



# UPDATES FROM SAN FRANCISCO EMSA



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# San Francisco EMS Agency

The logo for the San Francisco EMS Agency is depicted as a classical building facade. It features a prominent red triangular pediment at the top, which contains the agency's name. Below the pediment are five identical black columns, each with a fluted shaft and a tiered base. Underneath each column is a white rectangular box with a red border, containing one of the agency's core functions. The entire graphic is set against a white background.

Public and  
Professional  
Education

Performance  
Improvement

Policy

Certification  
and  
Investigation

Research



# Review of challenges to the EMS System(policy pillar)

- *Standardization of regional EMS training*
- *Spread of High Performance CPR*
- *Medical Documentation improvements*
- *Hospital Diversion- Patient distribution*
- *Decision quality supported by data science*
- *Completion of EMSA staffing and training*



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# Performance Improvement (Pillar)

- *EMSA system improvement initiatives*
  - *2020/50*
    - *PulsePoint*
    - *Lucas Device (mechanical compressor)*
    - *Standardization of equipment*
    - *Cardiac arrest review*
    - *After school CPR kits*

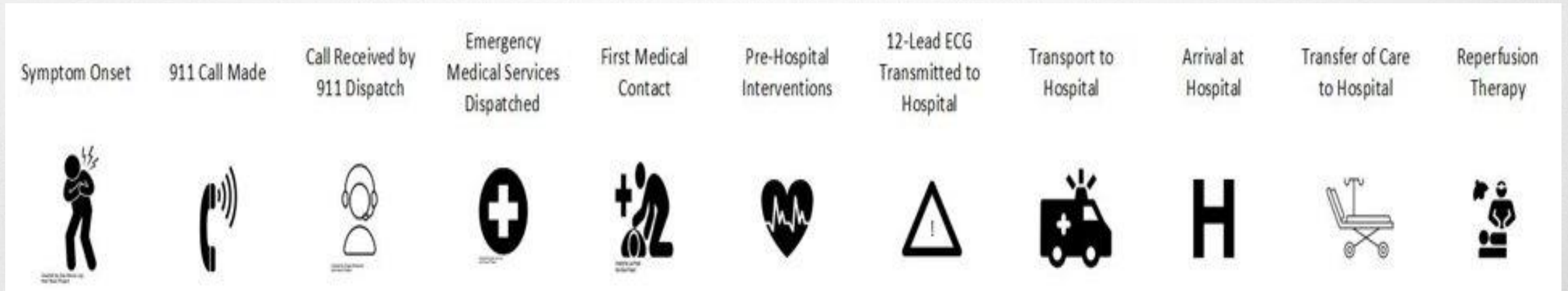


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# Performance Improvement (Pillar)

- *EMSA system improvement initiatives*
  - 2020/60



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# Performance Improvement (Pillar)

- *EMSA system improvement initiatives*
  - 2020/60

Time Interval	Average Time (mm:ss)
First Medical Contact to EKG Taken	10:37
First Medical Contact to Transfer of Care*	35:43
*Range for First Medical Contact to Transfer of Care – 14:00 to 83:00	





# Dispatch Call processing time

- *Dashboard time Vs policy time*
- *Call volume, code 3, code 2, code 3 return and non transport*
- *Reevaluate dispatch responses and response times*
- *Ambulance AVL's*
- *Quick dispatch*
- *Supply and demand model*
- *RN triage line for low acuity calls*
- *PSA of when to call 911*



# Dispatch Call processing time

- *Dashboard time Vs policy time – July 2019*

Time Interval	Policy Time (mm:ss)	Dashboard Time Average (mm:ss)	Dashboard Time 90 <sup>th</sup> Percentile (mm:ss)
Total Dispatch Interval* for Code 2 calls	02:00	2:26	4:27
Total Dispatch Interval* for Code 3 calls	02:00	1:51	3:28

\*Total Dispatch Interval is the time interval between the start of dispatcher creation to the time of dispatch to the first unit responding. Data comes from FirstWatch and processed by DEM's Division of Emergency Communications (DEC).





# Dispatch Call processing time

- *Call volume, code 3, code 2, code 3 return and non transport– July 2019*

EMS Call Volume	N
Total Call Volume	9503
Non-Transport	2465 (26%)
Code 3 Calls	4533
Code 3 transports	403 (9%)
Code 2 Calls	4970
Code 2 transports	6611 (75%)

\*All data comes from FirstWatch. Dispatch data is processed by DEM's Division of Emergency Communications (DEC). Transport data is processed by the EMS agency.

# 911- unit response times

- *Policy Vs actual*
- *1<sup>st</sup> unit on scene*
- *1<sup>st</sup> ALS unit on scene*
- *Ambulance on scene*



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# 911- unit response times

- *Policy vs. Actual – Code 3 Calls - July 2019*

Time Interval for CODE 3 CALLS	Policy Time (mm:ss)	Source Data Count	Source Data 90 <sup>th</sup> Percentile (mm:ss)	Validated Responses Count	Validated Responses 90 <sup>th</sup> Percentile (mm:ss)
First Unit On Scene	04:30	4528	5:54	3654	5:13
First ALS Unit On Scene	07:30	4493	6:49	3631	6:07
First Ambulance On Scene	10:00	4294	10:42	3423	8:52

\*Data was obtained from the San Francisco Fire Department Monthly Response to Medical Calls report produced by the SFFD.



# 911- unit response times

- *Policy vs. Actual – Code 2 Calls - July 2019*

Time Interval for CODE 2 CALLS	Policy Time (mm:ss)	Source Data Count	Source Data 90 <sup>th</sup> Percentile (mm:ss)	Validated Responses Count	Validated Responses 90 <sup>th</sup> Percentile (mm:ss)
First Unit On Scene	20:00	4967	17:55	4870	17:16
First ALS Unit On Scene	20:00	4911	18:13	4823	17:25
First Ambulance On Scene	20:00	4735	19:17	4596	17:59

\*Data was obtained from the San Francisco Fire Department Monthly Response to Medical Calls report produced by the SFFD.





# On scene performance

- *Infrequently used skills*
- *Medical documentation*
- *Increase in Medical Directors involvement in QI*
- *Competency training (sim lab)*



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# On scene performance

- *Infrequently used skills – January 2018 - December 2018*

Name of infrequently used skill	Number of Procedure Attempts	Number of Successful Placements	Percentage of Successful Placements
Endotracheal Intubation (ETT)	366	209	57%
King Airway Placement	122	113	93%
Adult Intraosseous Infusion (IO)	467	445	95%

\*Data was obtained from the San Francisco EMS providers and compiled by the San Francisco EMS agency.



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# Hospital receiving centers

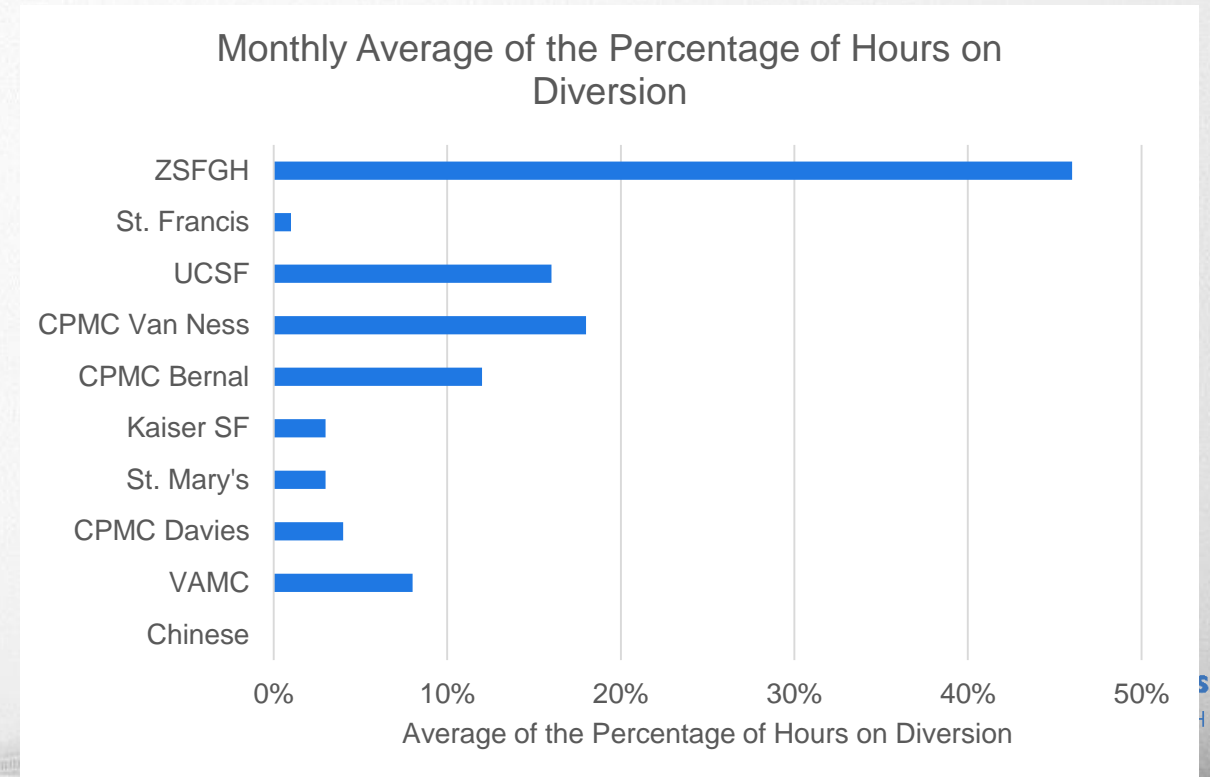
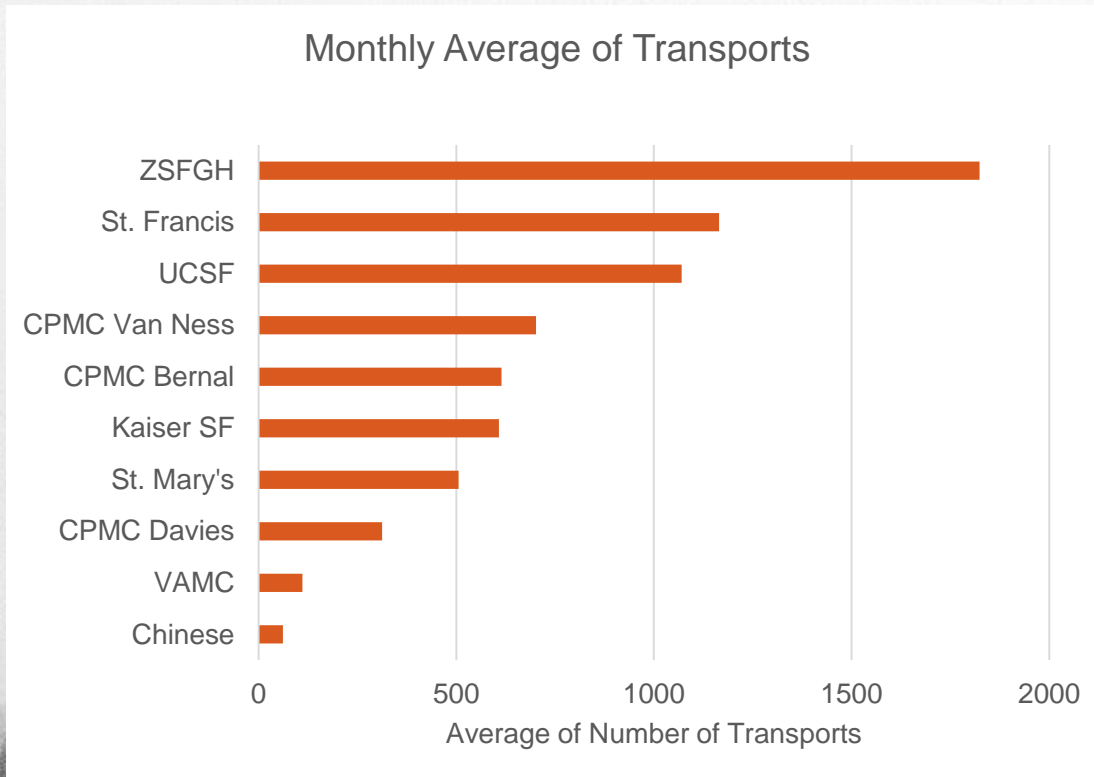
- *Diversion and Transports*
- *EMS patient distribution*
- *CADDIE pilot project*
- *Evaluation of specialty care centers ( Stroke, Trauma, STEMI, 5150)*



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# Hospital receiving centers

- Diversion and Transports – July 2018 – July 2019*



\*Data was obtained from the San Francisco EMS Agency monthly EMS Diversion Report



# Community Paramedic program

- *Pilot*
- *AB 1544*
- *Community focus groups*



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# Special event medical care

- *Revised EMSA policy on event medical coverage*
- *Working to integrate fixed, non-permitted facilities (Chase Center)*
- *Need for regular, ongoing disaster exercises of pre-hospital resources*



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# Community outreach programs

- *Project Friend*
- *PulsePoint*
- *Citizen CPR training*



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# Performance Improvement summary

- *Increase provider training for competency*
- *Improve provider medical documentation*
- *Dispatch the right resource to the right patient at the right time*
- *Level load the 911 patient distribution*
- *Increase cardiac arrest survival rates*
- *Decrease first medical contact to reperfusion for STEMI patients*
- *Increase community education and involvement*



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THANK YOU!



Design by Mehroz Baig v. 2017-4-14



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