



Mecklenburg EMS Agency

Executive Director Joe Penner

Presented to Mecklenburg Board of
County Commissioners

May 17, 2016

Tonight's Aim

- I would like for each of you to walk away from here tonight knowing three things
 - What Medic is responsible for
 - How Medic is performing
 - What challenges Medic is facing



Medic's Mission

To save a life, hold a hand and be prepared to respond in our community when and where our patients need us.



Medic's Role



Emergency medical
response, treatment &
transport

Scheduled non
emergency transport



Medic's Role

Primary 911 emergency dispatch for EMS and County Fire.

Secondary 911 emergency dispatch for CMPD and City Fire.



Medic's Role

Tactical Medic support
on area SWAT teams



Dedicated standby for
area Fire Departments



Medic's Role

Dedicated event coverage



Multiple regional emergency response teams



Performance Matters

Measure	Initial Performance	Current Performance
Response Time Compliance/Contract	NA	98%
Response Time @ 90th Percentile	> 16 minutes	< 11 minutes
ROSC (Utstein)	± 5%	82%
Patient Survival to Discharge (Utstein)	< 5%	51%
Trauma Scene Time	>13 mins	8 mins, 23 secs
Patient Satisfaction	52% Excellent	65% Excellent
Employee Satisfaction	16% Excellent	24% Excellent
County Funding per Transport	\$429	\$115

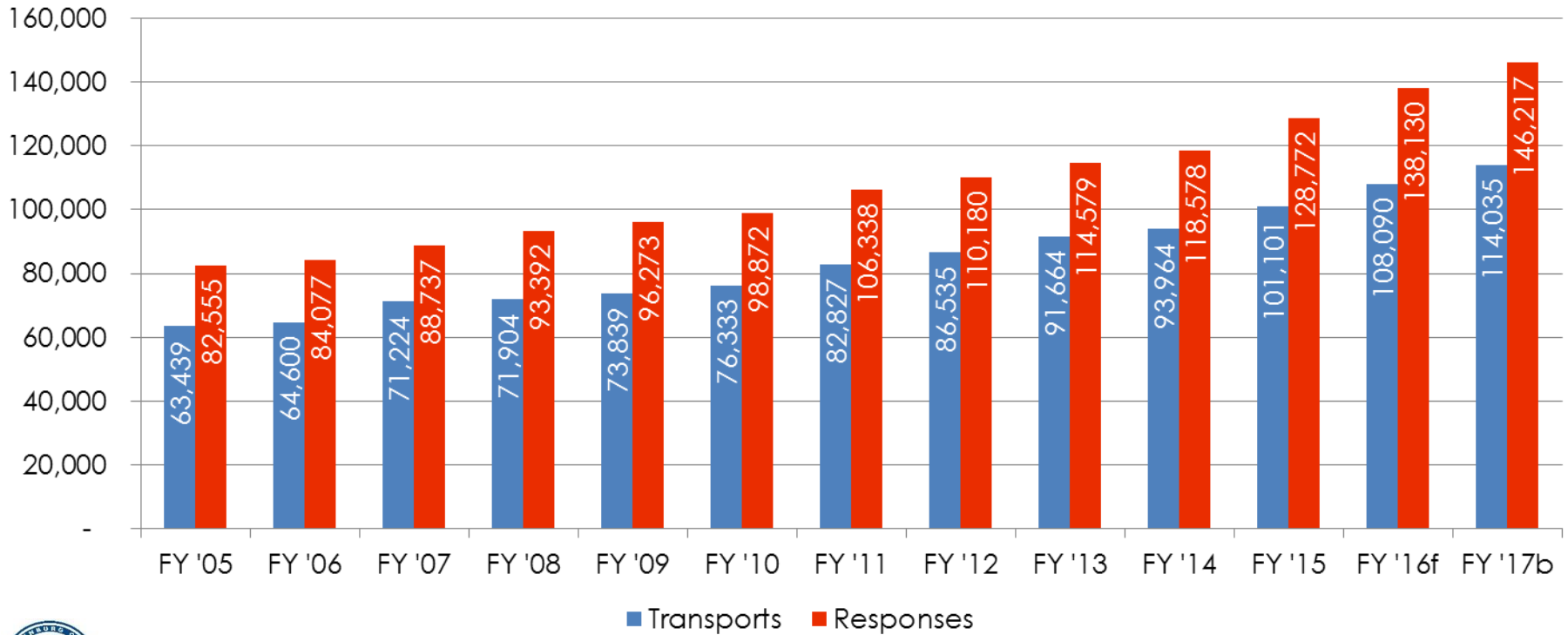


Changing Landscape

- Upcoming election & impact to healthcare
- Growth in high deductible health plans
- Medicaid reform in North Carolina
- Finite number of qualified caregivers
- Significant increase in demand for service



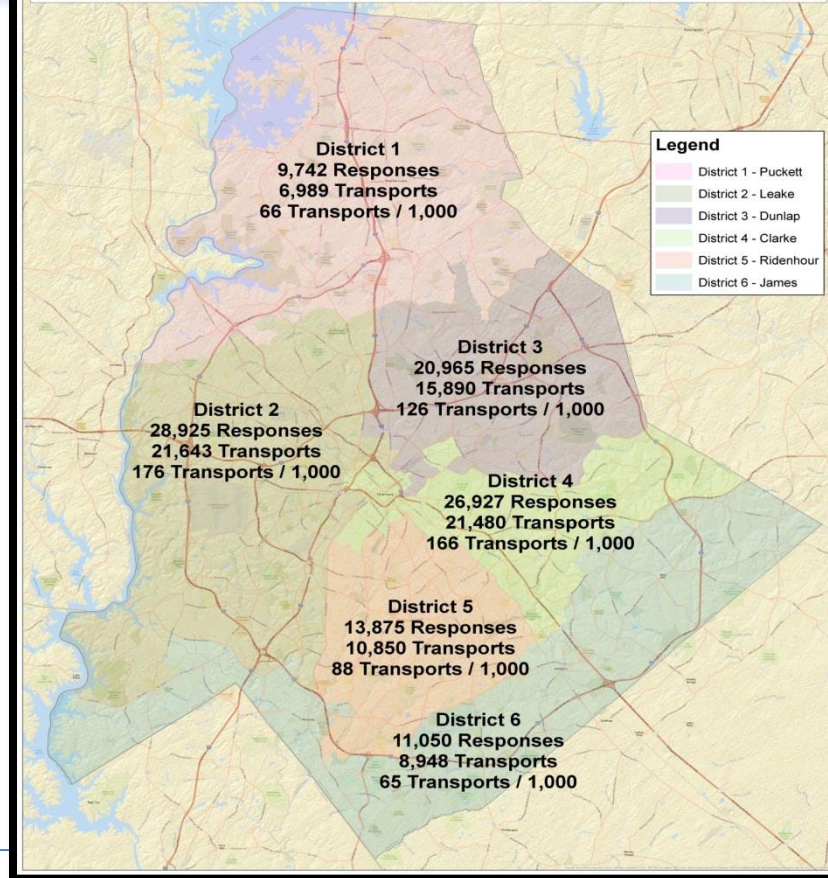
Demand Growth



FY 2015 - 911 System Demand

Total Transports: 85,785

Total Responses: 111,435







Thank You!

