

Emergency Services Update



EMS DIVISION

COLONEL DIANE VOGEL
LT. COL. JEREMY KOONCE
LT. COL. JESSE YARBROUGH
LT. COL. CHAD SCOTT

Mission Statement



- The mission of Louisville Emergency Services is to provide high quality and compassionate emergency and non-emergency response to the citizens and visitors of Louisville Metro and its local, state and regional partners in order to achieve the most favorable outcomes for people, property and the environment.

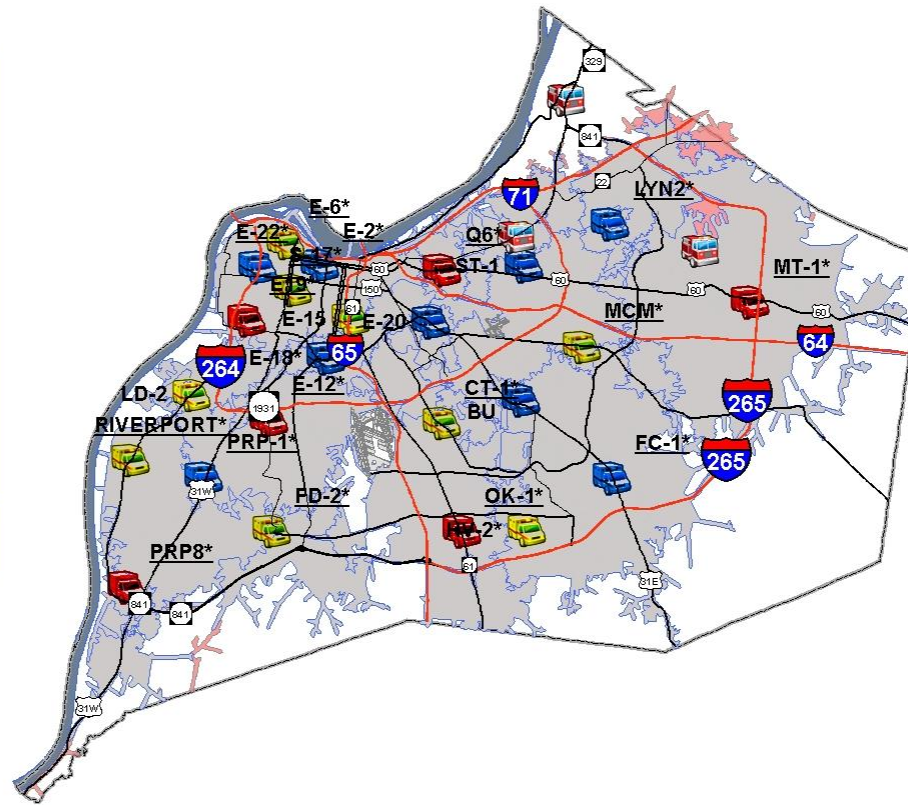
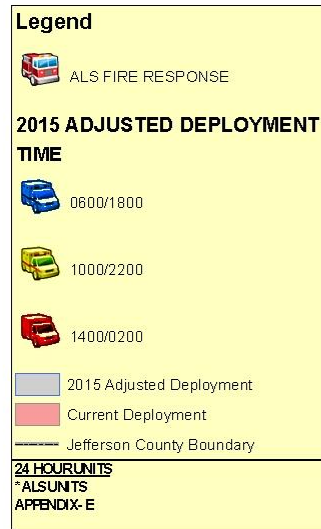
Staffing/ Deployment



600	BU	SCHAFFER	KAELIN	600	E-22	MURRAY	BAKER
600	FC-1	JOHNSON, P.	(WILHELMUS TDY)BOUCHER	600	PRP-1	KEENE	RARDEN
600	MT-3	ROBINSON	CASH	600	PRP-7	RUCKER	WATERS
600	HV-2	PRUITT	SIMPSON, S	600	S-17	MULLEN	VANDIVER
600	OK-1	POSTLEWAIT	(SHANNON)TOMAZIN, C	1000	FD	JOHNSON, A.	GLENN
1000	LYN	KIM	THOMPSON, M.	1000	LD	BAILEY	TRIANA
1000	MT-1	TYSON	PIMENTEL				D. TOMAZIN
600	E-5	TODD	BALLARD, K.	600	E-15	V. SHAFFER	FINN
600	MCM	HETZEL	C. SHAFFER	600	SM-1	CARROLL, J	TAYLOR, J
600	REF	CHISM	FOARD	600	E-18	SHUNNARAH	DEMT SLOAN(TDY)
1000	E-12	VARDEMAN(WILSONTDY)	WINN	1000	E-2	CONDER	VALENTINE
1000	E-6	SCHARRER	DEMT	1000	CT	WAHL	MILLER, S
1000	REF	OPM	BARTELS	1000	E-20	(BALLARD, E TDY)MEEKS	(EMMONS TDY)KRAEMER
1000	T-9	WIEDMEYER	TURNER				
			Seadler				
1800	BU	OPM BRANAN(TDY)	PRIDEMORE	1800	E-22	TEXAS	RUSSELL
1800	FC-1	GUALTIERI	MCKELVEY	1800	PRP-1	GEORGE	DEMT
1800	OK-1	SCHARFF	DANT	1800	S-17	OPM	T. HARRIS
1800	MT-3	FIFE	ALLEN, S	1800	PRP-7	OPM	GREB
1800	HV-2	HETTINGER	CURRY	2200	FD-2	OPM	LANGDON
2200	MT-1	HENSLEY	R. BROWN	2200	LD-2	CHASE	PARKER
2200	LYN	T.SANDERS	COLE				
1400	REF	H.BAKER	LANNING	1800	E-18	Christiana	RIGGLE
1400	TS-23	NOBLES	WENZLER	1800	E-15	GREENWELL	DYE
1400	REF	OPM	BRUNET	1800	SM-1	SMALL	CARTER
1400	E-5	OPM	DEMT	2200	E-20	ABATI	K.TAYLOR
1800	MCM	G. HICKS	DEMT Abbott(TDY)	2200	E-2	JONES, D	POSEY-TAYLOR
2200	E-12	OPM(RAMEY)	JOHNSON, Jo.	2200	CT	DEMT	T. MILLER
2200	E-6	OPM	DEMT				
2200	T-9	OPM (VINTON TDY)	NAHM				
600	BU	COLLINS	KNIGHT, R	600	E-22	MORGANETT	VETTER
600	FC-1	OPM	HICKS, KI	600	PRP-1	BORDERS	JUPIN
600	MT-3	KIRBY	YEAGER	600	PRP-7	Morrison	C. Cravens
600	HV-2	COWAN	SPELLMAN	600	S-17	LE	DEMT
600	OK-1	ZIEGLER	LONG, J.	1000	FD	WIMSATT	RIVERA
1000	LYN	L. JOHNSON	Johnson, C	1000	LD	WAY	A. BENNETT(TDY) FUQUA
1000	MT-1	HERRIN	WARREN				
600	E-5	SOEDER	A. SEELYE	600	E-18	ATHERTON	E.BENNETT(TDY)
600	REF	DUFFY	DEMT	600	E-15	DEMT	GUILFORD
600	MCM	Wortham	DEMT	600	SM-1	CHESSER	JONES, M.
1000	REF	HANSEN(TDY) OPM	THOMAS	1000	CT	SCHILLING, STEVE	SMITH, M.
1000	E-12	OPM M.ALLEN(TDY)	(HERSHEY TDY)ESTES	1000	E-20	LANHAM	HENDRIX
1000	E-6	ALLEN, E	SAAR	1000	E-2	GRASER	DEMT
1000	T-9	AN. BROWN	DONNELLY				
1800	BU	YATES	CASTELLANO	1800	S-17	CESSNA	BEYERLEY(TDY) RADER
1800	FC-1	LAWRENCE	ALDRIDGE	1800	E-22	KONE	DRISCOLL
1800	OK-1	GRASSI	NOE	1800	PRP-1	SIMPSON, K	LORI
1800	HV-2	WETTER	J.JOHNSON	1800	PRP-7	WALLACE	MCMULLEN
1800	MT-3	YURT	(LAPAN TDY)ALEXANDER	2200	FD-2	RUTLEDGE	HICKS, KE.
2200	MT-1	OZOLINS	SIX	2200	LD-2	OPM	PUCKETT
2200	LYN	OPM	DEMT				
1400	TS-23	DOZIER	DRAGOO				
1400	REF	CUTURER	DEMT	1800	SM-1	SEELYE, D.	CICHANTEK(TDY)POLDO

A PLATOON							B PLATOON						
Time	ALS/ BLS	Ride Area	Division	Medic / Tech	Tech		Time	ALS/ BLS	Ride Area	Division	Medic / Tech	Tech	
200	ALS	OK-1	D-2	DUFFY	DANT		200	ALS	OK-1	D-2	ZIEGLER	LONG	
200	ALS	ENG. 19	D-4	MULLEN	VANDIVER		200	ALS	ENG. 19	D-4	E. ALLEN	M. ALLEN	
200	ALS	MT-1	D-2	HENSLEY	R.BROWN		200	ALS	MT-1	D-2	OZOLINS	KIM HICKS	
200	ALS	PRP-8	D-2	POSTLEWAIT	WATERS		200	ALS	PRP-8	D-2	BORDERS	JUPIN	
200	ALS	QUAD 6	D-4	MURRAY	C. TOMAZIN		200	ALS	QUAD 6	D-4	MORGANETT	NOE	
200	ALS	ENG.12	D-4	TODD	K.BALLARD		200	ALS	ENG.12	D-4	WORTHAM	SLOAN	
600	ALS	ENG. 22	D-4	SEADLER	S.SIMPSON		600	ALS	ENG. 22	D-4	LE	GUILFORD	
600	ALS	FERN CREEK	D-2	P.JOHNSON	N. BAKER		600	ALS	FERN CREEK	D-2	HETTINGER	YEAGER	
600	ALS	PRP-1	D-2	KEENE	RARDEN		600	ALS	PRP-1	D-2	MORRISON	C.CRAVENS	
600	ALS	ENG.2	D-4	CHISM	FINN		600	ALS	ENG.2	D-4	SOEDER	A. SEELYE	
600	ALS	LYNDON-2	D-2	HETZEL	CASH		600	ALS	LYNDON-2	D-2	KIRBY	RIVERA	
600	BLS	BUACHEL	D-2	KAELEN	SHUNNARAH		600	BLS	BUACHEL	D-2	D. THOMAS	KNIGHT	
600	BLS	ENG.20	D-4	JO. JOHNSON	J. CARROLL		600	BLS	ENG.20	D-4	MURDOCK	S.MORGAN	
600	BLS	SM-1	D-4	PIMENTEL	SHANNON		600	BLS	SM-1	D-4	M. JONES	ATHERTON	
600	ALS	ENG.18	D-4	SCHER	V. SHAFFER		600	ALS	ENG.18	D-4	AN.BROWN	SAAR	
600	BLS	V RELIEF	D-2	PRIDEMORE	GREB		600	BLS	V RELIEF	D-2	HANSEN	BENNETT	
1000	ALS	CAMP TAYLOR	D-2	D. TOMAZIN	MEEKS-MALONEY		1000	ALS	CAMP TAYLOR	D-2	LAWRENCE	LANHAM	
1000	ALS	RIVERPORT	D-2	RUCKER	MCANIFF-BOUCHER		1000	ALS	RIVERPORT	D-2	WETTER	FUQUA	
1000	ALS	FAIRDALE	D-2	GUALTIERI	C. SHAFFER		1000	ALS	FAIRDALE	D-2	KIM	SPELLMAN	
1000	ALS	ENG.6	D-4	SCHARRER	ABATI		1000	ALS	ENG.6	D-4	ESTES	HERSHEY	
1000	ALS	MCMAHAN	D-2	TYSON	M.THOMPSON		1000	ALS	MCMAHAN	D-2	COLLINS	HENDRIX	
1000	ALS	S-17	D-4	VARDEMAN	WINN		1000	ALS	S-17	D-4	WAY	A. BENNETT	
1000	ALS	HV-2	D-2	WIEDMEYER	MARCUM		1000	ALS	HV-2	D-2	HERRIN	WARREN	
1000	BLS	ENG.15	D-4	TRIANA	CONDER		1000	BLS	ENG.15	D-4	DUCK	ABBOTT	
1000	BLS	LD-1	D-2	FOARD	WAHL		1000	BLS	LD-1	D-2	SCHILLING	M. SMITH	
1000	ALS	RELIEF	D-2	PRUITT	KRAEMER		1000	ALS	RELIEF	D-2	WIMSATT	GRASER	
1000	BLS	V RELIEF	D-4	RIGGLE	CHRISTIANA		1000	BLS	V RELIEF	D-4	DONNELLY	CHESSER	
1000	BLS	RELIEF	D-4	BARTELS	NAHM		1000	BLS	RELIEF	D-4	S. MILLER	VITTITOW	
1400	BLS	V RELIEF	D-4	VALENTINE	BRUNET		1400	BLS	V RELIEF	D-4	RAMEY	WILSON	
1400	ALS	OK-1	D-2	NOBLES	WENZLER		1400	ALS	OK-1	D-2	DOZIER	DRAGOO	
1400	ALS	ENG. 19	D-4	DYE	E. BALLARD		1400	ALS	ENG. 19	D-4	B. BAILEY	EMMONS	
1400	ALS	MT-1	D-2	ROBINSON	CARTER		1400	ALS	MT-1	D-2	YURT	C. JOHNSON	
1400	ALS	PRP-8	D-2	GEORGE	FAVILA		1400	ALS	PRP-8	D-2	L. JOHNSON	JETER	
1400	ALS	QUAD 6	D-4	TEXAS	RUSSELL		1400	ALS	QUAD 6	D-4	C.SMITH	D. SEELYE	
1400	ALS	ENG.12	D-4	SCHARFF	VINTON		1400	ALS	ENG.12	D-4	K. SIMPSON	LORI	
1800	ALS	ENG. 22	D-4	TIERNAN	ESTERIDGE		1800	ALS	ENG. 22	D-4	WATSON	DOTSON	
1800	ALS	FERN CREEK	D-2	G.HICKS	SMALL		1800	ALS	FERN CREEK	D-2	GRASSI	ALDRIDGE	
1800	ALS	PRP-1	D-2	A. JOHNSON	GLENN		1800	ALS	PRP-1	D-2	WALLACE	MCMULLEN	
1800	ALS	ENG.2	D-4	MATTINGLY	T. HARRIS		1800	ALS	ENG.2	D-4	KONE	DRISCOLL	
1800	ALS	LYNDON-2	D-2	FIFE	SC. ALLEN		1800	ALS	LYNDON-2	D-2	A. MITCHELL	ALEXANDER	
1800	BLS	RELIEF	D-4	WILHELMUS	SHIRLEY		1800	BLS	RELIEF	D-4	CICHANTEK	LAPAN	
1800	BLS	V RELIEF	D-4	S.JONES	BOBAGI		1800	BLS	V RELIEF	D-4	KITCHENS	KLOTZ	
1800	BLS	RELIEF	D-2	GREENWELL	TURNER		1800	BLS	RELIEF	D-2	SCHWEITZER	BRANAN	
2200	ALS	CAMP TAYLOR	D-2	WRIGHT	COLE		2200	ALS	CAMP TAYLOR	D-2	YATES	CASTELLANO	
2200	ALS	RIVERPORT	D-2	CHASE	PARKER		2200	ALS	RIVERPORT	D-2	RUTLEDGE	PUCKETT	
2200	ALS	FAIRDALE	D-2	T. SANDERS	LANGDON		2200	ALS	FAIRDALE	D-2	RADER	BURKHOLDER	
2200	ALS	ENG.6	D-4	OPM	TUCKER		2200	ALS	ENG.6	D-4	WELDY	FZEL	
2200	ALS	MCMAHAN	D-2	COWAN	K. TAYLOR		2200	ALS	MCMAHAN	D-2	THORNHILL	SIX	
2200	ALS	S-17	D-4	COWHERD	BEYERLE		2200	ALS	S-17	D-4	CESSNA	SCHUMANN	
2200	BLS	RELIEF	D-4	POSEY-TAYLOR	D.JONES		2200	BLS	RELIEF	D-4	SCJOHNSON	FARLEY	
2200	BLS	V RELIEF	D-2	T. MILLER	MCKELVEY		2200	BLS	V RELIEF	D-2	DEVINCENTIS	DAILY	

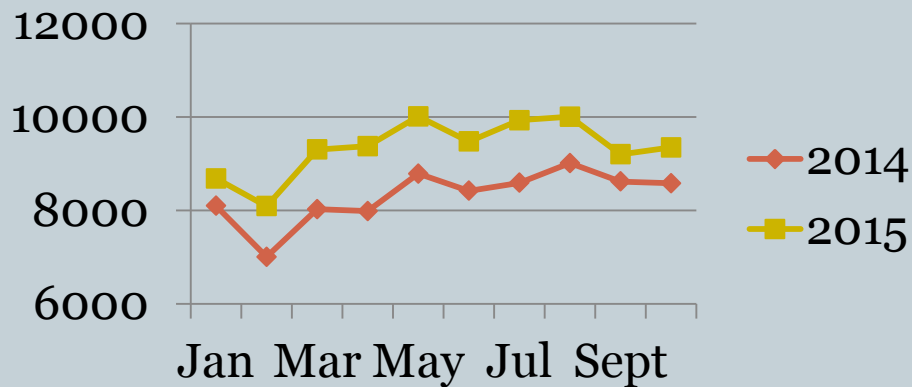
Staffing/ Deployment



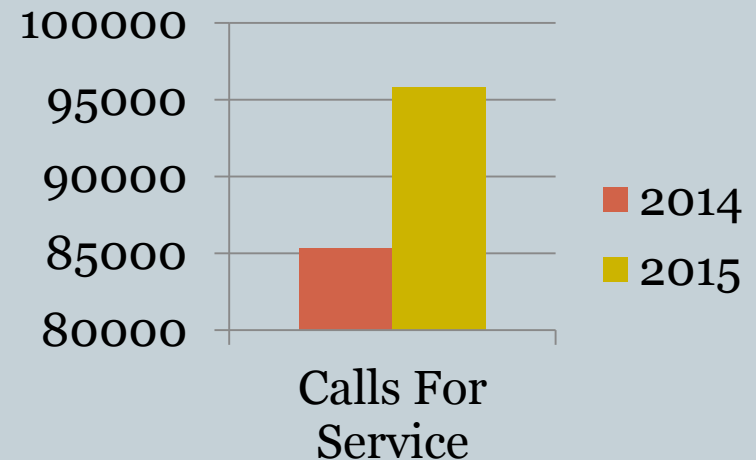
Calls For Service/System Demand

Total CFS by Month

1/1 – 11/8



Total CFS 1/1 – 11/8

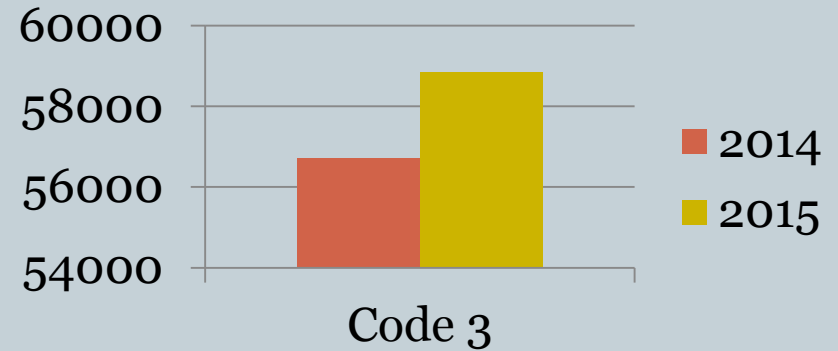


Calls For Service/System Demand

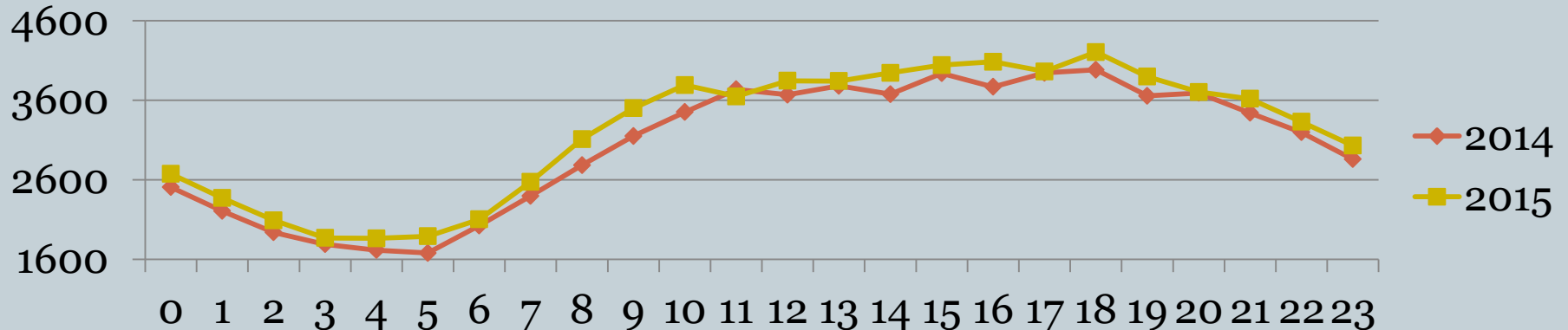
Non-Urgent CFS 1/1 – 11/8



Emergent CFS 1/1 – 11/8



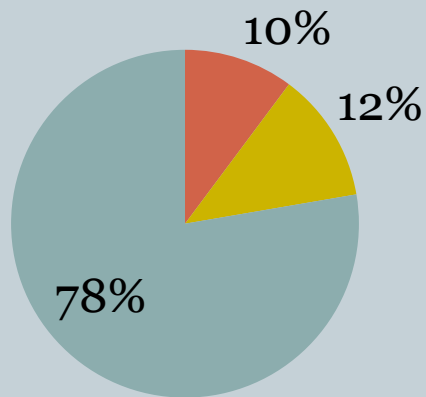
CFS by Time of Day



Calls For Service/System Demand

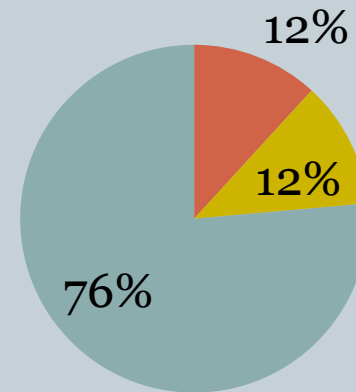
2014 CFS Responses

Code 1 Code 2 Code 3



2015 CFS Responses

Code 1 Code 2 Code 3



Challenges Facing EMS



- Emergency Departments and EMS systems are noticing a steady increase in low-acuity patients and familiar faces.
- Transporting low-acuity patients to the ED via EMS is the highest cost option for the patient, the provider and the taxpayer.
- Committing an ambulance to a low-acuity call reduces our unit availability for higher acuity calls.
- In 2014 EMS responded to 54 patients who called 9-1-1 for EMS 20 or more times, which totaled 2,333 CFS.
- Our #1 familiar face generated 193 calls for service in 2014.
- Center for Medicare and Medicaid Services (CMS) will reduce the funding for ambulance transportation in the future.

Realigning Reimbursement Policy and Financial Incentives to Support Patient-Centered Out-of-Hospital Care

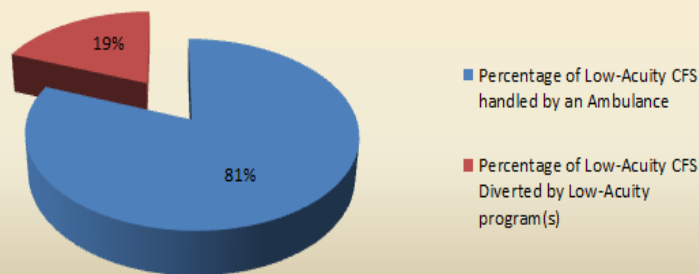
Kevin Munjal, MD, MPH
Brendan Carr, MD, MS

JAMA
The Journal of the American Medical Association

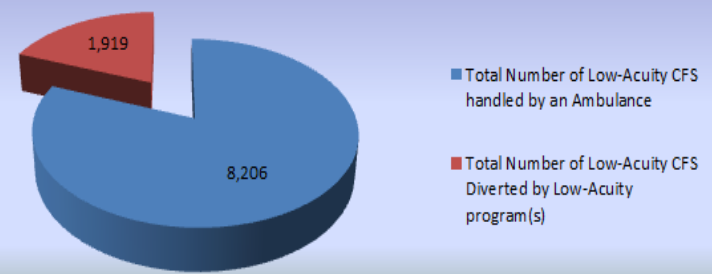
Our Goal for the Nurse Triage and PPCN programs

- Goal- Triaging 30% of low severity calls out of the 911 system by 2015 and 50% of low severity calls by 2017
- Develop at least two programs to reduce 911 system utilization by 20% for patients with identified chronic issues/conditions by 2016.

Percentage of low-acuity calls Diverted by the Nurse or PPCN



Total Number of low-acuity calls Diverted by the Nurse or PPCN



Nurse Triage and PPCN (Paramedic Patient Care Navigators) Objectives

- **Identifying gaps in a patients care**
- **Improving quality of life/health**
- **Free up resources for higher-acuity calls**
- **Diverting patients, who call 9-1-1 for EMS, to the most appropriate healthcare option**



Primary Care

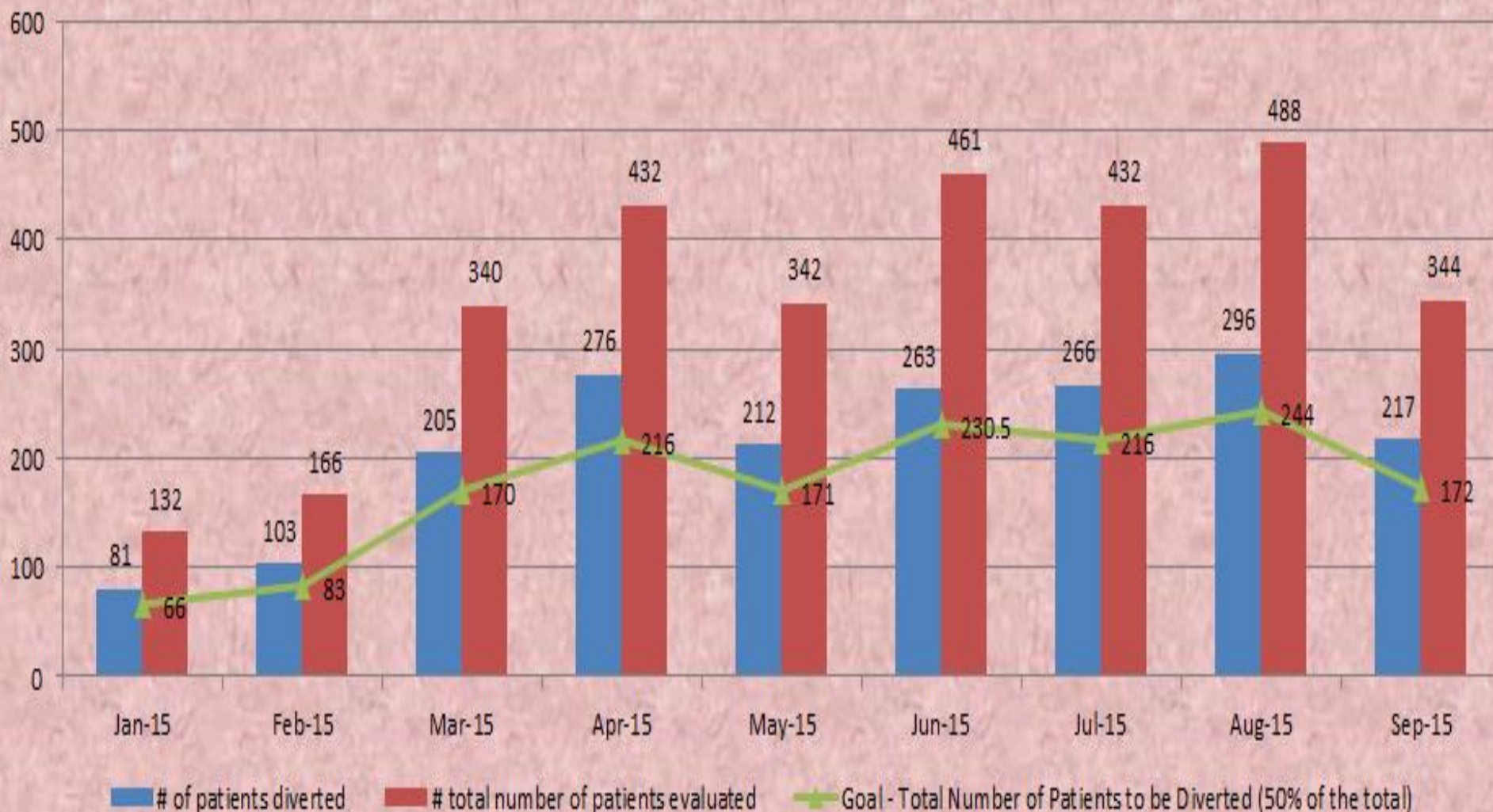
**Navigating
patients to the
most appropriate
healthcare
option.**

January through September 2015

Total Number of Low-Acuity, Code-1 CFS	10,125
Total Low-Acuity CFS, Code-1 Handled by Low-Acuity Program	3,137
Total Low-Acuity CFS, Code-1 Diverted by Low-Acuity Program	1,919

19%

Low-Acuity, Non 911 Patient Management



PSIAM and PPCN Challenges to Diversion - January through September 2015

