

EMS BUREAU

BOARD OF FIRE COMMISSIONERS
AUGUST 15, 2017



Los Angeles Fire Department



MISSION OF THE EMS BUREAU

*To provide timely, quality, consistent and
compassionate prehospital care*



A CHANGING EMS *DEMAND*



- ↑ EMS incidents
- ↑ Homeless
- ↑ “Super-users”
- ↑ low acuity patients (minor complaints)
- ↑ Mental health issues



A CHANGING EMS *RESPONSE*

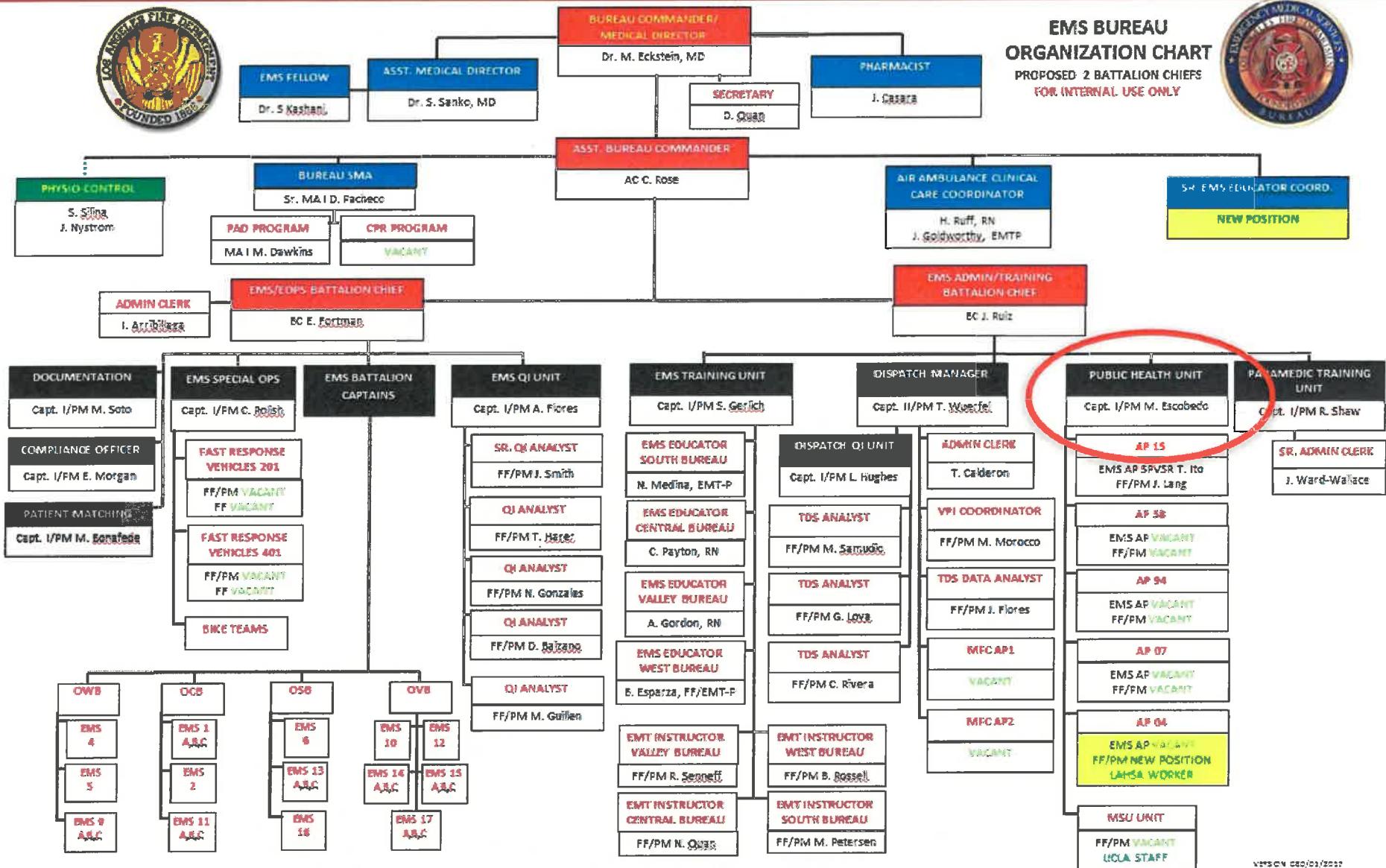


Innovative Solutions

- Public Health Unit
- Non-traditional response units
- Fast Response Vehicles
- Use of Advance Providers (NP/PA)
- New Tiered Dispatch System



**EMS BUREAU
ORGANIZATION CHART**
PROPOSED 2 BATTALION CHIEFS
FOR INTERNAL USE ONLY



VERSION 080/03/2021



EMS BUREAU LEADERSHIP



- Dr. Marc Eckstein, Bureau Commander/Medical Director
- AC Corey Rose, Ass't Bureau Commander
- BC Ellsworth Fortman, EMS Emergency Ops
- BC James Ruiz, Training/Admin
- Dr. Stephen Sanko, Ass't Medical Director



ADVANCED PROVIDER RESPONSE UNIT



A New EMS
Delivery
Concept





ADVANCED PROVIDER RESPONSE UNIT



- **Firefighter/Paramedic**
- **EMS Advanced Provider (Nurse Practitioner or Physician's Assistant)**
- **Advanced equipment and procedures**

Editorial Let paramedics and nurse practitioners handle some 911 calls

By THE TIMES EDITORIAL BOARD

APRIL 8, 2015, 5:00 AM



ADVANCED PROVIDER RESPONSE UNIT



A NEW TRADITION

Nurse practitioner unit helps L.A. Fire Department meet increased demand

By Stephen Sanko, MD, FACEP; Terrance Ito, DNP, FNP-BC; Aaron Guggenheim, NRP; MPH & Marc Eckstein, MD, MPH, FACEP

Like many urban 9-1-1-response agencies, the city of Los Angeles Fire Department (LAFD) has seen a marked increase in volume in recent years, experiencing a 4.7% increase in EMS incidents from 2012 to 2014, followed by a 7.9% spike in 2015. This increase has featured a disproportionate growth among low-acuity callers, vulnerable adult super-users, and clients with mental health exacerbations.

The increase in demand also takes place in the context of broader trends, including increased age segmentation of our workforce, with a large number of veterans approaching retirement and fewer EMTs and paramedics available to respond to calls on an emergent basis.

This challenge generally surfaces the need

to better understand who our clients really are, so that we can work with other community partners to more effectively match our collective response to each client.

A NEW STRATEGY

There's an understanding that when you dial 9-1-1, someone will show up who has more resources, more expertise or a better plan. Historically, the better plan came in one flavor: stabilize and transport the patient via ambulance to the nearest ED, where they would be exposed to people with expertise, diagnostic tools and an ability to incorporate them into a network of care. But increasingly, providers in the field have become empowered to consider what needs can be assessed and provided for on scene, and what tools to further care can be made in real time. What this will look like in the future, and which providers will wield these resources, is a subject of much speculation.

Several years ago, EMS leadership at LAFD began exploring some of these novel models

2 JEMS JANUARY 2017

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Target Groups

1. Low-acuity patients

2. EMS Super-Users

3. Mental health patients

4. Serial inebriates



APRU EXPANSION:

PUBLIC-PRIVATE PARTNERSHIPS



+

INNOVATE

WHAT IF
THE CITY COULD
FUND YOUR*
IDEA?



*Los Angeles
World Airports*

LAFD
Sobriety Emergency
Response Unit



California Hospital
Medical Center.
A Dignity Health Member



CEDARS-SINAI®

SOBER UNIT



- SOBriety Emergency Response Unit
- Mayor's Innovation Fund
- Exodus NP + Case Manager + LAFD FF/PM
- Transport medically cleared inebriates to DHS Sobering Center





FAST RESPONSE VEHICLE

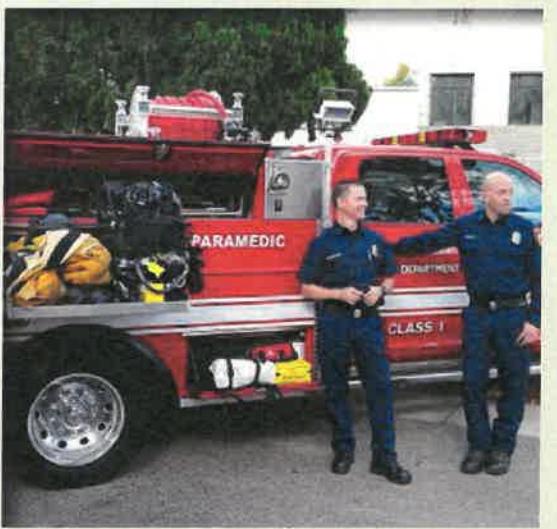


A New
Response
Model





FAST RESPONSE VEHICLE



1 FF and 1 FF/PM

- Paramedic Assessment
- ↓ response times
- Cancel responding resources as indicated
- ↑ availability of both fire companies and paramedic RA's



LAFD TIERED DISPATCH SYSTEM



- Implemented in January 2015
- Dispatch Manager
- DQIU
- Continual evaluation of dispatcher performance, QI metrics
- Refinement of system to maximize patient safety while optimizing operational efficiency

