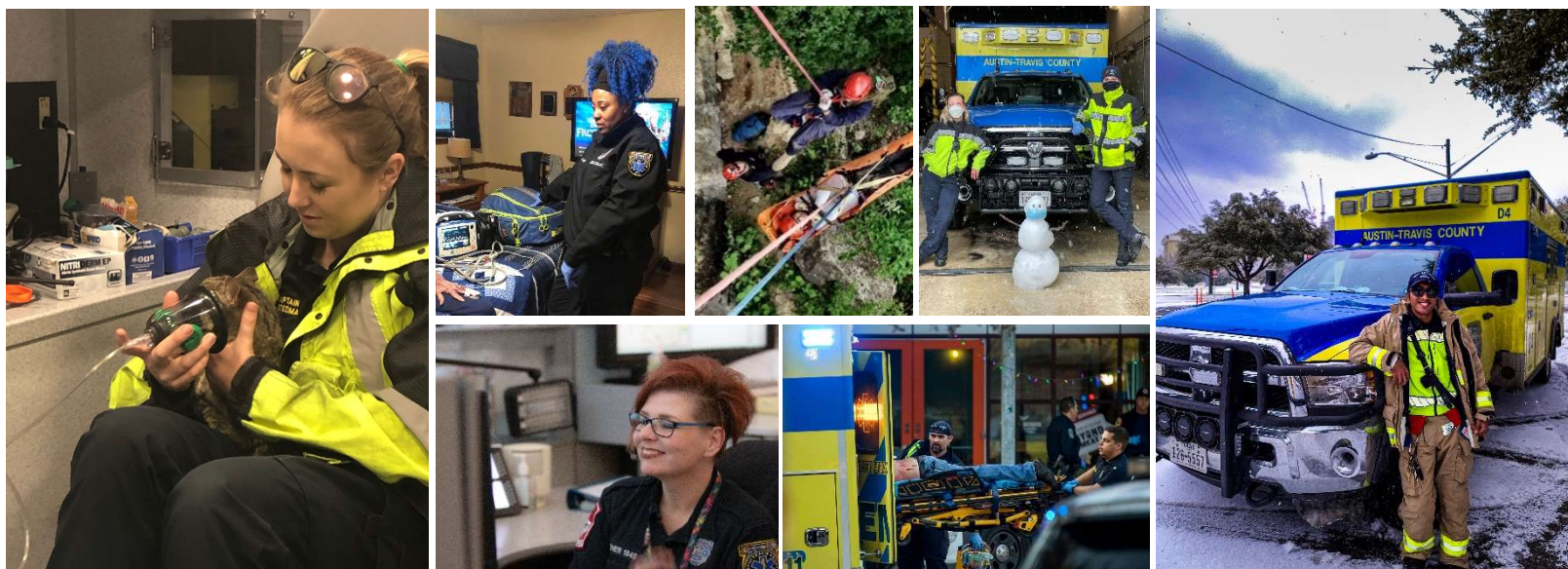


# Emergency Medical Services



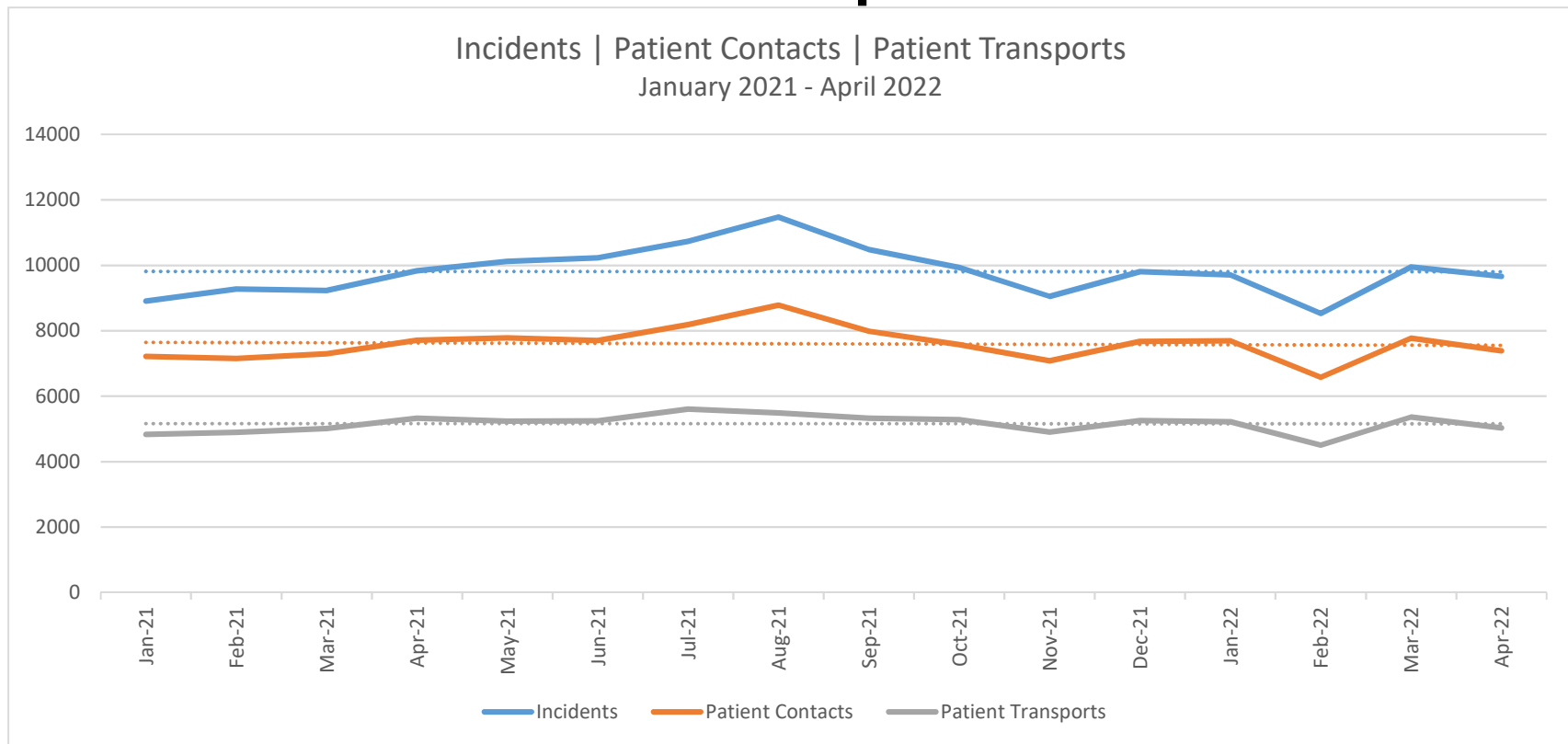
## Public Safety Commission Meeting FY22 Q2

Teresa Gardner, Assistant Chief

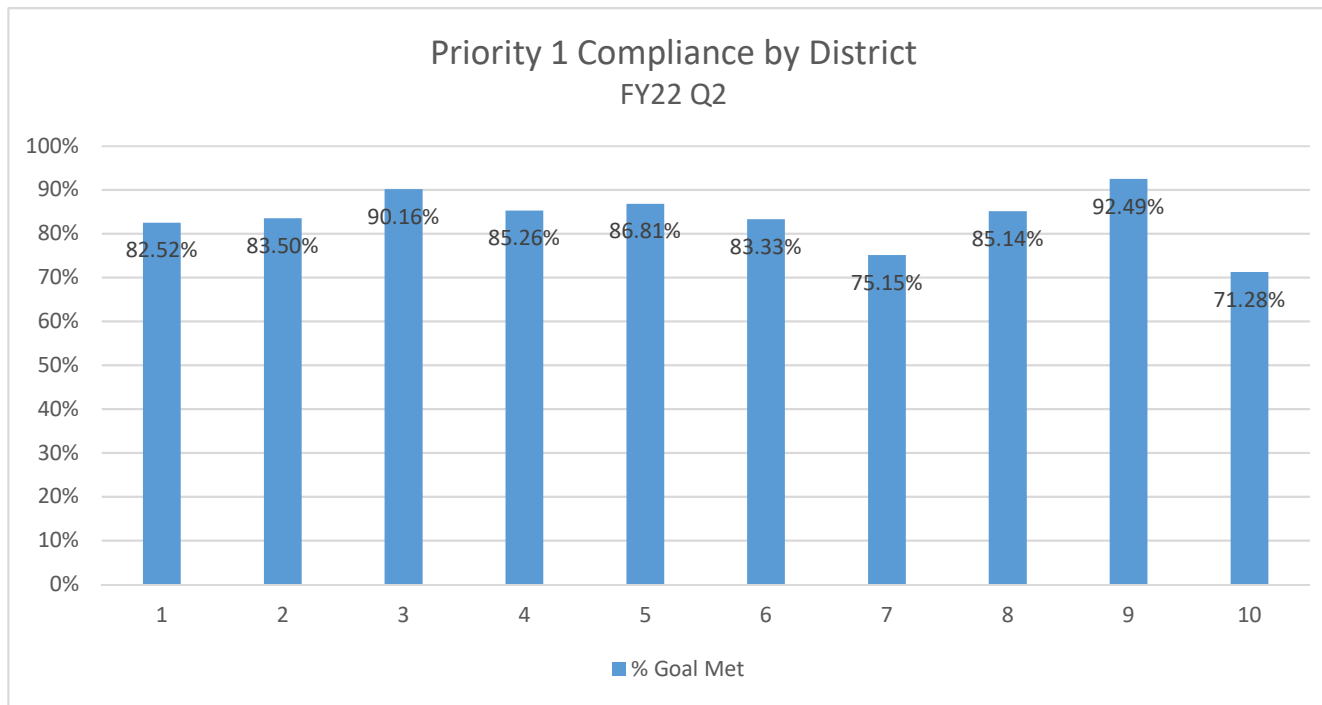


# Incidents, Patient Contacts, Transports

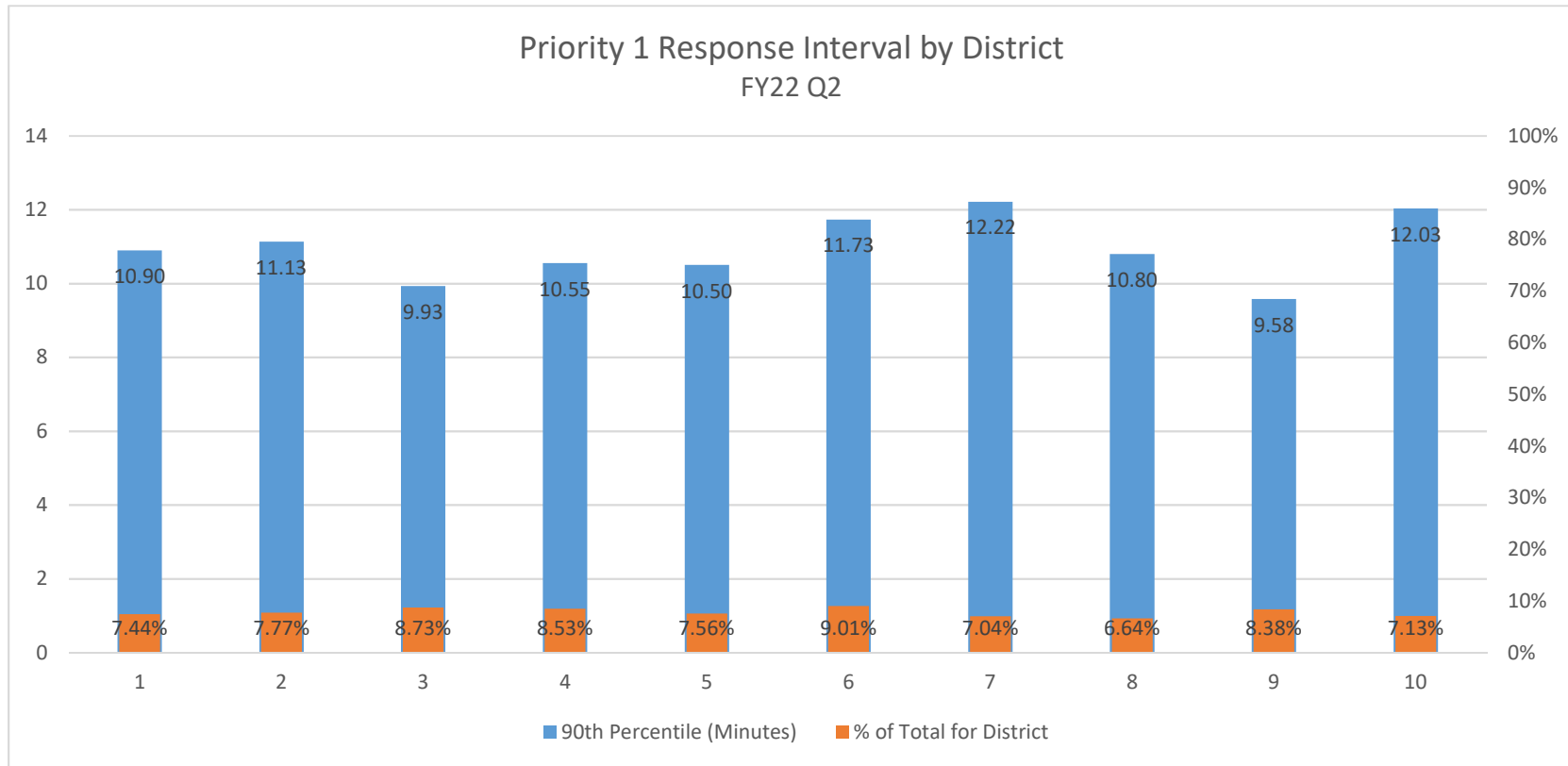
## Jan. 2021 - Apr. 2022



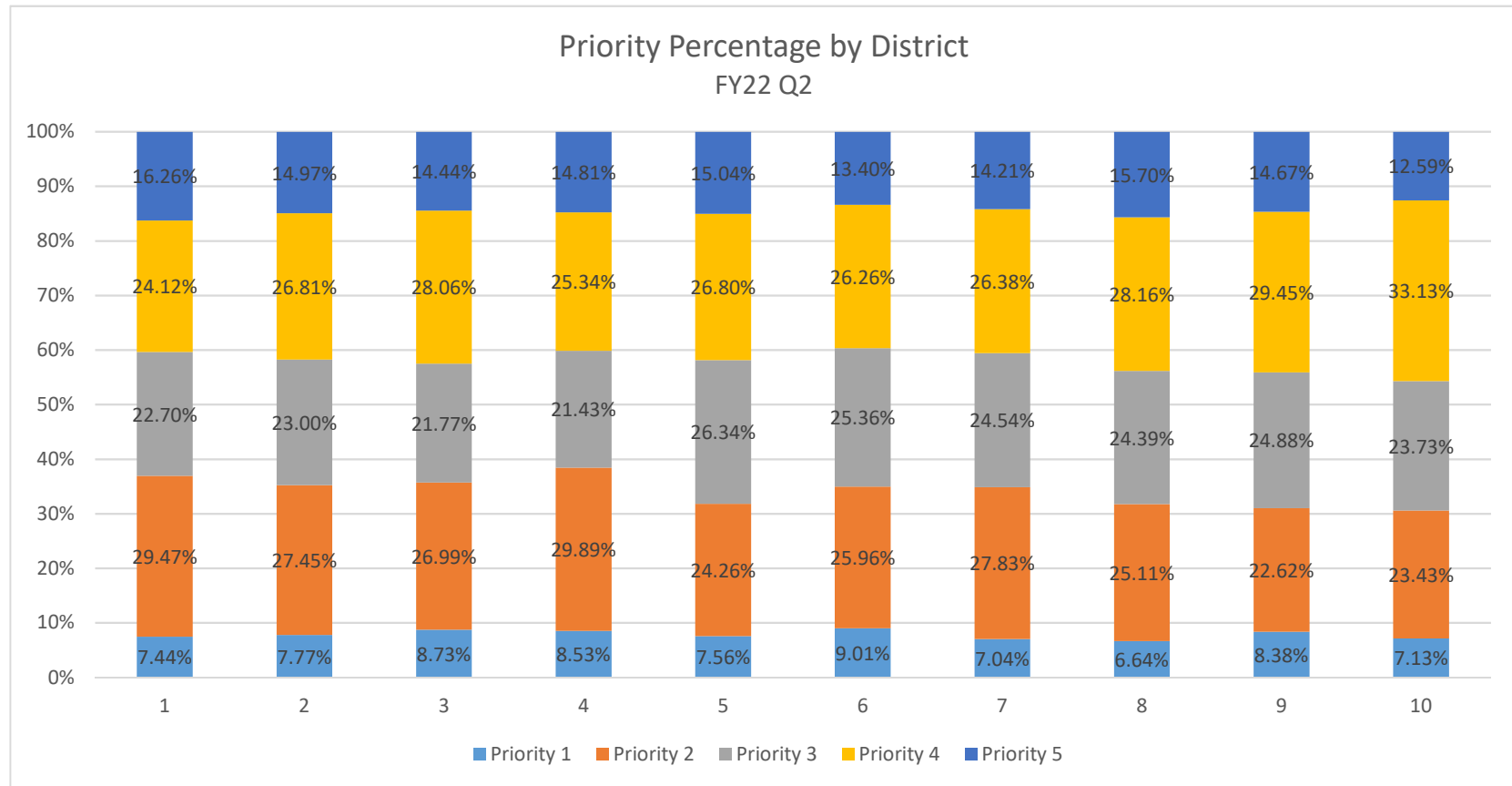
## P1 Compliance by District FY22 Q2



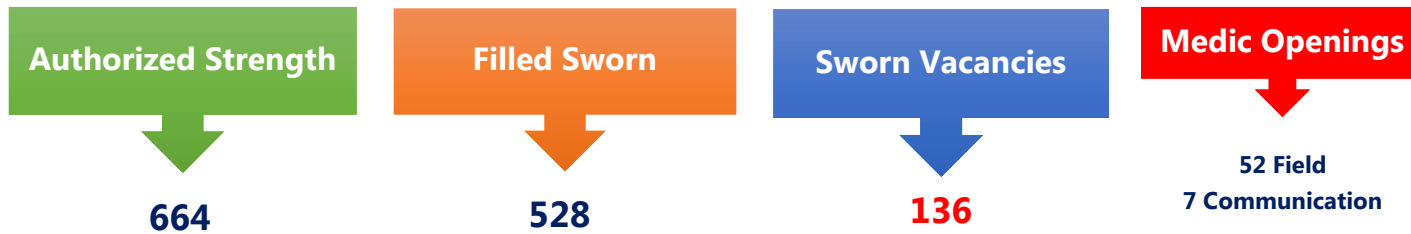
# P1 Response Interval by District FY22 Q2



# Priority Percentage By District FY22 Q2



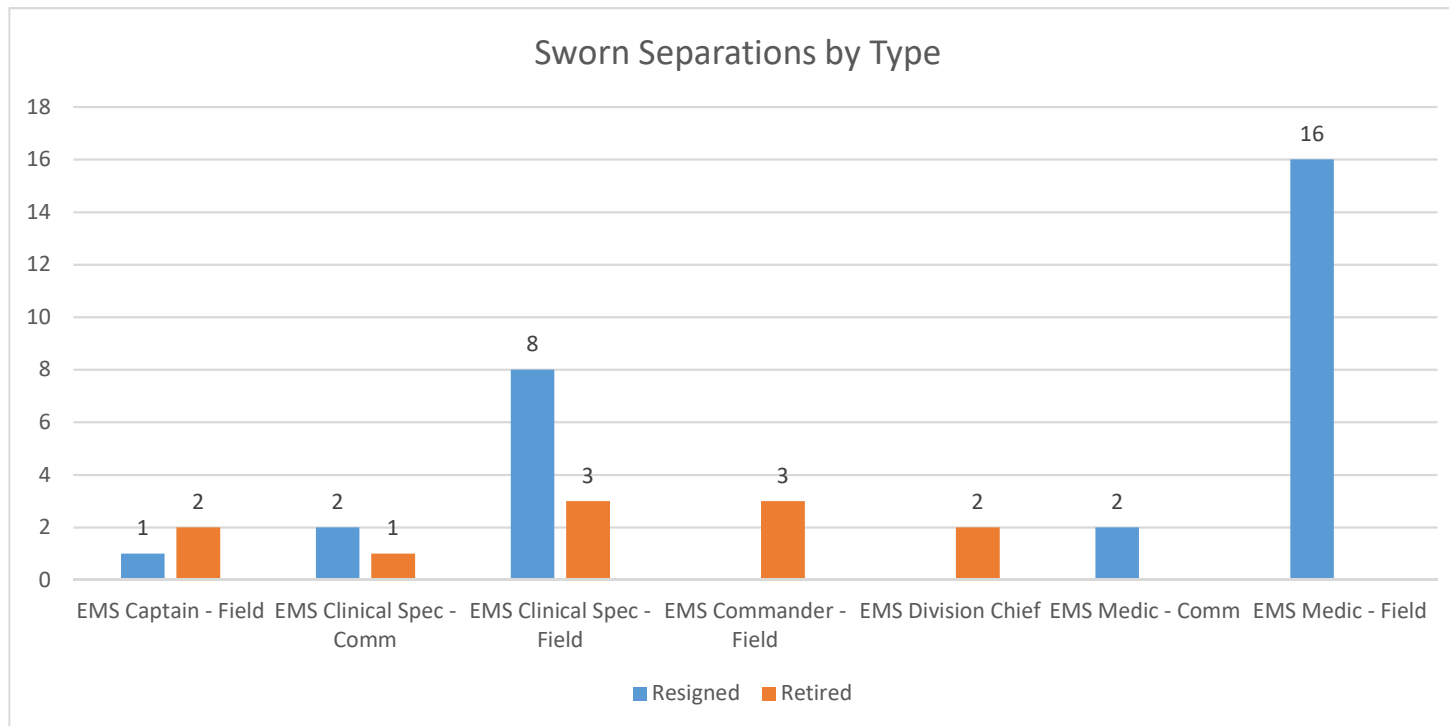
## EMS Department Staffing 2nd Quarter



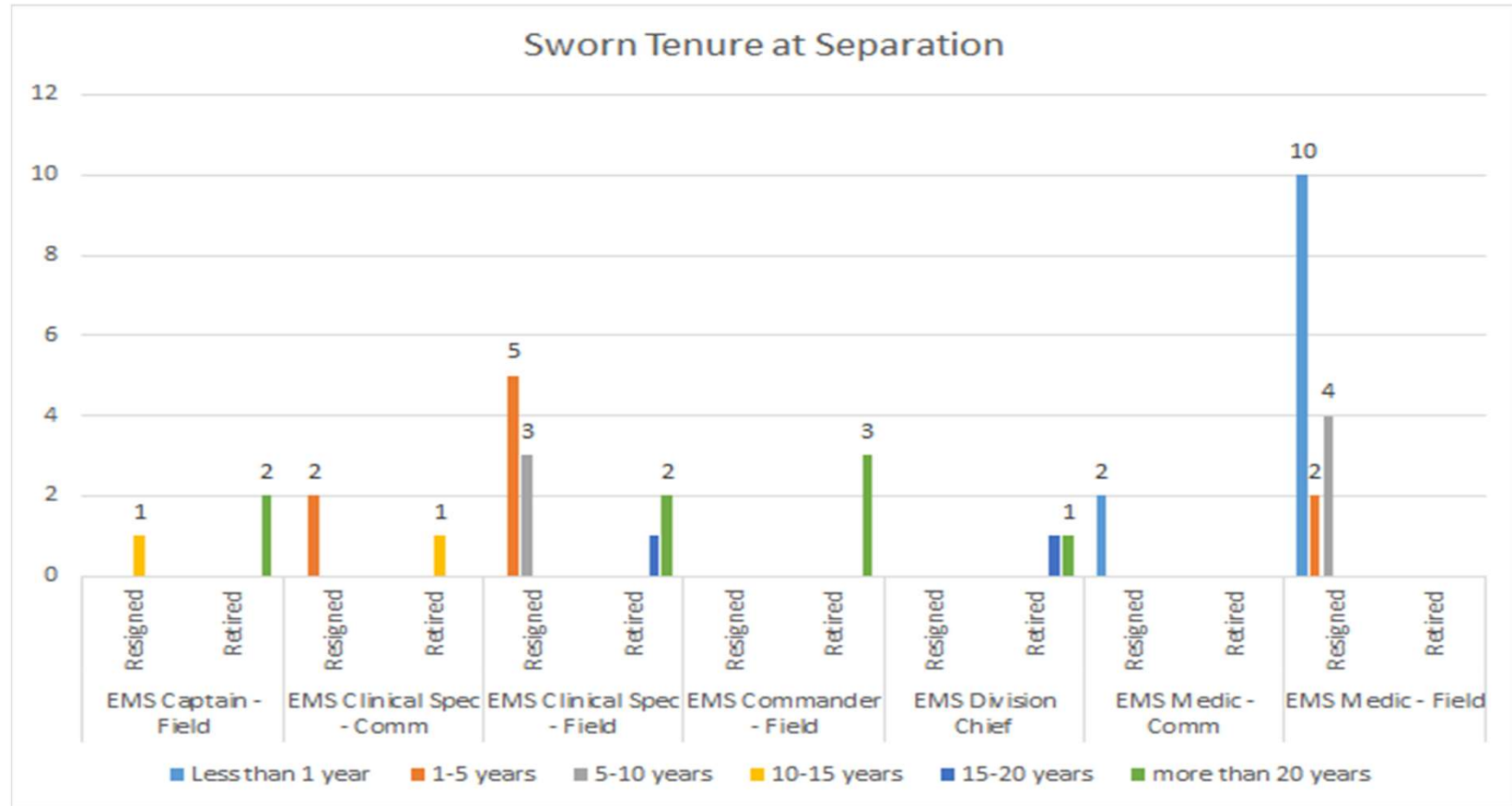
March 31, 2022			
Rank	Authorized	Sworn Staffing	Vacancies
EMS Assistant Chief	4		1
EMS Captain - Communications	11		0
EMS Captain - Field	77		2
EMS Clinical Spec - Comm	29		3
EMS Clinical Spec - Field	277		72
EMS Commander - Communications	4		0
EMS Commander - Field	38		1
EMS Division Chief	9		3
EMS Medic - Communications	14		8
EMS Medic - Field	201		56
<b>TOTAL</b>	<b>664</b>		<b>146</b>



# Sworn Separations

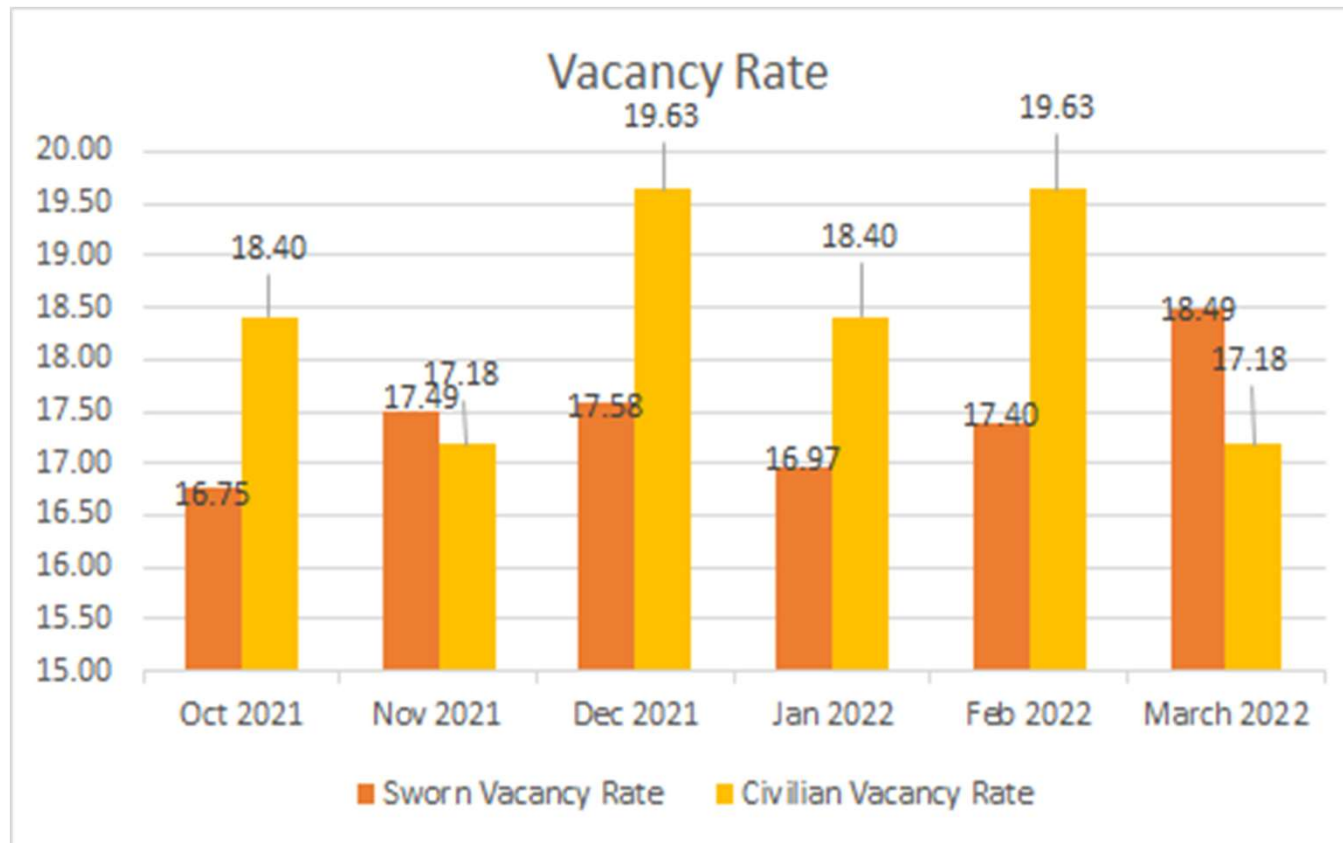


# Sworn Tenure at Separation

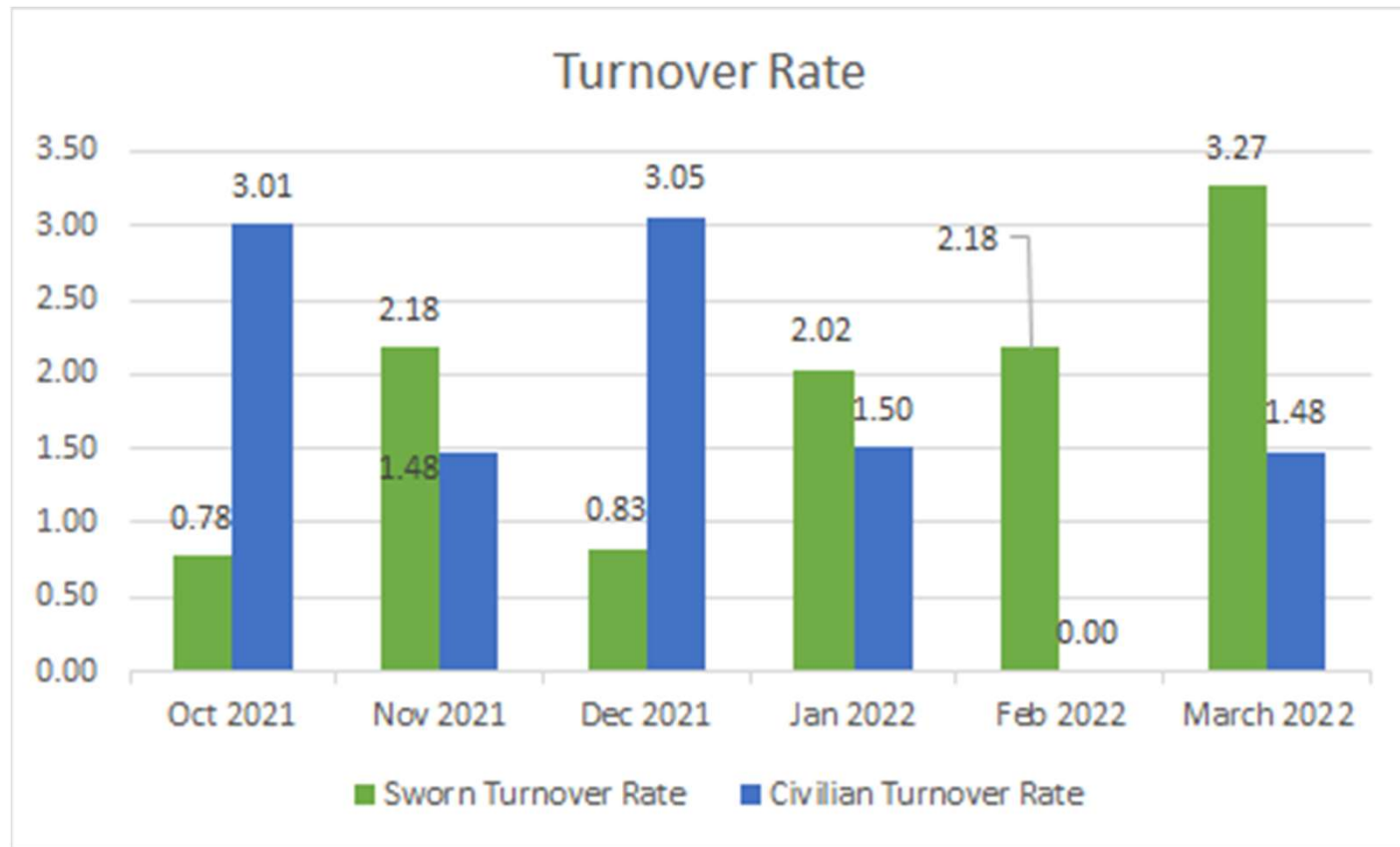




# Vacancy Rates Sworn & Civilian



# EMS Turnover Rate



# Opioid Use Disorder (OUD) Support Program

Community Health Paramedic Team

Austin-Travis County EMS

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## Program Objectives

- OUD-Support Program
  - Reach out to people who have
    - overdosed on an opiate/opioid
    - reported OUD to EMS staff, within 24 hours of the event
  - Offer education on the newest, effective treatment programs (Medication-Assisted Treatment - MAT) for OUD
  - Provide navigation and connection to MAT and establish necessary funding for treatment
  - Provide navigation and connection to other support services necessary for success (primary care, mental health support, etc)
  - Provide Opioid Overdose Rescue Kit (Narcan) to anyone who believes they may need one



# Buprenorphine Bridge Program (BBP)

In the first 6 months of the OUD-Support program, CHP identified that people who were seeking MAT often waited 7-10 days for an intake appointment in a center. Plenty of funding exists, but there is a long delay getting into a treatment facility. People were overdosing and dying on the wait list for treatment.

- Sub-Program of OUD-Support

- Provide treatment to “bridge” the 7-10 day period typically faced by individuals waiting to enter MAT in Travis County
- On site medical treatment to eliminate withdrawal, and daily dosing to prevent withdrawal while beginning MAT enrollment
- Prevents patients from having to use opioids daily while waiting to enter treatment

BBP patients have a 91% success rate at beginning MAT treatment (compare to hospital referral programs that have as low as 10% success)



# OUD-Support and BBP Staffing

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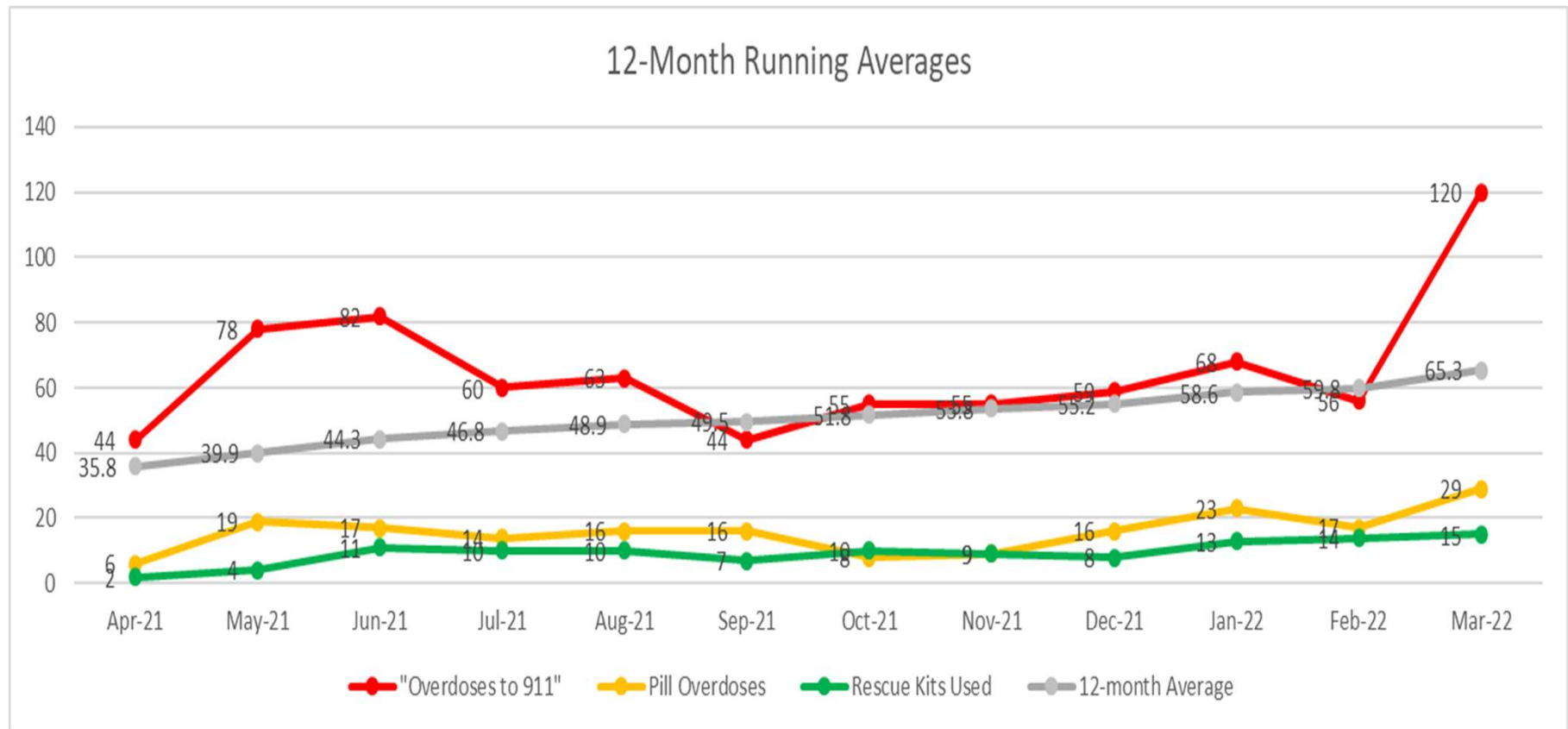
Programs run by the Community Health Paramedic (CHP) Team

- 1 CHP OUD-Support Case Manager
  - Primarily responsible for navigation and connection for persons interested in getting help with their OUD
  - Manages approx. 50% of OUD-Support patient outreach following overdoses
  - Manages approx. 90% of BBP patients
- Entire CHP team shares in OUD-Support follow-ups after overdoses, and in daily dosing of BBP patients





# Opioid Activity in Travis County



# Collaborative Care Communications Center (C4)

*“To provide the right resource to the right patient at the right time”*

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- The mission of the C4 is to develop pathways and processes to effectively meet the changing needs and expectations of patients outside of the traditional establishment of an Emergency Department.

## **The specific program goals include:**

- Reduce call volume and workload on ATCEMS transport units by using expanded triage and single provider response to mitigate low acuity 911 calls.
- Provide citizens a “patient centric” choice that includes Treat in Place (TIP), and Alternative Transport options other than transport to an Emergency Department.
- Reduce transport times and overcrowding of the Healthcare System.
- Develop avenues to integrate healthcare disciplines not traditional to EMS in an effort to provide a higher level of patient care and address EMS staffing shortages.





# Treat in Place, Alternative Destinations, Tele-Health Q1-2022 and Q2-2022

Average unit hour utilization across Austin – Travis County EMS incidents as a whole is 1 hour and 11 minutes. When telehealth service is provided, that number drops to 37 minutes and 20 seconds.

***From January 1, 2021-current, C4 has provided services to 3025 patients with 49.19% successful mitigation rate. The rate of successful mitigations continues to improve monthly.***

- *Q1-2022 C4 provided services to **938** patients.*
- In Q1-2022, C4 was able to mitigate 466 patients without the use of an Emergency Department
- This included:
  - 242 Tele-health consults
  - 62 Treat in Place
  - 10 transports to an Alternate Destination
- *Q2-2022 C4 provided services to **963** patients.*
- In Q2-2022 C4 was able to mitigate 525 patients, without the use of an Emergency Department.
- This included:
  - 293 Tele-Health consults
  - 68 Treat in Place
  - 9 transports to an Alternate Destination



The Collaborative Care Communications Center is based on Equity, and services are available to every resident of Austin-Travis County. C4 is utilized most in the Corridor of the city but has been used throughout the entire response area, as this utilization heat map shows:

C4 Incidents by Zip Code

Count of Incident Zip Code  
372  
1

## Staffing and Hours of Operation

- C4 currently has 8 assigned full time personnel
  - 5 Clinical Specialist
  - 2 Captains
  - 1 Commander

***Current Hours of Operation are 7:00am to 10:00pm***



Questions?

