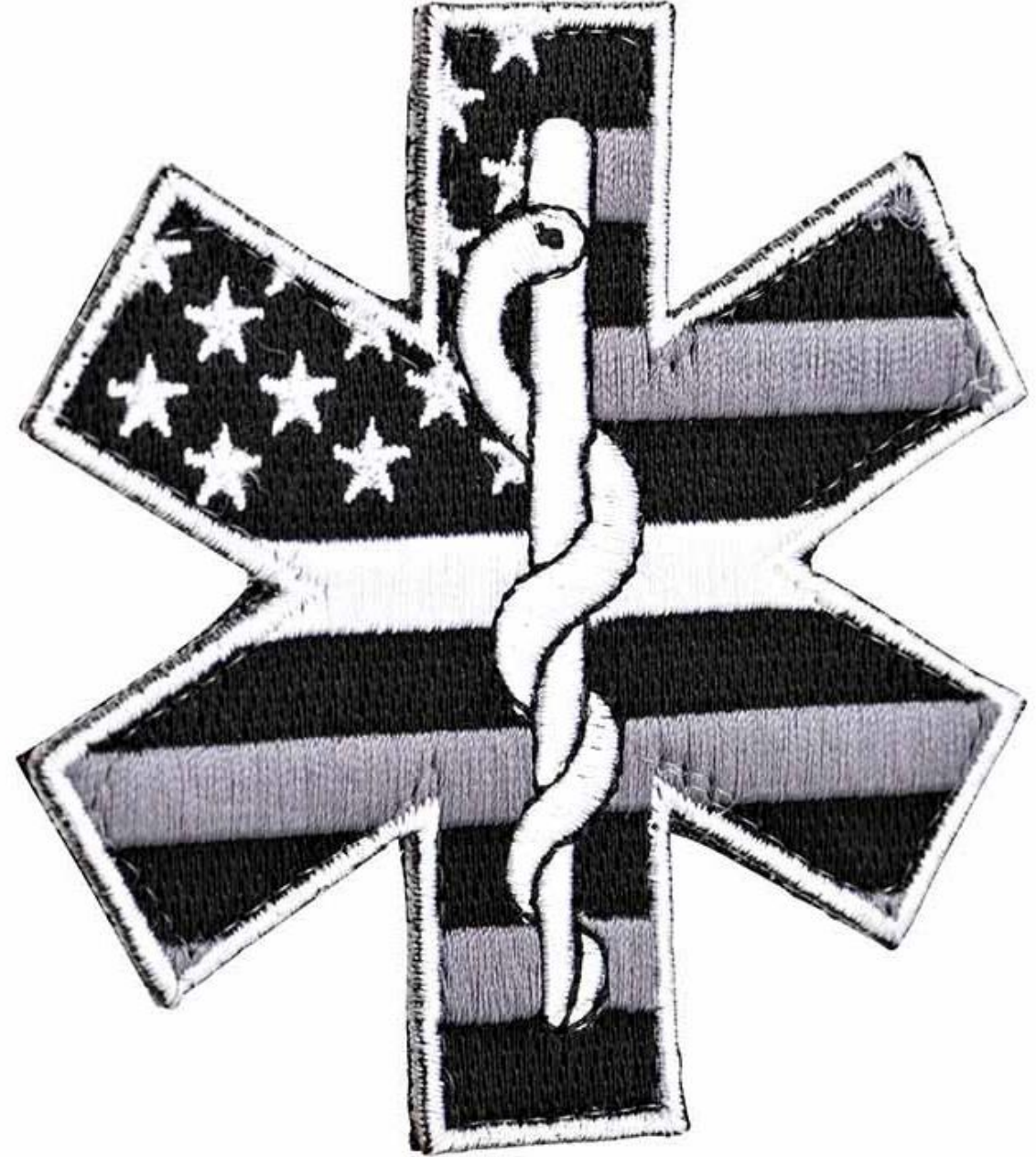


# The State of EMS

Joe Milliman – EMS Program Manager



# What Should Happen When You Call 9-1-1?

## The Caller's Interaction With 9-1-1

- Gather pertinent information
  - Name
  - Location
  - What is wrong
- The call taker will give you a set of specific instructions based on your ailment
- Stay on the line or instruct you to call back

## 9-1-1's Interaction With First Responders

- Dispatch appropriate resources
  - Ambulance(s)
  - Local Rescue
  - Law Enforcement
- Monitor the progress of the EMS call



# The Reality of EMS Today

- The current national EMS system is on borrowed time
  - Workforce shortages
    - Job applications for EMS responders were down 13%
    - Other healthcare industries are able to hire EMS personnel at a higher wage—leaving less to work in EMS.
  - Rising operating costs
    - 11% increase for personnel
    - 12% increase in supplies, equipment, and new vehicles
  - Supply chain interruptions
  - Decreased revenue generating calls for service
    - 5% increase in revenue
    - Insurance reimbursement  $\neq$  escalating costs of operations



# Service Changes Seen Around the Country

- 49% of EMS agencies see a lengthened response time
- 37% of EMS agencies have implemented alternative responses to low-acuity calls
- 28% of EMS agencies moved to a tiered deployment models
- 23% of EMS agencies moved from double Paramedic crews to just 1 paramedic
  
- Other Changes
  - Alternative scheduling (24 hour+ shifts)
  - Stopping interfacility transfers
  - Reduced EMS coverage
  - Inability to answer EMS Calls

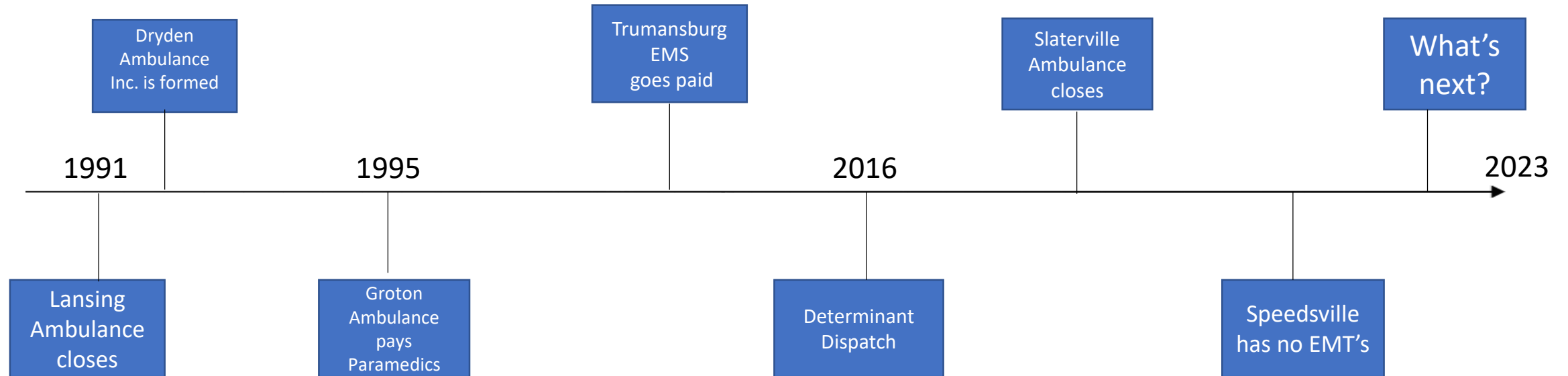
(Zavadsky, M., 2023)



# What About EMS In Tompkins County?



# Evolution of EMS in Tompkins County



# Active EMS Personnel

	CFR's		EMT's		AEMT's		Critical Cares		Paramedics		Total
Registered with CNYEMS	5	1%	281	77%	10	3%	5	1%	65	18%	366
Active Members	5	2%	202	73%	3	1%	8	3%	61	21%	279





	CFR's		EMT's		AEMT's		Critical Cares		Paramedics		Totals
How many work for a career agency?	0	0%	61	45%	9	7%	7	5%	59	43%	136 (48%)
How many are Cornell/IC Students?	0	0%	107	97%	0	0%	0	0%	3	3%	99 (35%)
How many commute into Tompkins County?	0	0%	17	28%	0	0%	4	7%	17	28%	60 (21%)
How many permanent residents volunteer?	5	8%	55	87%	5	8%	1	2%	4	5%	61 (22%)
How many are inactive?	0	0%	19	7%	0	0%	0	0%	0	0%	19 (7%)



## Emergency Medical Dispatch (EMD) Codes

Omega

Public assists

Non-Medical

Alpha

BLS, non-emergent, minor injuries

Sick and Injured

Bravo

BLS, emergent, minor injuries

Falls with bleeding, striking head,  
etc

Charlie

ALS, emergent, life threats

Chest pain, Shortness of breath,  
strokes

Delta

ALS, emergent, life threats

Altered mental status

Echo

ALS, emergent, life threats

Ineffective breathing

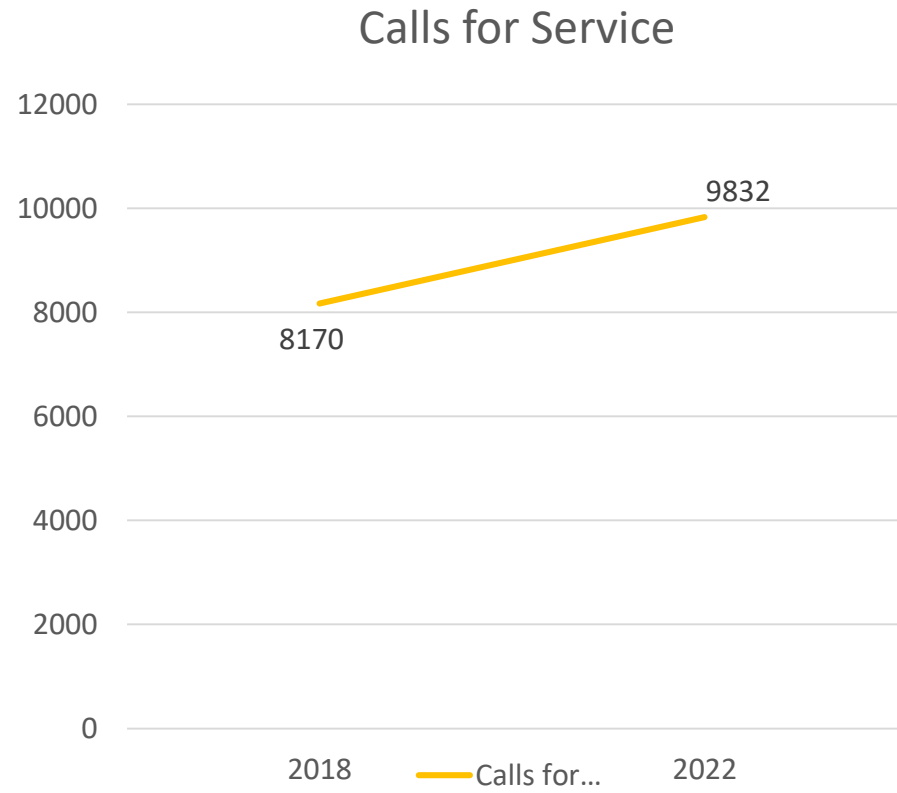


# Tompkins County 2023 YTD Rescue Responses

Rescue	Omega	Alpha	Bravo	Charlie	Delta	Echo
Brooktondale	Not Dispatched	Not Dispatched	Not Dispatched	Not Dispatched		
Cayuga Heights						
Danby	Not Dispatched	Not Dispatched				
Enfield	Not Dispatched	Not Dispatched				
Etna	Not Dispatched	Not Dispatched				
Freeville	Not Dispatched					
Lansing	Not Dispatched	Not Dispatched				
McLean						
Newfield	Not Dispatched	Not Dispatched				
Varna						
West Danby						



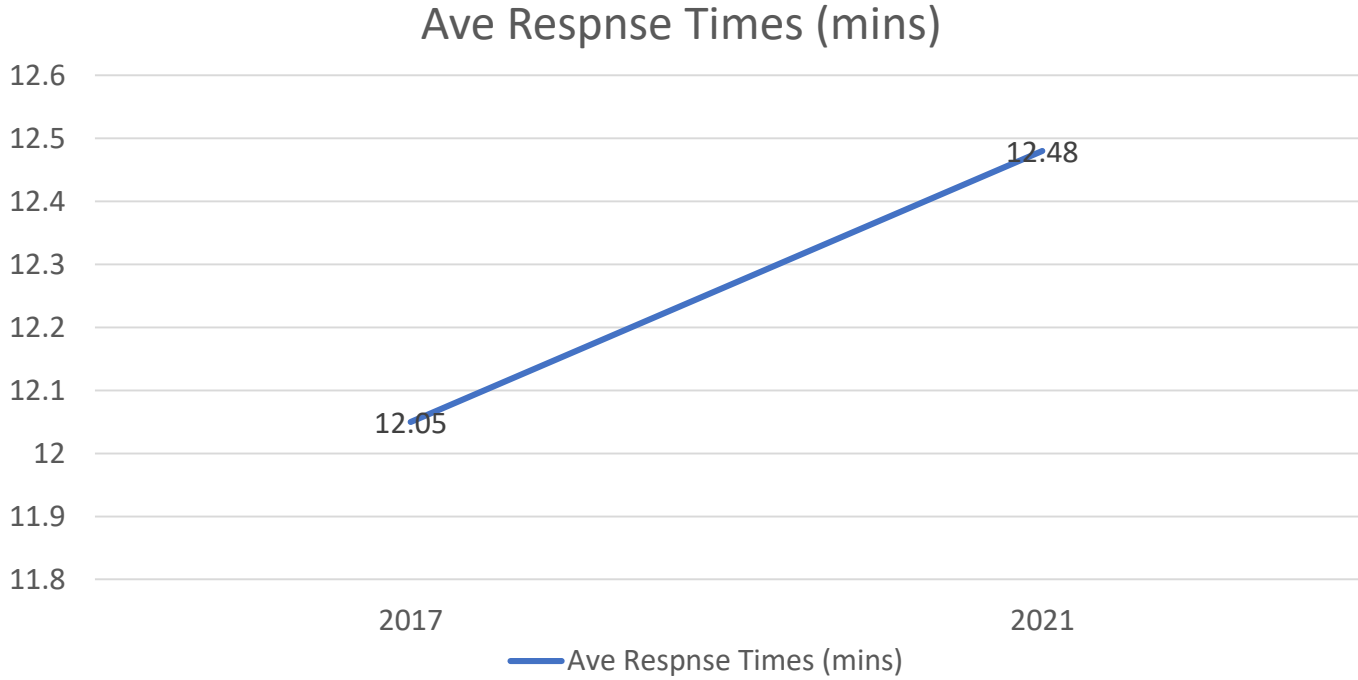
EMS Calls by Determinant			
	YR 2018	YR 2022	Difference
Omega	93	107	14
Alpha	2157	2859	702
Bravo	1904	2095	191
Charlie	1609	1946	337
Delta	2265	2708	443
Echo	142	117	-25
Totals	8170	9832	1662



## Average Response Times (mins)

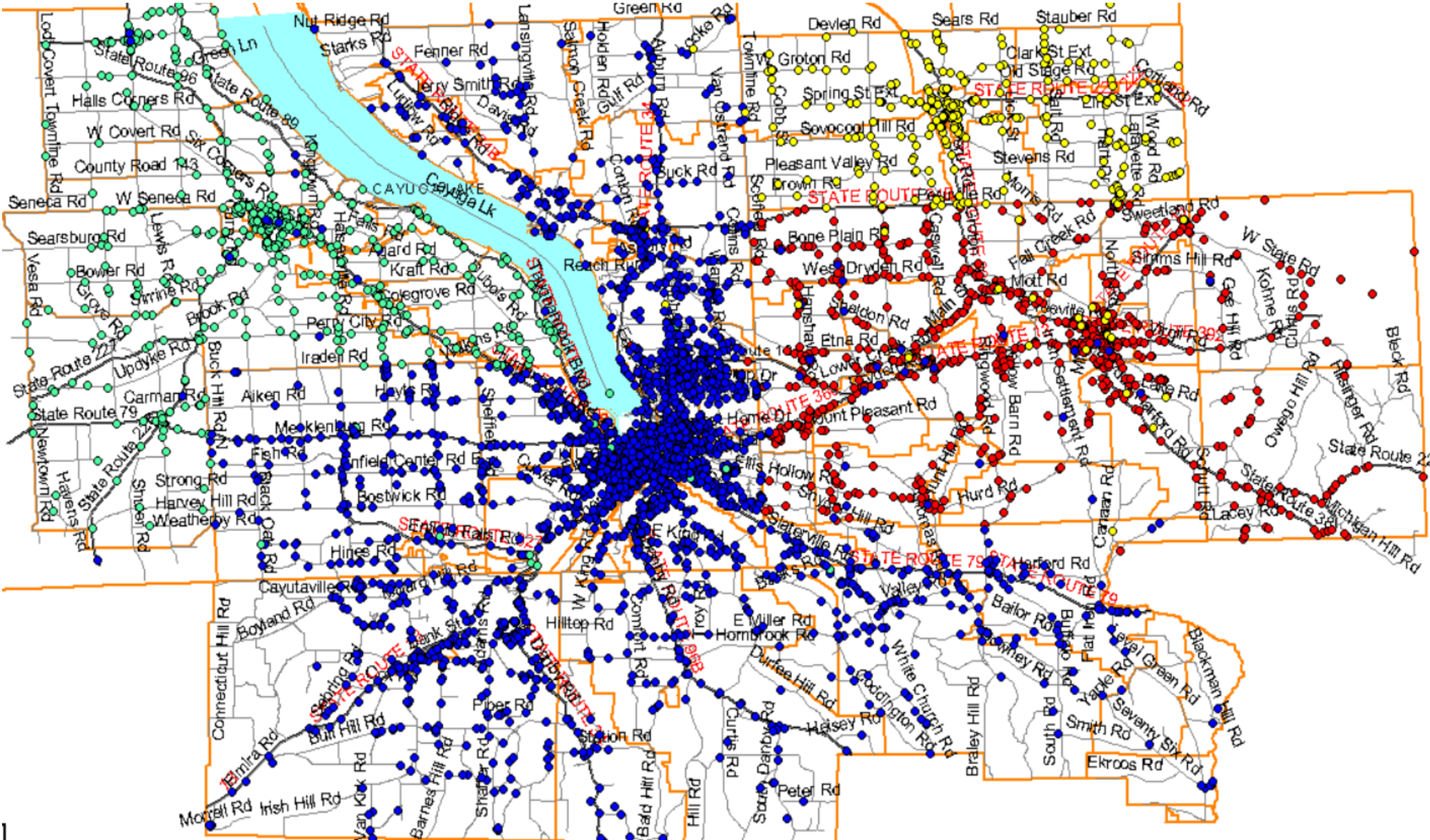
Rescue	2017	2021	Difference
Brooktondale	13.4	4.3	-9.1
Cayuga Heights	7.5	8.9	1.4
Danby	16.2	11.6	-4.6
Enfield	12.3	20.3	8
Etna	12.9	13.2	0.3
Freeville	12	14.9	2.9
Lansing	12.4	14.3	1.9
McLean	9.6	8.8	-0.8
Newfield	13.5	23.1	9.6
Varna	10.1	7.7	-2.4
West Danby	12.7	10.2	-2.5

National Average: 4 Mins



Carver, et al (10-11)

# 2022 Calls for EMS Service by Transport Agency



What does this data really mean?



Less EMS response → Longer wait times for help

If uncorrected.....

Waiting longer for help → Decreased survival rates



# Tompkins County Rapid Medical Response

- What is it?
  - Team of first responders to assist in the timely response to medical emergencies
    - Allows a fully trained EMS provider to respond to the scene and initiate life-saving care while waiting for a transport agency to arrive or cancel the transporting agency if not needed—allowing them to respond to other emergencies
  - An opportunity for shared services
- What it is not
  - A transport ambulance
  - A replacement for community-based rescues




A Rapid Medical Response Team would be here to supplement and enhance our current EMS System



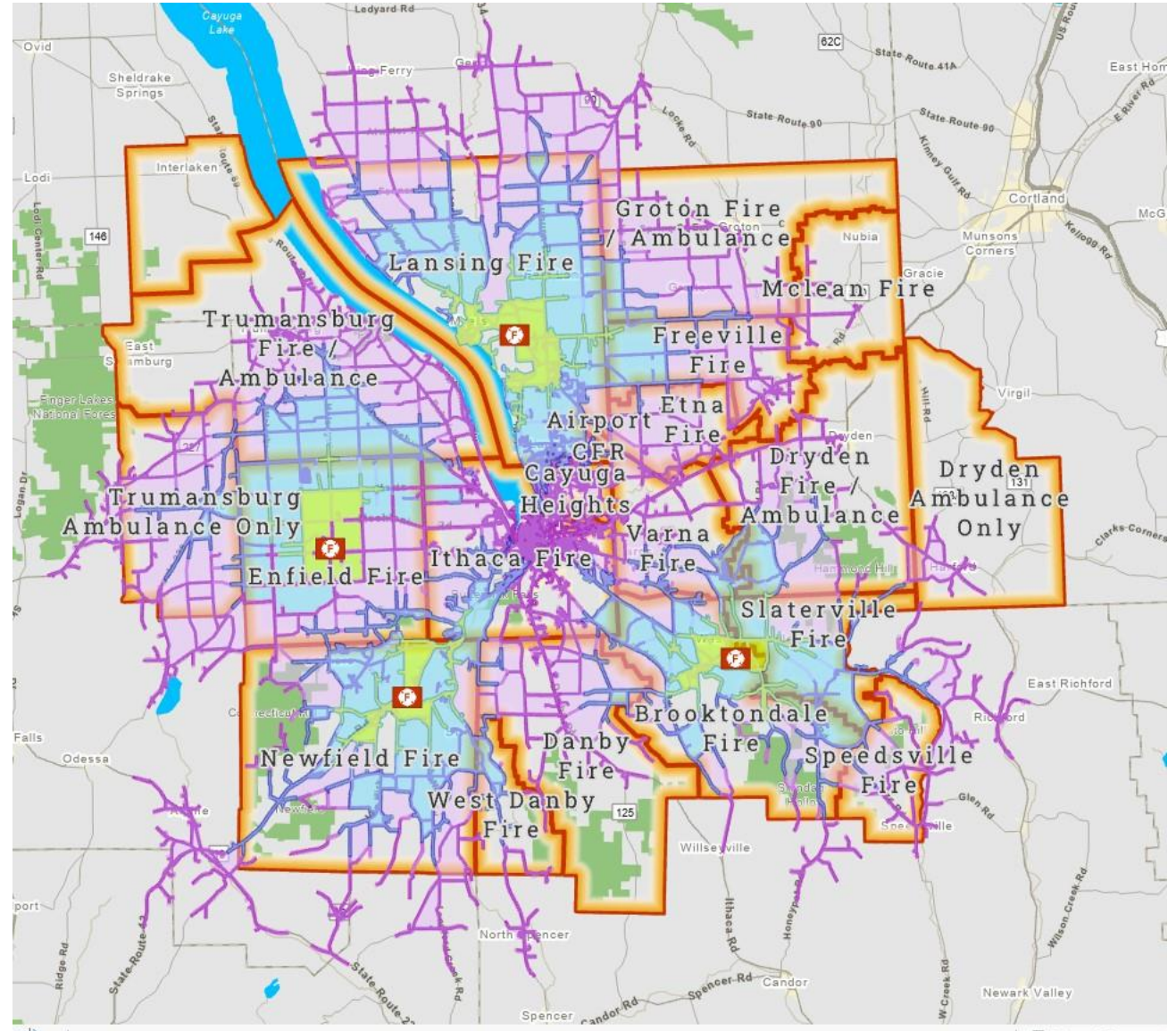
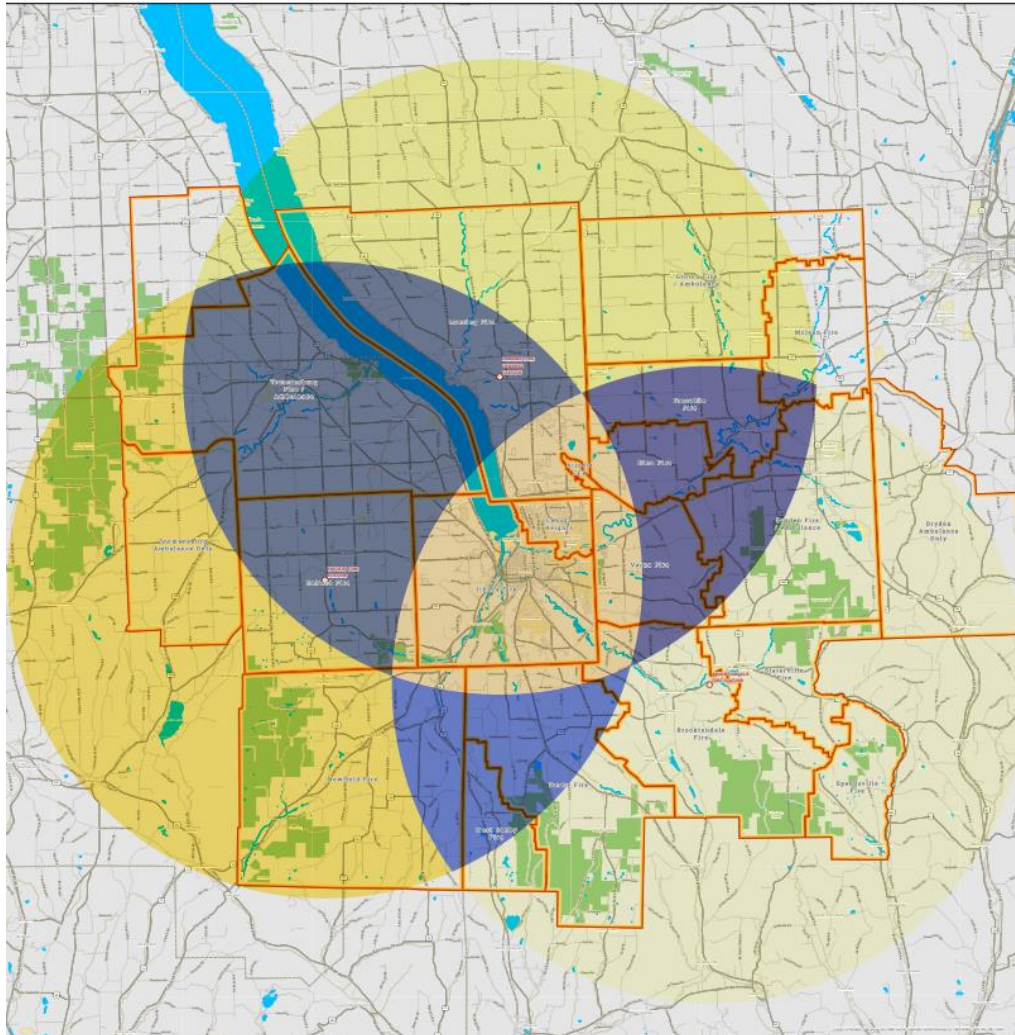


# Fire Department Agencies

N  
 WGS 1984 WKID 4326  
 1:62,000  
 When printed on Arch E or 36" x 48" size media.

-  15 mile Station Buffers
-  Fire Department Boundaries
-  Fire Stations

Tompkins County  
 Department of Information  
 Technology Services: GIS Division



# Other County-wide EMS Programs in NYS

- Essex County
  - ALS fly cars and staffing support to agencies during peak hours
- Wayne County
  - 3 ALS Ambulances and several ALS Fly cars
- Steuben County
  - Contract with existing services to widen their coverage areas
- Genessee County
  - Contract with Commercial Services



**Comments?  
Questions?  
Concerns?**



# References

- Carver, B., McDonald, R., Song, Y., Wang, J., & Wu, Q., Rural Emergency Medical Services and Systems: Challenges, Opportunities, and Recommendations for Tompkins County (n.d.).
- Zavadsky, M., EMS In Critical Condition (2023). EMS1. Retrieved January 9, 2024, from <https://www.ems1.com/ems-advocacy/articles/ems-in-critical-condition-9KTyx7EIWiHGcQeA/>.

