

# Community Paramedicine Division Fire Commission Report

October 2024

## Programs 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 <sup>th</sup> 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 <sup>nd</sup> team added June 27, 2022

## Community Paramedicine Division Highlights

**CARESTAR Partner Summit:** On October 18<sup>th</sup>, Community Paramedic Captain Dan Nazzareta and Section Chief of Administration Michael Mason attended the 3<sup>rd</sup> annual CARESTAR Partner Summit. The summit gathered EMS providers and leaders, state regulators, and non-profit organizations who had previously received funding from the CARESTAR foundation. CARESTAR supported our 2024 EMS Data Equity Conference held in January. Captain Nazzareta was invited



to participate in a panel discussion titled “The Great Debate: From Inside or Outside the “System” - Which is More Effective for Making Change?” Other panel members were California EMS Authority Chief of EMS Personnel Division Kim Lew (pictured) and Carolina Snypes, Alameda County LEMSA EMS Coordinator.

**National Science Foundation (NSF) CIVIC Innovation Close Out:** On October 15<sup>th</sup> and 16<sup>th</sup>, Section Chief of Administration Michael Mason traveled to Washington D.C. to participate in a close out conference and project demo day with other NSF CIVIC Innovation grant awardees. With our San Jose State University research partners, Dr. Miranda Worthen and Dr. Soma de Bourbon, we shared a short video of our project on moral injury and participated in a demo day event displaying our work to federal officials, researchers, and other grant awardees.

Additional findings from this year-long project will be shared as our research partners document their extensive work and findings from their participatory research project with our members.

**NEMSIS Standard Change Review Committee 2024:** Section Chief of Administration Michael Mason has been invited to sit on the 2024 National EMS Information System (NEMSIS) Standard Change Review Committee. NEMSIS is the national standardized data set that all EMS providers across the nation utilize to document their patient care. Section Chief Mason's leadership in this area will help promote continued development of data elements that better reflect equity, community paramedicine, and mobile integrated health needs within EMS.



A list of committee members can be found at: <https://nemsis.org/calls-and-trainings/advisory-boards/>

**Domestic Violence Awareness Month Rally at**

**City Hall:** On October 9<sup>th</sup>, Acting Community Paramedic Captain Leslie Fong, Paramedic Captain Clema Avila, Paramedic Ross O'Reilly, and EMT Christina Clark represented the Department at a Domestic Violence Awareness Month rally. The event was coordinated by Board of Supervisors member Catherine Stefani and the San Francisco Domestic Violence Consortium. Its goal was to re-affirm the City's commitment to raising awareness, prevention, and providing resources for survivors.



**GLIDE Health Programs Manager SORT Ride Along:** On October 23<sup>rd</sup>, Janet Ector, GLIDE Health Programs Manager, embedded with Street Overdose Response Team Community Paramedic Richard Platt for a ride along. After attending GLIDE's Overdose Awareness Day event on August 30<sup>th</sup>, Janet and CP Platt planned this ride along to strengthen our mutual work in the community.

**Medi-Cal Mobile Crisis Training and Technical Assistance Center (M-TAC) & Harvard Government Policy Lab (GPL) Delegations Visit:** As reported in our June 2024 report, the Community Paramedicine Division is working with Harvard GPL on several projects over the course of 2024 & 2025. Our primary focus will be attempting to achieve certification as a mobile crisis service provider, a new Medi-Cal benefit announced in June of 2023. This Medi-Cal benefit reimburses providers at higher rates than standard EMS responses, but will require significant investments in the following areas:

- Training – additional 30 hours of training for all community paramedics,
- Documentation – members will have to complete additional assessments on scene, and our charting software will need to be updated to allow for these additional data elements,
- Data integration – DPH & the Department will work to expand the current data integration across our documentation platforms to allow for our additional documentation to be imported into DPH's EPIC health record system.

In pursuit of this ambitious goal, we've begun work with our Department of Public Health colleagues, Harvard GPL partners, and staff from M-TAC, an organization contracted by California's Department of Health Care Services (DHCS) to support counties' implementation of the benefit. On October 28<sup>th</sup>, members from these stakeholders convened in San Francisco to conduct ride alongs with Street Crisis Response Team units followed by a working session facilitated by Harvard GPL. We look forward on reporting on our continued progress on this project over the course of the next year.



*Pictured left-to-right, top row: DPH Director of Systems of Care Max Rocha, M-TAC Technical Assistance Specialist David Eric Lopez, Crisis Intervention Team International Board Member and consultant Matthew Moody, Section Chief Mason, Deputy Chief Pang, Harvard GPL Project Leader Aloka Narayanan, M-TAC Technical Assistance Specialist Erin Zamora. Bottom row: M-TAC Field Director Danielle Raghib, DPH Health Coordinator Jess Lavitoria, Harvard GPL Fellow Yen Mai.*

## EMS-6

Operational period: 10/1/2024 – 10/30/2024

Total encounters: 205

Average encounters per day: 6.83

Utilization changes of top 20 utilizers engaged by EMS-6 from month before the operational period to current: -58.90%

Encounter Type*	Number
Consult	41
In Person Visit	111
Case Conference	6
Show of Support	12
Care Coordination	21
Interagency Support	0
Chart Review	14

<b>Total</b>	205
--------------	-----

**EMS-6 Successes & Challenges:**

- Out-of-County High Utilizer Stabilized and Reconnected to Care:** On August 22<sup>nd</sup>, Truck 19 special-called SCRT to engage a 56-year-old female who reported she'd recently been discharged from an Alameda County psychiatric facility and was seeking shelter and services. On further assessment from SCRT-2 Community Paramedic Talia Kurpieski and EMT Scott Ward it was discovered they had recently left their system of care in Placer County to visit families in the Bay Area. The client suffered from long-term alcohol use disorder and displayed associated cognitive deficits. Due to their lack of time in San Francisco, the client did not qualify for Journey Home services. SCRT-2 transported them directly to the Hummingbird respite center.

Over the course of the next two months the individual had 18 contacts with EMS & CP Division personnel, including a 5150 hold, a period of care at Harbor Lights withdrawal management program, and follow-up from the DPH BEST team. The EMS-6 team began closely tracking the individual and delivering care coordination.

In early October, EMS-6 captains coordinated across Harbor Lights, Journey Home, Dore Urgent Care Clinic, San Francisco General Hospital ED Social Work and Psychiatric Emergency Services. The client was re-admitted to Harbor Lights and stabilized with medication. After several weeks of respite, the client qualified for Journey Home and was re-connected with family. EMS-6 has since contacted the client who reported they had successfully re-connected with their caretaker and were entering a residential program for alcohol use disorder.

**SCRT**

Operational period: 10/1/2024 – 10/31/2024

Total Calls for Service: 1,236

Average Response Time: 17.59

Average on Scene Time: 41.5

**Disposition All Calls for Service**

Non-ambulance transport to non-ED resource	237	19.17%
Ambulance transport to ED	179	14.48%
Remained in the community	542	43.85%
Unable to Locate & Walked Away	278	22.49%
<b>Total</b>	<b>1236</b>	<b>100.00%</b>

**Disposition Engaged Individuals Only**

Non-ambulance transport to non-ED resource	237	24.74%
Ambulance transport to ED	179	18.68%
Remained in community	542	56.58%
Total	958	100.00%

### 5150

Grave disability	24
Danger to Self	16
Danger to Others	13
<b>Total*</b>	<b>40</b>

\*As individuals may be placed on a hold for multiple reasons the total will not reflect the sum

### Police Presence on Scene

		Percent of total calls for service (1236)
PD On Scene Prior to Arrival	6	0.49%
PD requested by SCRT	12	0.97%
SCRT requested by PD	297	24.03%
Total Incidents with PD present on scene	315	25.49%

### SCRT Successes

- Client Shared Positive Impact of SCRT During Crisis:** On October 11<sup>th</sup>, an individual with prior SCRT contact approached EMS-6 Captain Ben Sosin and shared an emotional story of his positive experience with SCRT.

The client, a 35-year-old male, had a prior history of involuntary mental health holds, hospitalizations, and was non-compliant with medications and disconnected from mental health care. On September 25<sup>th</sup>, EMS-6 Captain Eddy Bird self-assigned himself to a 911 activation for an individual experiencing a behavioral health emergency and responded with SCRT-3 staffed by Community Paramedics James Lee and Kemp Hare. On arrival they found the client experiencing a mental health crisis while undergoing an eviction. SCRT-3 assessed and transported the individual to Dore Urgent Care Clinic (DUCC).

On September 26<sup>th</sup>, the following day, the same SCRT-3 crew was dispatched to an address outside DUCC to find the same client. DUCC had been unable to further connect the individual to care and the individual had been discharged and was continuing to experience crisis. SCRT-3 re-engaged the individual, assessed them, and transported to Hummingbird respite, where they've received successful stabilization.

### SORT

Operational period 10/1/2024 – 10/31/2024

Calls for Service: 129

SFFD Suboxone Starts: 7

Provider	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	YTD (2024)	YTD % (2024)	Grand Total*	% of Grand Total
AMR	0	0	0	0	0	0	0	0	0	0	0	0%	4	3%
King American	0	2	0	0	0	0	0	0	0	0	2	4%	7	5%
SFFD	4	11	10	9	6	3	9	6	6	7	71	97%	137	93%
<i>SORT</i>	3	2	3	1	0	0	2	1	1	1	14	20%	39	28%
<i>SCRT (inc CP5)</i>	0	0	0	1	0	0	1	2	0	2	6	8%	13	9%
<i>Medic Units / EMS</i>	1	9	7	7	6	3	6	3	5	4	51	72%	85	62%
<b>Totals</b>	<b>4</b>	<b>13</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>73</b>	<b>100%</b>	<b>148</b>	<b>100%</b>

\*Grand Total includes administrations since Suboxone pilot inception of April 1, 2023.

### Disposition All Calls for Service

Non-ambulance transport to non-ED resource	18	13.95%
Ambulance transport to ED	26	20.16%
Remained in the community	70	54.26%
Unable to Locate & Walked Away	15	11.63%
<b>Total</b>	<b>129</b>	<b>100.00%</b>

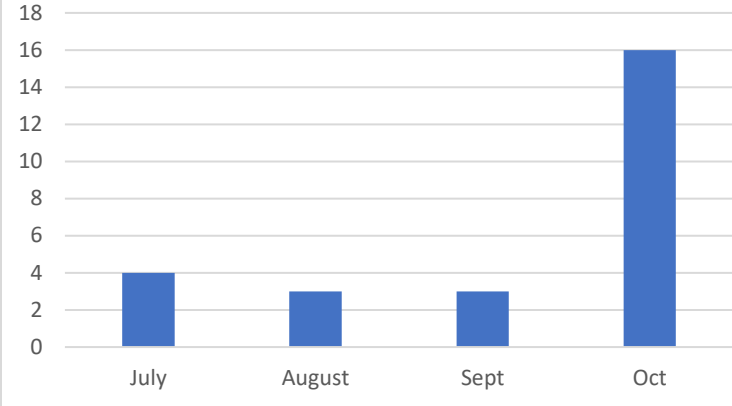
### Disposition Engaged Individuals Only

Non-ambulance transport to non-ED resource	18	15.79%
Ambulance transport to ED	26	22.81%
Remained in community	70	61.40%
<b>Total</b>	<b>114</b>	<b>100.00%</b>

### SORT Successes:

- **Sobering Center Overdose Prevention and Education Referrals (SCOPE):**  
 In October, SCOPE received 21 referrals from SORT & SCRT units:
  - Of those 16, at least two (2) were known to have gone directly from SCOPE to a withdrawal management program

### SCOPE Referrals





## Fire Commission Report – October 2024

# EMS Division

November 13, 2024

Assistant Deputy Chief Tony Molloy





## Operations

October was a busy month with a 9% increase in call volume over the prior month and a 13% increase over the average of the last four months.

We have met several times with our MIS team to explore how we are developing and presenting data. For this month's data, we are spending more time drilling down into the source of the data for each performance indicator. Each area is listed with a source to help identify how we are collecting and presenting these data. Last month we experimented with a few graphical ways to display this information. This month, we focused on seeing what trends we have in the data.

Key Performance Indicators	June	July	Aug	Sept	Oct
<b>Total Monthly Amb. Dispatches</b> [source: SFFD Call Summary by Day]	10,740	10,703	10,008	11,002	11,986
<b>Avg Daily Runs</b> [source: SFFD Call Summary by Day]	358	345	334	367	386
<b>Avg Length of Transport (min)</b> [source: SFFD Call Summary by Day]	91	94	93	92	93
<b>90th percentile APOT (min)</b> [source: ESO]	33.3	35.34	35.33	31.41	34.17
<b>SFFD Market Share</b> [SFFD PowerBi Dashboard]	77%	74%	76%	79%	79%
<b>Narcan Use (administrations)</b> [source: ESO]	202	202	188	171	190

## Cardiac Arrest Data

We are spending more time delving into the data and hope to have additional insights to share with you in the coming months. Here is the cardiac arrest data for the month of October.

Month	Total	Resus Attempted	Witnessed	Shockable Rhythm	Bystander CPR/AED	ROSC at ED	% survival at ED
June	137	42	23	6	10	10	26%
July	121	31	28	9	14	11	35%
August	125	36	21	9	11	12	33.33%
September	101	23	15	5	9	8	34.78%
October	126	36	24	4	13	11	31%

The highlighted columns are the elements that combine to create the percentage of patients who have pulses when we arrive at the hospital. Notably this month, we had only four patients present with a shockable rhythm, which is normally a very good indicator of a person we can resuscitate. This month, we were able to bring a total of 11 patients to the hospital with pulses, and at least seven of them presented without shockable rhythms. This speaks to the strong advanced cardiac care we provide.

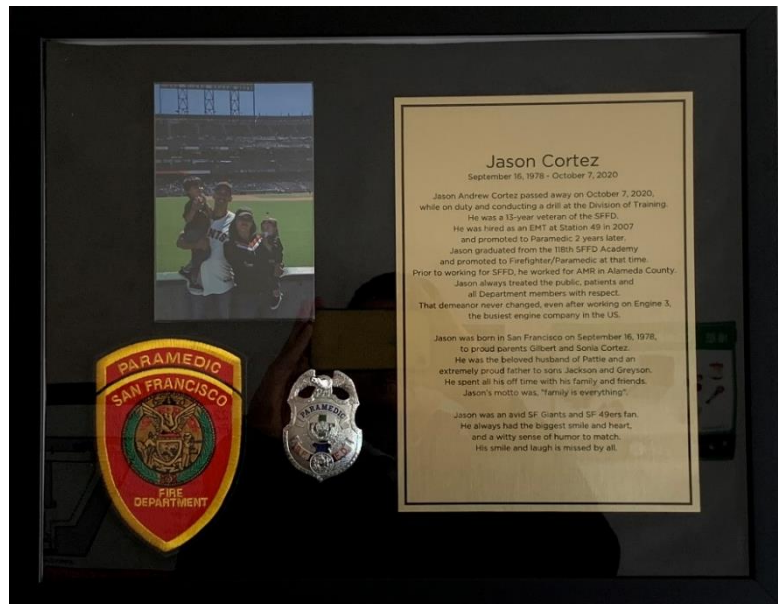
## Notable EMS Activity

**9910 Cohort Number 7** Our most recent class of 9910 EMT interns completed their orientation and training on October 25 and are working with Station 49 mentors for 500 hours. In this time, they'll be working, side by side, with our medics and EMTs to complete one of the requirements to apply for our H3 L1 openings. Along the way, they will learn what it takes to be a dedicated first responder with the Fire Department, a great partner and coworker, and a lifelong public servant.



### Jason Cortez Remembrance

October 7, we hosted a remembrance for our brother, Jason Cortez, who died in a training accident four years ago. Jason started his career with us at 49 and was a medic for many years before cross training to work on the engine at Station 3. There is a lovely reminder on the fourth floor by the elevator of Jason that has a great picture of him and his family.



## Marshall Beach Rescue



On October 7, crews responded to Marshall Beach, below Battery Godfrey near Fort Point and the Golden Gate Bridge. An older man was having difficulty breathing and shortness of breath. Medic 567 and Engine 51 headed out to find him. After hiking down in the waning light with all their equipment, they located the patient far from the ambulance and down a steep hill. PM Tony Chiacco determined that he was showing signs of a serious cardiac condition. With E51 and Truck 14, they carefully carried the patient back up to the ambulance where they confirmed he was having a heart attack and at least one of his coronary

arteries was blocked. They rushed him to Saint Mary's where he was taken to the cath lab for treatment. A couple of weeks later, the patient was able to meet up with Chiacco, his partner Izzy Gutierrez, and the dispatcher Luis Sarabia-Hernandez who took the call and helped the patient before rescuers arrived. The patient's outcome was remarkable. Our Suppression brothers and sisters who were on the call were off duty and not able to attend, but E51 and T14 came by to accept some heartfelt gifts on behalf of the teams.



**Soto and Hernandez-Onofre Rotary Club Award** Paramedic Eric Soto and EMT Jose Hernandez-Onofre were honored at the Rotary Club of San Francisco for their performance in the field, in which they saved the life of a man that was in cardiac arrest. The Rotary Club Public Safety Award Ceremony was at the Nikko Hotel on October 22, and a member from the Sherriff's Office, the San Francisco Police Department, and the Coast Guard were also honored.



/

## Notable Calls

### Careful and Comprehensive Treatment for a Child Who Fell From a Window

Responders: PM Andre Velasquez and EMT Tylee Turner

A one-and-a-half-year-old boy fell 10-15 feet from a window, landing on garbage cans. He had a left parietal hematoma and abrasions to the right abdomen and legs. Our crews carefully treated and packaged the patient for transport, which was very important given later findings. Hospital found a nondisplaced skull fracture. After an overnight in hospital, this young patient was sent home with his parents with a good neurological prognosis.

### 14 y/o male Riding Bike Ran into Parked Car and Thrown into Pole

Responders: PMs Daniel Kline and Jaziel Mendoza

This young man struck a parked car and hit a pole while riding his bicycle. He ended up with a head injury and a broken arm. Again, excellent care by our members meant the injuries were not made worse and he was transported in full c-spine precautions and arm immobilized.

### Rapid and Appropriate Treatment of a Stabbing Patient

Responders: PM Gino Verza and EMT Alessandro Nunez

A 37-year-old man was stabbed in the chest. Our crew stabilized and transported quickly. Part of their treatment was a pleural decompression that lets the air and/or blood trapped in the thoracic cavity escape. If this is not done, the patient can become increasingly short of breath, which can lead to death. This is a low-frequency, highly important skill that PM Verza performed expertly, quite possibly saving this young man's life.

//