



# EMS System Update

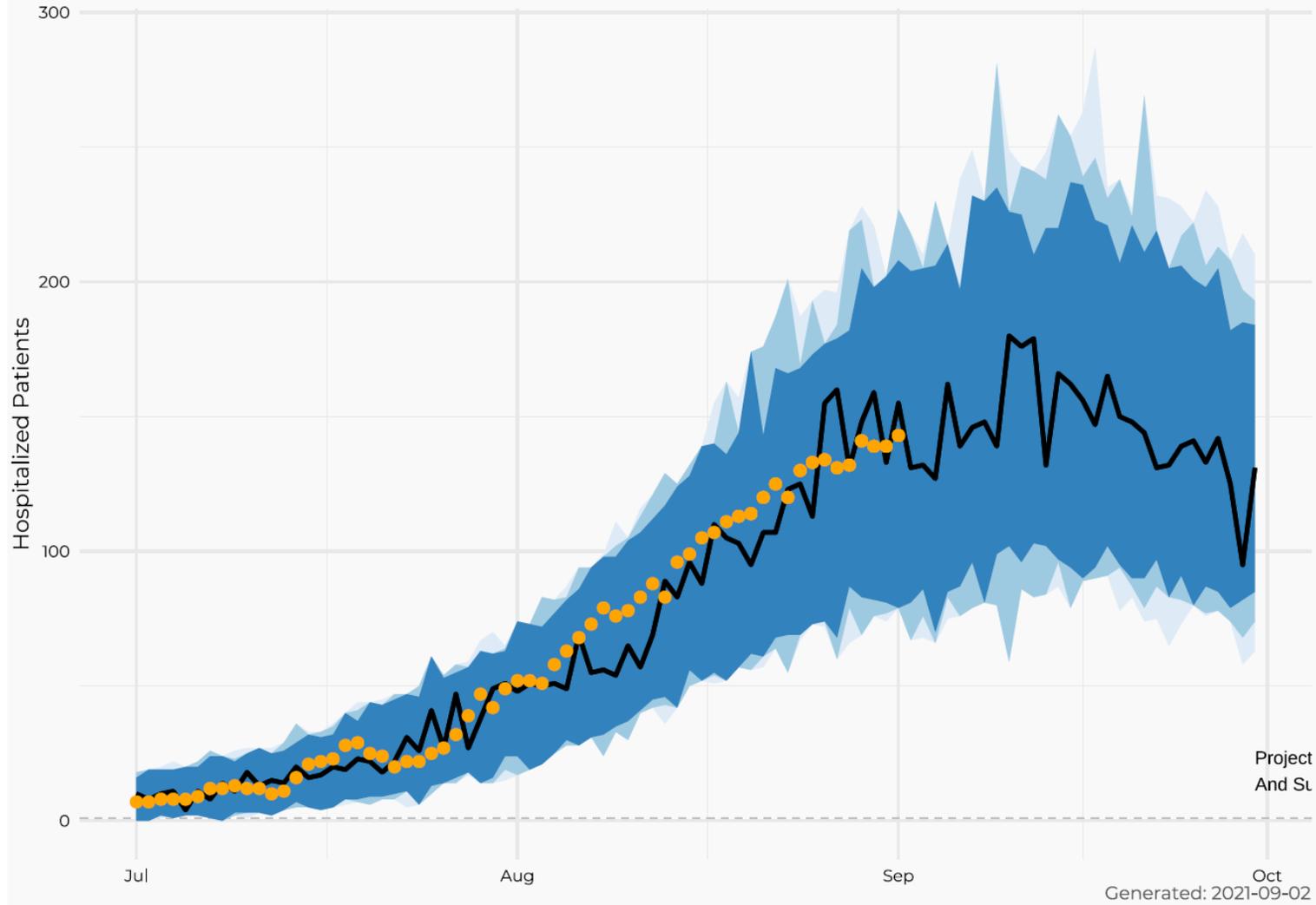
September 2, 2021

**“Desperate times call for desperate measures”**

Hippocrates

# Cone Health Hospitalization Projections

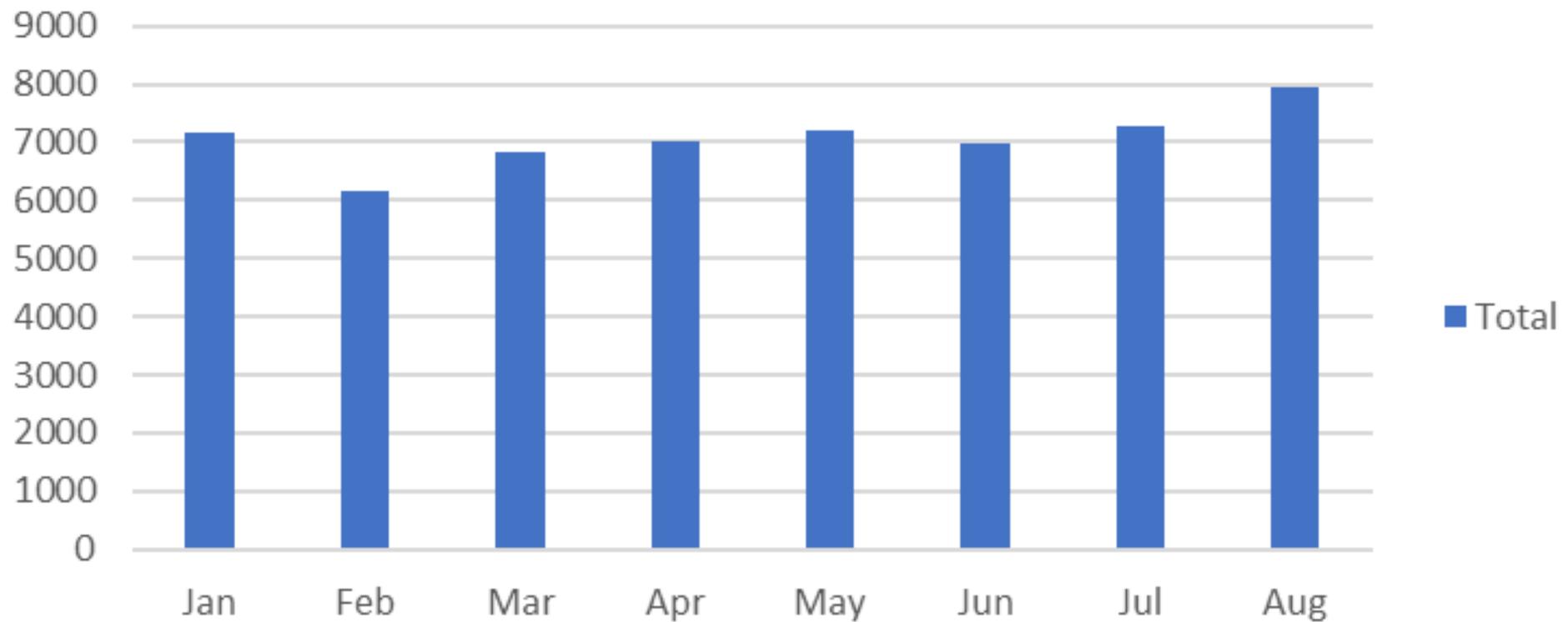
Proportion of Scenarios 0.95 0.8 0.5



Generated: 2021-09-02

Count of case\_id

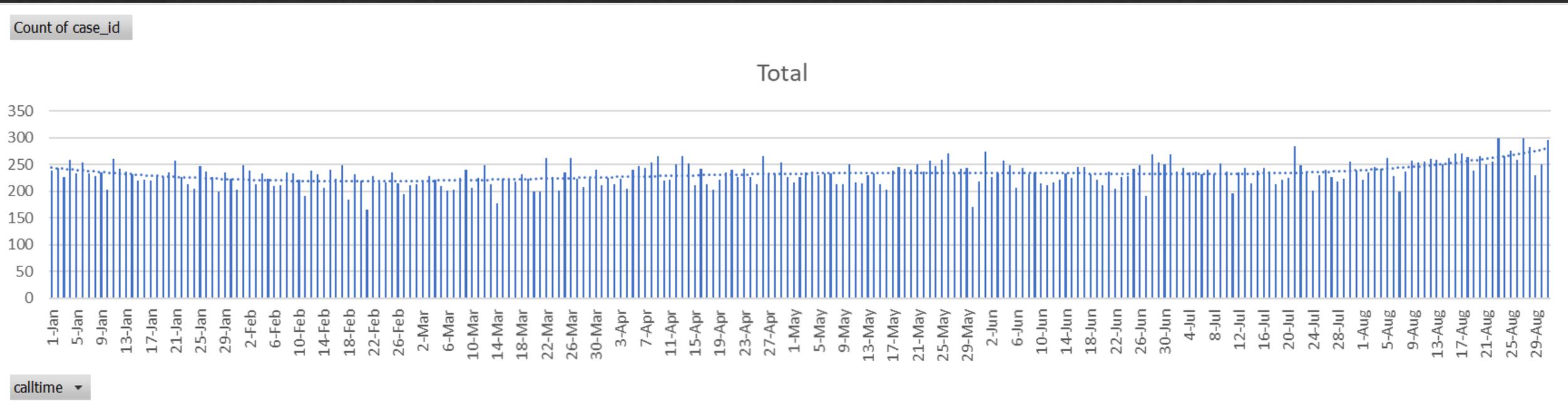
## Monthly Call Volume 2021



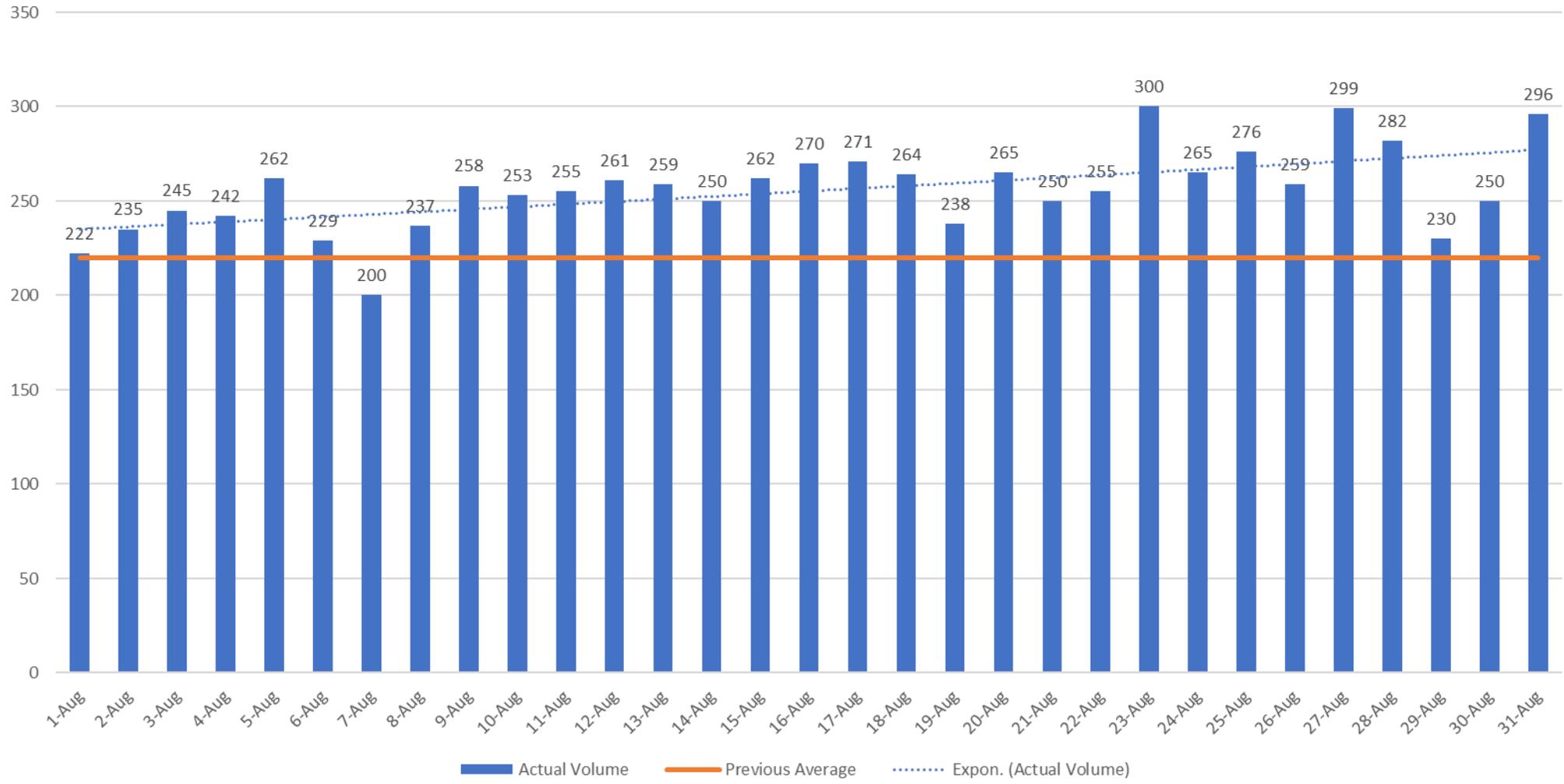
Months ▾ calltime ▾

+ -

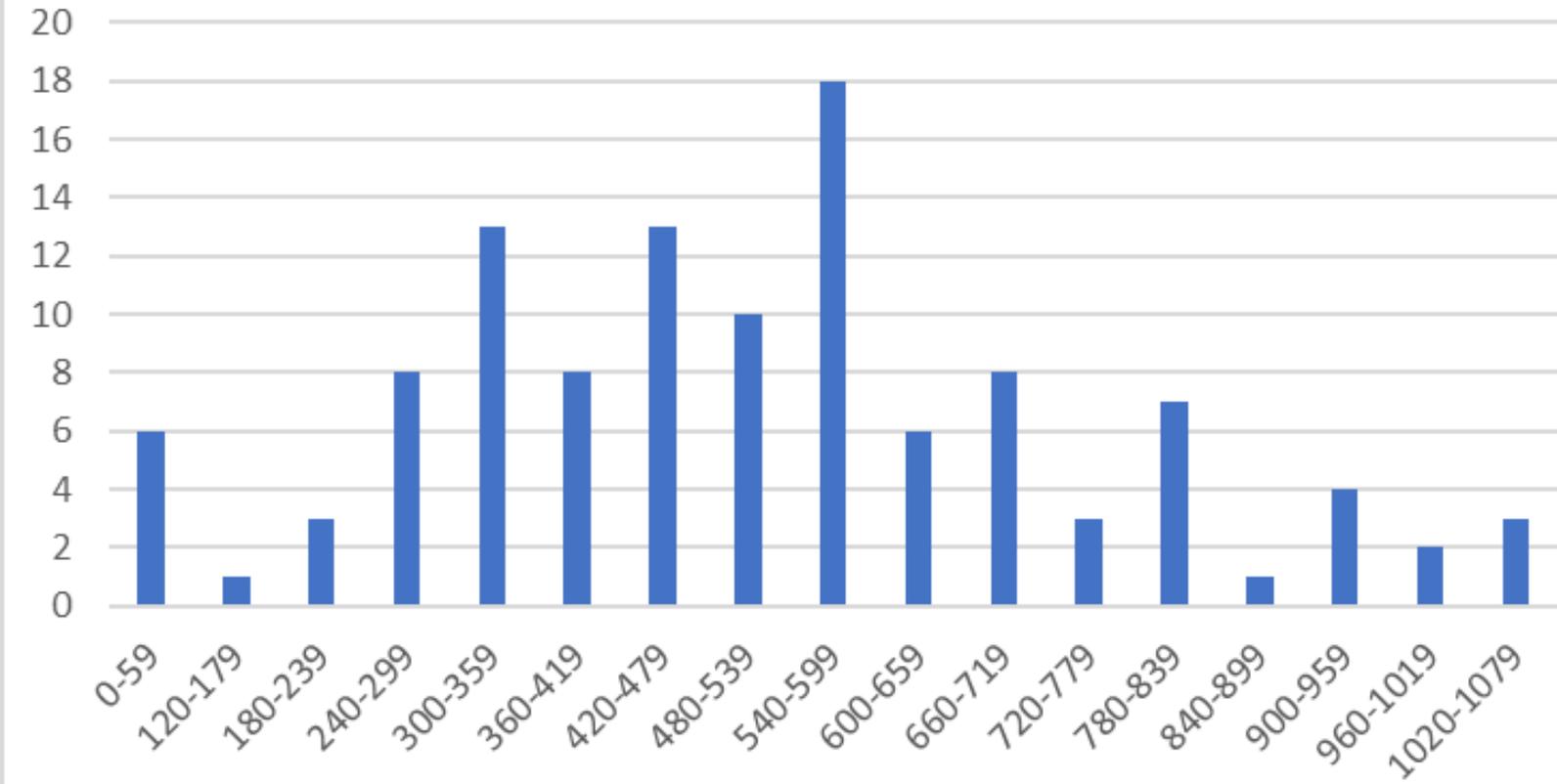
# Daily Call Volume CY21



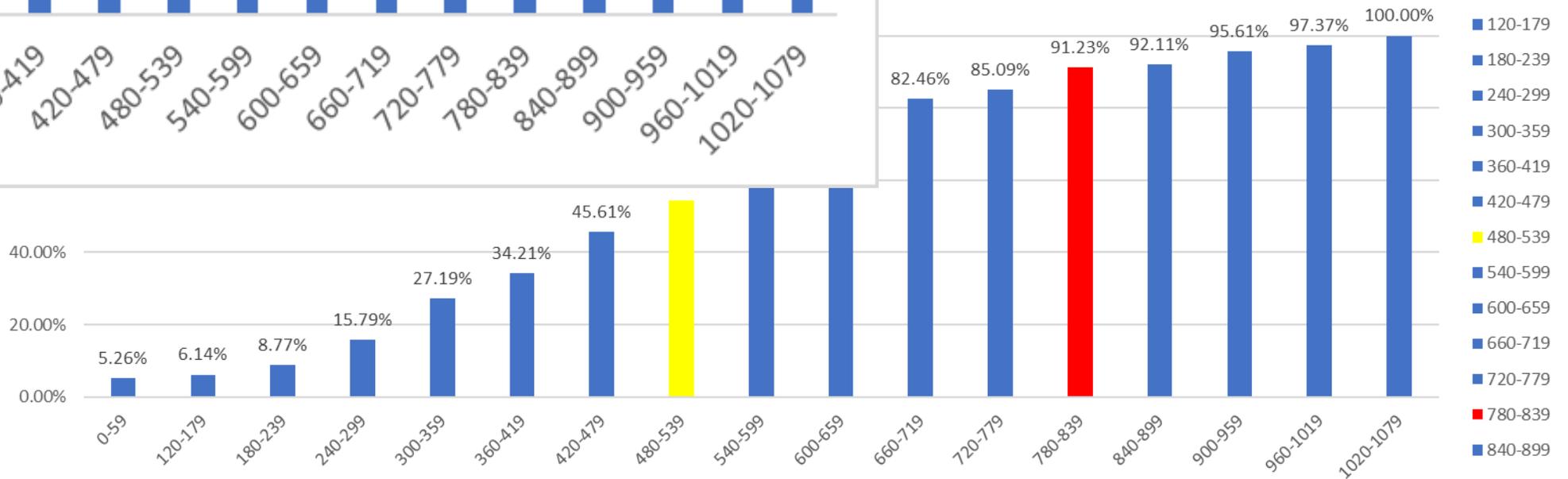
Call Volume (August 2021)



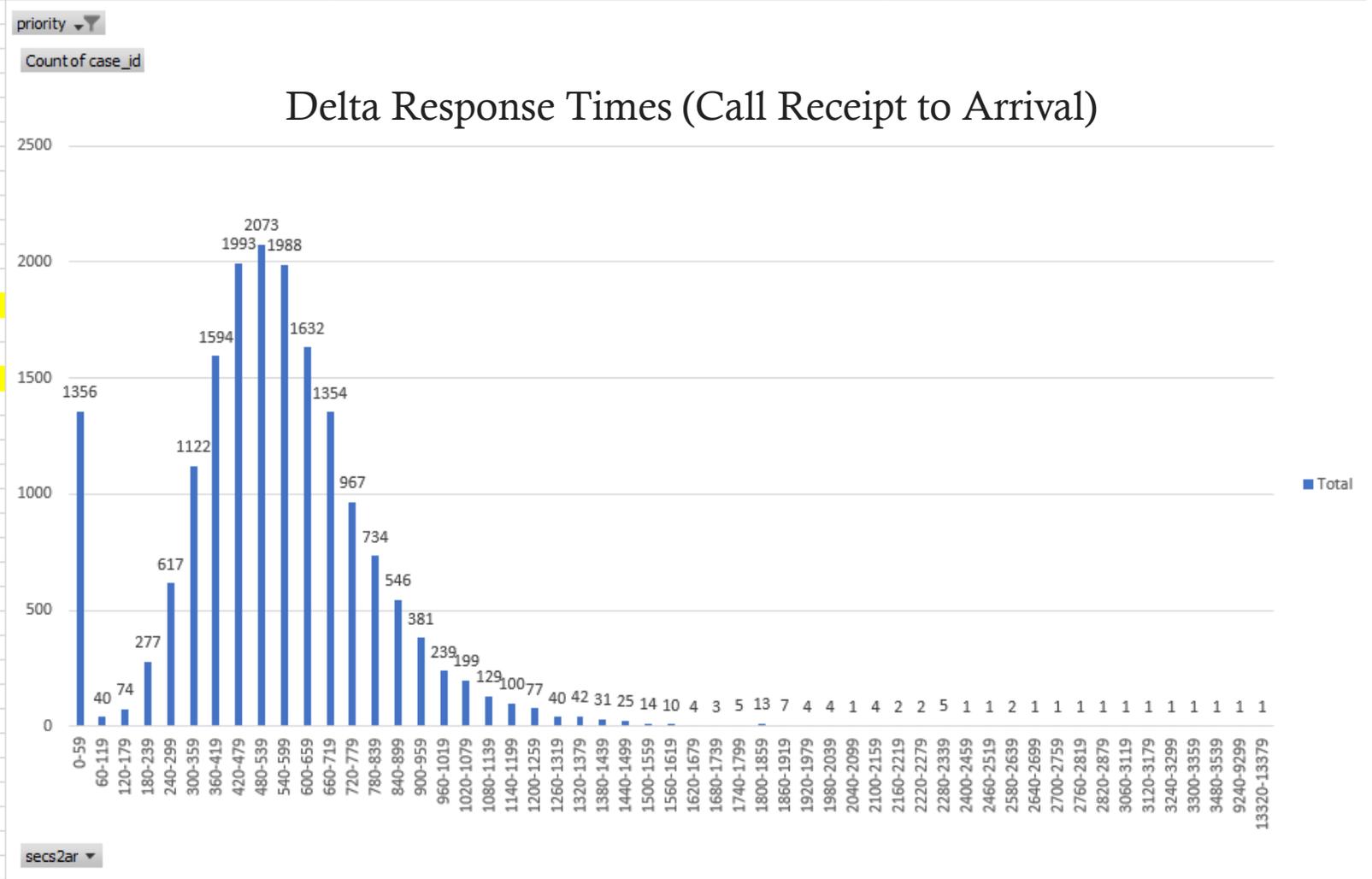
# Echo Responses (August 2021)



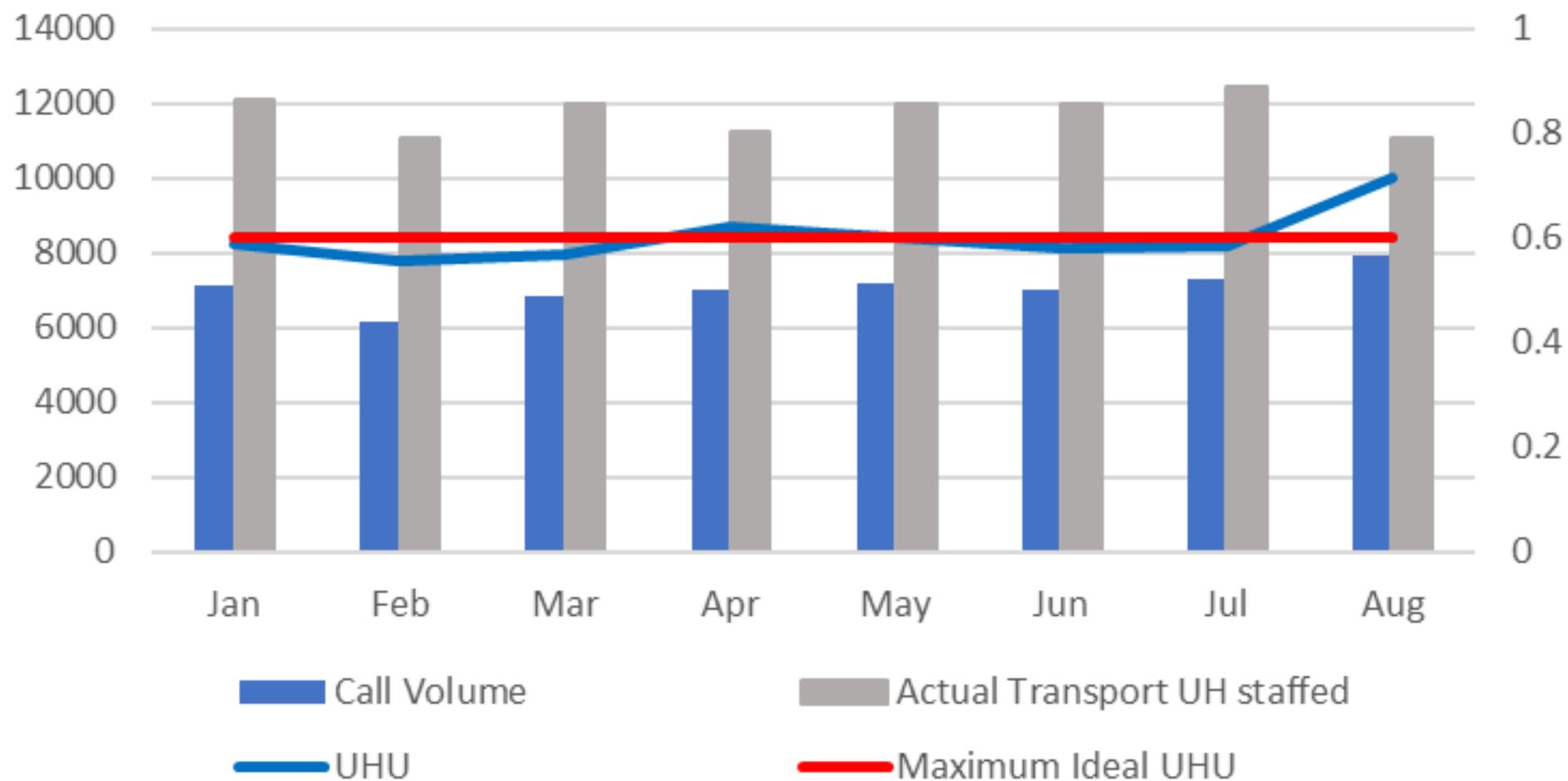
st 2021)



Row Labels	Count of case_id		
0-59	1356	7.65%	7.65%
60-119	40	0.23%	7.88%
120-179	74	0.42%	8.29%
180-239	277	1.56%	9.86%
240-299	617	3.48%	13.34%
300-359	1122	6.33%	19.67%
360-419	1594	8.99%	28.66%
420-479	1993	11.25%	39.91%
480-539	2073	11.70%	51.61%
540-599	1988	11.22%	62.82%
600-659	1632	9.21%	72.03%
660-719	1354	7.64%	79.67%
720-779	967	5.46%	85.13%
780-839	734	4.14%	89.27%
840-899	546	3.08%	92.35%
900-959	381	2.15%	94.50%
960-1019	239	1.35%	95.85%
1020-1079	199	1.12%	96.97%
1080-1139	129	0.73%	97.70%
1140-1199	100	0.56%	98.26%
1200-1259	77	0.43%	98.70%
1260-1319	40	0.23%	98.92%
1320-1379	42	0.24%	99.16%
1380-1439	31	0.17%	99.33%
1440-1499	25	0.14%	99.48%
1500-1559	14	0.08%	99.55%
1560-1619	10	0.06%	99.61%
1620-1679	4	0.02%	99.63%
1680-1739	3	0.02%	99.65%
1740-1799	5	0.03%	99.68%
1800-1859	13	0.07%	99.75%
1860-1919	7	0.04%	99.79%
1920-1979	4	0.02%	99.81%
1980-2039	4	0.02%	99.84%

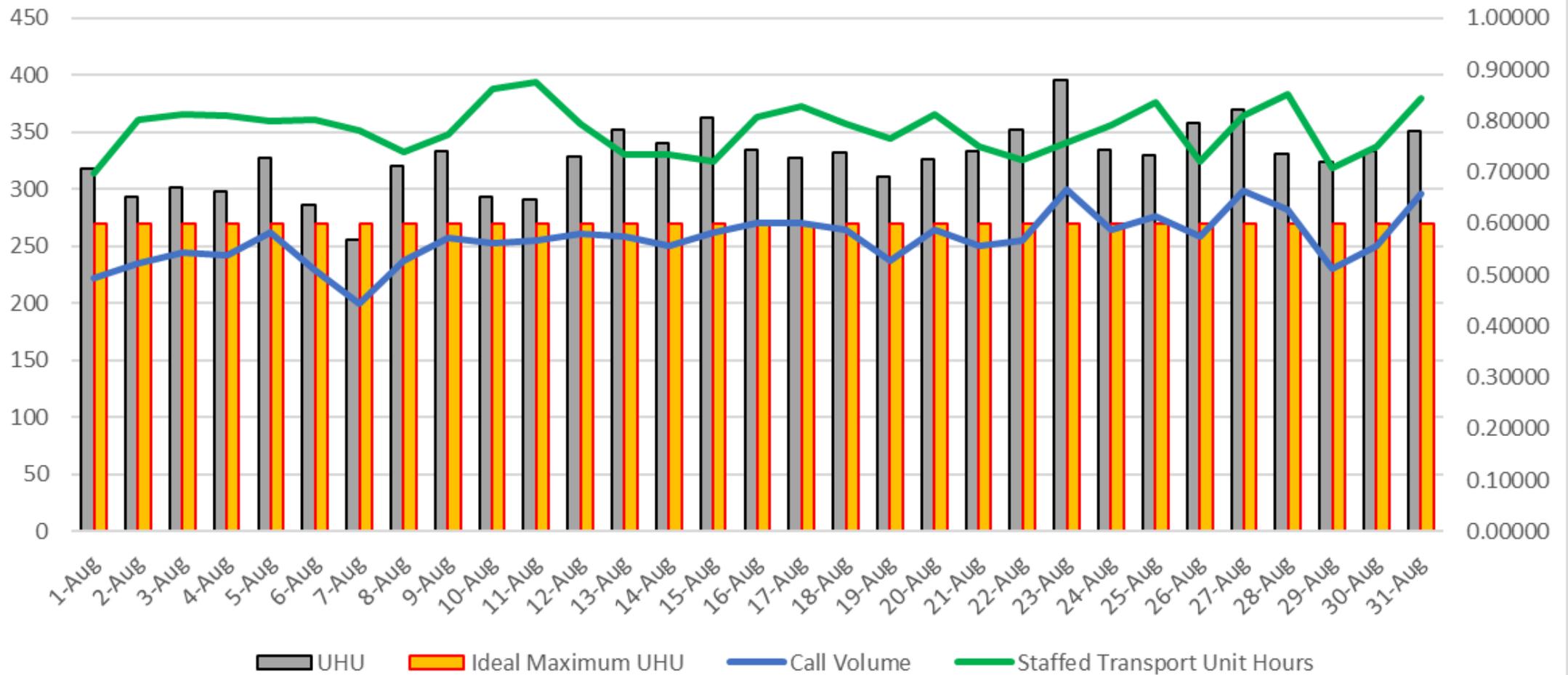


## Monthly UHU (2021)

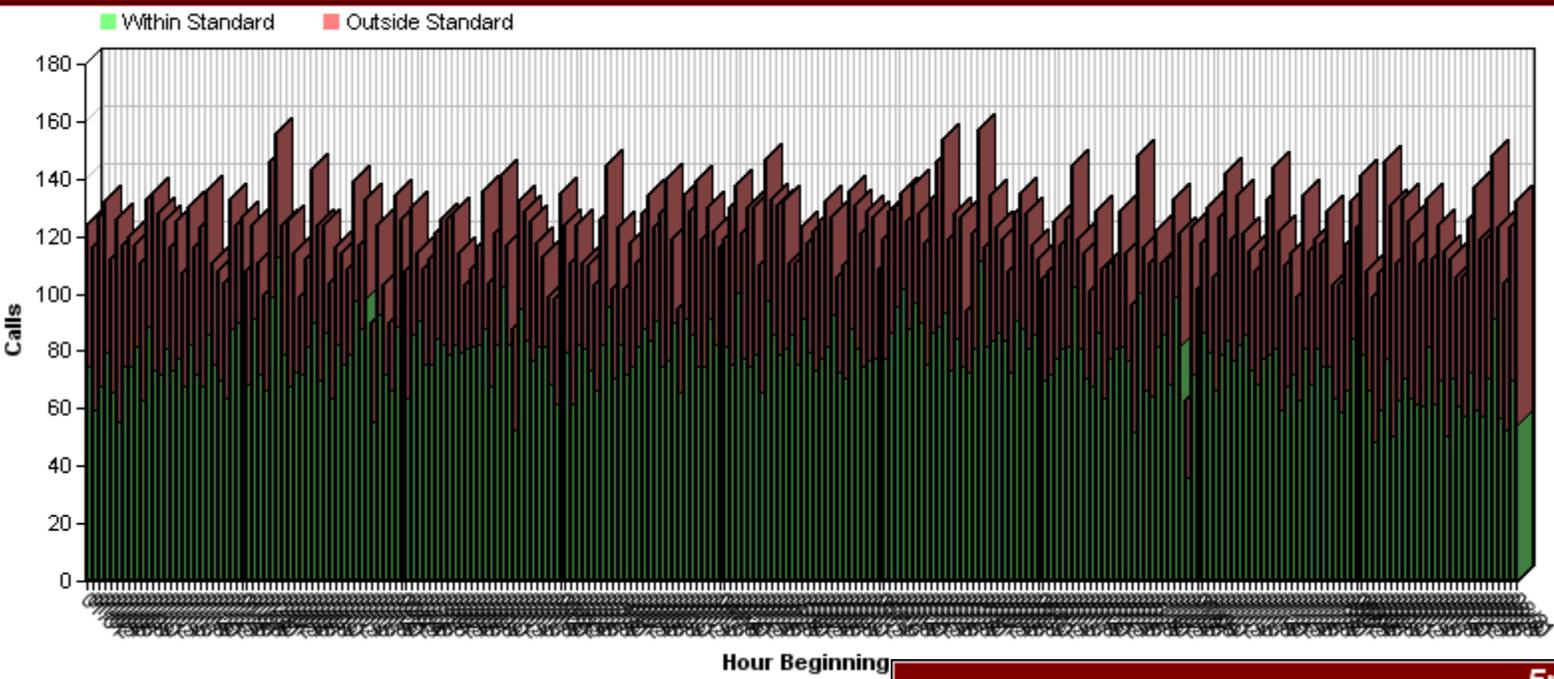


# Workload

## UHU (August 2021)

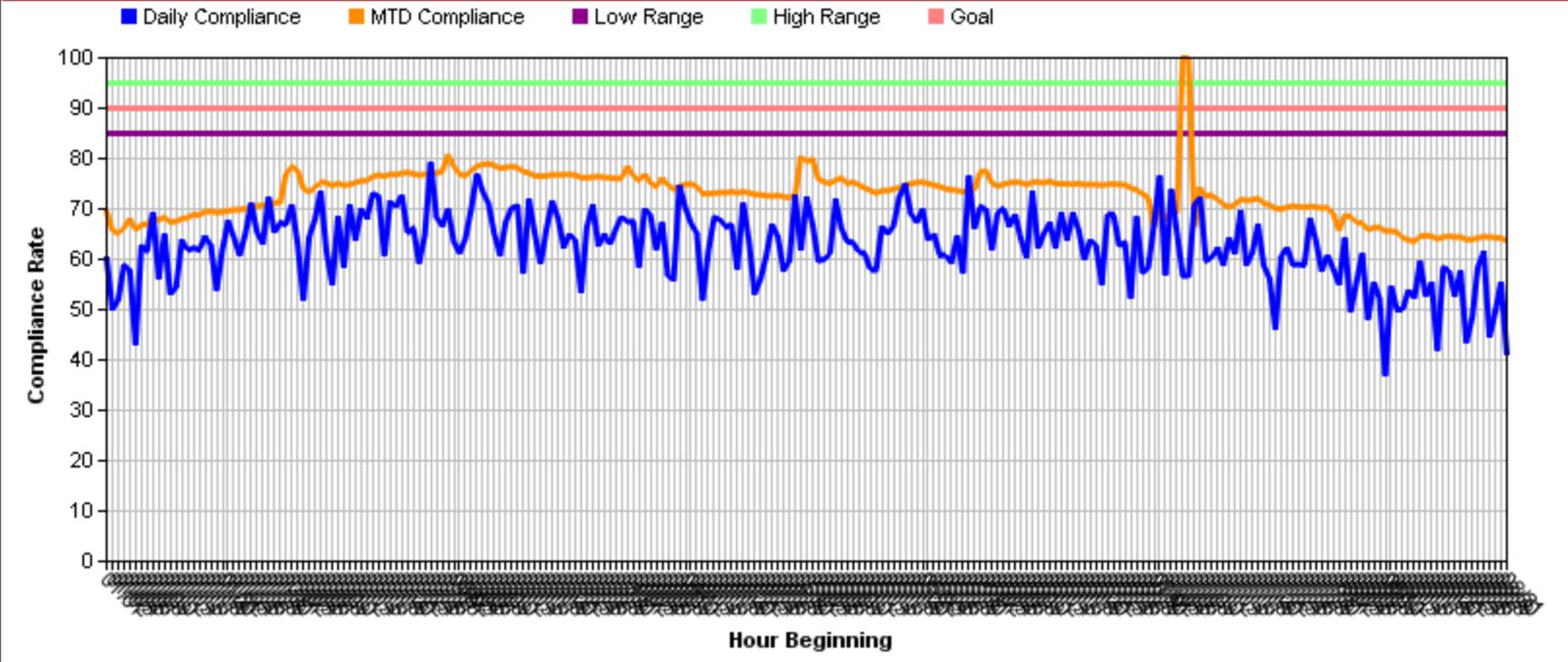


Performance Chart



Hospital "Drop" Times  
(Goal 90% within 25 minutes)

Fractile Compliance Chart



## Our “ask”

Limited resources in prehospital medicine statewide

Current Ambulance Franchise does not have adequate emergency provisions

Consideration of change following public hearing on September 16th

Ability to grant “time limited” emergency contracts

We are not sure this will help! But we need to try

# ARTICLE II. - AMBULANCE FRANCHISE ORDINANCE | Code of Ordinances | Guilford County, NC | Municode Library

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Guilford County, North Carolina - Code of Ordinances / Chapter 4 - AMBULANCE SERVICES / ARTICLE II. - AMBULANCE FRANCHISE ORDINANCE

SHOW CHANGES MORE

VERSION: AUG 22, 2014 (CURRENT)

GUILFORD COUNTY CODE modified

SUPPLEMENT HISTORY TABLE modified

- Chapter 1 - GENERAL PROVISIONS
- Chapter 2 - ADMINISTRATION
- Chapter 3 - ALCOHOLIC BEVERAGES
- Chapter 4 - AMBULANCE SERVICES
  - ARTICLE I. - IN GENERAL
  - ARTICLE II. - AMBULANCE FRANCHISE ORDINANCE

Sec. 4-21. - Statement of endorsement.

Sec. 4-22. - Abbreviations and definitions.

Sec. 4-23. - Franchise—Required.

Sec. 4-24. - Application for ambulance franchise.

Sec. 4-25. - Franchise approval and associated service fees.

Sec. 4-26. - General operations and expectations of service.

Sec. 4-27. - Reporting and documentation.

Sec. 4-28. - Equipment and supplies.

Sec. 4-29. - Fees for service requirements.

Sec. 4-30. - Terms and conditions.

< Sec. 3-2. - Same—Wine.

## Chapter 4 - AMBULANCE SERVICES

FOOTNOTE(S):

--- (1) ---

**Cross reference**— Administration, ch. 2; emergency services, ch. 8; fire prevention and protection, ch. 9; motor vehicles and traffic, ch. 12; failure to pay fare for public transportation, § 12-76; personnel, ch. 14.

**State Law reference**— Obtaining ambulance services without intending to pay therefor, G.S. 14-111.2; lien for ambulance services, G.S. 44-51.1 et seq.; power of county to levy property tax for emergency medical services, G.S. 153A-149(c)(5); ambulance services in counties, G.S. 153A-250; ambulance and rescue service districts, G.S. 153A-300 et seq.

### ARTICLE I. - IN GENERAL

**Sec. 4-1. - Intercounty coordination approved; responsibility of counties limited.**

(a) The board of commissioners, in view of its interest in promoting health and safety, hereby endorses its approval of the agreement entered into on September 11, 1968, in Lexington, North Carolina, by the ambulance services of the Counties of Davidson, Forsyth, Guilford and Randolph. Such agreement may be amended or terminated, as provided therein or by applicable law.

(b) Nothing in this section shall be construed so as to make any of the above named counties or its departments or agents responsible for the payment or collection of any ambulance service charges for services provided by any ambulance service with its base of operation located in any county other than its own.

*(Code 1983, § 44-1)*

**State law reference**— Multicounty emergency medical services regions, G.S. 143-515; joint exercise of powers by units of local government, G.S. 160A-460 et seq.

**Sec. 4-2. - Franchise required.**

After midnight, October 7, 1968, it shall be unlawful for any person to provide ambulance services or to operate ambulances within the county without having been granted a franchise to do so. The term "ambulance" as used in this section is hereby defined as including all vehicles covered by the provisions of G.S. 131E-155, but shall not include the vehicles exempted under G.S. 131E-160 and shall not include specialty patient transport vehicles operated by an acute care hospital located in Guilford County and specifically designed, equipped and staffed to transfer critically ill patients from one acute care hospital to another. This section shall not apply to ambulances based outside of the county, except that any such ambulance may not receive a patient within this county for transportation to a location within this county without a franchise to operate within this county, except as provided in this chapter as applies to ambulances responding to calls of an emergency nature.

*(Code 1983, § 44-4; Ord. of 1-13-94)*

**Cross reference**— Definitions and rules of construction generally, § 1-2.

**State law reference**— Authority of county to franchise ambulance services, G.S. 153A-250.

# Chapter 4 Guilford County Ordinance (Section 23)

- (c) This ~~chapter's franchise requirements~~~~section~~ shall not apply to:
- (1) Ambulances owned or operated by Guilford County government,
  - (2) Ambulances owned and operated by an agency of the United States government,
  - (3) Ambulances which transport patients who are picked up outside Guilford County and transported to destinations within Guilford County,
  - (4) Ambulances which transport patients from within Guilford County to a destination outside Guilford County,
  - (5) Any entity rendering assistance to a franchised ambulance service in the case of a major catastrophe or emergency under the N.C. State Mutual Aid Agreement.
  - (6) A vehicle rendering service as an ambulance in case of a major catastrophe or emergency, when the permitted ambulances based in the locality of the catastrophe or emergency are insufficient to render the services required. As used herein, a major catastrophe or emergency includes, without limitation, circumstances under which available ambulances are unable on a more than isolated basis to meet call demand while maintaining service levels, as reasonably determined by the Guilford County Department of Emergency Services Director. A vehicle operating without a franchise under this exception may do so only with the prior approval of Guilford County through its Emergency Services Director.

Questions???