



OUR PATIENTS



OUR PEOPLE



OUR STEWARDSHIP

Medic Response Configuration Update

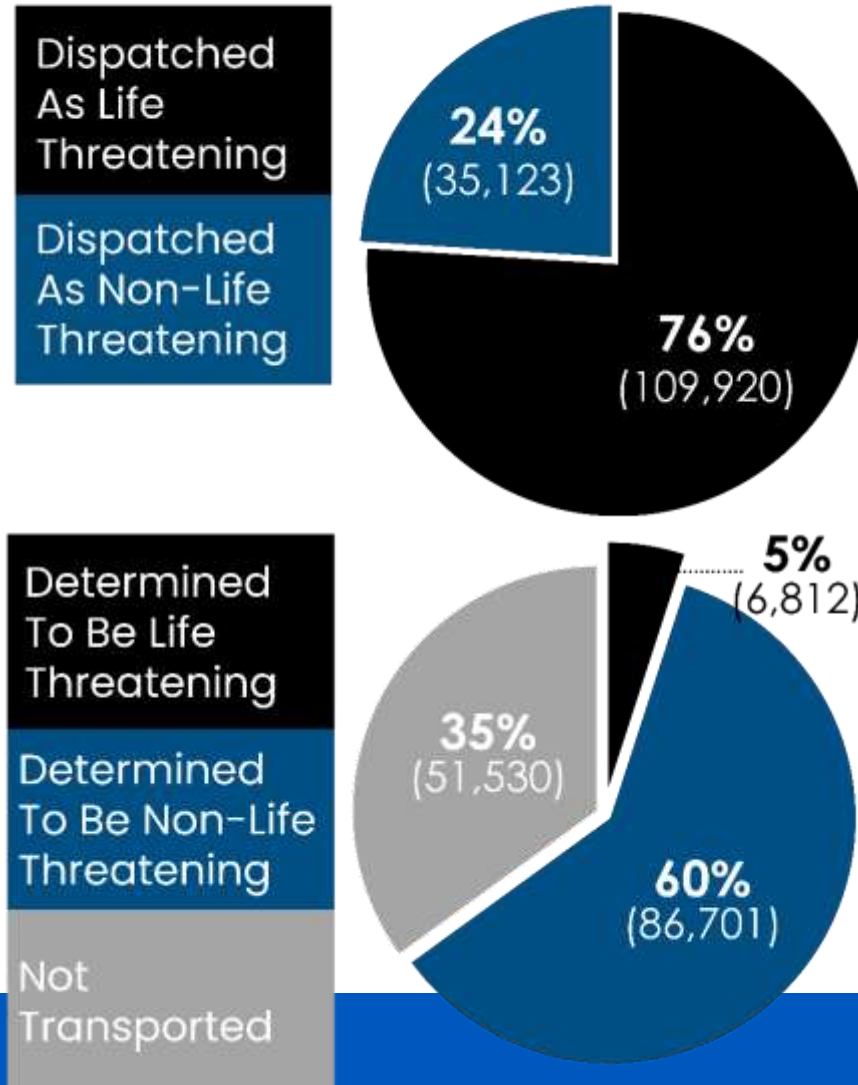
Proposed Changes

- ✿ Why: Appropriate resource allocation & patient prioritization
- ✿ What: Resource type, mode, and time targets
- ✿ Who: Collaborative project under guidance of Medical Direction
 - Medic Agency Board of Commissioners/Medical Control Board
 - Charlotte Fire Department
 - Mecklenburg County Fire Departments/ETJs
 - Charlotte-Mecklenburg Police Departments
 - County law enforcement agencies

Why change response configuration?

- ✚ Response & outcome are misaligned
- ✚ Protect response to the sickest patients

911 RESPONSES

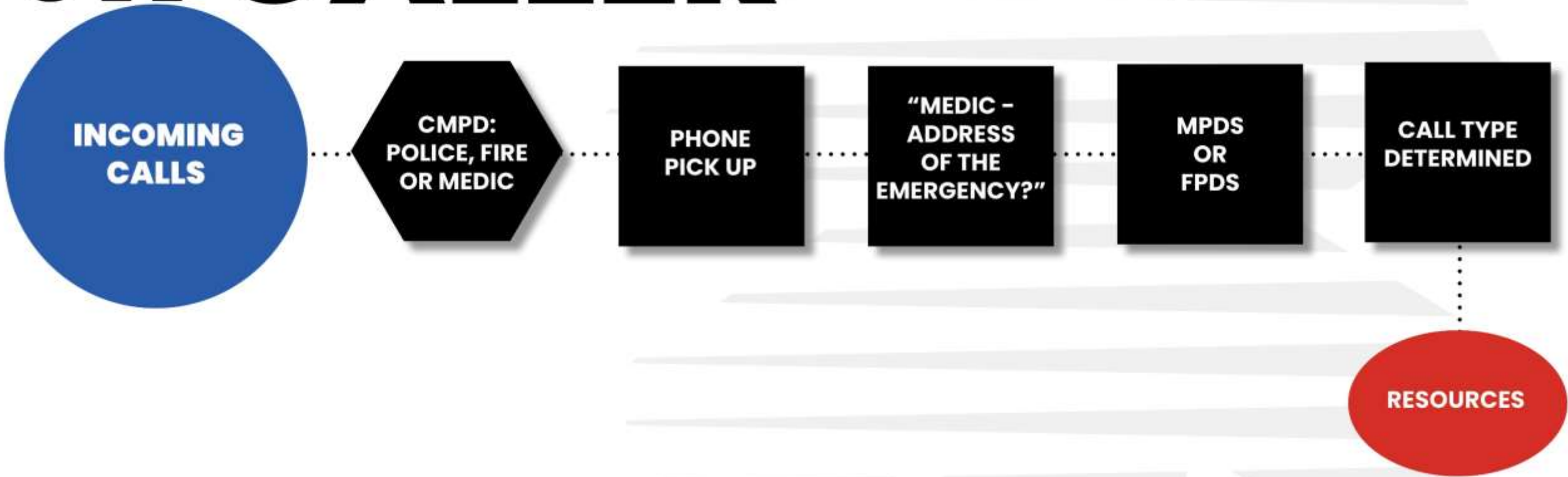


Why reduce lights & sirens?

- ✿ Best practices have been evolving since 1990s
- ✿ Increases chance of crashes by 50%
- ✿ Avg time saved ranges from 42 seconds – 3.8 minutes
- ✿ 6.9% of medical calls w/ lights & sirens result in life-saving interventions



911 CALLER



MPDS = Medical Priority Dispatch System, FPDS = Fire Priority Dispatch System

Current Response Configuration

Response Time Target	Response Time Reliability	First Responder Resource	% of Call Volume
10:59*	90%	Y-Fire	20%
12:59*	85%	Y-Fire	49%
60	80%	N	22%
ON/OP/OC	N/A	N	9%

*Red lights & sirens for Fire & Medic
 ON=Omega Nurse Line, OP = Poison Control, OC = Behavioral Health Crisis Line
 Based on 5 years of data

Proposed Response Configuration

Response Time Target	Response Time Reliability	First Responder Resource	% of Call Volume
10:59*	90%	Y - FIRE	19%
15	90%	Y/N - FIRE	18%
30	80%	Y/N - FIRE	25%
60	75%	N	10%
90	75%	N	0.1%
ON/OP/OC	N/A	N	9%
First Responder Only	N/A	Y - FIRE	19%

*Red lights & sirens for Fire & Medic

ON=Omega Nurse Line, OP = Poison Control, OC = Behavioral Health Crisis Line, FR Only=First Responder Only

Is it safe?

12,901

911 calls with a 60-minute response time target
from October 21, 2021 - October 31, 2022



65%

Transported to a local
Emergency Department

< 1%

Transported as a high
priority patient

17%

Cancelled before Medic
arrived

17%

Not transported

0%

Negative impact
to patient
outcomes

What this means for your community...

- ✚ Rapid response to high priority emergencies will not change
- ✚ Increases safety
 - Ability for Medic to respond to our sickest patients
 - Safer roadways due to decrease use in lights & sirens
- ✚ Will receive a response that aligns to the severity of the condition presented, similar to Emergency Department triage
 - May experience longer response times to non-life threatening emergencies
- ✚ Greater emphasis on community awareness & proper use of 911



Council Presentations and Media Engagement

- ✦ Community education process continues
 - Ongoing – Media engagement
 - Launched community info page on Medic911.com
 - County FRs, Town/County Manager Meeting
 - Charlotte City Council
 - Davidson Town Council
 - Matthews Town Council
 - Cornelius Town Council
 - Pineville Town Council
 - Huntersville Town Council
 - Mint Hill Town Council

Community Presentations

- ✿ Community presentations in all six districts
 - District 1 - North Regional Rec Center
 - District 2 - Bette Rae Thomas Rec Center
 - District 3 - Eastway Regional Rec Center
 - District 4 - Hickory Grove Rec Center
 - District 5 - Naomi Drenan Rec Center
 - District 6 - Matthews Sportsplex
- ✿ Additional sites being identified for the non-English speaking community



**Discussion/
Feedback**

