



# MEDIC

2017 ANNUAL REPORT

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



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**JOSEF (JOE) H. PENNER**  
Executive Director

## RESPONDING WHEN AND WHERE OUR PATIENTS NEED US

**579**  
EMPLOYEES

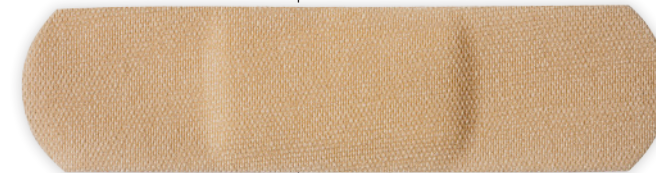
**1,054,835**  
RESIDENTS IN THE  
SERVICE AREA

**10**  
EMERGENCY  
DEPARTMENTS  
SERVED

**65%**  
PATIENT WHO  
RATED OVERALL  
QUALITY OF CARE  
AS "EXCELLENT"

**146,265**  
RESPONSES

**112,270**  
TRANSPORTS



## ALIGNING RESOURCES WITH PATIENT NEEDS

Medic's ability to respond to life threatening emergencies anywhere in the county within 10 minutes, 59 seconds is a direct result of system design and preparedness.

The Agency analyzes years of data using complex algorithms to help predict when and where incidents are most likely to occur. The appropriate number of resources are deployed based upon demand projections, and then moved throughout the county to ensure optimal coverage at all times. The result is a paramedic team that is ready to respond to your emergency, whenever and wherever you should need it.

**1.** 9,545 Incidents

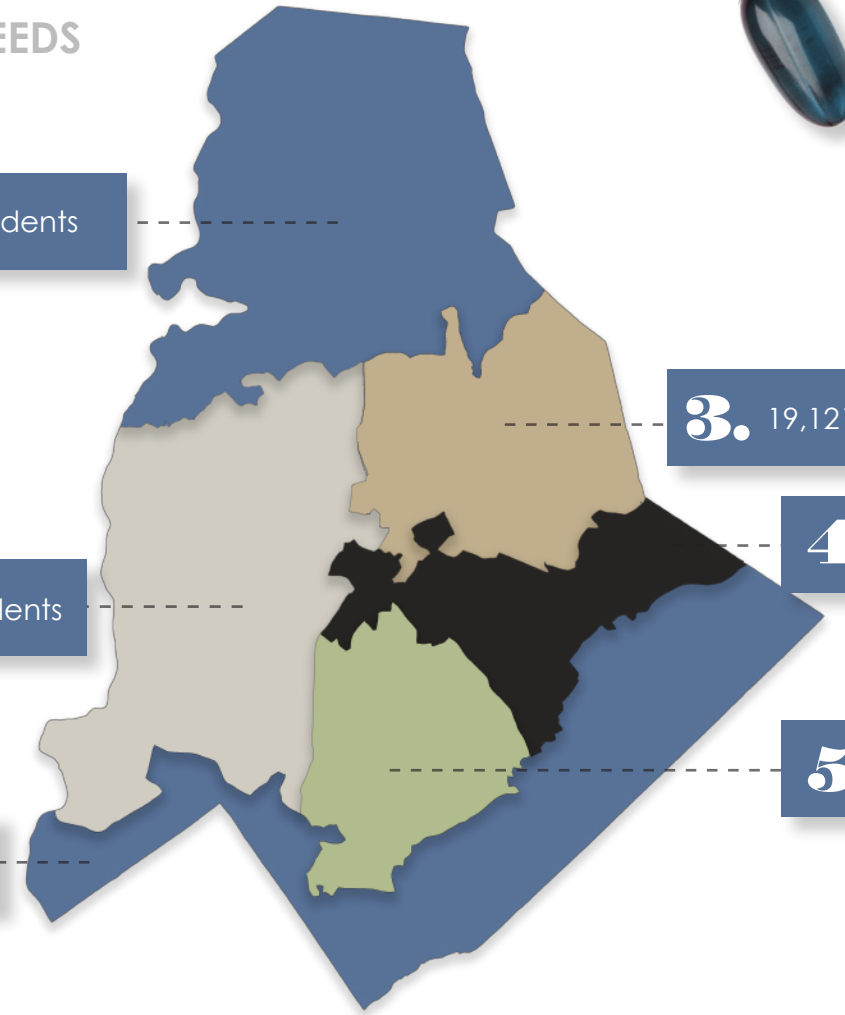
**2.** 23,584 Incidents

**6.** 14,321 Incidents

**3.** 19,121 Incidents

**4.** 33,197 Incidents

**5.** 12,442 Incidents



## PATIENT INVOLVED DECISION MAKING

CALL TYPE	NO.	%*
TRAFFIC ACCIDENT/ENTRAPMENT	14,375	11.53%
SICK PERSON	13,824	11.09%
BREATHING PROBLEMS	11,262	9.03%
FALLS/BACK INJURY/TRAUMA	10,962	8.9%
UNCONSCIOUSNESS/FAINTING	10,672	8.6%
CHEST PAIN	9,299	7.5%
UNKNOWN PROBLEM/MAN DOWN	7,041	5.6%
PSYCHIATRIC/SUICIDE ATTEMPT	5,446	4.4%
ASSAULT	5,053	4.1%
OVERDOSE/INGESTION/POISON	4,537	3.6%

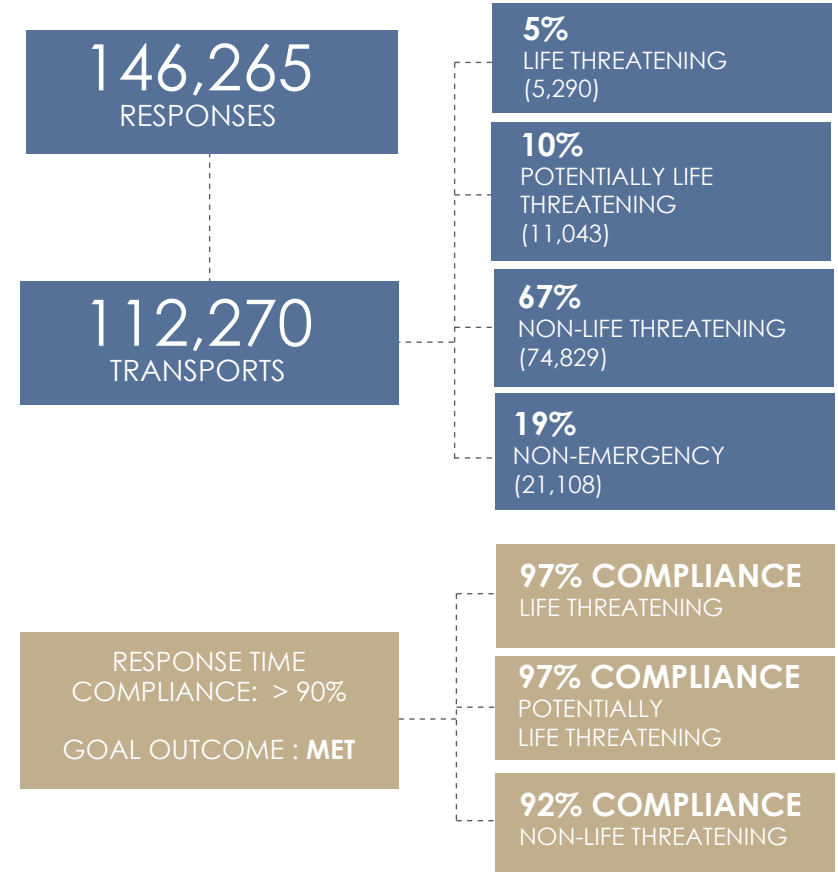
\*Percentages are based on 112,270 annual transports.

## INTEGRATED IN THE COMMUNITY

FIRST RESPONDER	VOLUME
Carolina	213
Charlotte	76,784
Cooks	529
Cornelius	1,809
Davidson	869
Huntersville	1,511
Idlewild	2,093
Long Creek	705
Matthews	2,464
Mint Hill	3,152
North Meck	2,859
Pineville	2,041
Robinson	817
Steele Creek	652
West Meck	1,037

## IMPROVING PATIENT CARE

## SYSTEM OF QUALITY CARE



## REASON FOR EXISTENCE

Patient outcomes are not the only measure used to gauge the quality of service provided by the Agency. The overall experience of Medic's patients is equally important, which is why telephone surveys are conducted on 200 random patients each month through an independent firm.

The feedback provided through this process has resulted in concerted efforts aimed at improving patient satisfaction, including projects targeting pain management and patient comfort relative to the ride of Medic's ambulances.

**65%**  
PATIENTS WHO RATED  
OVERALL QUALITY OF  
CARE AS "EXCELLENT"

TARGET:  
> 65%

GOAL OUTCOME: **MET**





# 92%

HEART ATTACK:  
PREHOSPITAL  
DETERMINATION

TARGET:  
> 85%

GOAL OUTCOME : **MET**

# 81:09

HEART ATTACK:  
TIME LAPSE BETWEEN 911  
CALL AND  
INTERVENTION AT THE  
CATHETERIZATION LAB

TARGET:  
< 90:00

GOAL OUTCOME : **MET**

## COMPASSIONATE CARE

If you're going to experience a cardiac emergency (and we hope you never do), there is no place you would rather be than Mecklenburg County, NC.

For patients experiencing a heart attack, it's all about early diagnosis in



## PATIENT CENTERED SYSTEM

If you're going to experience a cardiac emergency (and we hope you never do), there is no place you would rather be than Mecklenburg County, NC.

For patients experiencing a heart attack, it's all about early diagnosis in the field and rapid transport directly to an area catheterization lab for treatment by a physician. For those in cardiac arrest, it's about returning the patient's heart to a beating state so blood and oxygen begin circulating again. If this isn't achieved in the pre-hospital setting, a person's chance of survival is near zero.

The years of research that Medic has invested into improving cardiac outcomes have led to cutting edge protocols and patient outcomes that are among the very best in the entire country.

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# 88%

PATIENTS IN CARDIAC  
ARREST WHO ACHIEVE  
ROSC\*

TARGET:  
> 40%

GOAL OUTCOME : **MET**

# 52%

HOSPITAL DISCHARGE  
RATE



7:43

AVERAGE PRIORITY ONE  
TRAUMA PATIENT  
SCENE TIME

## ADAPTING TO FUTURE HEALTHCARE POLICIES

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73

EMPLOYEE SATISFACTION  
MEAN SCORE

TARGET:  
> 82

GOAL OUTCOME:  
DID NOT MEET

### MOST IMPORTANT RESOURCE

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### FULLFILLING OUR MISSION

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## LEAD WITH COMPETENCY

### STAR OF LIFE

**Ryan Lowe** is an exceptional Paramedic whose commitment to professionalism and excellence in medical care is ideally suited to help develop our new employees. A fellow coworker stated that Ryan is "The ideal FTO due to his professionalism and thoroughness."

Similar to Medic's Purpose Statement, Ryan is "prepared to respond in our community when and where our patients need us". Supporting Medic's mission everyday, Ryan is an outstanding role model for all those he trains and works with. His commitment and devotion to his family and church are a shining example for all of us to follow.



### STAR OF LIFE

Working VA inventory is very tedious and time consuming. Yet, **Sherri Steele** always goes above and beyond to get a claim paid. According to Sherri's supervisor, "Sherri should get combat pay for dealing with the most challenging patients and the VA". She helps Medic patients get their VA claims paid by working with the local hospital medical records departments.

Sherri demonstrates many of Medic's core values including putting the patient first. She takes the extra steps to educate our patients about their benefits. Helping patients in a different way, Sherri's work is still important to the patient's overall well-being.

### STAR OF LIFE

With seven star of life employee nominations, making **Tiffany Johnson** a 2017 Star of Life awardee was a no brainer. She treats each patient like a family member; with respect and dignity, no matter the nature of the call. Former patients have asked of her because of the excellent care they received from Tiffany.

Tiffany believes EMS work is her calling. A mentor to many, her coworker noted, "She has no problem sharing her knowledge and taking time out to help you strengthen your skills to be a better medic". She will help you in a time of need and handles difficult situations with remarkable patience and admirable tact.



### BURNETTE - NOBLES

As a member of the EMS community it can be difficult to maintain a sunny disposition. Comforting a sick patient, being a family's calming voice, or working through the loss of a patient can be extremely stressful. **Brandis Ridenhour** is not only able to achieve these tasks but maintains an optimistic outlook and smile while performing them.

As an employee and coworker, Brandis' positive attitude and always friendly demeanor shines through when needed most. She has led and assisted her co-workers and other EMS professionals with PTSD awareness and participates as part of an EMS motorcycle group to raise EMS awareness in the community.

## SUPPORTING OUR COMMUNITY

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## INSPIRING OUR YOUTH

County funding of \$115 per transport during this past fiscal year is the lowest subsidy that Medic has ever required to function, and yet performance remained among the best in EMS.



## REDUCING PER CAPITA COSTS

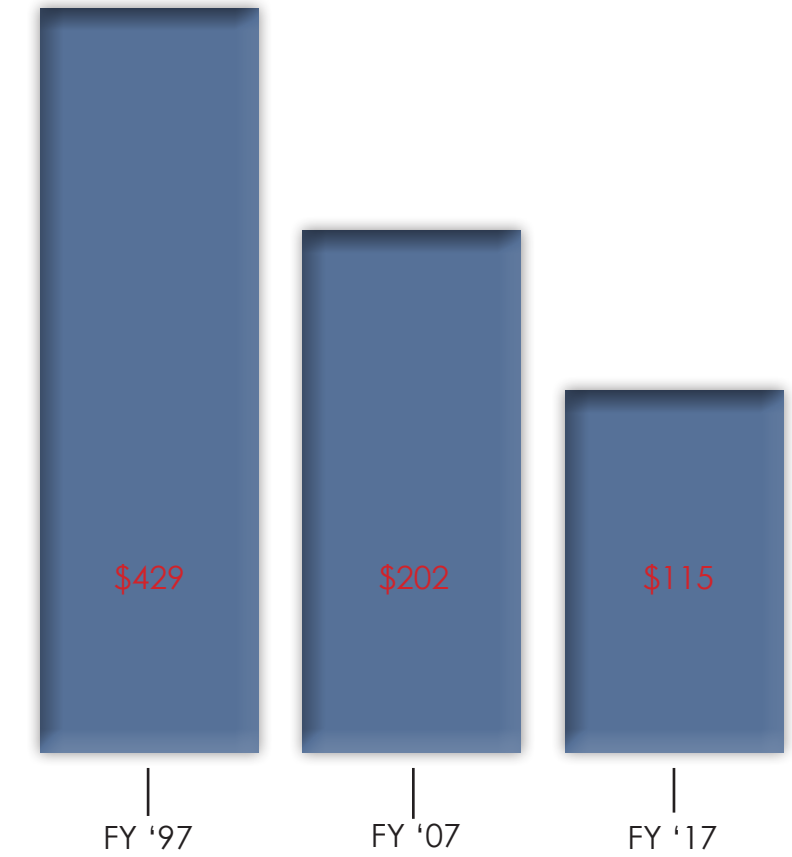
Medic's FY '16 operating budget was funded 77% by user fees and 23% by county subsidy. Agency leadership continuously works to drive down costs while improving the overall quality of care provided, delivering the highest level of value possible to the taxpayers of Mecklenburg County.

FISCAL COST COMPARISON	
FY '17 Revenue	\$54,102,424
2016 Encumbrances	\$2,562,770
Assigned Fund Balance	\$500,000
Total Available	\$57,165,194
FY '17 Expenditures	\$50,400,679
FY '17 Encumbrances	\$5,712,252
Total Spent	\$56,112,931
Excess Revenue vs. Expenditures	\$1,052,263
Excess Revenue vs. Expenditures %	1.8%
FY' 17 FINANCIAL PERFORMANCE	
FY '17 City/County Funding	<u>CFD</u>
Total Budget (City/County)	\$118,723,360
Total Budget Percentage	\$2,450,712,253
Population	4.84%
Per Capita Tax Funding	842,051
Per Capita Cost	\$140.99
	<u>CMPD</u>
	\$246,644,617
	\$2,450,712,253
	10.06%
	842,051
	\$292.91
	\$292.91
	<u>MEDIC</u>
	\$10,268,930
	1,640,892,421
	0.63%
	1,054,835
	\$9.74
	\$54.40



## EFFICIENT ALLOCATION OF RESOURCES

County funding of \$115 per transport during this past fiscal year is the lowest subsidy that Medic has ever required to function, and yet performance remained among the best in EMS.



#### AGENCY BOARD OF COMMISSIONERS

- Paula Vincent – NH
- Mark Foster – MC
- Matthew Hanley, MD – CHS
- Katie Kaney, Chair – CHS
- Alishaha Cole, MD – CHS
- Amy Vance, Vice Chair – NH
- Tom Zweng, MD – NH

#### AGENCY MANAGEMENT COMMITTEE

##### Voting Members

- Chris Peek – MC
- Katie Kaney – CHS
- Amy Vance – NH

##### Non-Voting Members

- Shelly Forward, Finance Officer, Budget Officer
- Joe Penner, Executive Director
- Doug Swanson, MD, Medical Director

#### FINANCE COMMITTEE

##### Voting Members

- Bill Lyle, CHS
- Mark Foster, MC
- Melissa Masterton, NH

##### Non-Voting Members

- Shelly Forward, Finance Officer, Budget Officer
- Joe Penner, Executive Director

##### Agency Officers

- Shelly Forward, Finance Officer, Budget Officer
- Joe Penner, Executive Director
- Doug Swanson, MD, Medical Director

#### MEDICAL CONTROL BOARD

##### Voting Members

- Carlene Kingston, MD – NH
- Mike Gibbs, MD, Chair – CHS
- Brad Watling, MD – CHS
- Gary Niess, MD – NH
- Eric Eskioglu, MD – NH
- David Pearson, MD – CHS
- Bradley Thomas, MD – CHS
- Sid Fletcher, MD – NH

##### Non-Voting Members

- Doug Swanson, MD, Medical Director
- Tracy Forster, NH
- Jon Hannan, City of Charlotte Fire Dept.
- Jason Schwebach, CHS
- David Leath, Mint Hill Volunteer Fire Dept.

- Marcus Plesia, MD, Medical Director, MC
- Joe Penner, Executive Director
- Community Representative

#### QUALITY MANAGEMENT COMMITTEE

##### Voting Members

- Doug Swanson, MD, Medical Director
- Mike Gibbs, MD – CHS
- Jason Mutch, MD – NH
- Suzie Rakyta, RN – NH
- Eric Hawkins, MD – CHS
- Gary Niess, MD – NH
- Stephen Wright, RN – CHS

##### Non-Voting Members

- Marcus Plesia, MD, Medical Director, MC
- Joe Penner, Executive Director
- Kevin Staley, Deputy Director, Operations
- Jon Studnek, Deputy Director, Professional Services

#### LEGEND

Mecklenburg County (MC)  
Carolina Healthcare System (CHS)  
Novant Health (NH)



## 2016-17 LEADERSHIP

The current incarnation of Medic began 20 years ago, when a unique partnership was formed between Mecklenburg County, Carolinas Healthcare System and Novant Health. Medic's strong relationship with these partners has cemented the Agency's role as an integral part of the healthcare system in this community.



Medical Excellence. Compassionate Care.



