

New Quick Response Vehicle (QRV)



SFFD

EMS AND COMMUNITY PARAMEDICINE

**FIRE COMMISSION REPORT
AUGUST 2023**

DEPUTY CHIEF SANDY TONG

EMS DIVISION

August 2023

OPERATIONS

- The EMS Division averaged 358 calls per day. This was almost identical to the previous June and a slight increase over July. Only one day saw call demand over 400. As previously noted, EMS call volume may have only slight monthly increases and decreases for a period that will be followed by rapid growth.
- Time on task for ambulances was approximately 90 minutes, which was like both times experienced in June and July. As previously noted, time on task for ambulances includes response, on scene, transport, and patient turnover times. Time on task for SFFD ambulances have seen significant increases in the last decade related to increased traffic congestion and delays at hospitals. The EMS Division will continue to advocate for improvements in patient distribution and communication with hospitals along with additional EMS resources aimed at ensuring ambulances are available despite increasing demand and time on task.
- During the month of June, 46.9% of the call volume was dispatched as Code 3 responses. Code 3 responses are any response that could be related to a life or limb threatening injury or illness. These could be medical issues such as a heart attack or stroke or trauma such as an auto-pedestrian accident or gunshot wound.
- The EMS Division market share dropped to 78% in August. This represented a 2% decrease over July. The goal of the EMS Division is to be at a market share of at least 80%.
- During the month of August, the EMS Division treated 189 cardiac arrests. Of these, resuscitation was attempted on 59 patients resulting in 37 being transported to the hospital and 22 efforts being terminated in the field. Data reported to the national CARES database includes the 30 patients that had a witnessed cardiac arrest, 6 who had a rhythm that could be shocked with a defibrillator, and 13 that had bystander CPR, or an AED used. Of these patients, 20 had return of spontaneous circulation at the ED, which means SFFD reports a 40% save rate for the month of August 2023. This data is used to calculate an annual percentage of cardiac arrests successfully resuscitated in cities across the United States.
- Data from the EMS Division's CQI section revealed that Narcan use for the quarter ending on September 30th could see a slight decrease from the previous quarter. However, this will still represent a dramatic increase in use of Narcan over previous years. At 556 doses in June and July, the Department can expect to have administered 834 doses by the end of September. Again, this would be more Narcan than was administered for the first six months of 2019. The overdose death rate for San Francisco is on pace to see over 800 people die from overdoses, mostly related to the ongoing opioid crisis. The mortality rate would be much higher without the prompt and effective care of the EMS Division. The EMS Division is developing a program that hopes to improve access to substance abuse treatment for people suffering from opioid use disorder.
- During the month of August, the EMS Division put its quick response vehicle (QRV) back in service. Staffed by a paramedic and an EMT this unit is designed to provide first response to a high volume of EMS calls in the busiest areas of San Francisco. This unit can preserve suppression apparatus for other calls and quickly put ambulances back in service by addressing patients who are refusing transport or could be handled by a community paramedic unit. Additionally, the EMS Division put another new unit on the streets. Built by Crestline, a Canadian company, this vehicle is an additional "off the shelf" unit purchased to support the addition of 60 new FTEs. The Department expects the first 7 Braun Northwest units to be built to the Department's specs later this Fall. These units will be the first to start replacing the aging ambulance fleet.
- An EMS Advancement Academy began in July and saw 4 members finishing on September 1st. As a result, four EMTs are now serving the Department in the role of paramedic.

- Throughout the month of August, the Division of Training and the EMS Division held the first of a series of trainings aimed at preparing new RCs to fill the many roles expected of this rank.
- Members of the Training Division and the EMS CQI team are again conducting live in-service training for every paramedic in the Department. This four-hour course introduces members to new equipment and skills. The course and its instructors have received great reviews.
- On August 2nd, paramedic Nicholas Koo spoke to UCSF residents about prehospital airway management. He also demonstrated a critical, and rarely used in the field, airway procedure, needle cricothyrotomy.

NOTABLE ACTIVITIES

Everyday members of the EMS Division provide lifesaving care and support to the citizens and visitors to the City and County of San Francisco. This may include restarting the heart of a cardiac arrest victim, relieving pain from a broken bone, or simply assuring someone with a kind word or warm blanket. Here are several examples of some of the care being provided by the EMS Division:

1. On August 7th, M88 and Engine 38 responded to a possible CVA. Crews identified a possible stroke in an elderly female patient who was rapidly treated and transported to CPMC Van Ness. Once at the hospital the patient received Tenecteplase, which resulted in an improved condition over the next day.
2. On August 21st, Medic 68 had a patient become extremely violent in the back of the ambulance. The crew successfully contained the patient who was brandishing a weapon until SFPD, RC1, and Medic 54 arrived to assist. After a brief standoff, the patient was safely transported to the hospital. This call highlights the increasingly difficult work environment endured by our crews and their outstanding efforts to protect the safety of themselves, their coworkers, their patients, and the public.
3. On August 21st, Medic 80 and a SCRT unit safely assessed and transported a patient placed on a 5150 by community paramedics. A person who lives nearby witnessed the event and wrote to the Department to express her appreciation stating:

"Thank you all for your response. When I arrived on the block yesterday evening there was a team of about 8 people attempting to help her from the Street Crisis Response Team. It seems like they were successful in encouraging her to accept help, as she was not present this morning when I was taking my daughter to school. She and her male companions have been causing a lot of stress on the neighborhood with the garbage strewn about and their yelling. It's one thing to see the open drug use and drug dealing around the block but most of those people move along. Obviously, these issues are extremely complex with the mental health of individuals compounded by the drug use of others.

I appreciate the attention to the matter and hope that she finally gets the much-needed help she desperately needs."

PHOTOS

Chief Tangherlini greeting the EMS Advancement Academy class



RC Barnekoff instructing the ALS In-Service class



Paramedic Nicholas Koo at UCSF



RC Molloy teaching the New RC Academy



New QRV



New Crestline Ambulance

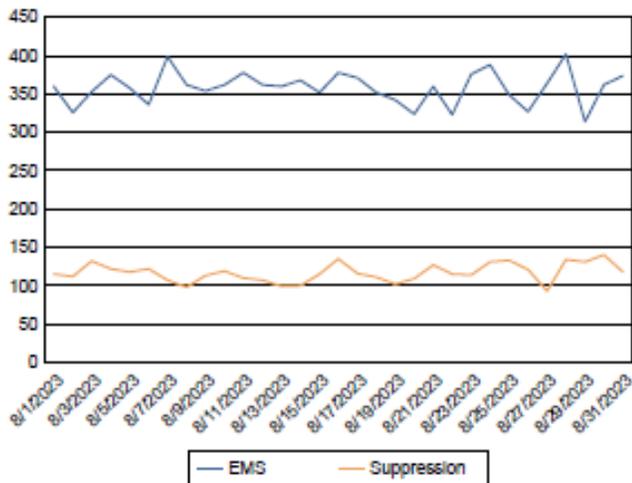


SFFD ACTIVITY SUMMARY – August 2023

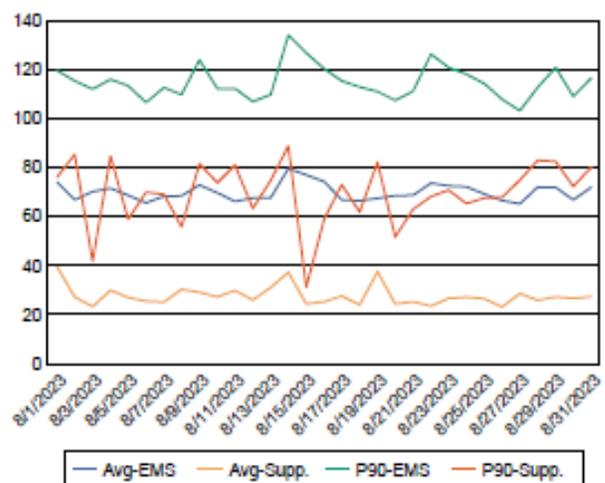
SFFD Activity Summary From 08/01/2023 To 08/31/2023

Call Date	EMS Calls	Suppression Calls	Total Calls	EMS Call Avg. (Min)	Transport Avg. (Min)	Suppression Avg. (Min)	EMS P90 (Min)	Suppression P90 (Min)
08/01/2023	360	115	475	74.05	93.58	39.50	119.56	76.18
08/02/2023	326	112	438	66.78	91.29	27.15	115.38	85.36
08/03/2023	353	132	485	70.22	89.22	23.17	112.05	41.73
08/04/2023	375	122	497	71.57	91.54	29.89	115.99	84.63
08/05/2023	358	118	476	68.73	87.20	26.97	113.41	58.88
08/06/2023	336	122	458	65.61	88.04	25.44	106.55	69.97
08/07/2023	399	107	506	68.26	89.93	25.11	112.69	68.99
08/08/2023	362	98	460	68.39	90.81	30.26	109.74	55.75
08/09/2023	354	113	467	72.89	95.34	28.99	123.95	81.53
08/10/2023	362	119	481	69.65	88.96	27.14	112.33	73.82
08/11/2023	378	110	488	66.20	91.14	29.72	112.27	80.98
08/12/2023	362	107	469	67.54	87.13	25.98	106.97	63.32
08/13/2023	360	99	459	67.62	89.26	31.04	109.83	74.71
08/14/2023	368	100	468	79.58	100.81	37.23	133.96	88.78
08/15/2023	352	115	467	76.94	100.34	24.28	126.77	31.17
08/16/2023	378	135	513	74.23	98.57	25.15	120.29	58.87
08/17/2023	371	116	487	66.81	93.16	27.60	115.40	73.04
08/18/2023	352	111	463	66.47	89.93	23.90	112.88	61.78
08/19/2023	342	102	444	67.39	91.03	37.49	110.99	82.25
08/20/2023	324	109	433	68.55	86.25	24.33	107.46	51.63
08/21/2023	360	127	487	68.62	89.70	25.13	111.16	62.95
08/22/2023	323	115	438	73.69	96.97	23.49	126.32	68.14
08/23/2023	376	114	490	72.48	98.36	26.60	120.85	70.77
08/24/2023	388	131	519	72.20	95.37	27.04	118.06	65.28
08/25/2023	349	133	482	69.12	92.79	26.46	114.28	67.55
08/26/2023	327	121	448	66.59	86.39	23.09	107.96	67.78
08/27/2023	364	93	457	65.18	82.69	28.56	103.21	74.94
08/28/2023	402	134	536	71.96	91.76	25.80	112.78	82.91
08/29/2023	314	131	445	71.92	94.01	27.17	120.79	82.48
08/30/2023	362	140	502	66.76	90.71	26.57	108.98	72.28
08/31/2023	374	118	492	71.95	90.43	27.25	116.50	80.09

Calls By Date



Call Length (Average and P90)

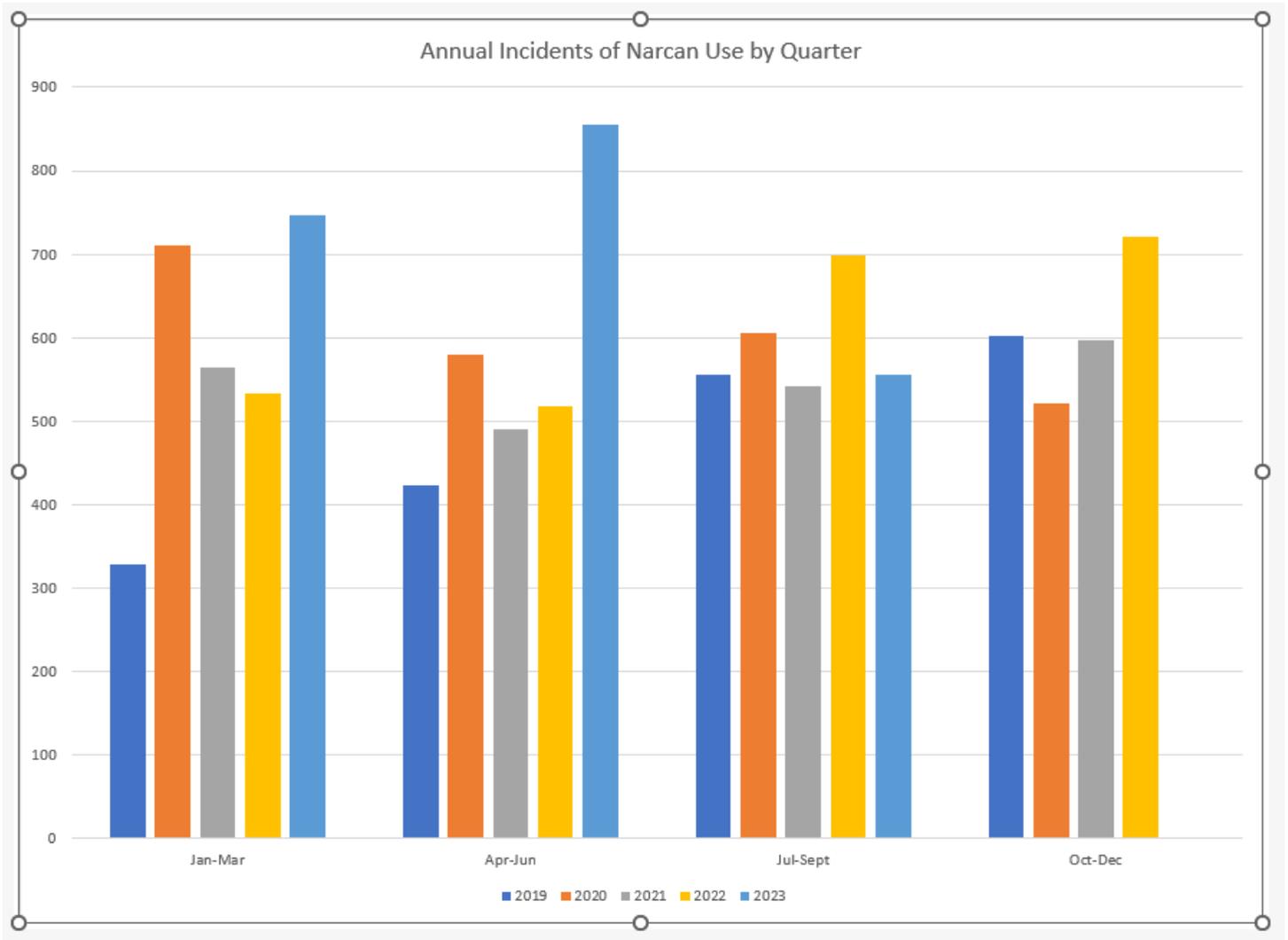


INDIVIDUALS EXPERIENCING HOMELESSNESS – Incident Distribution August 2023

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

		No		Yes		Total
EMS6	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	90	50%	90	50%	180
	2023/08	68	59%	47	41%	115
	2023/09	19	66%	10	34%	29
Fire Incidents	2023/03			93		93
	2023/04			84		84
	2023/05			76		76
	2023/06			63		63
	2023/07			52		52
	2023/08			56		56
	2023/09			4		4
Medical Incidents	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	5,320	76%	1,654	24%	6,974
	2023/07	5,499	76%	1,700	24%	7,199
	2023/08	5,703	78%	1,653	22%	7,356
	2023/09	881	76%	271	24%	1,152

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	556	0	1866

COMMUNITY PARAMEDICINE DIVISION

Assistant Deputy Chief Simon Pang
August 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

- **IBSC Certification Progress:** As noted in last month's report, California state regulations now require community paramedics to pass an external examination conducted by IBSC. Over three (3) days in early August, all available Community Paramedicine Division members took the IBSC CP-C exam. To date, 46 members have passed, with 19 members remaining who still require initial testing or repeat re-testing. Community Paramedic Captain Dan Nazzareta & Dr. Graterol are recognized for their support in this ongoing achievement for the Division. They developed test preparation curriculum, administered study sessions, and continue to support all Division members in obtaining IBSC certification.
- **August Community Paramedicine Speaker Series:** San Jose State University professors Dr. Miranda Worthen & Dr. Soma de Bourbon, who have partnered with the CP Division for a successful grant application to the National Science Foundation, presented their past and future planned work on moral injury and equitable service delivery within EMS.

August 30, 2023

1:00 – 2:30 pm (virtual)

San Francisco Fire Department

Community Paramedicine Division 2023 Monthly Speaker Series



San Jose State University professors Dr. Miranda Worthen & Dr. Soma de Bourbon will present their past and future work on moral injury and equitable service delivery within EMS.

San Jose State University, in collaboration with the San Francisco Fire Department, has received a grant from the National Science Foundation to research interventions which may reduce moral injury amongst providers and increase the efficacy & equity of interventions for the community members we serve.

All San Francisco Fire Department Members Welcome
No Registration Required: tinyurl.com/CPSpeakerAugust

If you require assistance registering or accommodation attending email Michael.Mason@sfgov.org or call (628) 732-6041

- **CARESTAR EMS Data Equity Conference Grant Award:** The CARESTAR foundation confirmed a successful funding application to support an EMS Data Equity Conference planned for mid-January 2024. In coordination with San Jose State University, the Community Paramedicine Division will be hosting a conference aimed at bringing together California EMS agencies with the goal of improving equitable delivery of EMS services through a year-long community of practice. Additional updates will be provided as the planning and execution phases progress.
- **California LEMSA CQI Committee Presentations:** Section Chief of CP Administration Michael Mason, as well as Department Medical Director Dr. Lacocque, presented to the California LEMSA (Local EMS Agencies) CQI Committee on the topics of CP-specific CQI measures and pre-hospital buprenorphine, respectively.
- **Urgent Accommodation Vouchers:** EMS providers continue to encounter extremely vulnerable individuals and families in need of emergency housing. Section Chief of CP Operations April Sloan met with the Department of Homelessness and Supportive Housing (HSH) to request urgent accommodation vouchers be made available to the CP Division for these most-challenging scenarios. This continued collaboration with HSH is worth noting, as San Francisco’s 911 system continues to be a leader in recognizing and responding to the intersection of EMS and housing issues.
- **Knowledge Sharing with Colorado & Michigan County Officials:** At the invitation of the Department of Public Health, Section Chief Mason presented information on the Street Overdose Response Team program to a group of public officials from Saginaw County, Michigan and Arapahoe County, Colorado.

EMS-6

Operational period: 8/1/2023 – 8/30/2023

Total encounters: 202

Average encounters per day: 6

Average connection rate to resource: 48%

Utilization changes of top 20 utilizers engaged by EMS-6 from month before the operational period to current: -47%

Encounter Type	Current
911 - EMS6 self-assigned	18
911 - EMS6 special call	21
Case Conference	6
Conservator Show of Support	1
Consult	92
Outreach	64
	202

Resource	Referrals Offered	Connections Made	Connection Rate
Shelter - Long Term	2	2	100%
Psychiatric Services	1	1	100%
Social Services	5	3	60%
Substance/Dual Diagnosis Treatment	4	2	50%
Clinic	2	1	50%
Alcohol Withdrawal Management	3	1	33%
Shelter - Short Term	3	0	0%

Sobering Center	1	0	0%
Total	21	10	48%

SCRT

Operational period 8/1/2023 – 8/31/2023

Total Calls for Service: 1198

Average Response Time: 16.8

Average on Scene Time: 47.09

Disposition All Calls for Service

Non-ambulance transport to non-ED resource	198	16.53%
Ambulance transport to ED	246	20.53%
Remained in the community	498	41.57%
Unable to Locate	199	16.61%
Walked Away	57	4.76%
Total	1198	100.00%

Disposition Engaged Individuals Only

Non-ambulance transport to non-ED resource	198	21.02%
Ambulance transport to ED	246	26.11%
Remained in community	498	52.87%
Total	942	100.00%

5150

Grave disability	19
Self-harm	11
Harm to others	7
Total	37

Police Presence on Scene

		Percent of total calls for service (1198)
PD On Scene Prior to Arrival	36	3.01%
PD requested by SCRT	16	1.34%
SCRT requested by PD	33	2.75%
PD arrived without request	7	0.58%
Total Incidents with PD present on scene	92	7.68%

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	71	36%
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Mental Health Facility	16	8%
Community Clinic	7	4%
Sobering Center	41	21%
Treatment Program	2	1%
Other Destination (Case management, ride home, food kitchen, etc.)	61	31%
Total	198	100%

SCRT Highlights:

- An individual with three (3) prior EMS contacts in the preceding 6 months was initially engaged by SCRT2 on 8/7 after a concerned bystander activated 911 activation for an individual laying on the sidewalk. The individual was medically stable, remained in the community, and received a housing assessment by a Homeless Outreach Team member with the SCRT unit. Later in the same day, the individual was on-viewed by the SCRT unit and connected to shelter – an outcome that could only have occurred after receiving the prior housing assessment.

SORT

Operational period: 8/1/2023 – 8/31/2023

Calls for Service: 137

Total Encounters: 133

Total Encounters with a Confirmed Overdose: 75

Suboxone Starts (including facilitating connection to Suboxone): 3

Clients who Accepted Harm Reduction Supplies: 52

Clients who accepted Narcan Rescue Kit: 68

SORT Highlights:

- SORT-1 responded to the scene of an overdose where an individual had received bystander & EMS Narcan. The individual was too somnolent to be engaged on scene, and SORT members followed the individual to the hospital. Once engaged, SORT coordinated immediate follow-up care from DPH’s Post-Overdose Engagement Team (POET) – a connection to care which would not have occurred without proactive real-time engagement and coordination between EMS, hospital providers, and DPH follow-up teams.

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>