



COVID-19 UPDATE

Employee quarantine & transport volume continues to rise

October has seen the highest number of essential employees enter into isolation with a COVID-19 diagnosis at one time (9) and one of the highest numbers of employees in quarantine for potential exposure (61) since the pandemic began. The total number of COVID-19 positive employees has reached 35. Combined with increasing transport volume, adjustments for busy periods such as the upcoming holiday season, and the standard amount of vacation and sick leave, these factors present a significant strain on staffing.

To mitigate this challenge, the Agency has deployed a multistage staffing plan to include incentivizing shifts, increasing overtime, utilizing credentialed administrative staff, and mandating overtime. Medic continues to monitor and adjust to ensure the ability to maintain necessary staffing levels to meet patient demand along with gauging the considerable stress our care providers are experiencing.

HIGH FREQUENCY USER UPDATE

Medic program provides appropriate care for patients needs

As of October 2020, Medic's High Frequency User (HFU) program has administered specialized support for 57 of the community's highest need individuals, resulting in the complete discontinuation of emergency services use by 13 individuals. This, coupled with reductions across other patients, has resulted in an 83% reduction in transports among enrolled patients.

Since its inception in 2015, HFU has focused on improving system processes and access to alternative, more appropriate services for patients who utilize EMS at a high rate. These individuals usually represent an underserved population plagued by chronic illness, behavioral health diagnoses, homelessness and lack of access to healthcare.

HFU is a collaborative effort with Mecklenburg County's Community Support Services and operates as a monthly opportunity for care providers across the industry to meet and discuss patients' needs, to support one another's patient interventions and inspire new approaches. Through this holistic approach, the Agency has seen remarkable success in connecting patients with services and reducing their utilization of emergency support.

Context for Key Performance Indicators

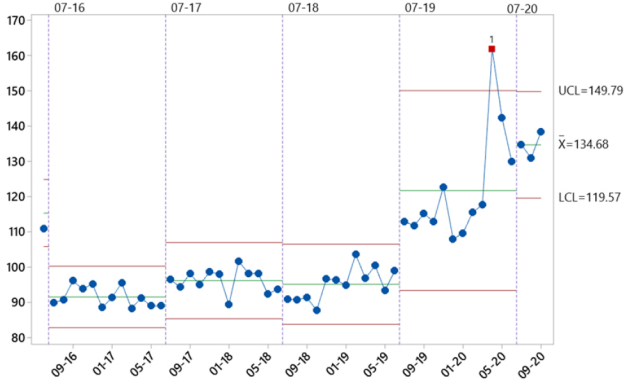
The data on the following page is presented in control charts. Each dot represents a monthly average, count or proportion. The middle green line is the average performance for the displayed periods, while the red lines are the upper and lower control limits.

- **Response time compliance** performance goal is 90%.
- **Cardiac arrest survival** is measured for patients that meet a nationally standardized case definition.
- **Patient satisfaction** is determined using a random telephone survey of up to 200 transported patients per month. This results in a proportion which rated their overall quality of care as excellent. The target is $\geq 65\%$ excellent.
- **County cost per transport** is based off of the total number of transports in a month divided by the monthly subsidy provided to Medic.

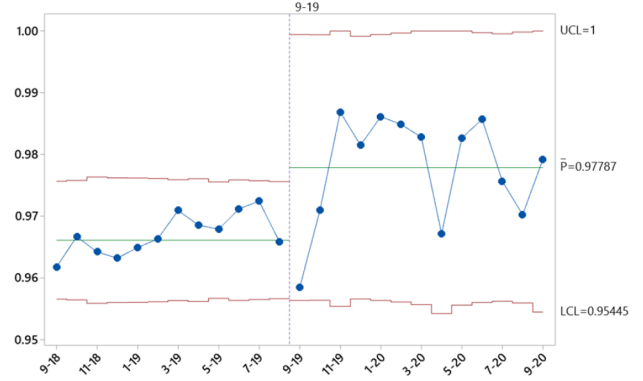


Mecklenburg EMS Agency (Medic) Management Report November 2020

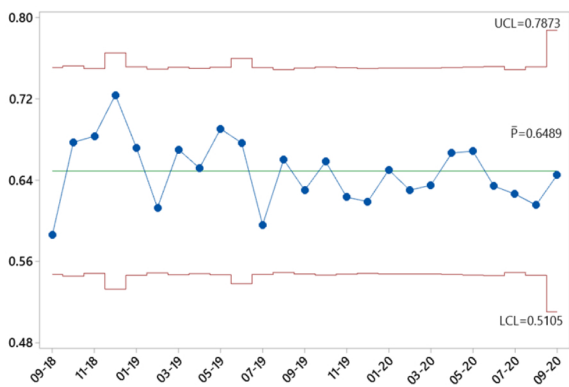
I Chart of County Cost Per Transport by Month/Year



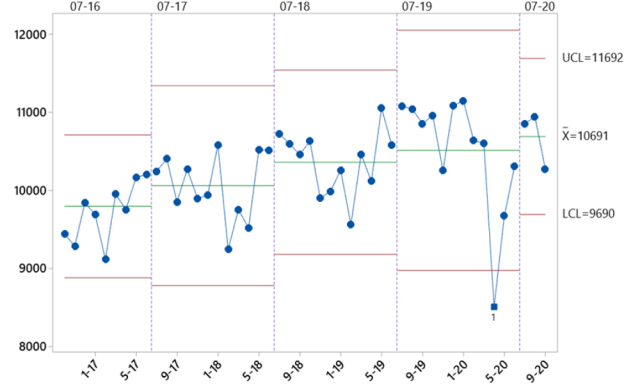
P1 Response Compliance



Patient Satisfaction: Excellent Overall Quality of Care

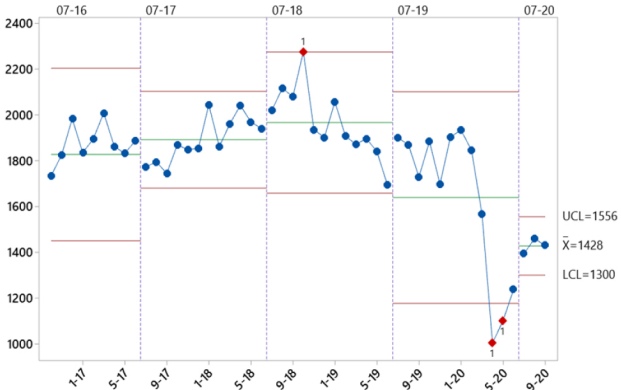


911 Incident Count by Fiscal Month/Year



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NET Incident Count by Fiscal Month/Year



Utstein Survival

