



Photo by Mitch Laurio, H3L1

SFFD

EMS AND COMMUNITY PARAMEDICINE

FIRE COMMISSION REPORT
AUGUST 2022

DEPUTY CHIEF SANDY TONG

EMS DIVISION

August 2022

UPDATES

August 8th was the first day of our third Hybrid academy; this is a class of 29 new hires – 5 H3L2 Paramedics and 24 H3L1 EMTs. They are scheduled to graduate September 30th.

EMS Training also held two EMS Advancement Academies with 15 H3L1s. 14 successfully completed and are now paramedics at Station 49.

Throughout August the EMS Division consistently saw call volume over 300 responses per 24-hour period. As a result, there was a 3% rise in call volume over July. Unlike previous months, however, there were no days where volume went over 400 calls.

In August the EMS Division took delivery of the first 3 of 14 expected new ambulances. These vehicles will be used to expand the existing fleet to accommodate the 60 new FTEs approved during the last fiscal year. The Department is moving toward Type 1 ambulances (built on a truck chassis) to begin replacing the Type 3s (van chassis) that have been used by the Department, and previously the Department of Public Health. These vehicles were chosen because they are more durable and will require less maintenance during their lifetime. Additionally, the front cab is more ergonomic, particularly for members that are tall. One of the 14 will be a unit known as a “safety ambulance,” which is a concept being tested by ambulance builders. Most notable is that the patient compartment features multiple captain’s chairs for providers instead of bench style seating.

NOTABLE INCIDENT

Among the notable responses for August was the successful use of the Department’s Safe Surrender policy. This is a statewide program that allows women to safely surrender newborns without question to any firehouse. The goal of the program is to reduce the risk of newborns being abandoned in unsafe conditions and providing women an opportunity to receive postpartum medical care. In this case both the newborn and mother were provided appropriate care at a fire station with the baby ultimately being transported to an ED under the care of a Department ambulance crew and RC. No details are being provided to protect the identity of the mother.

Some of the highlights of our new ambulances

Type 1 ambulances are built on pick-up style chassis.



Each new unit will feature the latest version of our gurney, the Ferno Z28.



These vehicles are more ergonomic, safer, and more durable. Most major cities have switched to Type 1 ambulances



One ambulance is a concept vehicle known as a safety ambulance. It features multiple captain's style chairs in-lieu of a squad bench. We eagerly await feedback from our crews.



The cab of the new ambulances is much more ergonomic. This paramedic (Adam Sylvester) is well over six-feet tall and noted that he has more leg room.



EMS Training

Physical Training at TI – Hybrid Class #3



Practicing Scenarios

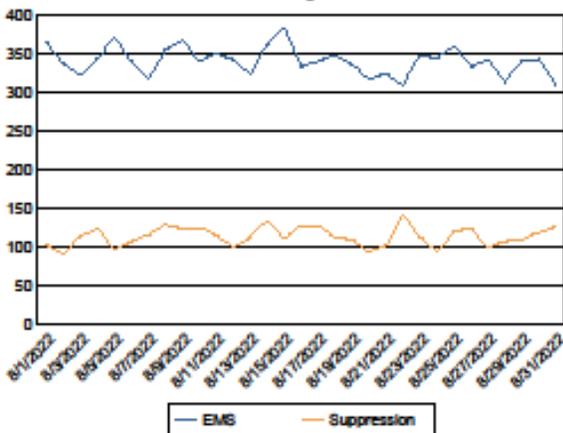


SFFD ACTIVITY SUMMARY

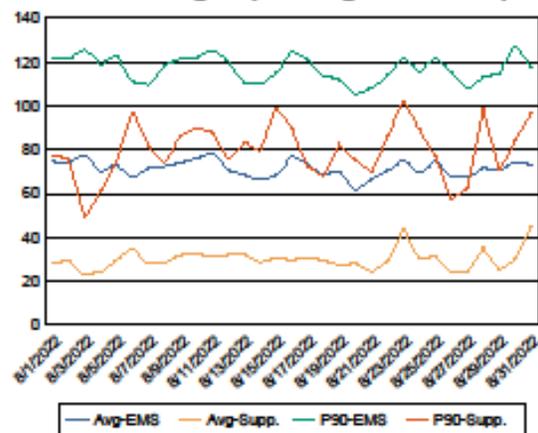
SFFD Activity Summary From 08/01/2022 To 08/31/2022

Call Date	EMS Calls	Suppression Calls	Total Calls	EMS Call Avg. (Min)	Transport Avg. (Min)	Suppression Avg. (Min)	EMS P90 (Min)	Suppression P90 (Min)
08/01/2022	366	103	469	74.80	98.11	28.52	121.36	77.31
08/02/2022	338	92	430	73.98	96.57	29.27	121.30	75.71
08/03/2022	324	113	437	77.46	101.92	22.88	125.41	49.38
08/04/2022	344	123	467	70.20	99.25	24.51	118.91	61.47
08/05/2022	371	97	468	73.22	94.21	29.95	122.98	75.43
08/06/2022	341	107	448	67.50	90.99	34.85	110.87	96.98
08/07/2022	318	115	433	71.66	89.11	27.91	109.65	81.47
08/08/2022	355	128	483	72.36	95.10	28.27	118.57	74.39
08/09/2022	367	124	491	73.97	97.67	31.85	121.40	85.77
08/10/2022	341	125	466	75.81	98.05	32.81	121.73	89.77
08/11/2022	350	115	465	78.40	96.64	31.07	125.36	87.87
08/12/2022	343	101	444	70.51	95.04	32.08	120.19	75.95
08/13/2022	325	112	437	68.52	91.02	32.70	110.83	83.64
08/14/2022	361	133	494	66.26	89.17	28.73	109.95	79.60
08/15/2022	383	111	494	68.40	93.06	30.60	115.04	98.67
08/16/2022	333	127	460	77.01	94.94	29.72	124.72	89.39
08/17/2022	340	127	467	73.19	95.29	30.82	120.84	72.21
08/18/2022	348	113	461	68.77	92.92	29.46	113.94	68.11
08/19/2022	336	109	445	70.34	91.66	27.24	111.90	82.88
08/20/2022	318	94	412	61.64	85.48	28.20	105.42	75.65
08/21/2022	325	102	427	66.79	86.42	24.54	107.99	70.10
08/22/2022	310	140	450	70.66	90.98	29.59	114.10	86.61
08/23/2022	348	113	461	75.22	94.76	44.16	121.60	101.71
08/24/2022	344	95	439	69.40	94.07	30.12	115.64	89.25
08/25/2022	359	120	479	74.59	95.80	31.58	121.73	77.42
08/26/2022	333	125	458	67.69	92.40	24.32	115.49	57.62
08/27/2022	342	100	442	67.58	86.83	24.54	107.80	62.43
08/28/2022	313	107	420	71.65	87.82	35.29	113.19	98.68
08/29/2022	340	110	450	70.66	94.54	25.40	114.74	70.66
08/30/2022	343	119	462	74.42	100.39	30.31	127.20	84.75
08/31/2022	308	126	434	73.10	93.50	44.82	117.38	96.87

Calls By Date



Call Length (Average and P90)



INDIVIDUALS EXPERIENCING HOMELESSNESS – Incident Distribution

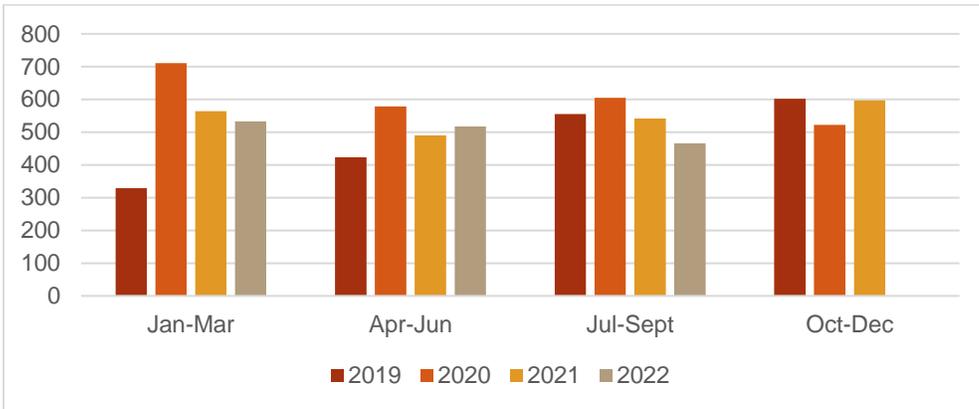
San Francisco Fire Department Incident Distribution - Individuals Experiencing Homelessness (Last 6 Months)

		No		Yes		Total
EMS6	2022/03	114	54%	98	46%	212
	2022/04	91	44%	115	56%	208
	2022/05	100	39%	154	61%	254
	2022/06	69	37%	120	63%	189
	2022/07	95	49%	99	51%	194
	2022/08	68	44%	85	56%	153
	2022/09					
Fire Incidents	2022/03			102		102
	2022/04			77		77
	2022/05			74		74
	2022/06			94		94
	2022/07			77		77
	2022/08			67		67
Medical Incidents	2022/03	4,930	79%	1,326	21%	6,256
	2022/04	4,938	79%	1,313	21%	6,251
	2022/05	5,563	78%	1,574	22%	7,137
	2022/06	5,376	78%	1,508	22%	6,884
	2022/07	5,516	76%	1,699	24%	7,215
	2022/08	5,376	77%	1,608	23%	6,984
	2022/09	2	67%	1	33%	3

NARCAN ADMINISTRATION

Annual Incidents of Narcan Use by Quarter

	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
2019	329	423	555	602
2020	711	579	605	522
2021	564	490	542	597
2022	533	517	466	0



COMMUNITY PARAMEDICINE DIVISION

August 2022

PROGRAM OVERVIEW AND TIMELINE

Program	Vulnerable population	Launch date	Full Implementation
EMS-6	Frequent 911 users	January 31, 2016	
Street Crisis Response Team	Community members in behavioral crisis	November 30, 2020	7 th team added May 28, 2022 (EMD on June 22, 2022)
Street Overdose Response Team	Overdose response	August 2, 2021	2 nd team added June 27, 2022
Street Wellness Response Team	Persons requiring a wellbeing check	January 24, 2022	2 nd -5 th team added June 27, 2022

COMMUNITY PARAMEDICINE HIGHLIGHTS

- We had many opportunities to show the work the Community Paramedicine division is doing:
 - SF Chronicle reporter Moench interviewed Section Chief of Community Paramedicine Operations April Sloan and rode along with Patrick Renshaw on CP-5. The article has yet to come out.
 - The Budget and Legislative Analyst office is conducting an analysis of the City's response to street conditions. We have had several meetings with the analysts with more to come. Their findings will not be published until Spring 2023.
- In 2021 the Board of Supervisors passed a resolution that authorized the Department of Public Health's Behavioral Health Services to train designated SFFD paramedics in assessing and writing 5150 holds. The members designated by the Department to do this work are captain level community paramedics. After a long and thoughtful process that involved creating a Memorandum of Understanding and training curriculum, this became operational on July 13, 2022. In August, the first 5150 hold by a SFFD member was written. It is anticipated that as first responders become increasingly aware of the ability of our CP captains to write holds, that the number of holds written by SFFD members will increase.
- Work continued with the Department of Emergency Communications to add SORT and SWRT as an additional resource to selected Fire Response (FRES) patterns. At the moment, SORT self-assigns to overdose calls and SWRT self-assigns to lower acuity calls street level calls. It will improve operations by having the Computer Aided Dispatch (CAD) automatically assign and dispatch SORT as an additional resource to overdose calls (Code 23), and SWRT as an additional resource to unknown medical calls (Code 32).
- Rosie Morford, a San Francisco native interested in a nursing career, began her volunteer summer internship in May with Acting Lieutenant Nick Oxford serving as her internship advisor. After riding along with the various Community Paramedicine teams, she chose her project—creating a process map of the Street Overdose Response Team. On August 10th, Rosie concluded her internship by presenting her project findings. Her work was extremely helpful to us, as it illuminated barriers and transition points in which individuals tend to leave care. We wish Rosie, who is completing her senior year at Providence College in Rhode Island, a successful career.

EMS-6

Operational period: 8/01/22 - 8/30/22

Total encounters: 306

Average encounters per day: 10

Average connection rate to resource: 25%

Utilization changes of top 20 utilizers engaged by EMS-6 from month before the operational period to current: -59%

Encounter Type	Current
Consult	116
Outreach	115
911 - EMS6 special call	43
911 - EMS6 self-assigned	15
Case Conference	15
Conservator Show of Support	2
911 - System	0
	306

Resource	Referrals Offered	Connections Made	Connection Rate
Sobering Center	6	3	50.0%
Social Services	6	3	50.0%
Shelter - Long Term	2	1	50.0%
Substance/Dual Diagnosis Treatment	7	1	14.3%
Joe Healy Detox	4	0	0.0%
Psychiatric Services	4	0	0.0%
Clinic	2	0	0.0%
Shelter - Short Term	1	0	0.0%
Homeless Outreach Team	0	0	0.0%
Homeward Bound	0	0	0.0%
Hummingbird	0	0	0.0%
Navigation Center - Pathway to Housing	0	0	0.0%
Navigation Center - Time Limited	0	0	0.0%
	32	8	25.0%

STREET CRISIS RESPONSE TEAM (SCRT)

Operational period 8/1/22 - 8/31/22

Total Calls for Service: 761

Average Response Times: 19.8 minutes

Average on Scene Times: 45.0 minutes

Disposition All Calls for Service

Non-ambulance transport to non-ED resource	73	9.6%
Ambulance Transport to Hospital	105	13.8%
Remained in the community	270	35.53%
Unable to Locate	237	31.14%
Walked Away	46	6%
Information Exchanged	26	3.4%
Other	4	0.53%
Total	761	100%

Disposition Engaged Individuals Only

Non-ambulance transport to non-ED resource	73	16.3%
Ambulance transport to ED	105	23.4%
Remained in community	270	60.3%
Total	448	100%

5150

Grave disability	17	36.9%
Self-harm	21	45.7%
Harm to others	8	17.4%
Total	46	100%

Police Presence on Scene

		Percent of total calls for service (761)
PD On Scene Prior to Arrival	34	4.4%
PD requested by SCRT	24	3.2%
SCRT requested by PD	51	6.7%
Total Incidents with PD present on scene	109	14.3%

Assistance provided by Police

		Percent of total calls for service (761)
Immediate danger to personnel or public	22	2.9%
Assist with Restraints	3	0.4%
Scene Management	35	4.6%
Total	60	7.9%

STREET OVERDOSE RESPONSE TEAM (SORT)

Operational period: 8/1/22 – 8/31/22

Calls for Service: 98

Total Encounters: 70

Total Encounters with a Confirmed Overdose: 53

Buprenorphine Starts: 2

Clients who Accepted Harm Reduction Supplies: 39

Clients who accepted Project FRIEND Narcan: 36

SORT Challenges

- The number of SORT encounters decreased, mirroring the staffing challenges that resulted in SORT being out of service. The Community Paramedicine Division, although fully staffed, has a very limited vacation relief pool to fill in for members who are sick or on vacation. We have implemented plans to increase the number of SORT units in service in the short term and intend on training more community paramedics in Spring 2023, the earliest that EMS operations can feasibly accommodate a training.
- Our community paramedics are still not administering buprenorphine because of a lengthy and unanticipated delay for Poison Control to train their pharmacists to be the medical control for the pilot program. The training, which was developed from Contra Costa County's pilot program and approved by our medical directors, was delivered to Poison Control leadership since July 7. We will begin looking for alternative agencies that can serve as medical control.

SORT Highlights

- August is overdose awareness month, with August 31st recognized as overdose prevention day. To highlight our overdose response efforts to date and raise awareness of this continuing public health crisis, PIO Lt. Jon Baxter coordinated with the CP Division, City leadership, our partner agencies, SFGov TV, and community-based organizations (CBOs) to create a 15 second public service announcement. The PSA can be found on YouTube, Facebook, and Instagram.
<https://drive.google.com/file/d/1UndTcyisWgdmQeaALsR2tXTJDUrEnCAy/view?usp=sharing>

STREET WELLNESS RESPONSE TEAM (SWRT)

Operational period: 8/1/22 – 8/31/22

Total encounters: 625

Call Origin:

On View	492	78.7%
911	133	21.3%
Total	625	100%

Disposition all calls for service:

Non-emergency transport	66	10.6%
Ambulance transport	35	5.6%
Remained in community	447	71.5%

Unable to Locate	15	2.4%
Other	62	9.9%
Total	625	100%

Destination of Non-Emergency Transport

Shelter	28	42%
Mental Health Facility	3	4.5%
Community Clinic	9	13.6%
Sobering Center	8	12%
Treatment Program	4	6%
Other Destination (Case management, ride home, food kitchen, etc.)	14	21%
Total	66	99%

HEALTHY STREETS OPERATION CENTER (HSOC) AND THE TENDERLOIN JOINT FIELD OPERATION (TL JFO)

Captain level community paramedics, serving as field incident commanders, have been participating with other city agencies to improve the lives of people experiencing homelessness and improve community conditions for all San Francisco residents.

- HSOC, which operates Monday through Friday and responds to tent encampments throughout the city, offers unhoused members of the community a variety of shelter options, including Navigation Centers, the Vehicle Triage Center, Mini-Homes, Congregate Shelter, and Safe-Sleep Sites. On one occasion in August, an individual was connected directly to a substance use management program.
- The TL JFO operates seven days per week in set geographic zones in the Tenderloin, and offers shelter options, housing assessments, and referrals to substance use programs and medical and mental health care, as well as perform street cleaning.
- Here is an example of the work being done: A family with a 4-year-old son was first placed in a 14-day shelter, then connected to transitional housing, and is on track to getting a South of Market apartment. The father, who is a veteran and justice involved, was reluctant to accept assistance, but through a collaborative effort with our partner agencies his trust was gained. HSOC IC Acting Captain Patrick Hardiman was also able to procure an abandoned bike so the father could secure a job as a food deliverer. The next time you order out, your food might be delivered by a CP success story!
- 12 canines, found in a tent in desperate conditions, were rescued by Acting Captain Hardiman and brought to Animal Care and Control. The dogs, whose owner was uncooperative, were underfed and soiled in their own excrement. The dogs are now available for adoption at Animal Care and Control.

Street Team Members at Work

