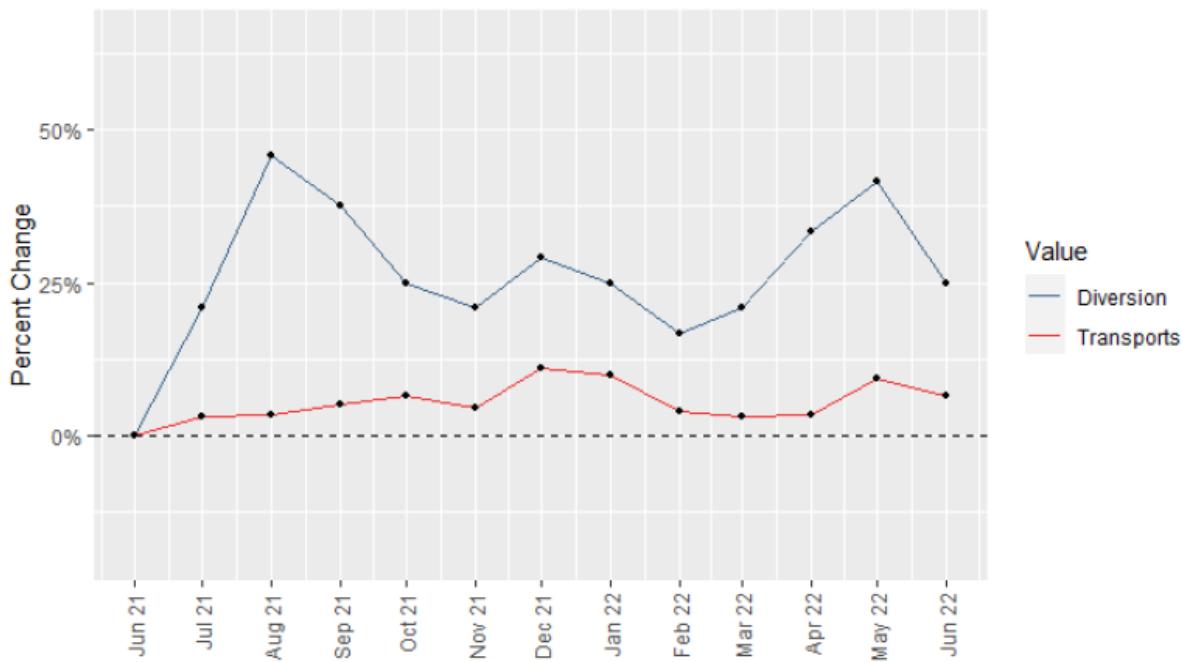
Diversion and Ambulance Patient Offload Times (APOT)

- Extremely challenging and complex issue across the EMS system
- Acute issues as well as systemic, ongoing impacts
- APOT/Diversion can lead to patient care impacts
- Reduce availability of ambulance resources

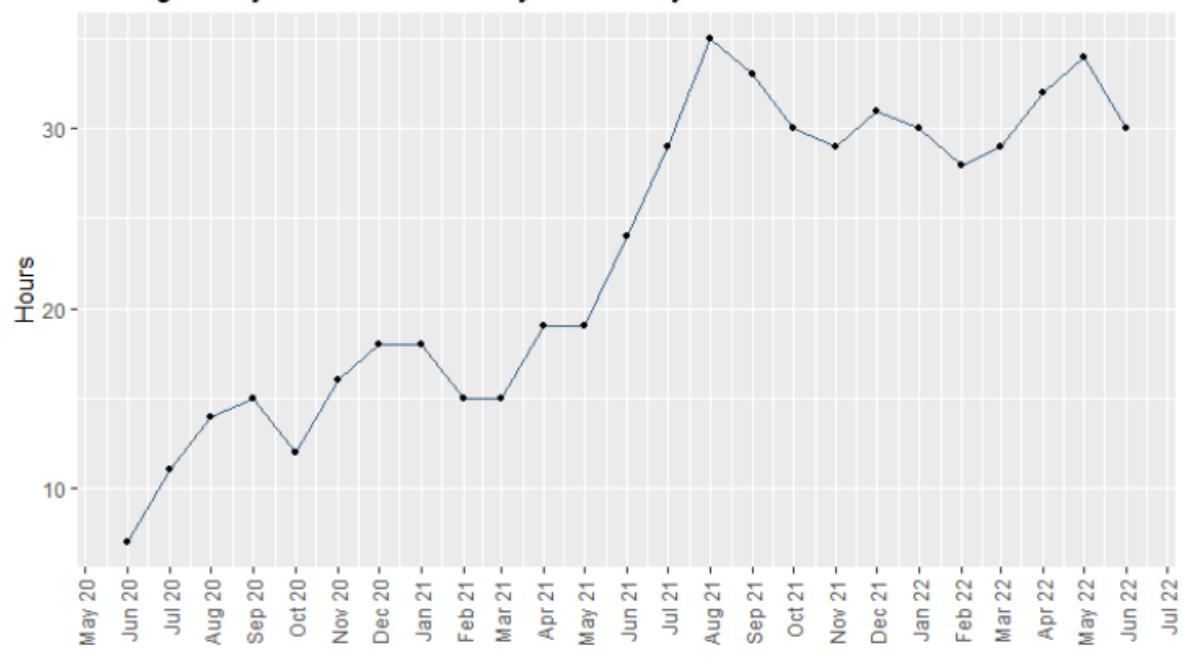


Hospital Diversion

Total Diversion & Total Transports: Relative Change from Prior June

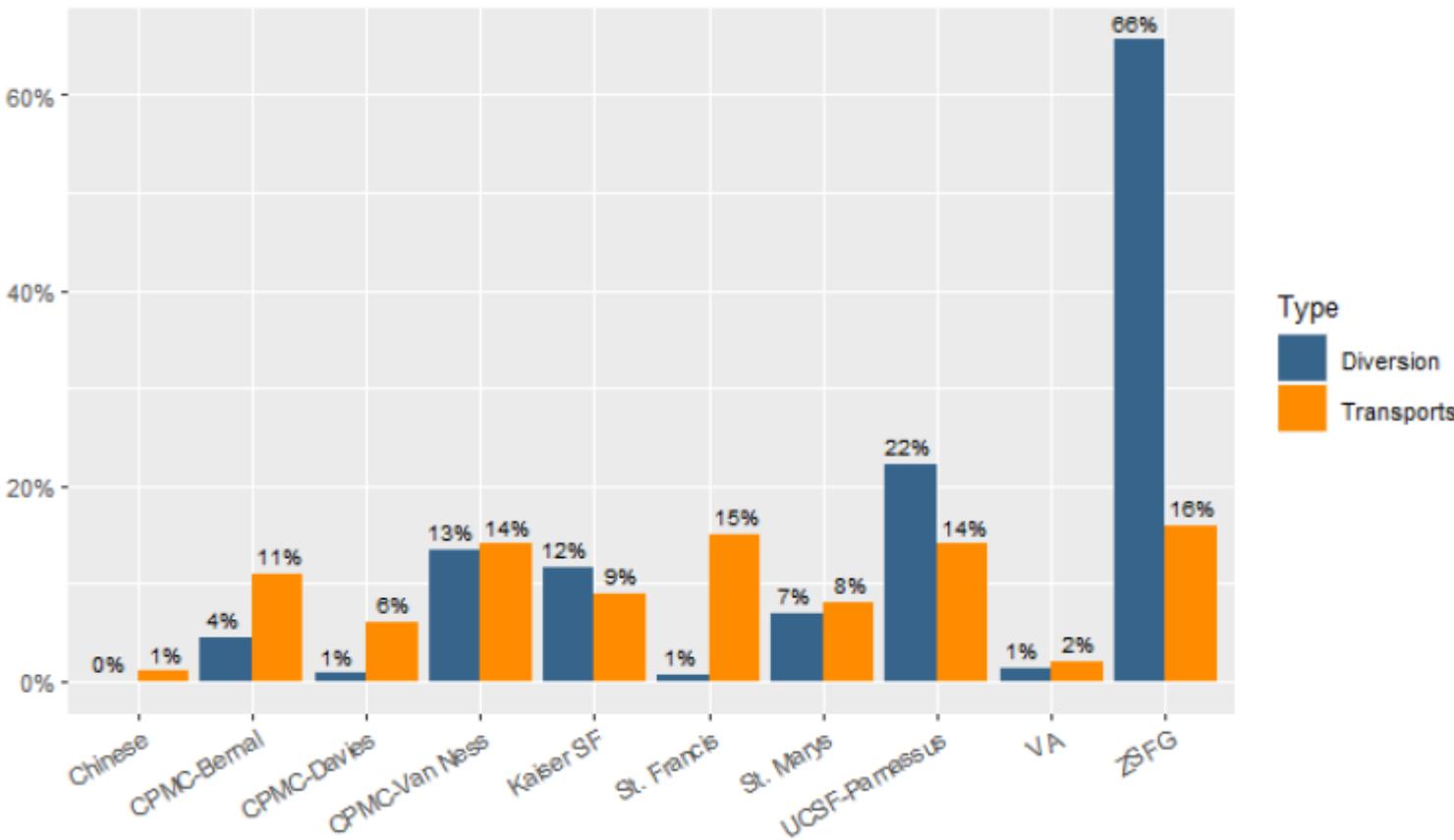


Average Daily Diversion Hours by Month: 2-year View



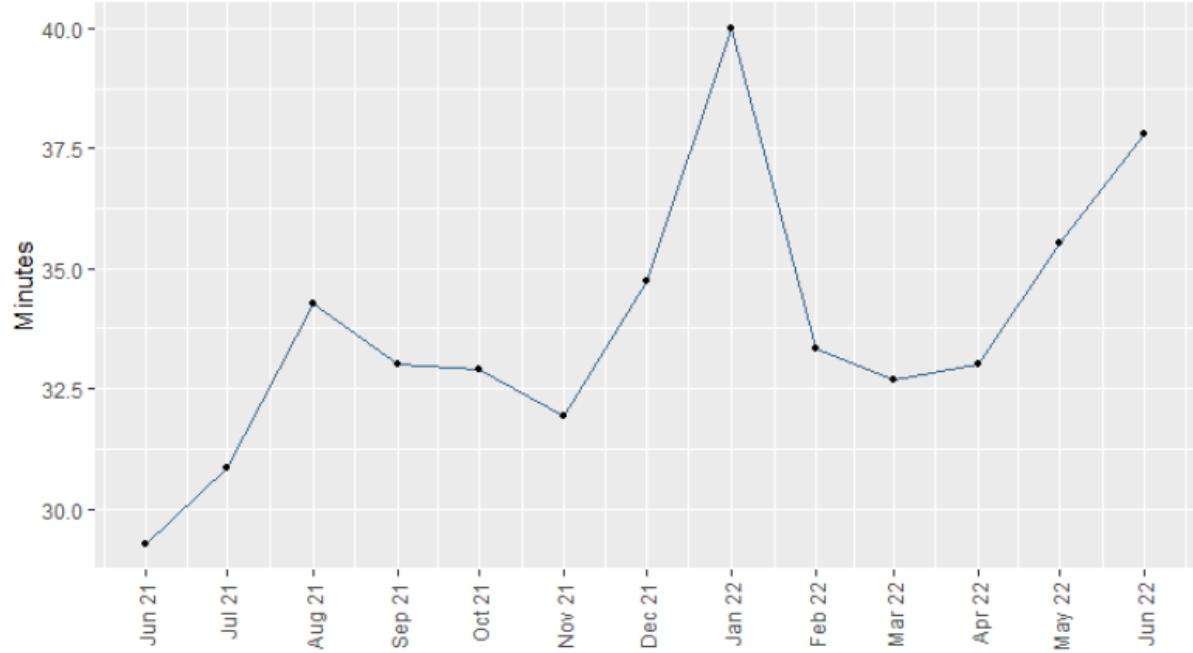
Hospital Diversion

Transports vs Diversion for June

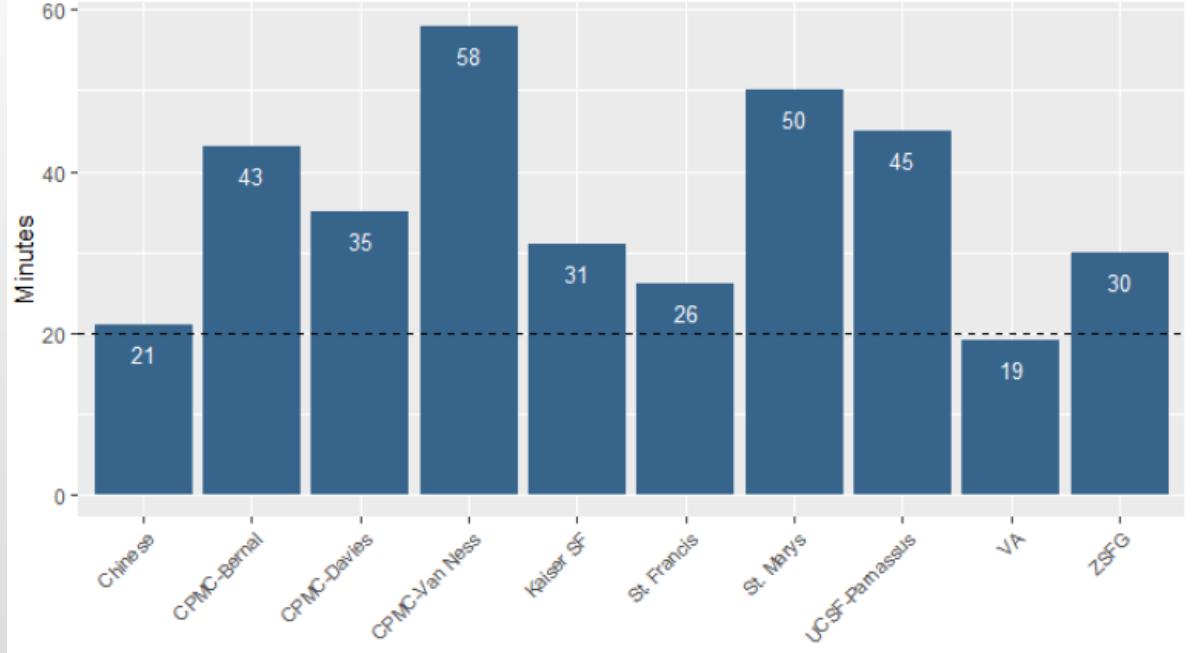


Ambulance Patient Offload Times (APOT)

System-Wide 90th Percentile APOT-1 (Minutes): Past Year View



90th Percentile APOT-1 (Minutes) for June



APOT/Diversion Policy and Workgroup Update

- 4 EMS Agency policies have been updated, approved through the EMS Advisory Committee, and implemented as of July 11, 2022
- Reassessment in January 2023
- Hospitals must meet 30% monthly for diversion and 30 minutes 90th percentile for APOT
- Adverse actions and corrective action plan process may occur when APOT/diversion standard is above 30/30 for 2 consecutive months (waived if 5% improvement per month until January 2023)
- Adverse actions for APOT issues reserved until January 2023 to allow for state committee to issue findings

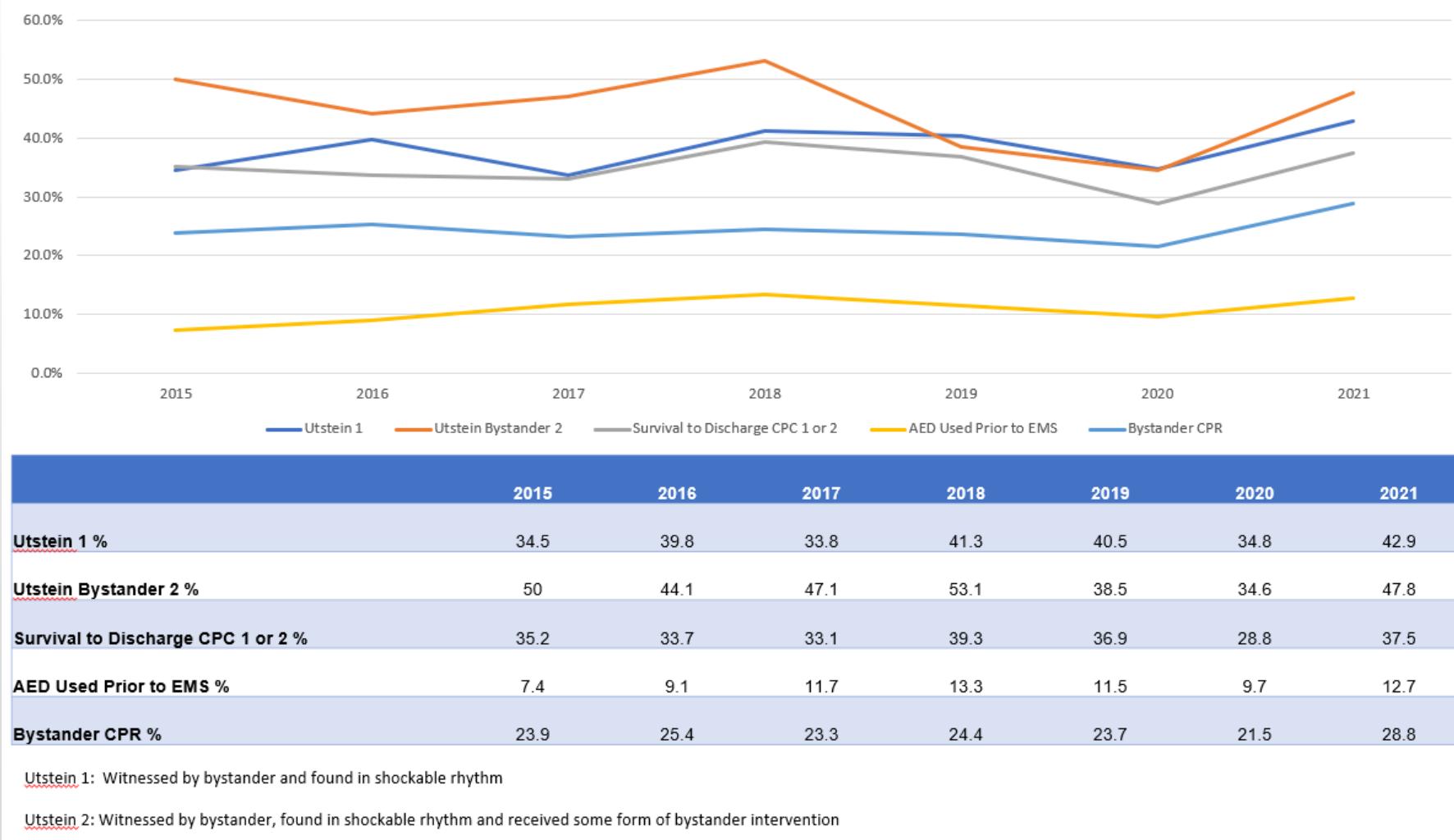
EMS Operations Update

- Continue to see difficulties with overall staffing across the EMS System and continuum of care
- SFFD is in progress of hiring 60 additional EMS personnel
- This substantial hiring is anticipated to help reduce response intervals and medic to follow events (in progress)
- EMS Agency continues to support training programs, career events, and internships to work on developing interest and pathways into EMS careers
- Community Paramedicine AB1544 Transition

EMS Clinical Update

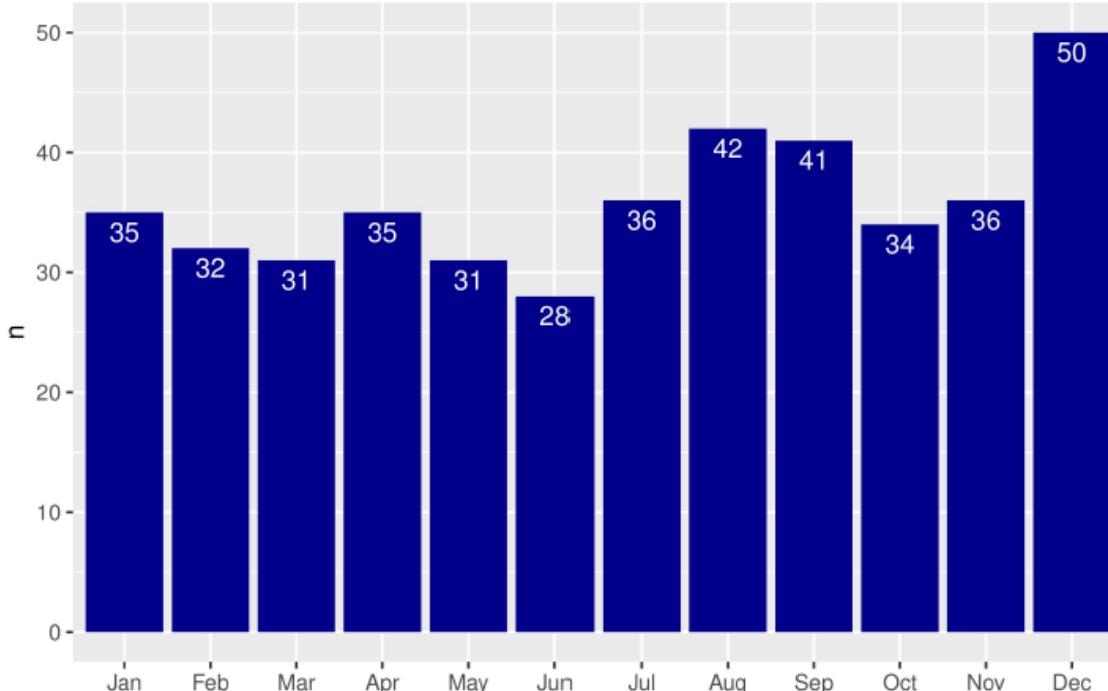
- Clinical Priorities for FY23:
- Working on STEMI, stroke, trauma, and EMS for Children plans
- Fully implement American Heart Association Get with the Guidelines for STEMI/Stroke care
- Community CPR Coalition and PulsePoint rollout

Clinical Data - Cardiac Arrest

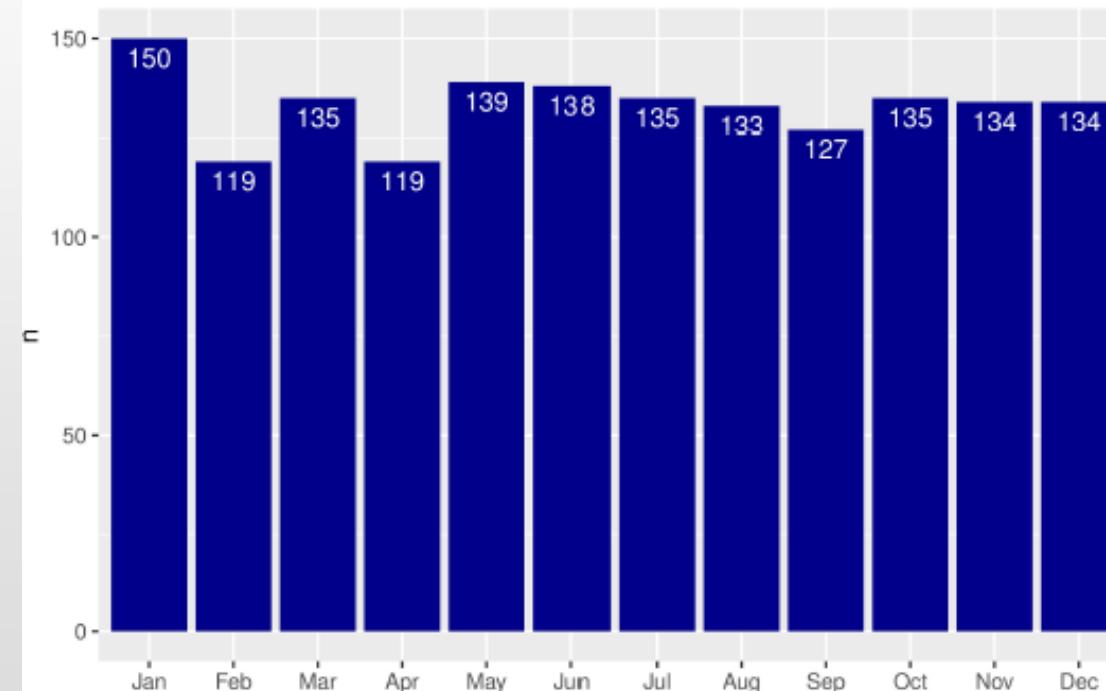


Clinical Data - STEMI and Stroke

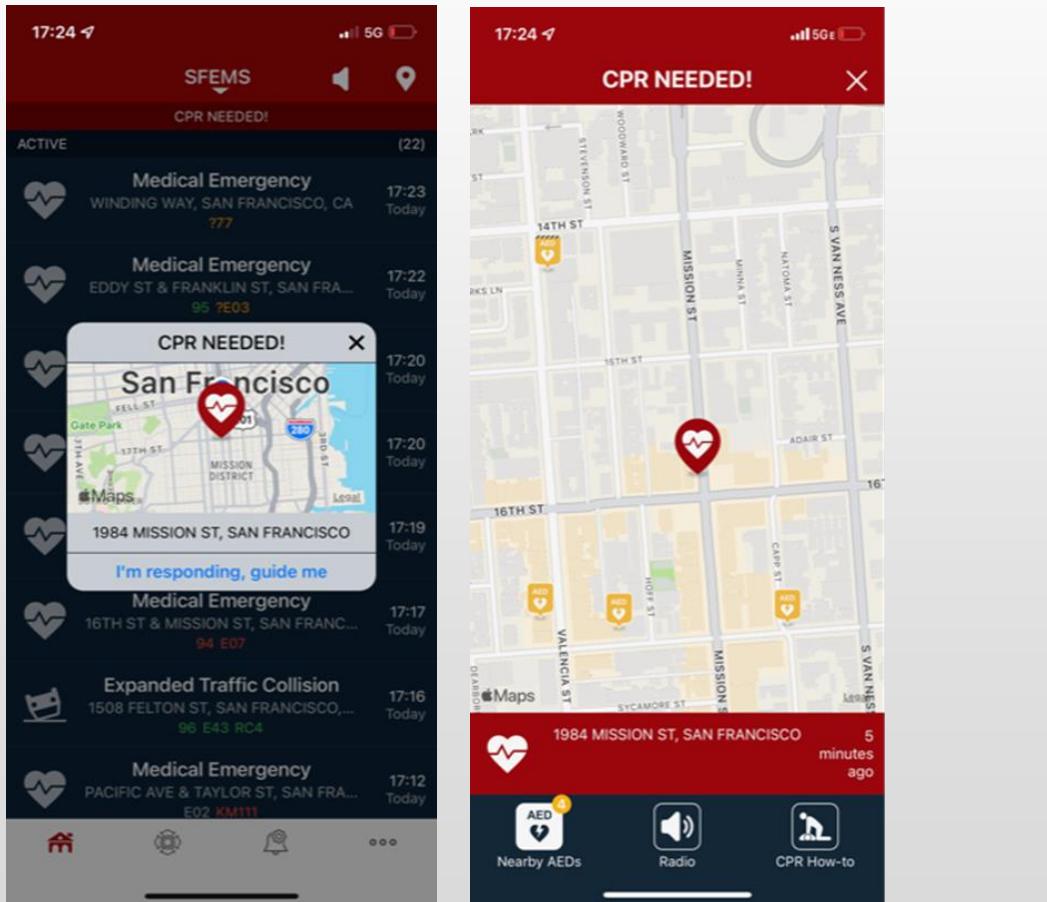
EMS-Identified STEMIs by Month



EMS-Identified Strokes by Month



PulsePoint



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
Download PulsePoint Respond





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

Top EMS Agency Priorities for FY23

- EMS Plan submission
- Community Paramedicine and Triage to Alternate Destinations policy development, implementation, and submission to state for approval
- Behavioral Health patient care (via EMS such as dispatch, field support)
- Continued work on APOT/Diversion, measuring impacts of latest policy release
- Hiring of approximately 5 staff vacancies and FY23 positions
- Community engagement (CPR, AED distribution, and CityEMT)
- Back-up Trauma Center project

New Website Launch

<https://sf.gov/EMSA>

The screenshot shows the official website for the Emergency Medical Services Agency (EMSA) of San Francisco. At the top right, the SF.GOV logo is displayed with links for "Services", "Departments", and a search bar. Below the header, the title "Emergency Medical Services Agency" is shown next to the City of San Francisco seal. A brief description of the agency's role in oversight is provided. A navigation menu below the title includes "In this page", "Services", "Resources", and "Contact". The main content area features a large image of an Automated External Defibrillator (AED) with the word "AED" prominently displayed. To the right of the image, the heading "Community CPR initiative" is followed by a subtext about saving lives through CPR and AEDs, and a "Learn more" button. At the bottom, three call-to-action boxes are visible: "Policies and protocols for ambulance medical services", "Announcements and updates", and "Find or register an AED in San Francisco". Each box contains a brief description and a small "→" icon.

SF.GOV

Services Departments Search

Emergency Medical Services Agency

The Emergency Medical Services Agency (EMSA) provides oversight for the Emergency Medical Services System in San Francisco. We direct, plan, monitor, and evaluate the San Francisco EMS System in collaboration with system and community providers.

In this page: Services Resources Contact

Community CPR initiative

Save lives through CPR and proper use of Automated External Defibrillators (AEDs).

Learn more

Policies and protocols for ambulance medical services

View our current policies and protocols for ambulance medical services in San Francisco.

Announcements and updates

Review the latest information from the Emergency Medical Services Agency.

Find or register an AED in San Francisco

Find Automated External Defibrillators (AEDs) in SF, register a new AED, and report on usage.

Community Events and Recent Responses



**Any questions or
comments?**

Thank you for your time!

FOR ADDITIONAL QUESTIONS OR INFORMATION:

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