

AUGUST 1, 2017

Message from the Fire Chief

We are excited to share our annual EMS update. We are even more excited to share some of the innovative programs instituted since our last update. With the adjustments in our leadership structure, we have been able to address our gaps and strengthen our partnerships throughout the EMS Community. When Assistant Chief Mike Hansen was tasked to lead our new EMS Division I challenged him to not



Martin Serna
Fire Chief

settle for status quo, but to lead by setting the bar high. It was due in part to his leadership our EMS Division has not only met the expectations, they have exceeded them. One example of this is in a recent compliance report we received from DHS. The report stated we are operating at 97% for our Standing Field Treatment Pro-

ocols. When we compared them to previous reports we were at 88%, with the standard being 90% for Los Angeles County. Although we are very proud of this effort we are not settling for 97%, because we believe we can get to 100%.

I would like to thank our partners at DHS who assisted with developing our annual EMS report. I especially would like to thank Cathy Chidester for her continued



leadership in always seeking opportunities to improve patient outcome. And finally I would especially like to express my gratitude to Chief Hansen. Mike you have over the past 18 months provided the leadership and a focused passion to the EMS Division during a period of difficult transition. Your desire to serve was demonstrated daily and we are eternally grateful.

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SPECIAL POINTS OF INTEREST:

- Geographic Map of EMS Resources (pg. 4)
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Department Demographics

Size of Jurisdiction — 21 square miles
Population Served — 148,495
ALS Program Start — 1971
145 Sworn Personnel

92 Emergency Medical Technicians (EMT)
48 Paramedics
6 Assistant Chiefs
1 Deputy Chief
1 Fire Chief

1 Dispatch Center
6 Dispatchers

14 Response Vehicles
5 Rescue Ambulances
6 Paramedic Assessment Engines
1 Fire Engine
2 Fire Trucks

6 Fire Stations



Spotlight on EMS

In early 2016, Fire Chief Serna created and expanded the EMS Division within the Torrance Fire Department.

A new focus was placed on EMS and improving the service provided to the Torrance Community. The new position of EMS Assistant Chief was created with the goal of evaluating our current EMS system, identifying deficiencies and improving the delivery of EMS services.

One of the immediate goals of the EMS Division was to hire a Nurse to fill our vacant EMS QI position. This required a revision of the job specification and salary range, recruitment, interviews, and finally an appointment. We were very blessed to find Caroline Jack, who had previously worked for Care Ambulance. She was hired in September, 2016 and has proven to be a huge asset for our department. She is an excellent educator and, over the last 9 months has greatly improved our paramedic performance by providing quality education, incident feedback, guidance and counseling. Caroline continues to evaluate our EMS program and provide ideas and insight to improve our EMS delivery.

The EMS Division has been busy with numerous projects over the last 18 months. Some have been subtle while others have created an instant impact. We revised our sharps disposal procedures, medical supply ordering and inventory system, and expanded our TEMS program in early 2016. We also implemented citizen CPR training, declaring Citizen CPR week with a City Proclamation and focus on training the community in Hands Only CPR. Other accomplishments included recertification of all EMTs, CPR and AED recertification, review and revision of our Communicable Disease program, administration of a Paramedic test, rewriting of the job specifications for the EMS Chief and EMS Captain, audit and renewal of the ambulance contract, purchase and implementation of the new X series Zoll monitors, initiation of an annual newsletter in collaboration with the LA County EMS Agency, and with City Cable, production of a video explaining the delivery of EMS services to the public.



Spotlight on EMS (continued)

In late 2016, we completed our annual EMS Audit with the County with no deficiencies. We also completed MCI training for the department, changed over from Morphine to Fentanyl for pain management, developed an EMS Mission Statement, upgraded E91 and E96 to Paramedic Assessment engines, and implemented new internship procedures for our new paramedics.

Things didn't slow down as we entered 2017. In January we started training for Standing Field Treatment Protocols and implemented the program in March. In May, through our Quality Assurance program, we have achieved 97% compliance with the program, which is a huge achievement. In April, we implemented a Sepsis Study, with the goal of improving patient outcome and decreasing hospitalization. We also revised all EMS SOGs.

Ongoing projects include EMT program recertification, new medical supply tracking using barcodes, unified response to violent incidents training, implementation of Sling Packs on all rescues for response to mass shooting/terrorism incidents, purchase of ballistics helmets for all personnel, and fabrication of a new MCI trailer.

We are also working on a pilot program for the use of Zofran to treat patients experiencing nausea without the requirement to make base hospital contact. We continue to work on electronic patient care reporting with the goal of implementation in December.

Starting in July we will implement a pilot program with the Brookdale retirement community. We will be providing patient history packets that include a single page medical form, POLST and DNR forms. This packet will be installed on the inside of the entrance door and is available for our paramedics to gather pertinent patient information. If this program is successful, we will expand to other facilities within the city.

In September we will kick off a Fall Prevention Program with a senior safety fair at the Katy Geissert Library. This program is in collaboration with the libraries and a non-profit called Partners in Care. The program will offer fall prevention classes, taught by Partners in Care, which will hopefully help to reduce injuries to our senior population. Approximately 10% of our calls involve patients over 65 who are injured from a fall.

Lastly, none of this would be possible without the support provided from our administration and the dedication of our firefighters. Many changes have occurred over the last 18 months, with new demands, increased training, and changes in policy and procedure. It is impressive that our firefighters have stepped up to the challenge, embraced change, and continued to provide and improve upon the quality of care and compassion that is delivered to our community on a daily basis.

Thank you for your efforts. It is truly appreciated.



Fire Stations

Total Incidents CY 2016 = 14,947

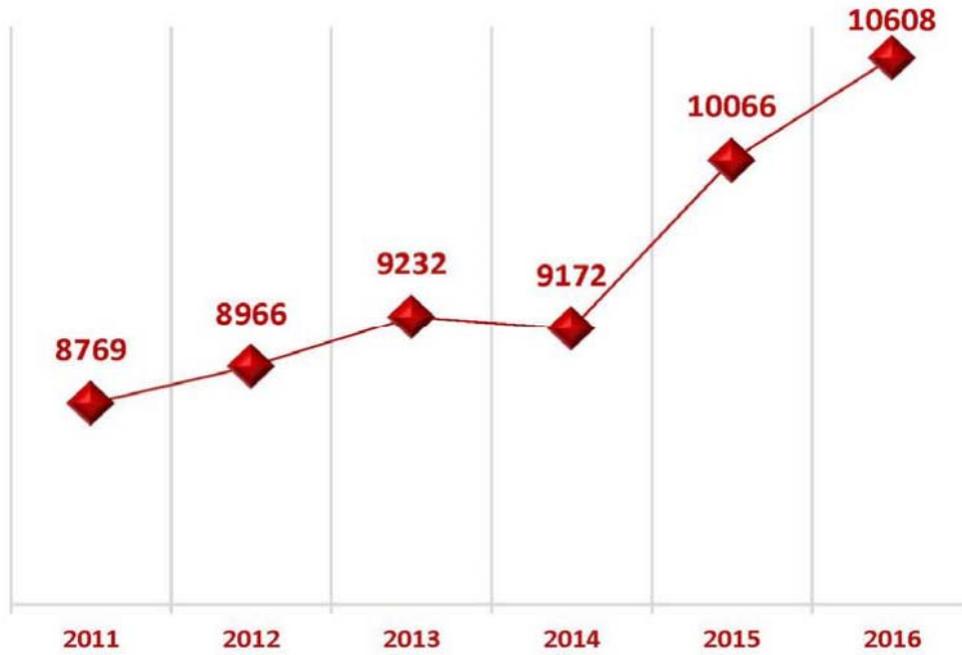
Number of EMS Incidents = 10,826 (72%)

Average response time from phone pick-up at dispatch to units arrive on scene = 5 mins, 8 secs

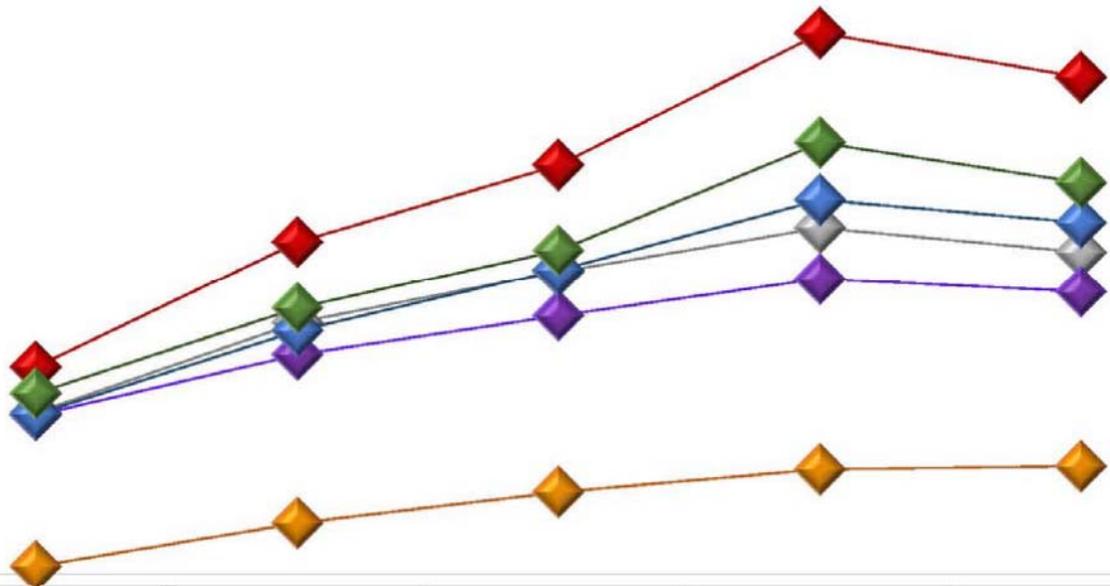
Average response time from dispatch of units to units arrive on scene = 4 mins, 7 secs



EMS Responses



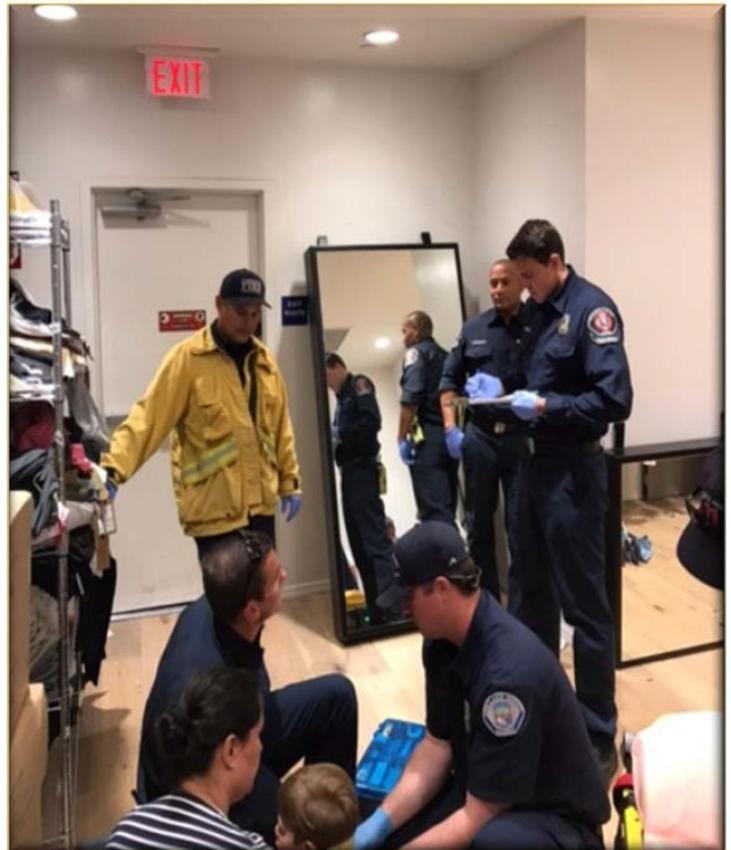
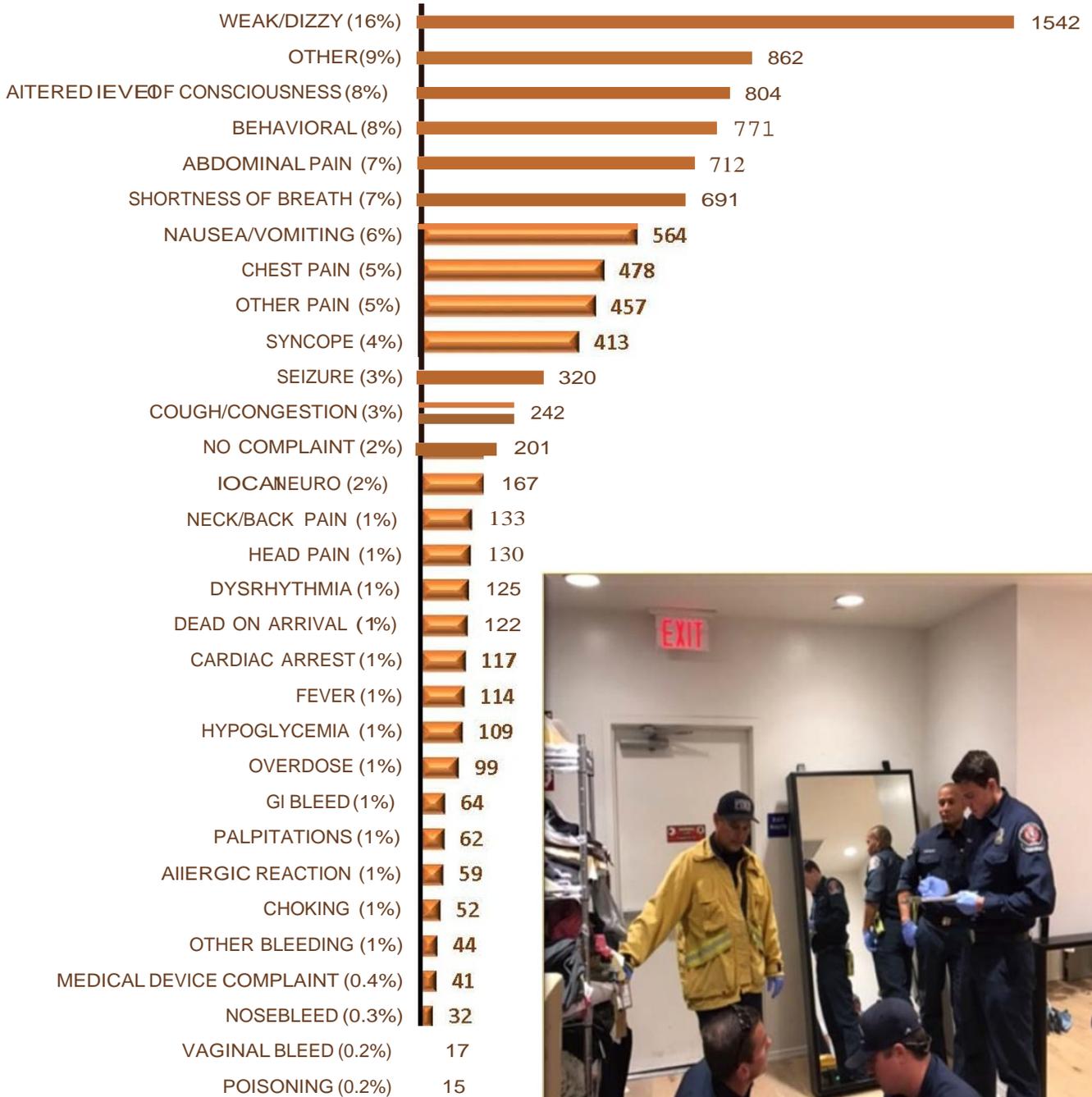
EMS Responses by Fire Station (FS)



	2012	2013	2014	2015	2016
FS 1	2228	3580	4409	5828	5352
FS 2	84	550	885	1129	1161
FS 3	1736	2707	3260	3734	3471
FS 4	1708	2359	2779	3180	3042
FS 5	1718	2618	3278	4036	3791
FS 6	1943	2864	3490	4650	4219

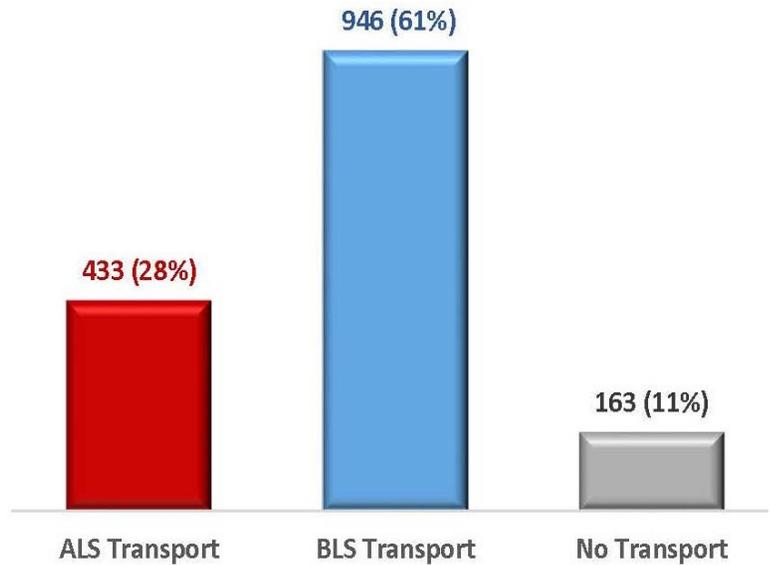
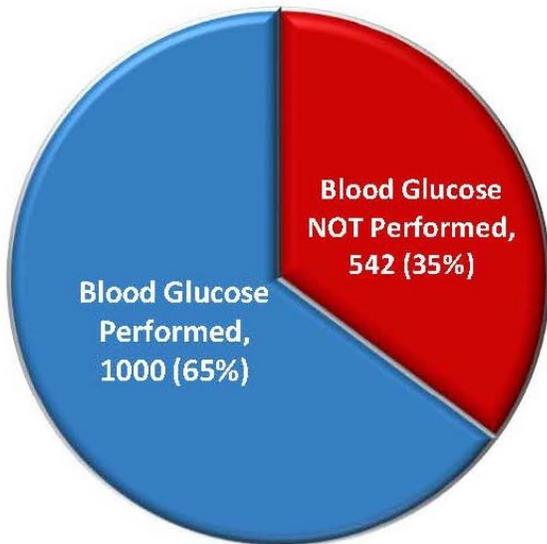
Types of EMS Medical Contacts

2016 Medical Complaints= 9,559 (79%)



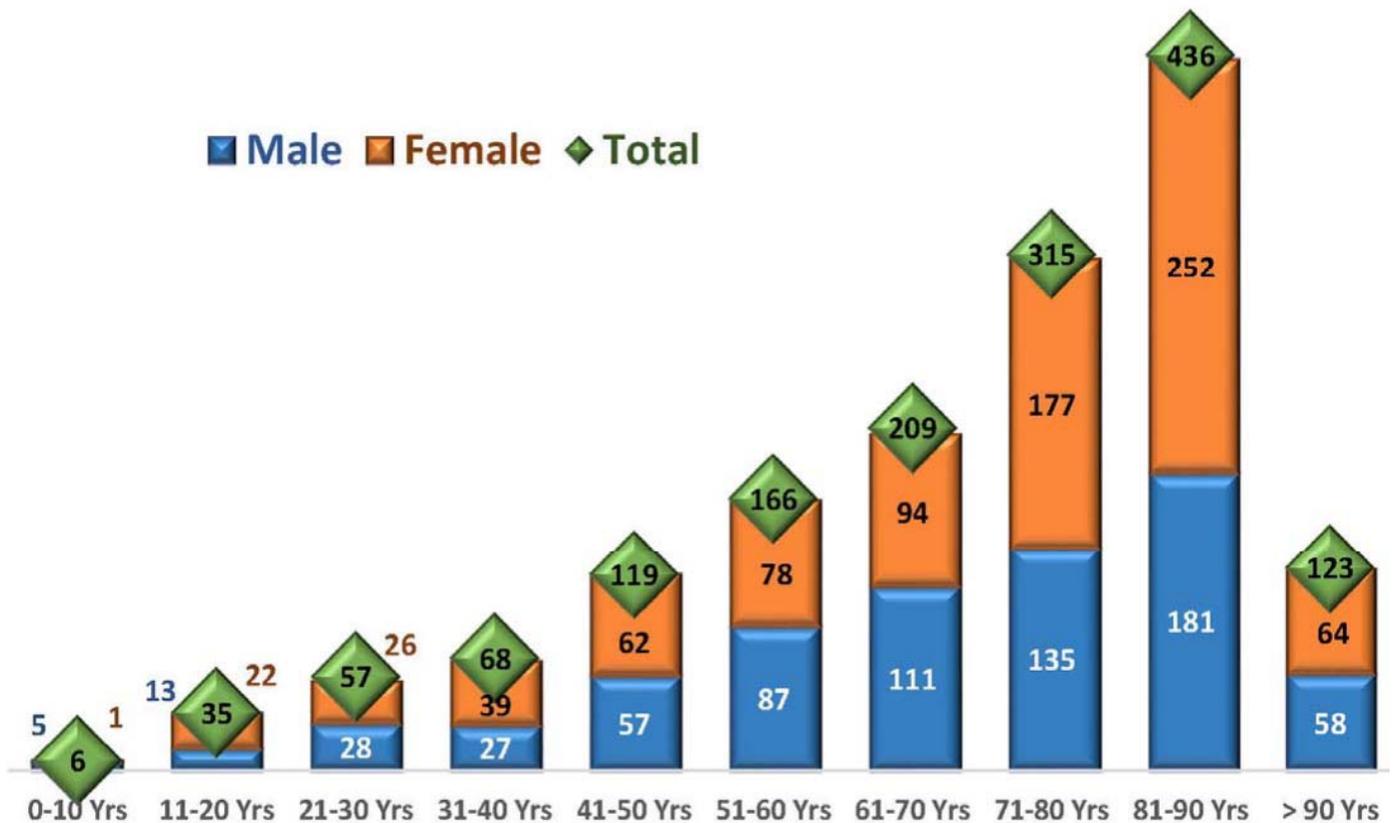
Medical Complaints – Weak and Dizzy (CY 2016)

Total Patients = 1542



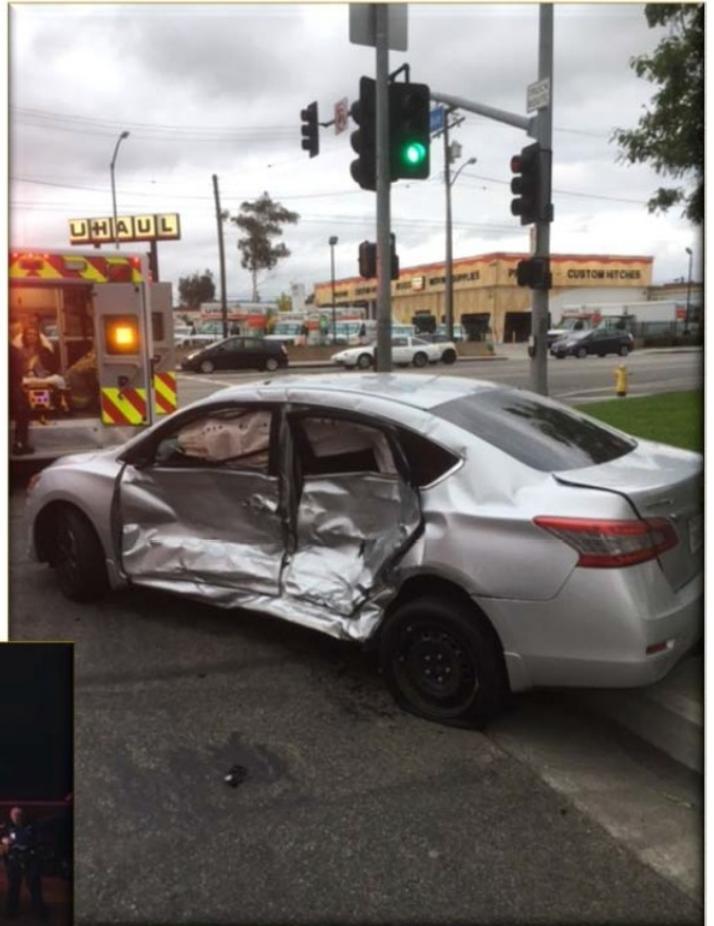
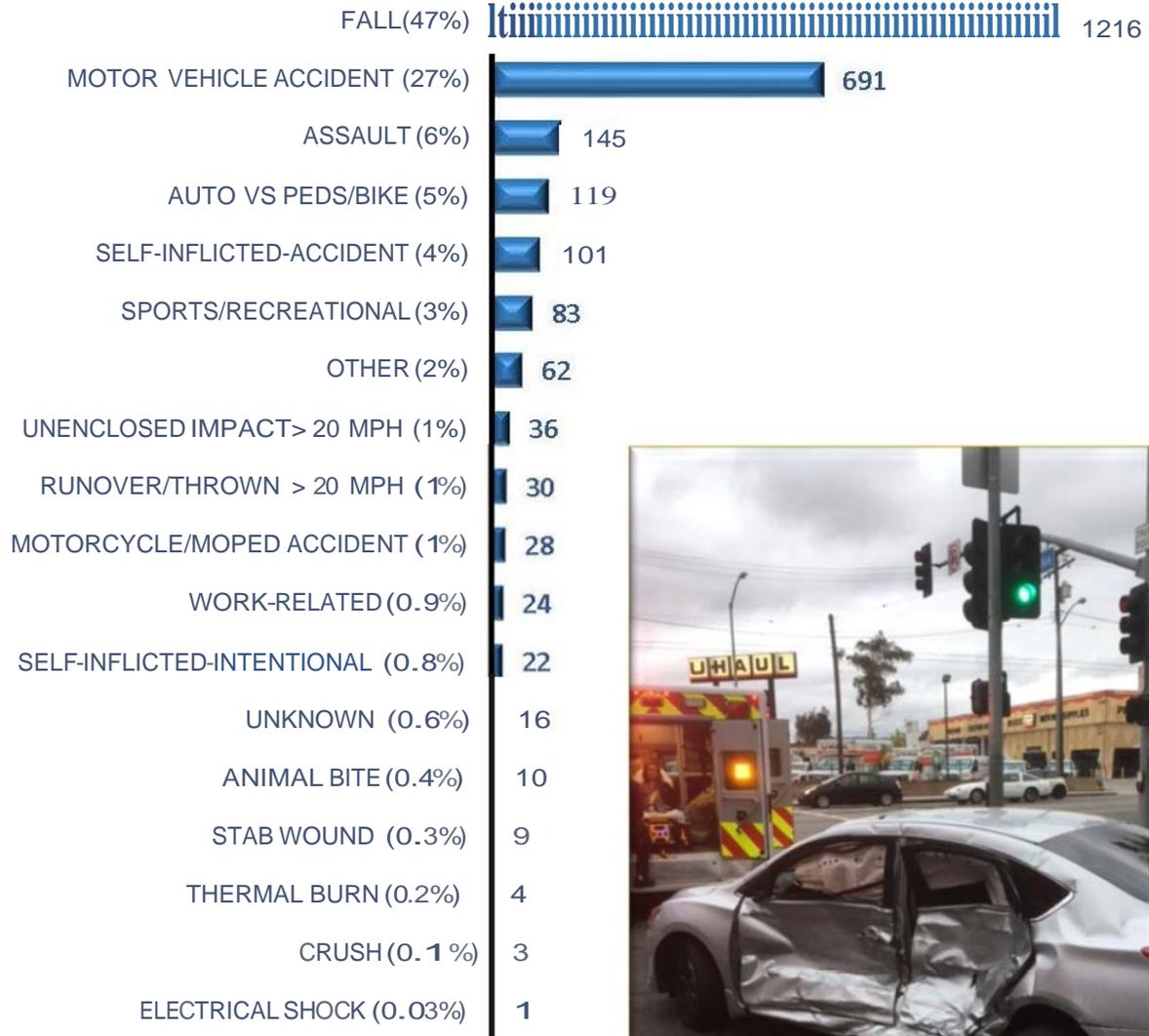
Weak and Dizzy By Gender and Age

■ Male ■ Female ◆ Total

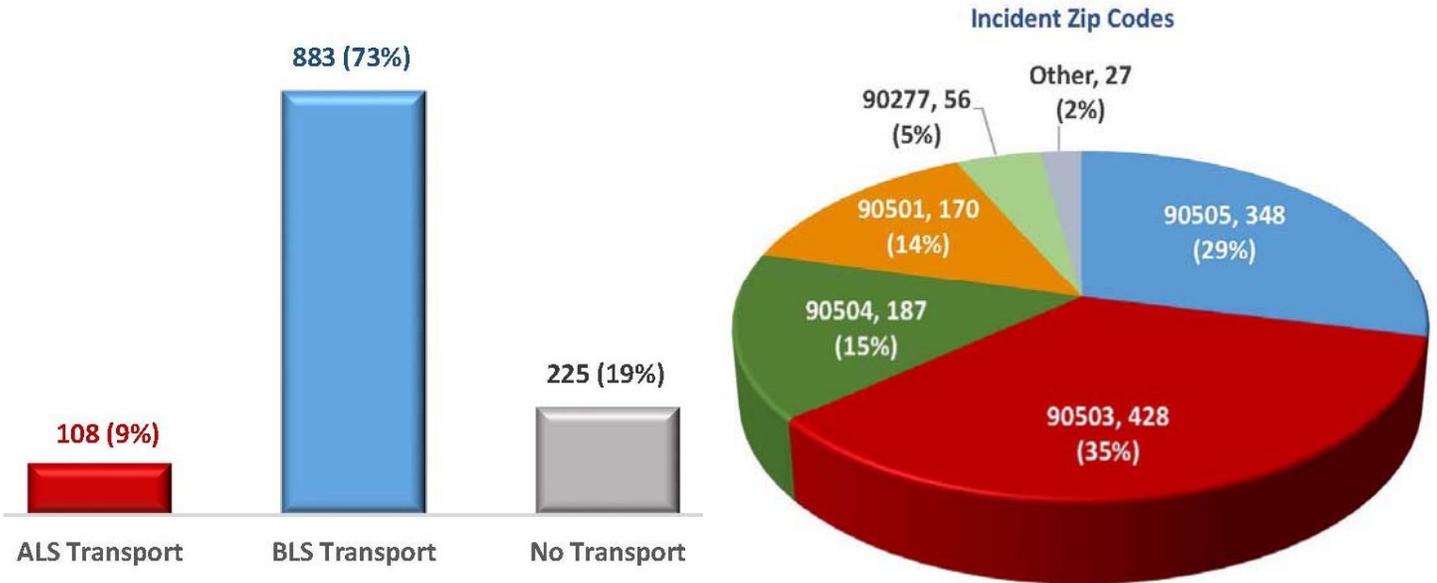


Types of EMS Trauma Contacts

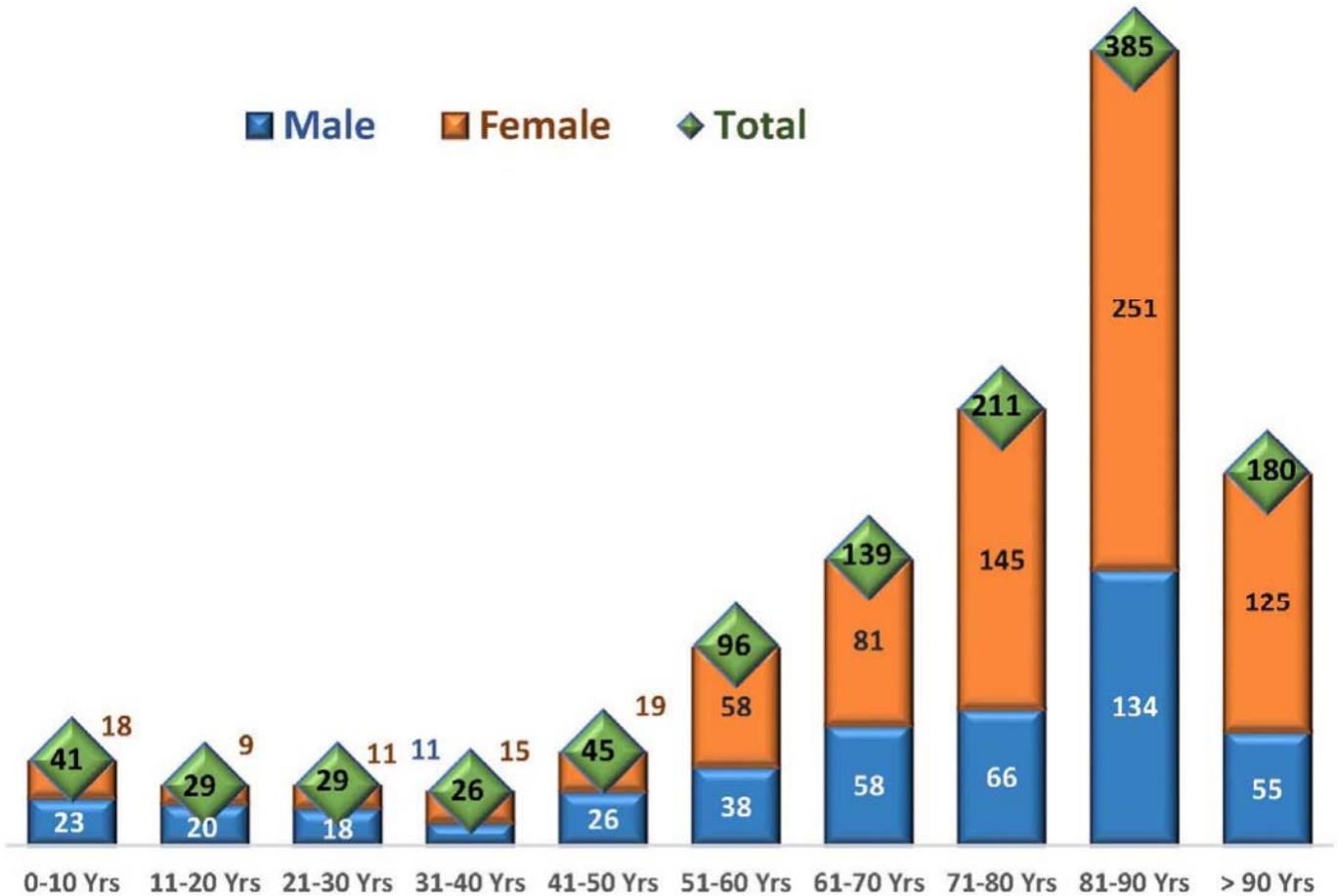
2016 Traumatic Injuries= 2600 (21%)



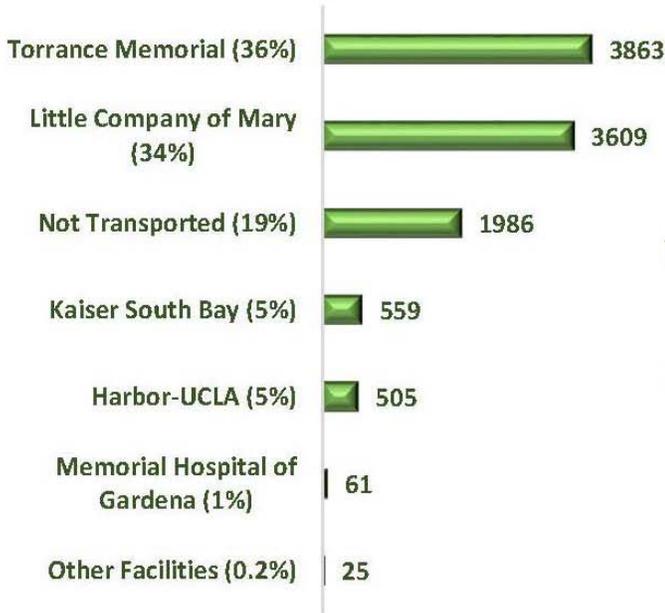
Mechanism of Injury – Fall (CY 2016)



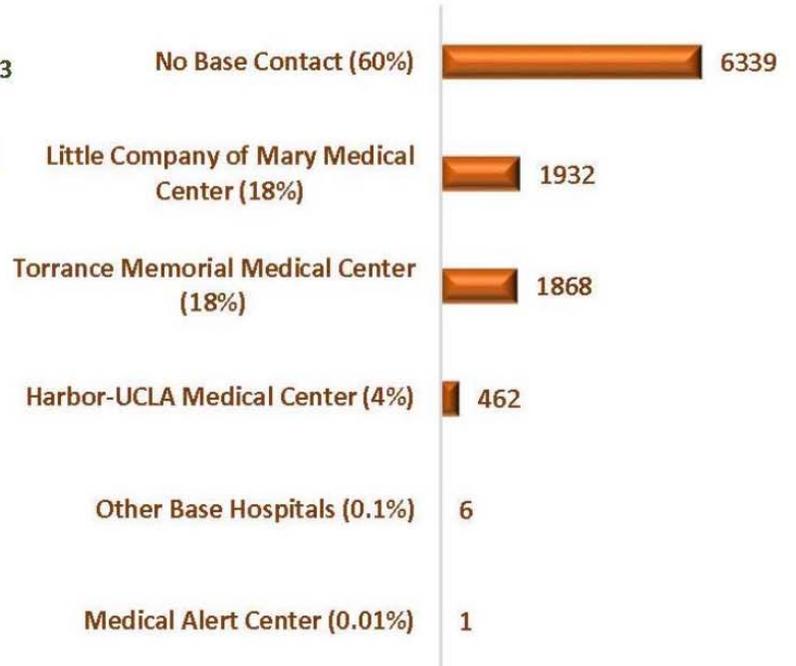
Falls By Gender and Age



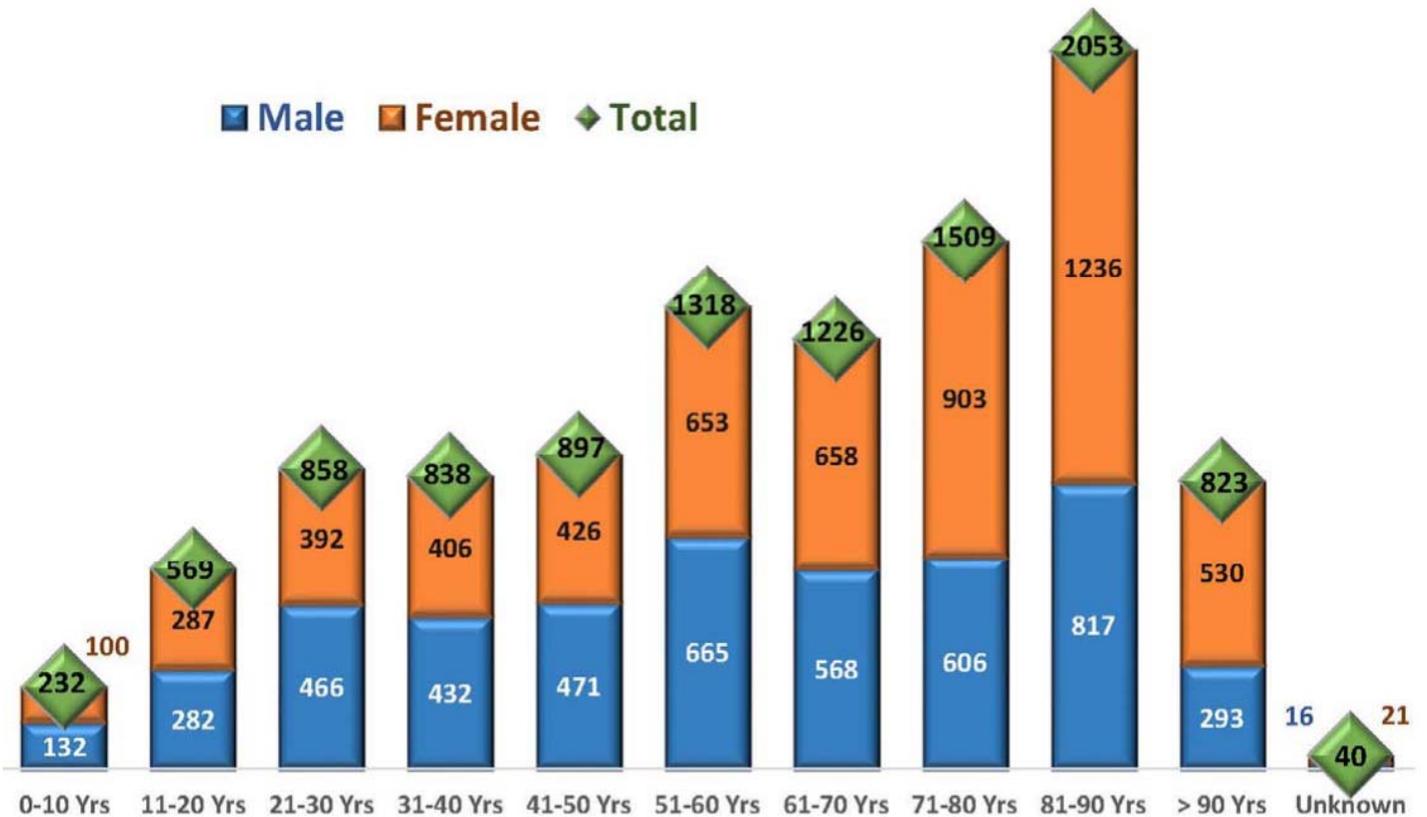
Patient Disposition (CY 2016)



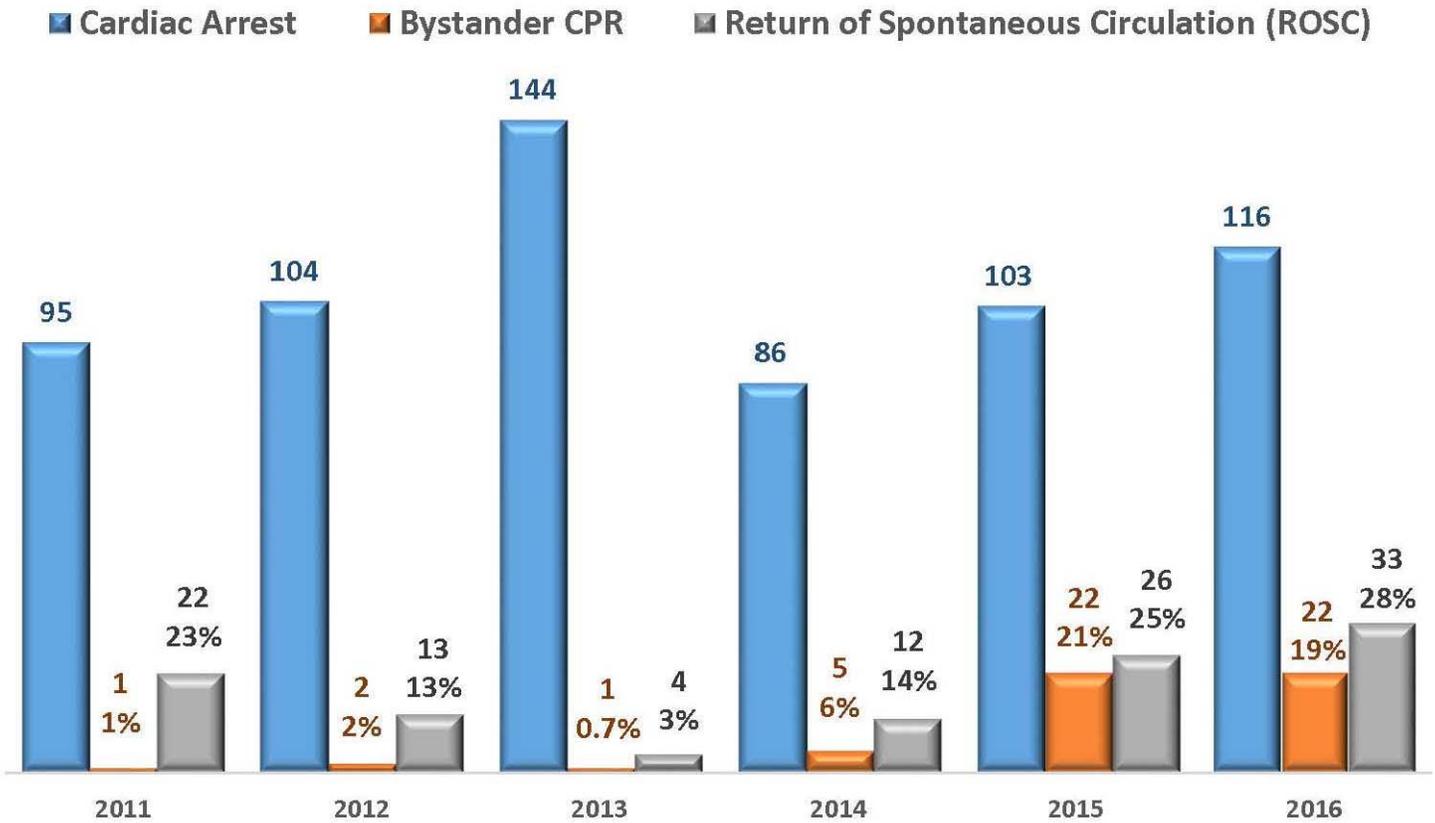
Medical Control (CY 2016)



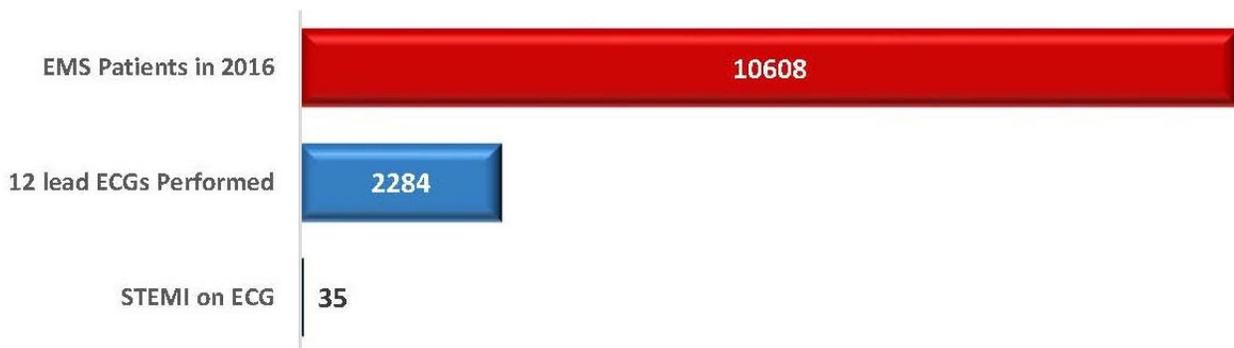
EMS Patients By Gender and Age (CY 2016)



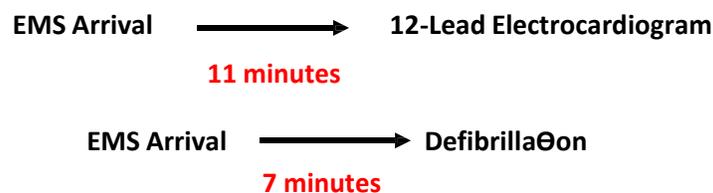
Cardiac Arrest Data (2011-2016)



12-lead Electrocardiogram



Treatment Averages (CY 2016)





Community and Public Services

- Community Emergency Response Team (CERT) Training
- High School CPR Training
- Basic Aid Training for all 5th Graders
- Vial of Life
- Safe House Program

We are dedicated to protecting the community and providing for Life Safety, Environmental Protection, and Property Conservation through Education, Hazard Reduction, and Emergency Response. We are committed to the highest standard of Professionalism and Integrity that are the Tradition of the Fire Service.



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 This data report was developed in collaboration with the Los Angeles County Emergency Medical Services Agency