



COVID-19 UPDATE

An increase in first responder risk

On November 17, 2020, Mecklenburg County reported an ongoing, steady increase in confirmed COVID infections per day, hospitalizations at acute care facilities, and the average percent of individuals who test positive for COVID-19. These trends are well supported by Medic's data; with total patients transported who are lab confirmed COVID-19 positive reaching 1460 since March.

The rising risk in our community also contributes to first responder staffing constraints due to employee quarantines and isolations, the majority of which are linked to out of work exposures. We calculate that on average, Medic will need to schedule an additional 750 unit hours per week to ensure adequate production levels capable of meeting demand. To mitigate this challenge, Medic employees have been encouraged to volunteer for permanent, scheduled overtime shifts consisting of at least one eight-hour shift per pay period until staffing stabilizes. This step follows Medic's multistage contingency staffing plan, which also includes the use of mandatory overtime shifts when deemed necessary.

COMMUNITY MESSAGING

Healthcare partners urge the community to call 911 for life threatening symptoms

Medic is seeing an increase in both DOAs (when a patient is found deceased upon arrival) and Pronouncements (when care is initiated but the patient is unable to be resuscitated). While definite causality of this phenomenon cannot be determined, data listed below suggests patients may be reluctant to call 911 and access healthcare due to the fear of COVID-19 exposure. Along with Atrium Health and Novant Health, Medic is actively promoting messaging that reassures the community that the healthcare system is safe and urges them to recognize life threatening symptoms and access healthcare before their conditions worsen.

March-August 2019 vs. March-August 2020

- 34.9% increase in DOAs
- 50.87% increase in Pronouncements
- 25% increase in patients being treated and refusing transport
- 29.84% increase in cardiac arrest calls
- 28.66% decrease in low acuity/non-life-threatening chest pain calls

Context for Key Performance Indicators

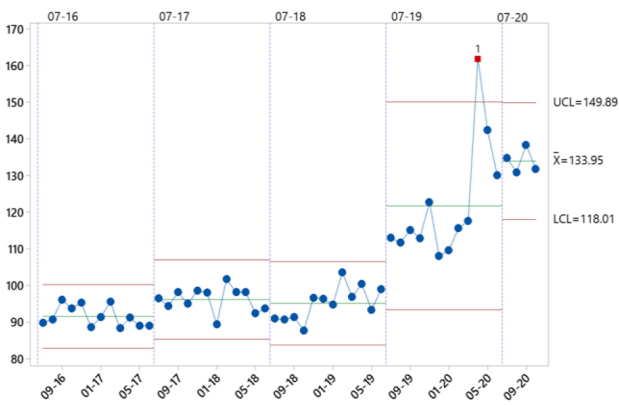
The data on the following page is presented in control charts. Each dot represents a monthly average, count or proportion. The middle green line is the average performance for the displayed periods, while the red lines are the upper and lower control limits.

- **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.

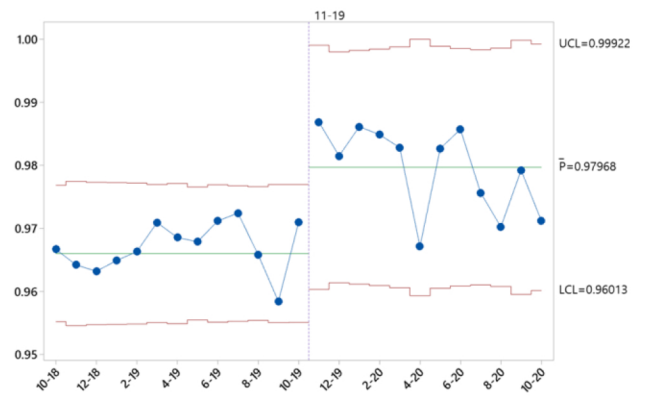


Mecklenburg EMS Agency (Medic) Management Report December 2020

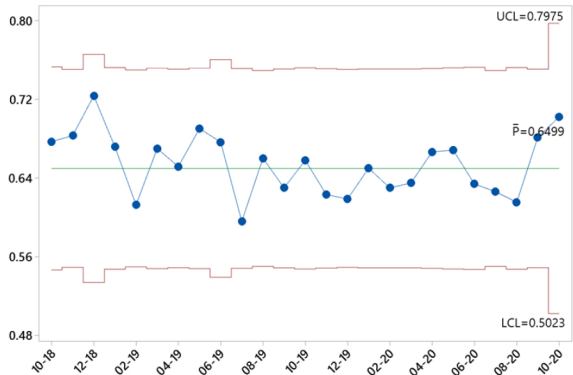
I Chart of County Cost Per Transport by Month/Year



P1 Response Compliance

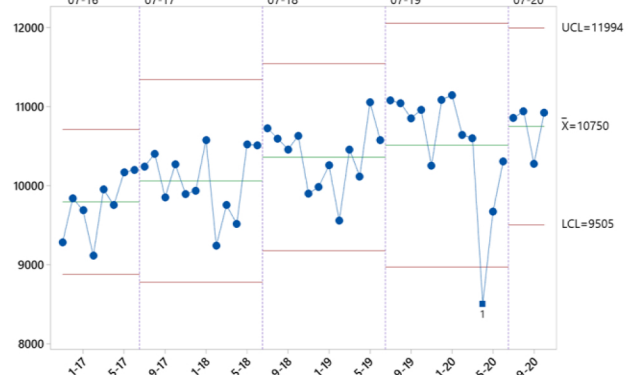


Patient Satisfaction: Excellent Overall Quality of Care



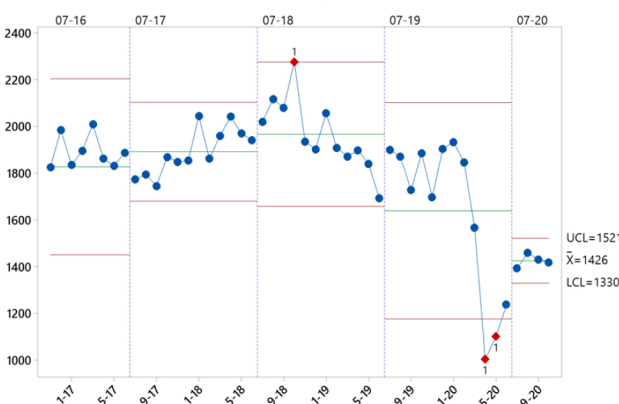
The analysis for the final week of October has not been completed as of 11/17/2020.

911 Incident Count by Fiscal Month/Year

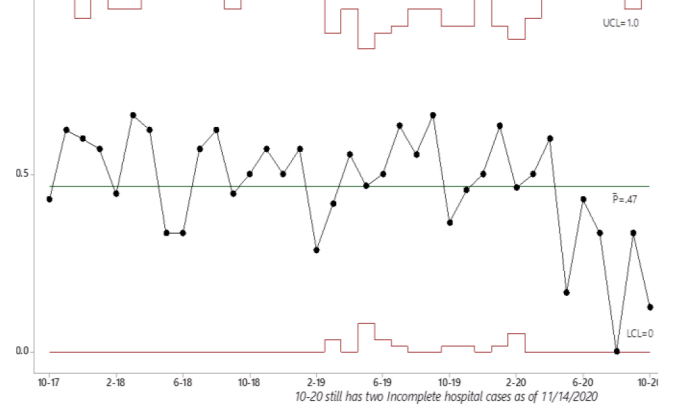


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NET Incident Count by Fiscal Month/Year



Utstein Survival



10-20 still has two incomplete hospital cases as of 11/14/2020