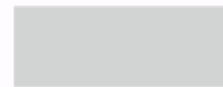


Union EMS

Service Overview



EMS Contract Snapshot

- Union EMS was established on July 1, 1985 to provide emergency care to the citizens of Union County
- EMS is a county function and was operated as a county department until 1997. In 1997 the county entered into an agreement with Carolina Healthcare System (Atrium) to operate EMS service. This partnership between the County and CHS (Atrium) was determined to be the best delivery model at that time.
- Current contract extension was approved July 1, 2020 and expires Jun 30, 2023
- County's responsibility is to provide capital and operational funding for Emergency Medical Services.
- Atrium Responsible include EMS operations, billing, and collection
- Atrium derives funding from county tax dollars and direct billing (private insurance, Medicare, etc.)

EMS Service

- Generally personnel fall into two categories; paramedics and emergency Medical Technician's (EMT)
- Union EMS consist of both paramedics and EMT's
- Calls for service can be categorized as either advance life support (ALS) or basic life support (BLS) level calls. A paramedic level of training is required for ALS calls
- Current deployment model calls (14) ambulances on the from 10:00AM-9:59PM; and (11) from 10:00PM-9:59AM
- Priority 1 (Code 3) calls are the most serious and are required to meet the following response times;
 - Core – 11:59;
 - Inner 13:29;
 - Outer 15:59;
 - Overall County 12:59
- All response times are measured at the 90th percentile

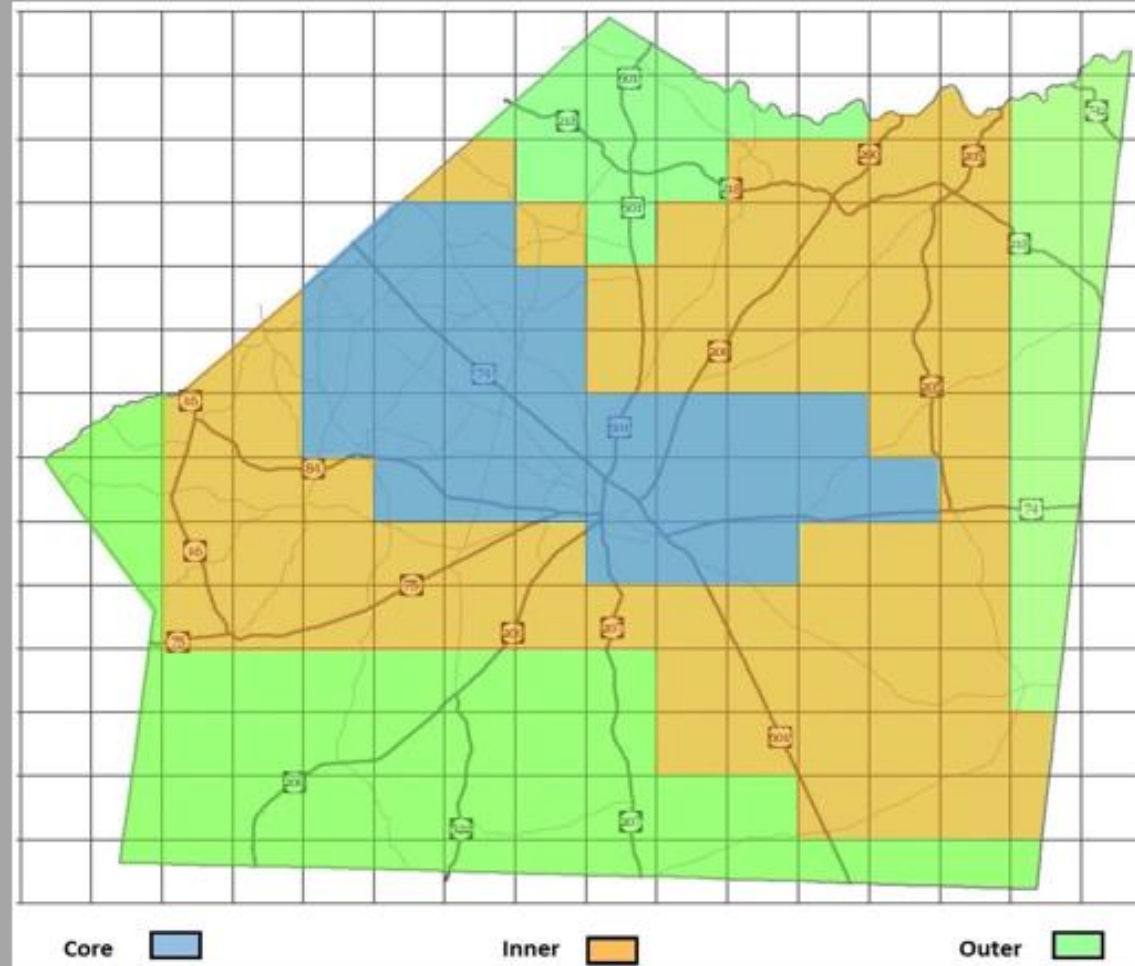
County Zones

Code 3 Calls

- Chute Time < 60 seconds
- Response Time (minutes:seconds)
 - County < 12:59
 - Core < 11:59
 - Inner < 13:29
 - Outer < 15:59

All Calls

- Turn Around < 30 minutes



EMS Monthly Report



Union EMS Monthly Reporting

For 6/1/2021 to 6/30/2021



Code 3 (Priority 1) Responses

Chute Times 90th Percentile



Response Times All Zones 90th Percentile



All Responses

Turn Around Time 90th Percentile



Code 3 (Priority 1) Responses By Zone

Response Times Core Zone 90th Percentile



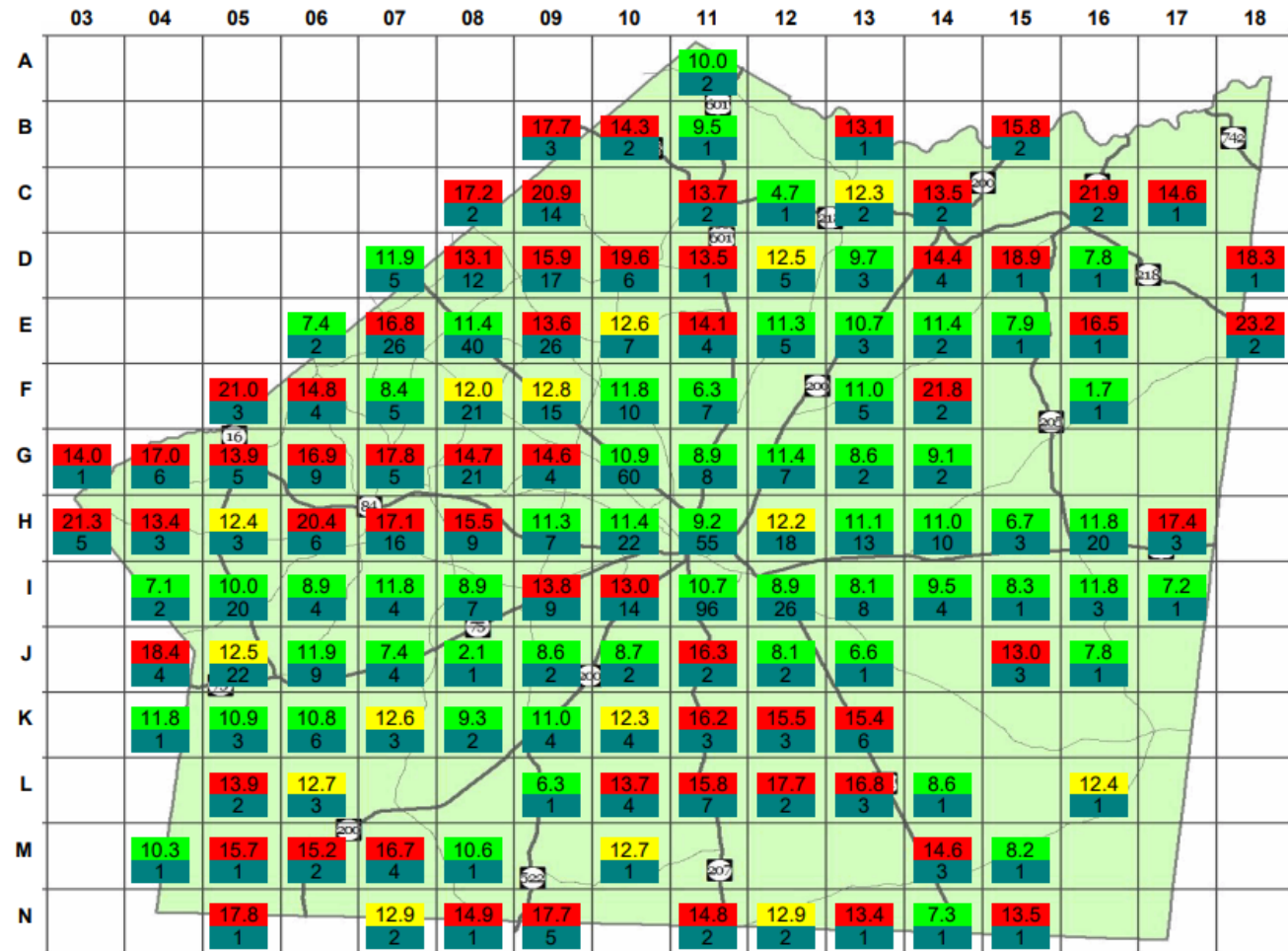
Response Times Inner Zone 90th Percentile



Response Times Outer Zone 90th Percentile



EMS Monthly Report



Less Than 11:59 Minutes:

Between 11:59 to 12:59 Minutes

Greater Than 12:59 Minutes

Call Count

Monthly 90th Percentile Response Time All Zones:13:29

Monthly Count of Code 3 Responses All Zones 1,057

Union EMS Challenges

- Staffing – Union EMS has struggled over the past two years to remain fully staffed
- Nationally the paramedic field has faced difficulty recruiting individuals
- Staffing shortages have led to fewer ambulances being available for service
- Reliance on outside agencies
- COVID-19 Exposures have led to personnel being excluded from work
- Turn around times at the hospital
- Dynamic deployment is a challenge to recruit staff
- Union EMS is not part of the North Carolina Local Government Retirement System

Moving Forward

- Union EMS is working with SPCC to develop both a EMT academy and a Paramedic academy. This would significantly reduce the time required to get personnel trained.
- Coordinate with Atrium on the new EMS director search
- County should develop an EMS stakeholders group. The primary function of this committee would be to review the current level of service, decide if changes are needed in the deployment model, and provide guidance on determining what the best path forward for providing emergency medical services



Thank You!



UNIONCOUNTY
north carolina