

Emergency Medical Services Agency

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Public Health Department

Santa Clara Valley Health & Hospital System



May 28, 2009

To: Santa Clara County EMS System Stakeholders

From: Josh Davies 
Interim EMS Division Manager

Subject: 2008 Annual EMS System Report

The Santa Clara County EMS Agency is pleased to provide the 2008 Annual EMS System Report. This report provides a summary of Santa Clara County EMS System statistics for Calendar Year 2008.

Thank you for your continued support to our Emergency Medical Services System. If you should have any questions or concerns, please feel free to contact Joyce Chung, Epidemiologist, at the number provided or via email at joyce.chung@hhs.sccgov.org

**Santa Clara County
Emergency Medical Services Agency
2008 Annual EMS System Report**

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| | | | | | |
|---|-------------|---|-------|--|----|
| The County of Santa Clara | | Prehospital Care Provider Agencies | | Acute Care Facilities | |
| Daytime Population | 2.2 million | Fire Departments | 11 | Acute Care Hospitals | 12 |
| Resident Population | 1.8 million | Ground Ambulance Services | 5 | Emergency Departments | 11 |
| Geographic Size | 1,132 sqmi | Air Ambulance Services | 3 | Level 1 Trauma Centers | 2 |
| Geographic Description | 2/3 rural | | | Level 2 Trauma Centers | 1 |
| Municipalities | 15 | | | Base Hospitals | 1 |
| | | | | Burn Centers | 1 |
| | | | | Stroke Centers | 8 |
| | | | | STEMI Centers | 8 |
| 911 System Call Volume | | Prehospital Care Personnel | | | |
| <u>Calendar Year 2008</u> | | Emergency Medical Technicians | ~1430 | | |
| Total Responses | 87,764 | Paramedics | ~700 | | |
| Ground Ambulance Transports | 66,955 | Mobile Intensive Care Nurses | 32 | | |
| EMS Aircraft Response | 248 | Accredited EMS Field Supervisors | 22 | | |
| EMS Aircraft Transports | 137 | | | | |
| <u>Comparison to Calendar Year 2007</u> | | Permitted EMS Assets | | County Managed Medical-Health Resources | |
| Total Responses | 91,067 | Fire Apparatus | 158 | Field Treatment Site Trailers | 8 |
| Ground Ambulance Transports | 67,321 | Private Ground Ambulances | 130 | Specialty Service Trailers | 4 |
| EMS Aircraft Response | 442 | Private Air Ambulances | 6 | MCI Trailer | 1 |
| EMS Aircraft Transports | 235 | Private EMS Non-Transport Units | 4 | EMS/Public Health Response Vehicles | 4 |
| | | Supplemental EMS Units | 7 | Electronic Patient Tracking Systems | 7 |
| | | | | ChemPacks | 8 |
| | | | | Medical-Health Operations Center | 1 |
| | | | | EMS Radio Caches | 7 |
| Interfacility Transports | | Communications Centers | | Training Programs | |
| Ground Ambulance (2008) | 38,862 | Public Safety Answering Points (PSAPs) | 13 | Emergency Medical Technician | 7 |
| Ground Ambulance (2007) | 39,361 | Secondary PSAPs | 3 | Paramedic | 2 |
| | | Private Ambulance Dispatch Centers | 5 | EMS Fellowship | 1 |
| | | Air Ambulance Dispatch Centers | 3 | | |
| Patients at Specialty Centers | | | | | |
| Stroke Patients | 3,072 | | | | |
| Trauma Patients | 7,329 | | | | |
| STEMI Patients | n/a | | | | |

Data included in this report reflect calendar year 2008, unless specified.

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Number of Patients Transported to Hospital Emergency Departments from 911 System*, 2008

| Hospital | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| El Camino | 611 | 580 | 627 | 592 | 619 | 634 | 621 | 634 | 540 | 574 | 560 | 640 | 7,232 |
| Good Samaritan | 545 | 532 | 509 | 535 | 534 | 489 | 548 | 526 | 488 | 499 | 490 | 525 | 6,220 |
| Kaiser Santa Clara | 614 | 636 | 631 | 608 | 625 | 621 | 602 | 513 | 546 | 596 | 550 | 605 | 7,147 |
| Kaiser San Jose | 671 | 602 | 629 | 629 | 651 | 638 | 594 | 604 | 558 | 568 | 615 | 556 | 7,315 |
| Los Gatos | 117 | 108 | 93 | 91 | 116 | 122 | 86 | 83 | 76 | 79 | 57 | 58 | 1,086 |
| O'Connor | 585 | 542 | 533 | 511 | 505 | 496 | 496 | 518 | 468 | 500 | 452 | 527 | 6,133 |
| Regional Medical | 905 | 952 | 968 | 943 | 979 | 968 | 1011 | 963 | 863 | 893 | 868 | 948 | 11,261 |
| St. Louise | 243 | 205 | 244 | 219 | 215 | 220 | 227 | 211 | 210 | 241 | 178 | 211 | 2,624 |
| Stanford | 178 | 175 | 173 | 184 | 181 | 297 | 378 | 248 | 332 | 317 | 311 | 323 | 3,097 |
| VA – Palo Alto | 38 | 31 | 34 | 38 | 34 | 33 | 38 | 36 | 50 | 57 | 39 | 39 | 467 |
| VMC | 1203 | 1098 | 1224 | 1187 | 1246 | 1221 | 1273 | 1238 | 1086 | 1,218 | 1,163 | 1,216 | 14,373 |
| TOTAL | 5,710 | 5,461 | 5,665 | 5,537 | 5,705 | 5,739 | 5,874 | 5,574 | 5,217 | 5,542 | 5,283 | 5,648 | 66,955 |

Source: Santa Clara County Communications; Palo Alto Fire Dept.*

Hospital Emergency Department Diversion Hours: Ambulance Diversion (“Red”), 2008

| Hospital | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| El Camino | 60.6 | 67.4 | 34.2 | 20.4 | 23.6 | 19.3 | 12.0 | 16.4 | 15.0 | 17.1 | 13.6 | 17.6 | 317 |
| Good Samaritan | 19.6 | 13.6 | 10.6 | 9.0 | 13.5 | 20.3 | 3.0 | 1.4 | 0.3 | 1.0 | 0.8 | 8.3 | 101 |
| Kaiser Santa Clara | 15.0 | 22.6 | 16.6 | 9.0 | 35.8 | 16.5 | 6.0 | 6.0 | 6.0 | 3.0 | 3.0 | 3.0 | 143 |
| Kaiser San Jose | 13.7 | 13.6 | 7.5 | 0.0 | 5.7 | 4.5 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.5 | 46 |
| Los Gatos | 3.0 | 1.5 | 0.0 | 0.0 | 0.0 | 4.5 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.5 | 11 |
| O'Connor | 18.1 | 24.5 | 24.6 | 6.0 | 4.2 | 15.4 | 9.0 | 9.0 | 7.5 | 6.0 | 3.4 | 7.4 | 135 |
| Regional Medical | 15.9 | 10.6 | 11.7 | 4.3 | 7.0 | 7.5 | 2.1 | 1.5 | 12.2 | 10.0 | 0.0 | 4.5 | 87 |
| St. Louise | 1.6 | 2.0 | 1.5 | 0.0 | 0.0 | 1.5 | 2.6 | 1.5 | 0.6 | 0.0 | 0.9 | 0.0 | 12 |
| Stanford | 26.3 | 22.0 | 11.2 | 16.1 | 15.0 | 21.9 | 23.4 | 15.8 | 21.0 | 16.5 | 9.4 | 32.4 | 231 |
| VA – Palo Alto** | 21.6 | 39.0 | 22.8 | 31.6 | 16.5 | 23.3 | 61.3 | 21.1 | 61.6 | 17.2 | 67.1 | 162.4 | 545 |
| VMC | 75.1 | 70.6 | 61.8 | 46.6 | 43.9 | 57.1 | 48.1 | 42.5 | 44.5 | 33.5 | 40.6 | 39.1 | 603 |
| TOTAL | 270 | 287 | 202 | 143 | 165 | 192 | 168 | 115 | 169 | 104 | 139 | 278 | 2232 |

Source: www.emsystem.com

* These numbers only reflect patients that originated in Santa Clara County and transported by AMR and Palo Alto Fire. Palo Alto Fire began submitting counts as of June 2008. Data for Stanford do not include patients from San Mateo County. The data include but do not differentiate specialty center status (such as Burn or Trauma). ** Palo Alto VA Hospital is not subject to the Santa Clara County diversion policy.

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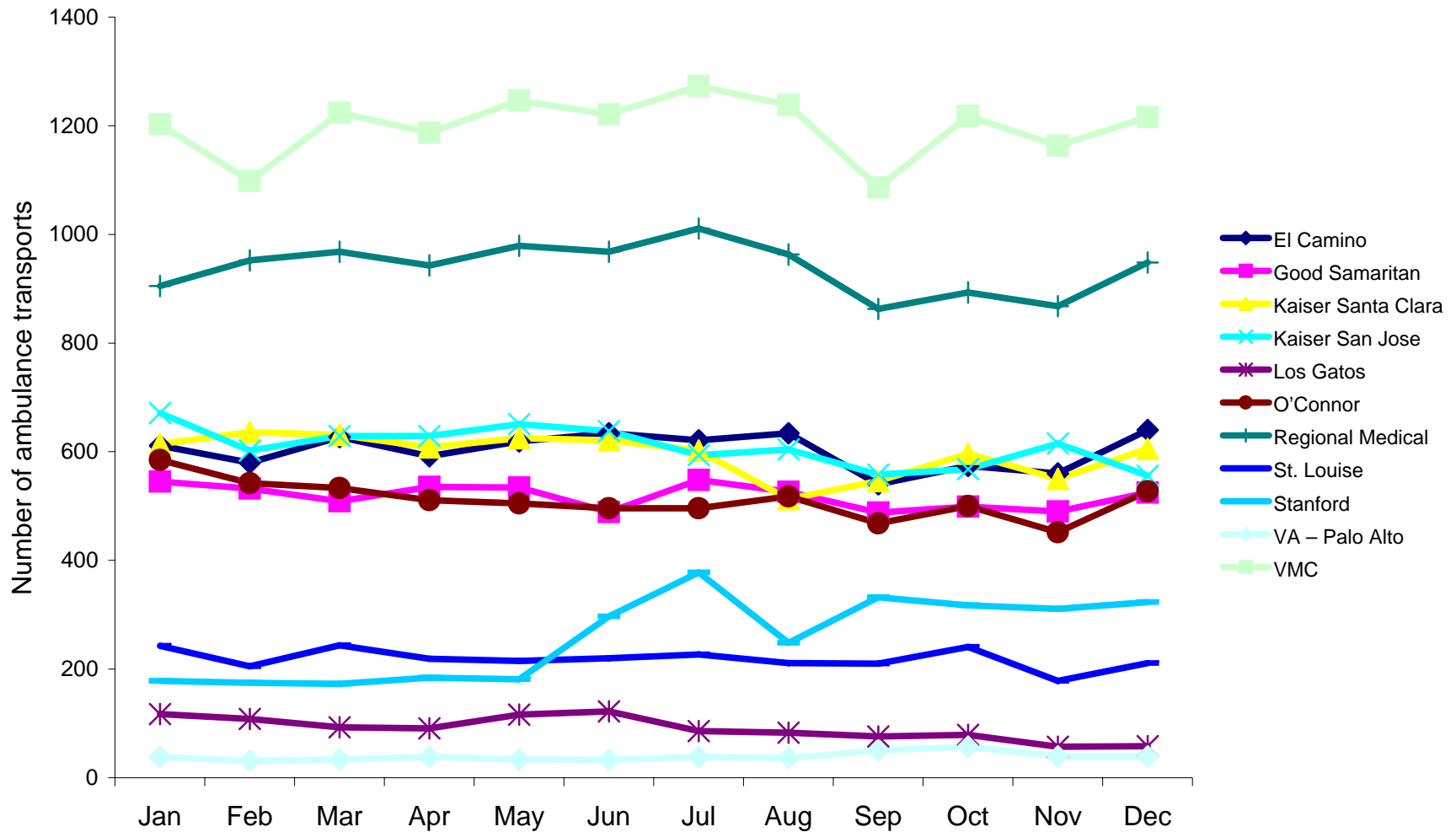
Annual Number of Patients Transported to Hospital Emergency Departments from 911 System (2002-2008)*

| Hospital/Year | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 |
|---------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| El Camino | 6,049 | 5,845 | 5,806 | 6,031 | 6,870 | 7,033 | 7,232 |
| Good Samaritan | 6,290 | 4,181 | 4,210 | 4,634 | 5,240 | 5,699 | 6,220 |
| Kaiser Santa Clara | 7,131 | 6,952 | 6,561 | 7,077 | 7,321 | 7,141 | 7,147 |
| Kaiser Santa Teresa | 6,053 | 6,213 | 6,419 | 6,974 | 7,450 | 7,337 | 7,315 |
| Los Gatos | 1,430 | 1,440 | 1,420 | 1,491 | 1,348 | 1,203 | 1,086 |
| O'Connor | 3,330 | 3,315 | 3,676 | 4,735 | 5,791 | 5,756 | 6,133 |
| Regional Medical | 5,352 | 5,256 | 5,284 | 9,011 | 10,503 | 10,623 | 11,261 |
| St. Louise | 2,559 | 2,388 | 2,181 | 2,333 | 2,486 | 2,623 | 2,624 |
| Stanford | 1,365 | 1,447 | 1,441 | 1,718 | 1,712 | 1,727 | 3,097 |
| VA – Palo Alto | 260 | 331 | 318 | 319 | 364 | 399 | 467 |
| VMC | 10,884 | 11,389 | 10,937 | 13,060 | 12,865 | 13,399 | 14,373 |
| TOTAL | 50,703 | 48,757 | 48,253 | 57,383 | 61,950 | 62,940 | 66,955 |

Source: Santa Clara County County Communications; Palo Alto Fire Dept. added in 2008*

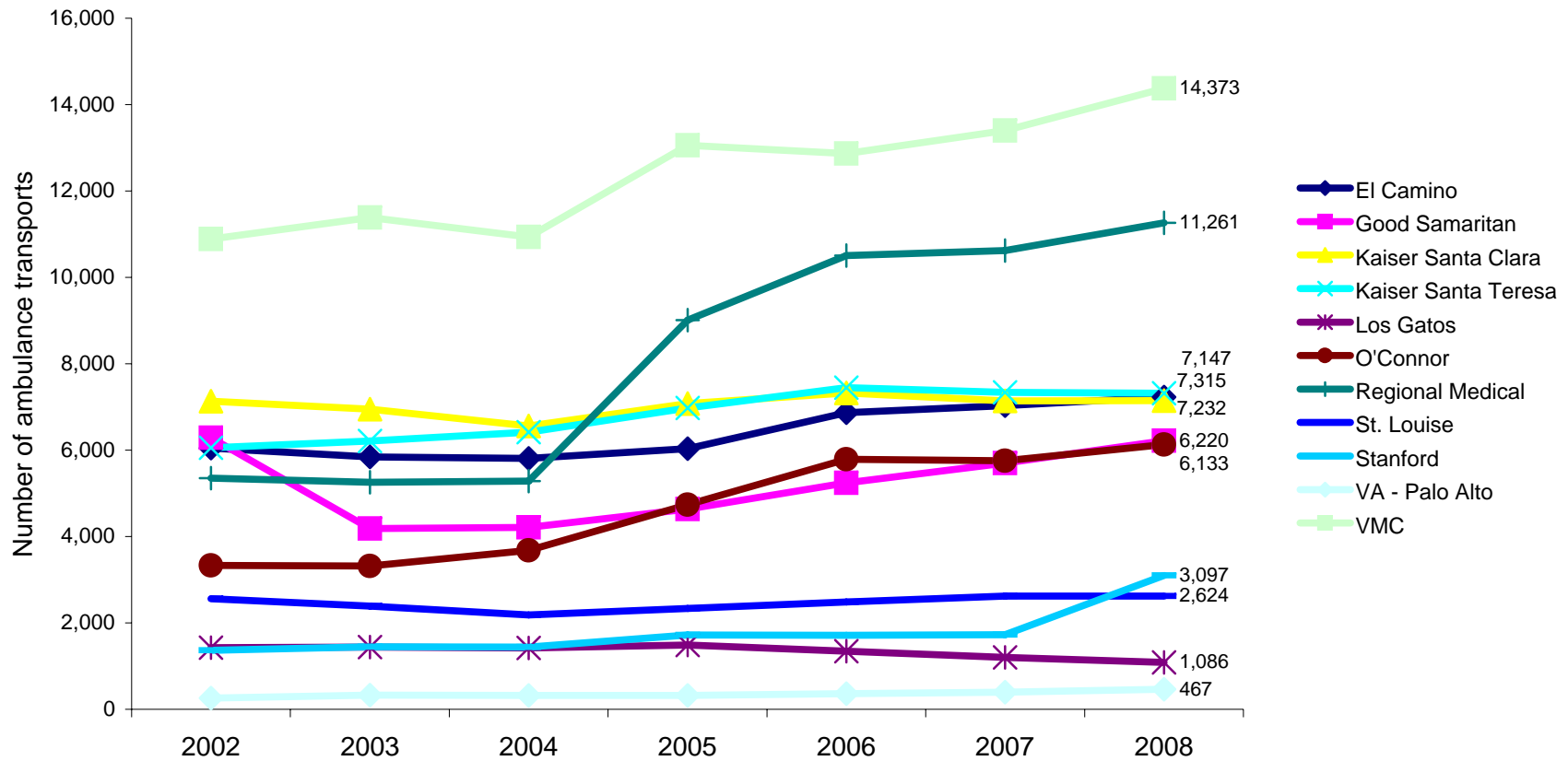
* Notes: San Jose Medical Center not listed; closed December 9, 2004. These numbers only reflect patients that originated in Santa Clara County and transported by AMR and Palo Alto Fire. Palo Alto Fire began submitting counts as of June 2008. Data for Stanford do not include patients from San Mateo County. The data include but do not differentiate specialty center status (such as Burn or Trauma).

911 Ambulance Transports to Hospital Emergency Departments Santa Clara County, 2008 Monthly Totals



Source: Santa Clara County EMS Agency, County Communications; Palo Alto Fire

911 Ambulance Transports to Hospital Emergency Departments Santa Clara County, 2002-2008 Yearly Totals



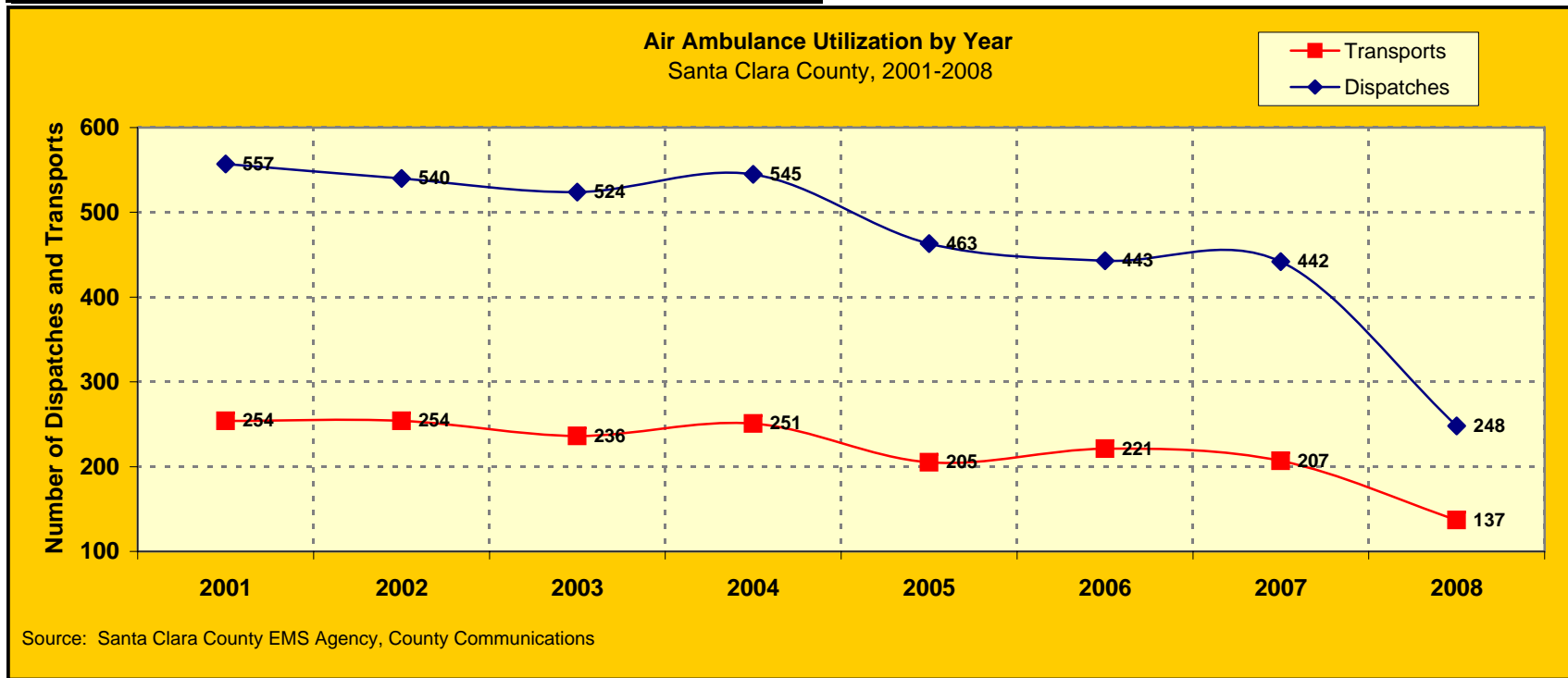
Source: Santa Clara County EMS Agency, County Communications; Palo Alto Fire

Note: San Jose Medical Center not listed; closed December 9, 2004

911 Air Ambulance Utilization

Santa Clara County, 2001-2008

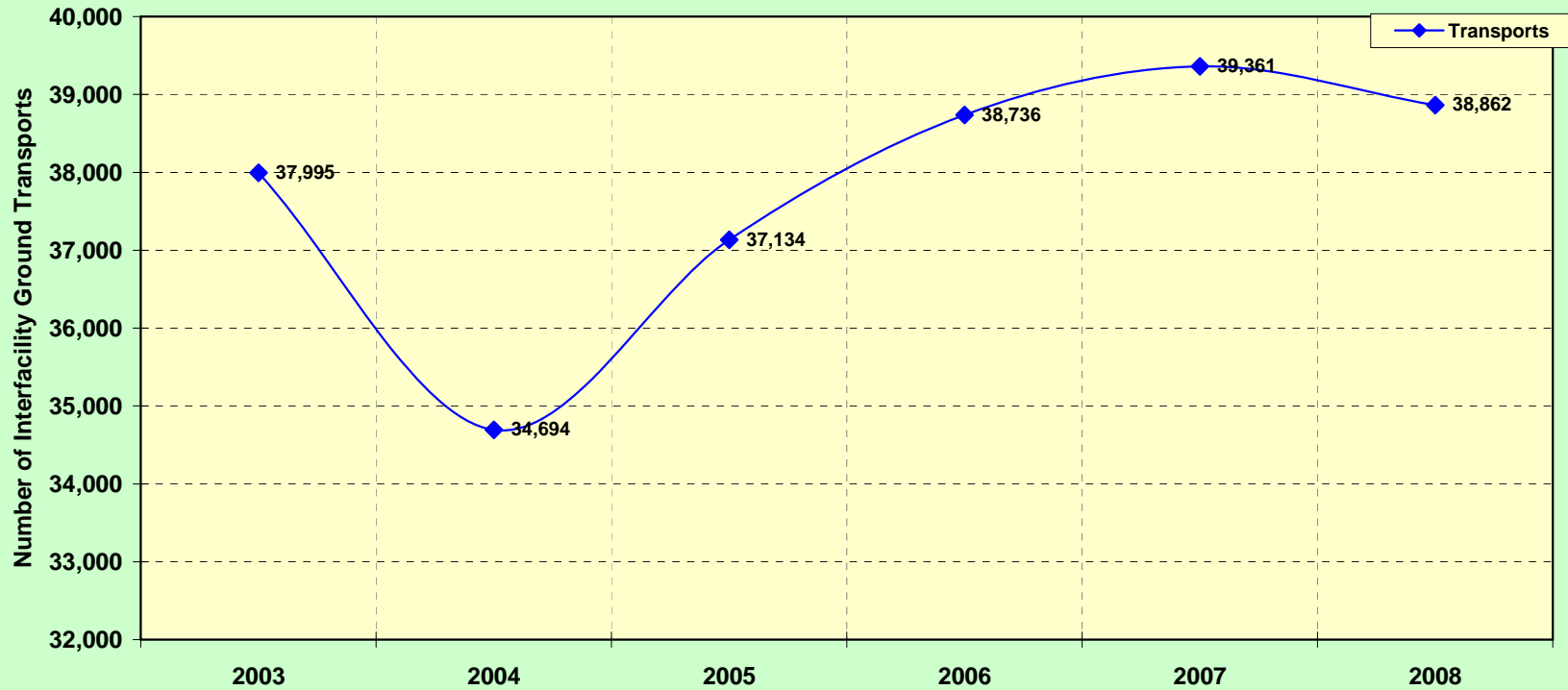
| Year | Number of Dispatches | Number of Transports | Utilization % |
|------|----------------------|----------------------|---------------|
| 2001 | 557 | 254 | 46% |
| 2002 | 540 | 254 | 47% |
| 2003 | 524 | 236 | 45% |
| 2004 | 545 | 251 | 46% |
| 2005 | 463 | 205 | 44% |
| 2006 | 443 | 221 | 50% |
| 2007 | 442 | 207 | 47% |
| 2008 | 248 | 137 | 55% |



Interfacility Ground Ambulance Transports

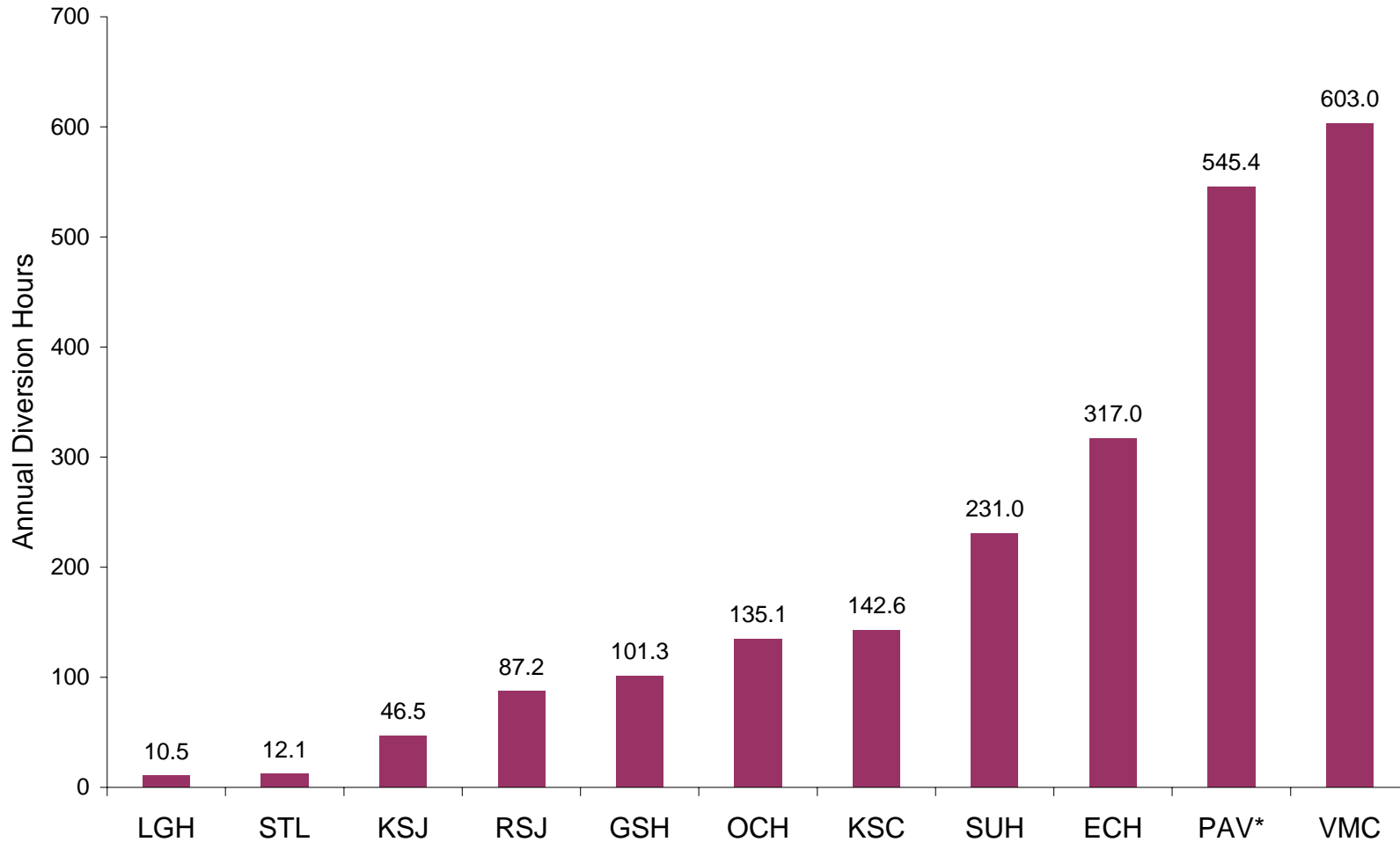
Santa Clara County, 2003-2008

| Year | Transports |
|------|------------|
| 2003 | 37,995 |
| 2004 | 34,694 |
| 2005 | 37,134 |
| 2006 | 38,736 |
| 2007 | 39,361 |
| 2008 | 38,862 |



Source: Santa Clara County EMS Agency, as reported by the permitted providers

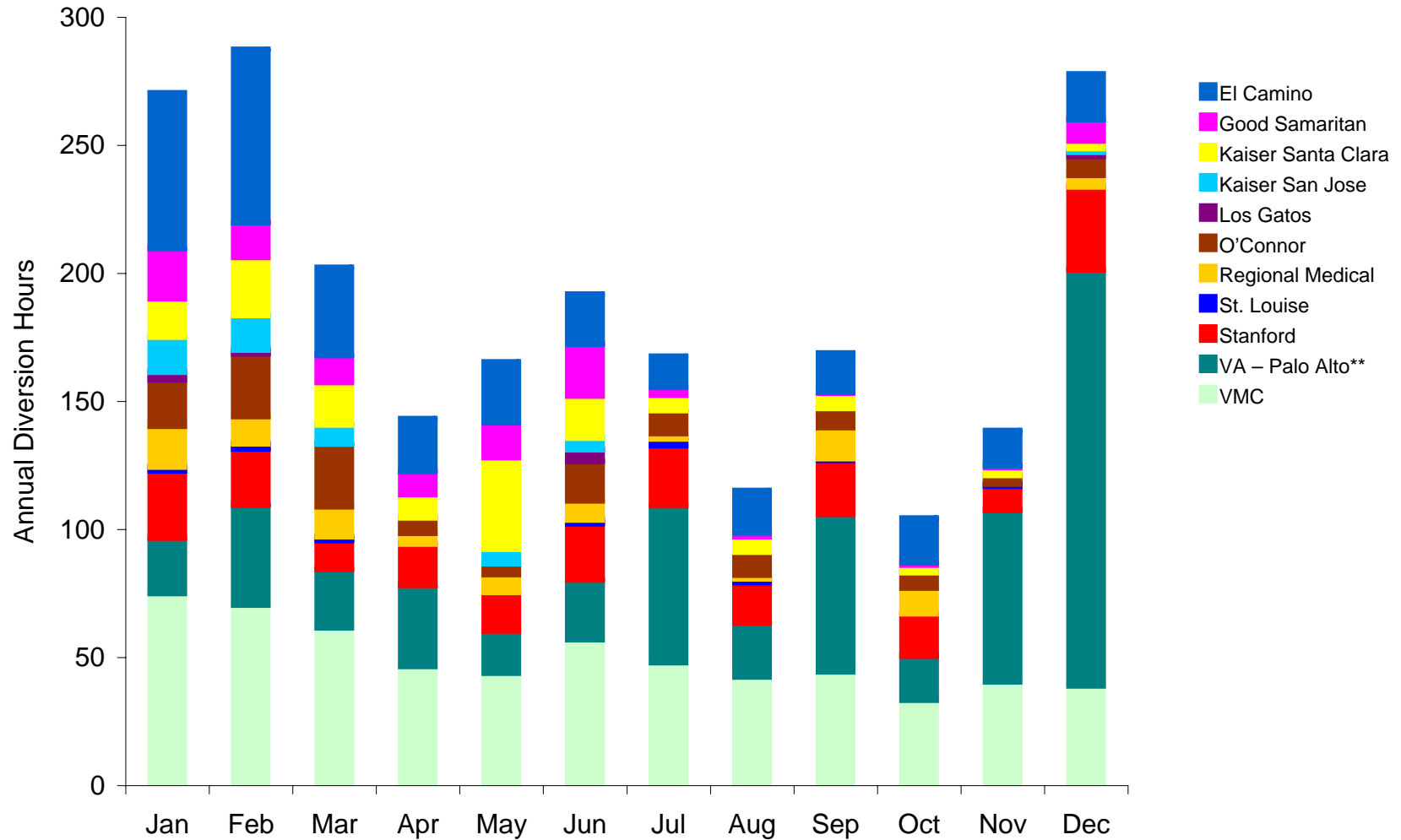
Annual Total of Diversion Hours by Hospital Emergency Department Santa Clara County, 2008



Source: Santa Clara County EMS Agency, EMSsystem, 2008

* Palo Alto VA Hospital is not subject to the Santa Clara County diversion policy.

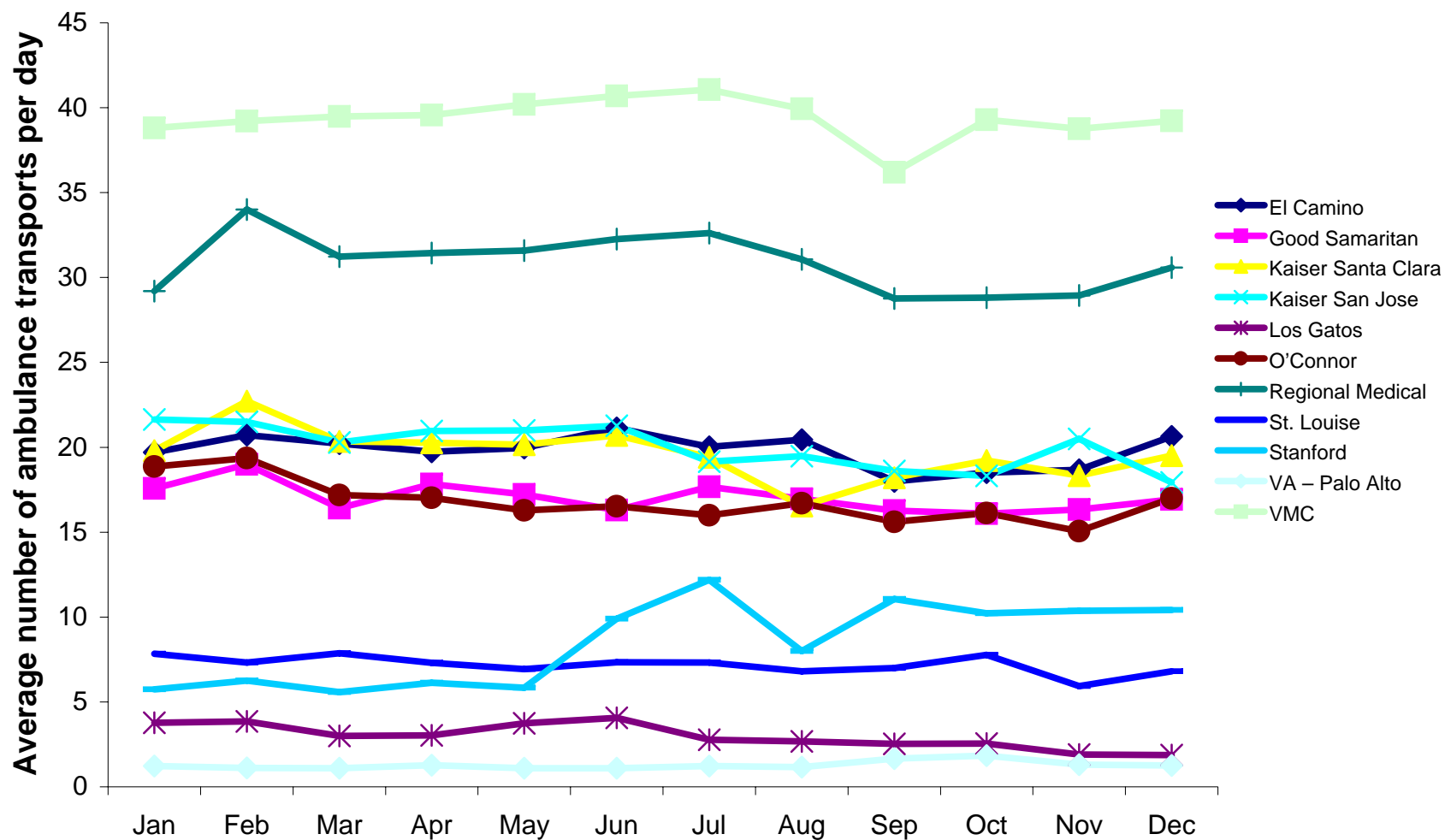
Hospital Emergency Department Diversion Hours by Month Santa Clara County, 2008



Source: Santa Clara County EMS Agency, EMSsystem, 2008

** Palo Alto VA Hospital is not subject to the Santa Clara County diversion policy.

Daily Number of 911 Ambulance Transports to Hospital Emergency Depts Santa Clara County, 2008



Source: Santa Clara County EMS Agency, County Communications, 2008