

H3L2 Recruits practicing stair chair skills



SFFD

EMS AND COMMUNITY PARAMEDICINE

**FIRE COMMISSION REPORT
JULY 2023**

DEPUTY CHIEF SANDY TONG

EMS DIVISION

July 2023

OPERATIONS

Chief Tangherlini is on vacation, so the EMS Division report is abbreviated.

The EMS Division averaged 347 calls per day. This is a slight decrease from June. Only one day saw call demand over 400.

The EMS Division market share rose to 80% for the month of July. This represented an increase over June and meets our minimum goal of the EMS Division to have a market share of at least 80%.

EMS Training conducted a 3-week EMS Advancement Academy (Bump up) which resulted in adding 7 new paramedics to the EMS Division.

On July 10th, the next H3L2 academy began with 5 new recruits, although one dropped out after the first day. All four continue to be successful, and we hope to see all graduate on September 8th.

A H3 entrance exam was administered on July 19th. We are awaiting the Eligible List and are preparing to administer the next step of the qualification process, the Physical Agility Test, in the next couple of weeks.

NOTABLE ACTIVITIES

- M66 dispatched code 2 for PD eval for an assault patient. Patient was riding her bicycle to work and was shoved by someone as she rode past them. Patient presents with minor injuries to her ankle and declined transport. Further assessment revealed patient presented with some pronounced facial droop, patient was shown her face on her cellphone camera which convinced her to be further evaluated and was transported to SFGH. Her final diagnosis was hypertensive emergency. Her high blood pressure was thought to have caused her symptoms. When her blood pressure improved, her symptoms resolved. No stroke was found on MRI, thankfully.
- E13 and M93 dispatched code 2 for unknown reason, found 30 y/o male who was acting paranoid, unable to settle down, admits to having smoked meth. EMS6 Captain Couch submitted this report:
They transported this patient to an appropriate facility and then the patient ran outside and was frantically asking for another ambulance. The paramedics stayed engaged, were beyond professional and showed great de-escalation techniques. They called for appropriate resources, communicated with radio and the community paramedic captains from our team. SFPD was also called to assist and the offers were collaborative and also showed a trauma informed approach. With the team effort we were able to get the patient safely back inside the emergency room and get him treated.

PHOTOS

H3L2 recruits practicing an ALS scenario



Two of our bump up candidates

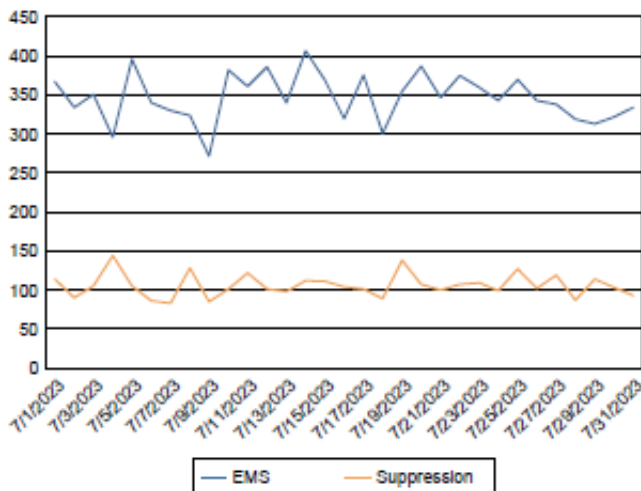


SFFD ACTIVITY SUMMARY – July 2023

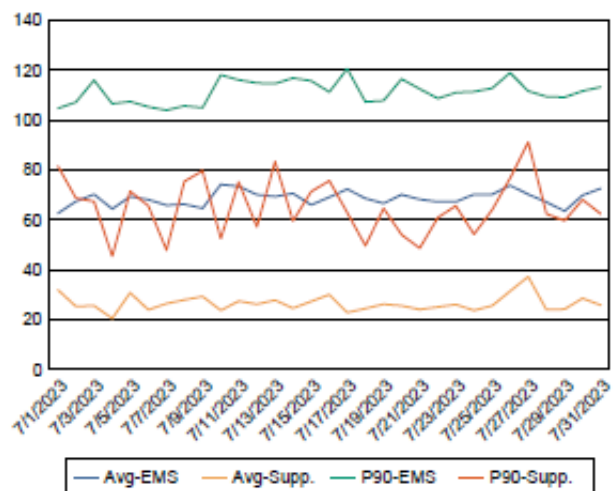
SFFD Activity Summary From 07/01/2023 To 07/31/2023

Call Date	EMS Calls	Suppression Calls	Total Calls	EMS Call Avg. (Min)	Transport Avg. (Min)	Suppression Avg. (Min)	EMS P90 (Min)	Suppression P90 (Min)
07/01/2023	367	114	481	62.59	84.65	31.76	104.67	81.41
07/02/2023	334	90	424	67.33	85.01	25.20	107.22	68.65
07/03/2023	351	105	456	70.12	90.74	25.39	116.04	67.25
07/04/2023	296	144	440	64.29	82.88	20.37	106.51	45.31
07/05/2023	396	105	501	69.30	87.08	30.64	107.45	71.37
07/06/2023	340	86	426	68.04	84.74	23.81	105.34	65.60
07/07/2023	330	83	413	65.85	86.47	26.32	103.90	47.80
07/08/2023	324	128	452	66.21	85.73	27.83	105.72	75.34
07/09/2023	272	85	357	64.60	84.73	29.19	104.93	79.65
07/10/2023	382	101	483	74.12	91.03	23.62	118.10	52.38
07/11/2023	361	122	483	73.42	89.91	27.25	116.15	75.18
07/12/2023	386	101	487	69.99	93.74	26.10	114.82	57.10
07/13/2023	340	98	438	69.27	90.67	27.66	114.59	83.39
07/14/2023	407	112	519	70.47	95.03	24.48	116.83	59.49
07/15/2023	369	111	480	65.94	90.28	27.14	115.70	71.27
07/16/2023	320	104	424	69.03	90.13	29.87	111.23	75.66
07/17/2023	376	101	477	72.27	96.08	22.66	120.63	62.88
07/18/2023	301	89	390	68.52	86.40	24.37	107.27	49.56
07/19/2023	355	138	493	66.53	86.95	26.03	107.81	64.58
07/20/2023	387	107	494	70.06	91.23	25.48	116.53	54.04
07/21/2023	347	100	447	68.15	89.61	23.91	112.57	48.60
07/22/2023	375	107	482	67.19	88.65	24.95	108.68	60.84
07/23/2023	360	109	469	67.17	86.47	25.90	111.08	65.56
07/24/2023	343	99	442	70.13	89.62	23.55	111.41	54.17
07/25/2023	370	127	497	70.17	92.39	25.48	112.81	63.99
07/26/2023	343	102	445	73.74	93.46	31.26	119.02	76.59
07/27/2023	338	119	457	70.20	89.66	37.16	111.68	91.11
07/28/2023	319	87	406	67.12	90.05	23.85	109.39	62.30
07/29/2023	313	114	427	63.44	86.20	24.09	109.17	59.59
07/30/2023	322	103	425	69.76	88.96	28.42	111.67	68.03
07/31/2023	334	93	427	72.55	91.54	25.74	113.28	62.39

Calls By Date



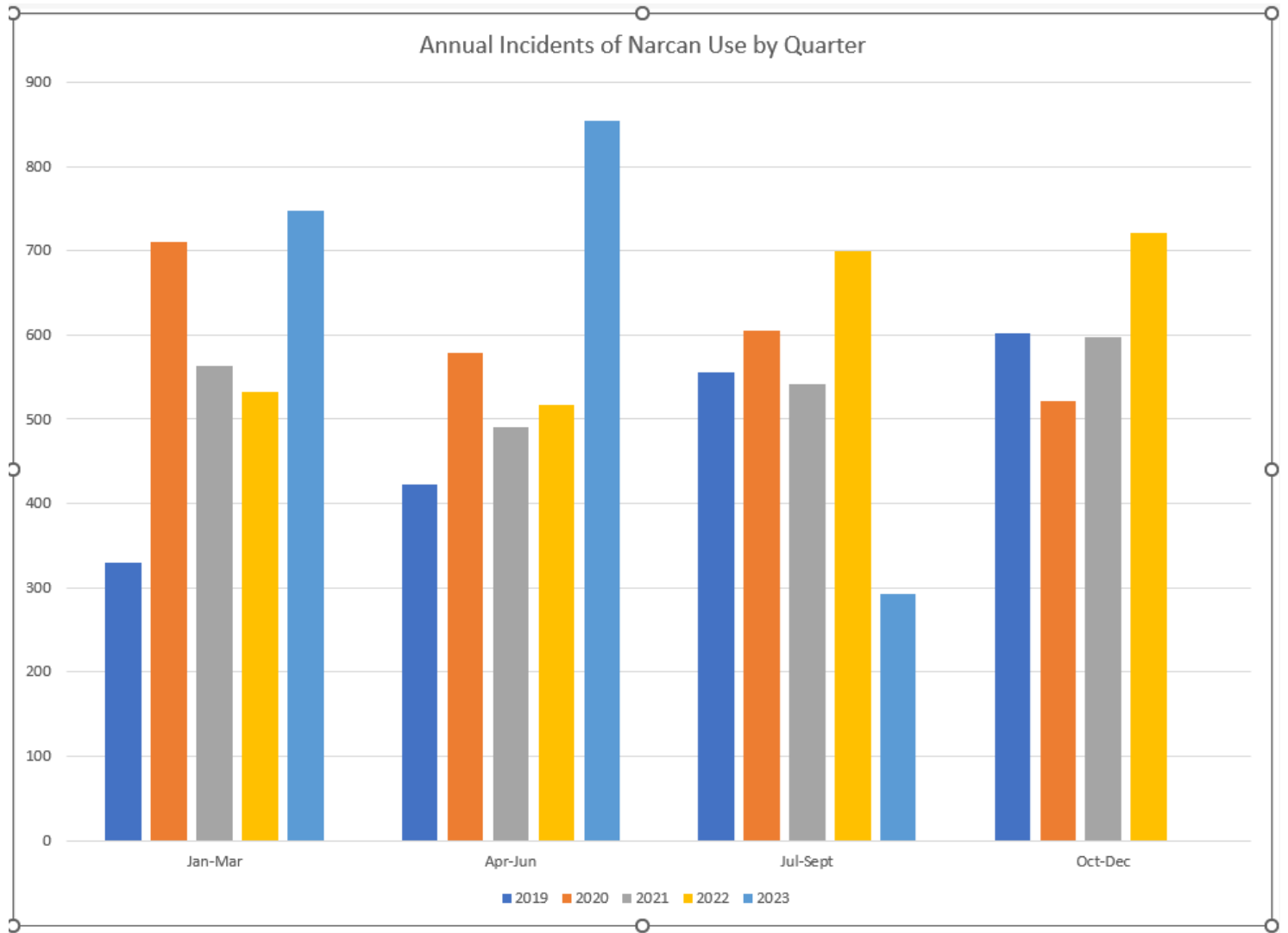
Call Length (Average and P90)



INDIVIDUALS EXPERIENCING HOMELESSNESS – Incident Distribution July 2023

		No		Yes		Total
EMS6	2023/02	64	44%	83	56%	147
	2023/03	86	51%	83	49%	169
	2023/04	93	56%	74	44%	167
	2023/05	119	57%	88	43%	207
	2023/06	92	49%	97	51%	189
	2023/07	89	50%	89	50%	178
Fire Incidents	2023/02			80		80
	2023/03			93		93
	2023/04			83		83
	2023/05			71		71
	2023/06			55		55
	2023/07			37		37
Medical Incidents	2023/02	5,245	78%	1,508	22%	6,753
	2023/03	5,549	75%	1,803	25%	7,352
	2023/04	5,444	77%	1,648	23%	7,092
	2023/05	5,505	79%	1,507	21%	7,012
	2023/06	5,319	76%	1,654	24%	6,973
	2023/07	5,346	77%	1,640	23%	6,986
	2023/08	4	100%			4

NARCAN ADMINISTRATION



	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Annual Total
2019	329	423	555	602	1909
2020	711	579	605	522	2417
2021	564	490	542	597	2193
2022	533	517	699	721	2470
2023	747	855	292	0	1602

COMMUNITY PARAMEDICINE DIVISION

Assistant Deputy Chief Simon Pang
July 2023

Program Overview and Timeline

Program	Service Population	Launch Date	Full Implementation
EMS-6	Frequent 911 users	January 31, 2016	
Street Crisis Response Team	Community members in behavioral crisis & requiring well-being checks	November 30, 2020	7 th team added May 28, 2022 (EMD on June 22, 2022) SWRT reconfigured March 4, 2023
Street Overdose Response Team	Overdose response	August 2, 2021	2 nd team added June 27, 2022

Community Paramedicine Division Highlights

- **Law & Mental Health Conference Presentation:** Section Chief of CP Operations April Sloan led a session titled “Utilizing Community Paramedics in an Interagency Response to Street Conditions.” The conference, in place since 2000, is a virtual educational event covering the intersection of law and mental illness which brings together subject matter experts, clinicians, and those with lived experience to inform and educate other practitioners and policy makers on the evolving best practices in the field.
- **National Science Foundation (NSF) Grant Award:** We received notice that our joint NSF grant application with academic researchers from San Jose State University will be funded. As noted in the January 2023 report, this grant will further explore and quantify the effects of moral hazard on our members and clients, possible interventions, and integration of equity measures and training into our work. We look forward to reporting on this project beginning in September and continuing over the course of 1-year.
- **Data & Policy Analyst:** Eugene Tse has joined the Community Paramedicine Division to serve in the Data & Policy Analyst position. Eugene is a San Francisco native and brings a wealth of experience to the Department from his prior work at San Francisco Health Plan and the Alameda Alliance for Health. Eugene’s expertise will support continued and improved reporting, analysis, and data collaboration efforts.



- International Board of Specialty Certification (IBSC) Exam Preparation:** California state regulations now require all community paramedics to hold certification from the IBSC, a non-profit organization which develops specialty exams, including CP-C (community paramedic), FP-C (flight paramedic), and CCP-C (critical care paramedic). Captain Nazzareta, in concert with the CP Division medical director Dr. Graterol, have been supporting Division members to prepare for this exam through online practice tests, exam preparation materials, and in-person study sessions. Members will be taking the exam the first week of August, with multiple opportunities thereafter for individuals who require remediation.

EMS-6

Operational period: 7/1/2023 – 7/30/2023

Total encounters: 282

Average encounters per day: 9

Average connection rate to resource: 40%

Utilization changes of top 20 utilizers engaged by EMS-6 from month before the operational period to current: -55%

Encounter Type	Previous	Current
Consult	114	118
Outreach	159	101
911 - EMS6 self-assigned	23	25
911 - EMS6 special call	40	25
Case Conference	8	5
911 - System	0	2
Conservator Show of Support	1	1
	345	277

Resource	Referrals Offered	Connections Made	Connection Rate
Sobering Center	16	13	81.3%
Psychiatric Services	4	2	50%
Shelter - Long Term	3	1	33.3%
Shelter - Short Term	7	2	28.6%
Substance/Dual Diagnosis Treatment	4	1	25%
Social Services	6	1	16.7%
Joe Healy Detox	6	0	0
Homeless Outreach Team	2	0	0
Clinic	1	0	0
Hummingbird	1	0	0
Homeward Bound	0	0	0
Navigation Center	0	0	0
	50	20	40%

SCRT

Operational period 7/1/2023 – 7/31/2023

Total Calls for Service: 1219

Average Response Time: 16.09

Average on Scene Time: 47.37

Disposition All Calls for Service

Non-ambulance transport to non-ED resource	222	18.21%
Ambulance transport to ED	234	19.20%
Remained in the community	517	42.41%
Unable to Locate	190	15.59%
Walked Away	56	4.59%
Total	1,219	100.00%

Disposition Engaged Individuals Only

Non-ambulance transport to non-ED resource	222	22.82%
Ambulance transport to ED	234	24.05%
Remained in community	517	53.13%
Total	973	100.00%

5150

Grave disability	13
Self-harm	9
Harm to others	10
Total	32

Police Presence on Scene

		Percent of total calls for service (1,219)
PD On Scene Prior to Arrival	27	2.21%
PD requested by SCRT	17	1.39%
SCRT requested by PD	50	4.10%
PD arrived without request	4	0.33%
Total Incidents with PD present on scene	98	8.04%

Assistance provided by Police

		Percent of total calls for service (1,219)
Immediate danger to personnel or public	11	0.90%
Assist with Restraints	10	0.82%
Scene Management	25	2.05%
Total	46	3.77%

Destination of Non-Emergency Transport

Shelter	77	35%
Mental Health Facility	11	5%
Community Clinic	10	5%
Sobering Center	74	33%
Treatment Program	3	1%
Other Destination (Case management, ride home, food kitchen, etc.)	47	21%
Total	222	100%

SORT

Operational period: 7/1/2023 – 7/31/2023

Calls for Service: 91

Total Encounters: 89

Total Encounters with a Confirmed Overdose: 47

Suboxone Starts (including facilitating connection to Suboxone): 1

Clients who Accepted Harm Reduction Supplies: 27

Clients who accepted Narcan Rescue Kit: 32

San Francisco Fire Department

EMS and CP Divisions

Acronyms/Abbreviations/Terms

5250	14-day hold placed after a 5150	<i>CP</i>
800B	Police code for “report of mentally disturbed person”, B priority (non-violent, no weapon)	<i>CP</i>
910B	Police code for “check on wellbeing”, B priority (non-violent, no weapon)	<i>CP</i>
AB1544	CA State Assembly Bill 1544 codifies Community Paramedicine into the CA Health & Safety Code	<i>CP</i>
ABC's	Airway, Breathing, Circulation	<i>Training</i>
ACLS	Advanced Cardiac Life Support	<i>Training</i>
ADU	Acute Diversion Unit	<i>CP</i>
AED	Automatic External Defibrillator	<i>Training</i>
ALS	Advanced Life Support	<i>MCI/Training</i>
AMA	Against Medical Advice	<i>Operations</i>
Amb	Ambulance	<i>Operations</i>
AMS	Altered Mental Status	<i>Training</i>
AOS	Arrived on Scene	<i>Operations</i>
AOT	Assisted Outpatient Treatment (Laura’s Law)	<i>CP</i>
APS	Adult Protective Services	<i>CP</i>
ASA	Aspirin	<i>Training</i>
AUD	Alcohol Use Disorder	<i>CP</i>
BLS	Basic Life Support	<i>MCI/Training</i>
BP	Blood Pressure	<i>Training</i>
BVM	Bag Valve Mask	<i>Training</i>
CaCl	Calcium Chloride	<i>Training</i>
CAL-MAT	California Medical Assistance Team	<i>MCI</i>
CCP	Casualty Collection Point	<i>Active Shooter</i>
CCP Leader	Casualty Collection Leader	<i>Active Shooter</i>
CDMIN	California Disaster Medical Network	<i>MCI</i>
CDPH	California Department of Public Health	<i>MCI</i>
CECC	Central Emergency Communication Center	<i>Operations</i>
CHF	Congestive Heart Failure	<i>Training</i>
CIT	Crisis Intervention Team (SFPD)	<i>CP</i>
CIWA	Clinical Institute Withdrawal Assessment	<i>CP</i>
CM	Case Manager	<i>CP</i>
COPD	Chronic Obstructive Pulmonary Disease	<i>Training</i>
CP	Community Paramedic	<i>CP</i>
COWS	Clinical Opioid Withdrawal Scale	<i>CP</i>
CP1	ADC CP Division	<i>CP</i>
CP2	Section Chief of Operations, CP Division	<i>CP</i>
CP3	Section Chief of Administration, CP Division	<i>CP</i>
CP5	Field Community Paramedic Rescue Captain	<i>CP</i>
CPR	Cardio-Pulmonary Resuscitation	<i>Training</i>
CQI	Continuous Quality Improvement	<i>Operations</i>
C-Spine	Cervical Spine	<i>Training</i>

D10W	Dextrose 10% in water	<i>Training</i>
D25W	Dextrose 25% in water	<i>Training</i>
D50W	Dextrose 50% in water	<i>Training</i>
DEM	Department of Emergency Management	<i>MCI</i>
DKA	Diabetic Ketoacidosis	<i>Training</i>
DMAT	Disaster Medical Assistance Team	<i>MCI</i>
DMORT	Disaster Mortuary Team	<i>MCI</i>
DNR	Do Not Resuscitate	<i>Training</i>
DOA	Dead on Arrival	<i>Operations</i>
DOC	Department Operations Center	<i>MCI</i>
DPH	Department of Public Health	<i>MCI</i>
DPH-OCC	Department of Public Health Office of Care Coordination	<i>CP</i>
DUCC	Dore Urgent Care Clinic – a behavioral health clinic	<i>CP</i>
DX	Diagnosis	<i>Operations</i>
ECG	Electro-Cardiogram	<i>Training</i>
ED	Emergency Department	<i>Training</i>
EDCM	Emergency Department Case Management	<i>CP</i>
EDIE	Emergency Department Information Exchange	<i>CP</i>
EMS	Emergency Medical Services	<i>MCI/Training</i>
EMS1	Assistant Deputy Chief, EMS Division	<i>Operations</i>
EMS2	Section Chief, EMS Operations	<i>Operations</i>
EMS6	Responds to frequent 911 users	<i>Operations</i>
EMS6A	Field Unit Call Sign (Alpha)	<i>CP</i>
EMS6B	Field Unit Call Sign (Bravo)	<i>CP</i>
EMS6C	Field Unit Call Sign (Charlie)	<i>CP</i>
EMS6D	Field Unit Call Sign (Delta)	<i>CP</i>
EMSA	Emergency Medical Services Agency	<i>Operations</i>
EMT	Emergency Medical Technician	<i>Operations</i>
EOC	Emergency Operations Center	<i>MCI</i>
EOP	Emergency Operations Plan	<i>MCI</i>
Epi	Epinephrine	<i>Training</i>
ESF	Emergency Support Function	<i>MCI</i>
ET3	A new reimbursement/billing framework designed to reimburse providers for non-ED transports or treat in place scenarios	<i>CP</i>
ETT	Endotracheal Tube	<i>Training</i>
FEMA	Federal Emergency Management Agency	<i>MCI</i>
FF/PM	Firefighter Paramedic	<i>Operations</i>
G	Gram	<i>Training</i>
GCS	Glasgow Coma Scale	<i>Training</i>
GYN	Gynecological	<i>Training</i>
HazMat	Hazardous Materials Incident	<i>Training</i>
HICT	High Intensity Care Team	<i>CP</i>
HIPAA	Health Insurance Portability and Accountability Act of 1996 (regulations protecting the privacy and security of certain health information)	<i>CP</i>
HOT	Homeless Outreach Team	<i>CP</i>
HR360	Health Right 360 (a community-based organization)	<i>CP</i>
HSOC	Healthy Streets Operation Center (Mayor's response task force for unhoused)	<i>CP</i>
HTN	Hypertension	<i>Training</i>

I&Q Site	Isolation and Quarantine Site (COVID)	<i>CP</i>
IC	Incident Commander	<i>Active Shooter</i>
ICM	Intensive Case Management	<i>CP</i>
ICS	Incident Command System	<i>MCI</i>
ICU	Intensive Care Unit	<i>Operations</i>
IM	Intramuscular	<i>Training</i>
IN	Intranasal	<i>Training</i>
IO	Intraosseous	<i>Training</i>
IV	Intravenous	<i>Training</i>
IVP	IV Push	<i>Training</i>
J	Joule (electrical measurement)	<i>Training</i>
JEOC	Joint Emergency Operations Center	<i>MCI</i>
kg	Kilogram	<i>Training</i>
LEMSA	Local Emergency Medical Services Agency	<i>Operations</i>
LOC	Level of Consciousness	<i>Training</i>
lpm	Liter Per Minute	<i>Training</i>
Lt49	Lieutenant, Station 49	<i>Operations</i>
LUCAS	Lund University Cardiopulmonary Assist System (mechanical chest compression device)	<i>Operations</i>
MAD	Mucosa Atomizer Device	<i>Training</i>
MAP	Managed Alcohol Program	<i>CP</i>
MAT	Medication-Assisted Treatment	<i>CP</i>
max	Maximum	<i>Training</i>
mcg	Microgram	<i>Training</i>
MCI	Multi-Casualty Incident	<i>MCI</i>
ME	Medical Examiner	<i>Operations</i>
meds	Medications	<i>Training</i>
mEq	Milliequivalent	<i>Training</i>
mg	Milligram	<i>Training</i>
MGS	Medical Group Supervisor	<i>MCI</i>
MHOAC	Medical/Health Operational Area Coordinator	<i>MCI</i>
min.	Minute	<i>Training</i>
MI	Myocardial Infarction	<i>Training</i>
ml	Milliliter	<i>Training</i>
MMRT	Mobile Medical Response Team	<i>CP</i>
MOU	Memorandum of Understanding	<i>Operations</i>
MVA	Motor Vehicle Accident	<i>Operations</i>
NDMS	National Disaster Medical System	<i>MCI</i>
NIMS	National Incident Management System	<i>MCI</i>
NPA	Nasopharyngeal Airway	<i>Training</i>
NPO	Nothing per mouth	<i>Training</i>
NS	Normal Saline	<i>Training</i>
NTG	Nitroglycerin	<i>Training</i>
NTI	Nasal Tracheal Intubation	<i>Training</i>
OA	Operational Area	<i>MCI</i>
OB	Obstetrical	<i>Training</i>
OES	Office of Emergency Services	<i>MCI</i>
OPA	Oropharyngeal Airway	<i>Training</i>
OTC	Over the Counter	<i>Training</i>
OTI	Oral Tracheal Intubation	<i>Training</i>
ODU	Opioid Use Disorder	<i>CP</i>

PACC	Post-Acute Community Conservatorship	<i>CP</i>
PALS	Pediatric Advanced Life Support	<i>Training</i>
PDC	Patient Distribution Center	<i>MCI</i>
PDT	Patient Declines Transport	<i>Operations</i>
PEA	Pulseless Electrical Activity	<i>Training</i>
PERRLA	Pupils equal, round, and reactive to light and accommodation	<i>Training</i>
PGO	Public Guardian Office	<i>CP</i>
PHI	Protected Health Information	<i>CP</i>
PM	Paramedic	<i>Operations</i>
PO	By Mouth	<i>Training</i>
POV	Privately Owned Vehicle	<i>Operations</i>
prn	As Needed	<i>Training</i>
PSH	Permanent Supportive Housing	<i>CP</i>
PT	Patient	<i>Operations</i>
PTA	Prior to Arrival	<i>Operations</i>
QRS	Parts of Cardiac Contraction Complex	<i>Training</i>
RAMS	Richmond Area Multi-Services (a community-based organization)	<i>CP</i>
R/O	Rule Out	<i>Training</i>
RC	Rescue Captain	<i>Operations</i>
RC1	Rescue Captain Field Unit 1	<i>Operations</i>
RC2	Rescue Captain Field Unit 2	<i>Operations</i>
RC3	Rescue Captain Field Unit 3	<i>Operations</i>
RC4	Rescue Captain Field Unit 4	<i>Operations</i>
RC49	Rescue Captain, Station 49	<i>Operations</i>
RC5	Rescue Captain Field Unit 5	<i>Operations</i>
RDMHC	Regional Disaster Medical/Health Coordinator	<i>MCI</i>
RDMHS	Regional Disaster Medical/Health Specialist	<i>MCI</i>
RGS	Rescue Group Supervisor	<i>Active Shooter</i>
RIS	Rapid Intoxication Scale	<i>CP</i>
RMM	Rescue Medical Manager	<i>Active Shooter</i>
ROI	Release of Information	<i>CP</i>
ROSC	Return of Spontaneous Circulation	<i>Operations</i>
RTF	Rescue Task Force	<i>Active Shooter</i>
SBP	Systolic Blood Pressure	<i>Training</i>
SCRT	Street Crisis Response Team	<i>CP</i>
SEMS	Standardized Emergency Management System	<i>MCI</i>
SFFD	San Francisco Fire Department	<i>MCI</i>
SFPD	San Francisco Police Department	<i>MCI</i>
SGA	Supraglottic Airway (airway device)	<i>Operations</i>
SIP Site	Shelter in Place Site (COVID)	<i>CP</i>
SL	Sublingual	<i>Training</i>
SORT	Street Overdose Response Team	<i>CP</i>
SP	Shared Priority	<i>CP</i>
SPA	Service Provider Agreement	<i>Operations</i>
SQ	Subcutaneous	<i>Training</i>
START	Simple Triage and Rapid Treatment	<i>Operations</i>
SUD	Substance Abuse Disorder	<i>CP</i>
SVT	Supraventricular Tachycardia	<i>Training</i>
SW	Social Worker	<i>CP</i>
SWRT	Street Wellness Response Team	<i>CP</i>

TEMS	Tactical Emergency Services Team	<i>Active Shooter</i>
Title 22	The section of the California Health & Safety Code which pertains to Emergency Medical Services	<i>CP</i>
TKO	To Keep Open	<i>Training</i>
TWUCC	Tom Waddell Urgent Care Clinic Golden Gate Ave	<i>CP</i>
Tx	Treatment	<i>Operations</i>
UOA	Upon Our Arrival	<i>Operations</i>
UTL	Unable to Locate	<i>Operations</i>
V-Fib	Ventricular Fibrillation	<i>Training</i>
V-Tach	Ventricular Tachycardia	<i>Training</i>
WPIC	Whole Person Integrated Care	<i>CP</i>
y/o	Years old	<i>Operations</i>