



# Emergency Medical Service

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PRIMARY FOCUS IS PROVIDING 911 EMERGENCY MEDICAL SERVICE TO THE CITIZENS OF HAYWOOD COUNTY.

# EMS Request to the Board of County Commissioners

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Re-allocate existing EMS budgeted salary line items to staff the PEAK TIME Ambulance on a Full Time basis from (7am-7pm) 7 days per week.

<u>REQUIRED-</u>	4 New Full Time Staff
<u>WHEN-</u>	March 1-June 30, 2018
<u>COST-</u>	\$67,000 (4 months x 4 entry level salaries/benefits)

# Current Situation

1 Full Time Shift Supervisor Primarily located at the Main Base

6 Full Time Paramedic Units Strategically Located Across the County

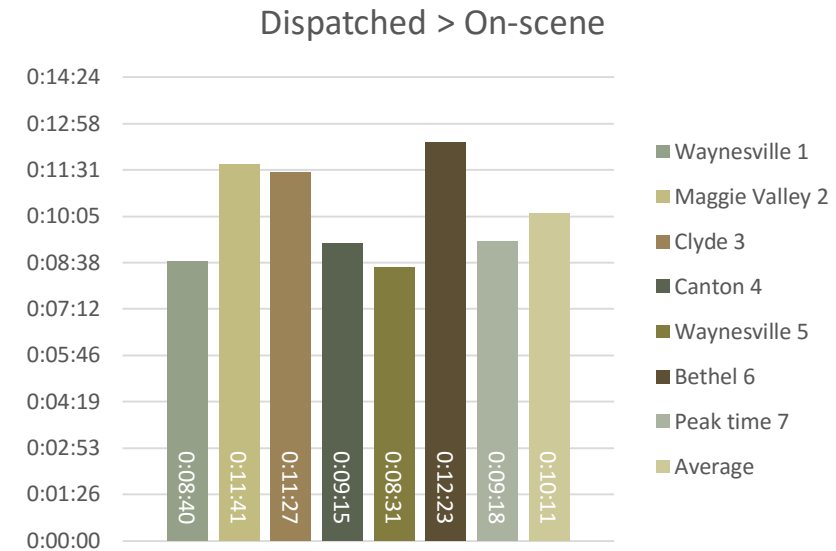
- 2 Waynesville
- 1 Clyde
- 1 Canton
- 1 Bethel
- 1 Maggie Valley

1 Part Time Paramedic Unit Located wherever the Supervisor feels necessary

- Peak Time (10am-8pm)
- Only Staffed with Part Time

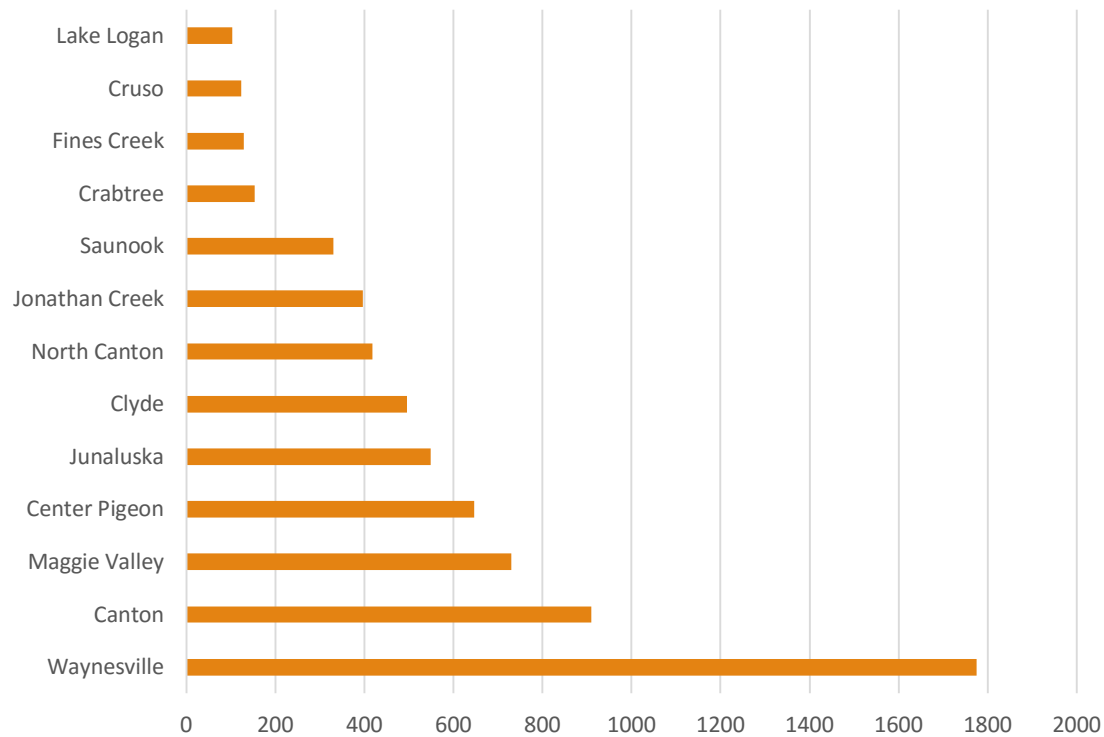
## 2018 Response Data

- 11199 Calls for EMS
- 10:47 (Avg. 911 Called -> EMS On-scene)
- 52 min 50 seconds (Avg. Time Spent on a Call)
- 7am-7pm Availability of EMS Units is crucial

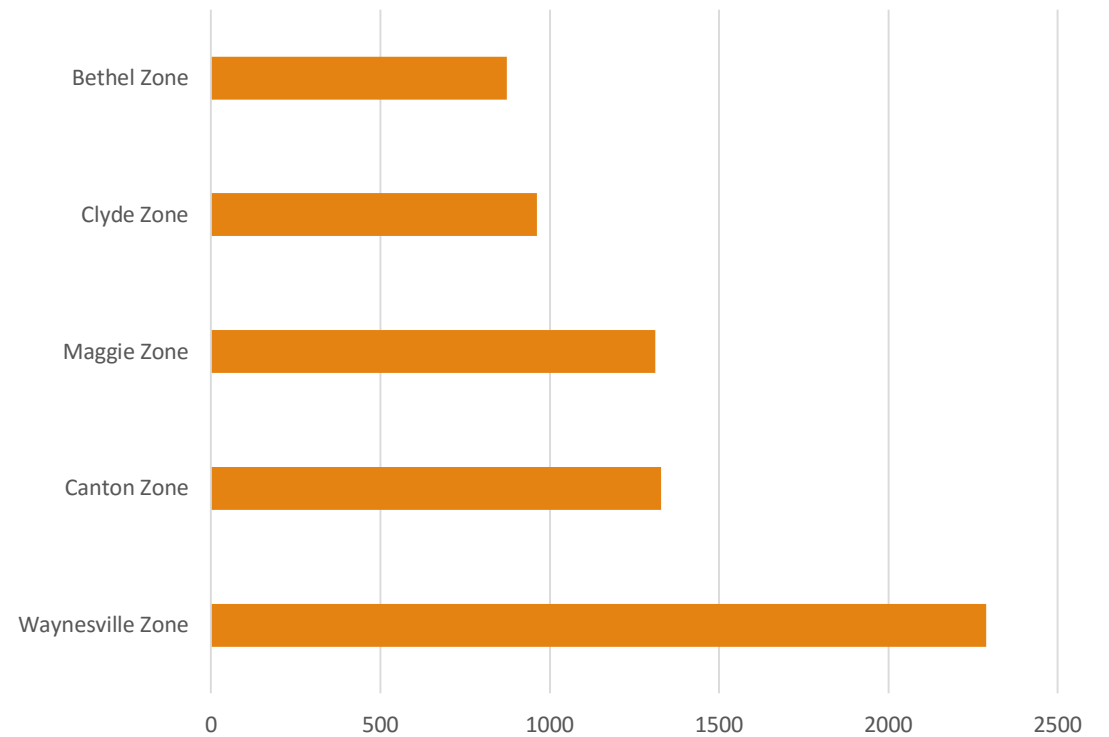


# Where the 2018 Medical Emergencies Occurred?

Calls By Fire District



Calls By EMS Zone



Source: 911 Communications Center

# When On-Duty EMS Units Are NOT Available?

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277 occasions in 2018-

- 87% occurred during the ours of 7am-7pm.

Rescue Squad Support-

- 911 Communications alerts them when EMS is NOT Available.
- 87% -Rescue Squad asked to assist when our PEAK TIME unit was not able to be staffed.

Beyond That- EMS Supervisor

- Acts as Paramedic on a Rescue Squad ambulance.
- Requests support from Administrative Staff.
- Requests EMS units from surrounding Counties.

# Full Time Staff Work Schedule? (7am-7pm Daily)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
MARCH				1	2	3
				Crew 1	Crew 1	Crew 1
4	5	6	7	8	9	10
Crew 1	Crew 2	Crew 2	Crew 2	Crew 2	Crew 1	Crew 1
11	12	13	14	15	16	17
Crew 1	Crew 1	Crew 2	Crew 2	Crew 2	Crew 2	Crew 1
18	19	20	21	22	23	24
Crew 1	Crew 1	Crew 1	Crew 2	Crew 2	Crew 2	Crew 2
25	26	27	28	29	30	31
Crew 1	Crew 1	Crew 1	Crew 1	Crew 2	Crew 2	Crew 2

# Financial Solution within Existing Budget!

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Need to Distribute **\$67,000** existing funds to cover 4 new FTE's-

LINE ITEM	CURRENT	KEEP	MOVE TO COVER
Part Time 512600	140000	125000	15000
Overtime 512200	330000	277000	52000
		<b>TOTAL</b>	<b>67000</b>

# Measures to Improve Emergency Service Availability Increase & Efficiency?

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Ensure the PEAK TIME (7am-7pm) unit is staffed.

- Decreases most Rescue Squad assistance requests, which are not guaranteed
- Improve EMS response times in all communities by placing this unit in strategic locations.

Reduce un-scheduled sick leave coverage-

- In 2018, we covered 2200 hours of sick leave.
- Most were covered with full time staff working un-scheduled overtime

Reduce dependence on part time staff for short term coverage notice.

- Allows part time to primarily be utilized for scheduled leave, such as vacations.
- Lack of part time availability is the reason for the inability to staff the PEAK TIME unit.



# Proposal Summary

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- The Commissioners have already authorized and funded the PEAK TIME unit.
- Our current Part Time staffing plan for the PEAK TIME unit leaves the unit un-staffed quite often.
- Improving the plan from Part Time to Full Time would keep EMS units available for emergencies 87% of the time without Rescue Squad assistance.
- The modified plan falls within existing budgeted funds.
- We are requesting Board of County Commissioner input and authorization to consider this option.