



LOS ANGELES COUNTY EMS SYSTEM REPORT

MARCH 1, 2022

ISSUE 10

Message from the Director and Medical Director

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SPECIAL POINTS OF INTEREST:

- ED Disposition and Patient Type (page 11)
- Injury Severity Scores (pages 14-15)
- Paramedic Base Hospital Contact Volume (page 20)

We are dedicating this 10th year issue of the EMS System Report to Cathy Chidester, EMS Agency Director. Cathy's vision to publish annual system reports came to fruition in July 2012 with the following goals:

Goal 1 – Provide EMS data to our system participants, and in doing so encourage them to recognize the importance of their data in managing our system.

Goal 2 – Highlight data gaps and its impact on our ability when making data driven decisions and the limitations of evaluating the quality of care rendered to our patients.

Goal 3 – Demonstrate how the EMS system design parallels the healthcare needs of the community and addresses the leading causes of death and disability (e.g., heart attack, stroke, and trauma).

These goals have guided the continued improvement and accuracy of our EMS and hospital data in the past 10 years and have supported policy and protocol changes, comprehensive quality improvement projects, publications, and system improvements.

Cathy has provided the vision, collaboration and leadership for the County that saved many lives



Cathy Chidester
Director

during the COVID-19 pandemic, and has been recognized over the past 31 years for her superior leadership, and advocacy for the care of the prehospital patients in Los Angeles County, and the State of California.

We extend our best wishes for a healthy and prosperous retirement.

There have been many projects and programs implemented that I am very proud of during my time as the Director of the EMS Agency. Our efforts in the development of new data systems, transitioning to electronic patient care records, ensuring data accuracy, and utilizing our data for quality improvement, system monitoring, responsiveness and research is one of the most important and my favorite endeavor.



Dr. Marianne Gausche-Hill
Medical Director

The annual data reports have accomplished our goals and has allowed our constituents and leaders to understand our prehospital medical care and the importance of operating as a system. I am so proud of my part in the development of the EMS system and know that our EMS Agency leadership will continue the necessary work to ensure continued excellence.

- Cathy Chidester -

2021 System Demographics

69 9-1-1 Receiving Hospitals

- 38 EDAP (Emergency Department Approved for Pediatrics)
- 9 Pediatric Medical Centers
- 7 Pediatric Trauma Centers
- 15 Trauma Centers
- 21 Paramedic Base Hospitals
- 36 STEMI Receiving Centers
- 23 Comprehensive Stroke Centers
- 30 Primary Stroke Centers
- 49 Perinatal Centers
- 44 Hospitals with Neonatal Intensive Care Unit
- 13 SART (Sexual Assault Response Team)
- 13 Disaster Resource Centers
- 1 Sobering Center
- 7 Psychiatric Urgent Care Center

EMS Provider Agencies

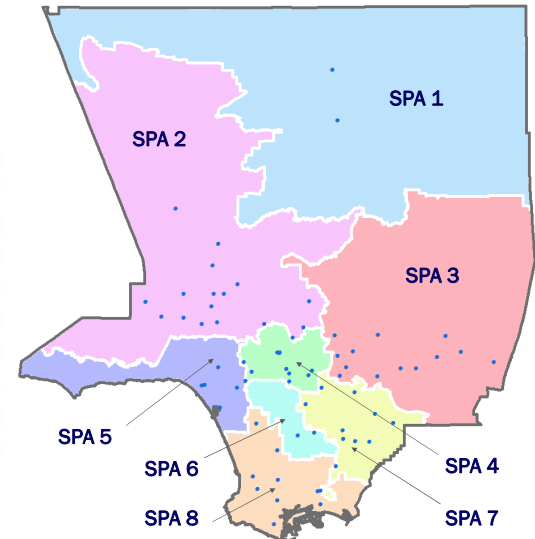
- 31 Public Safety EMS Provider Agencies
- 34 Licensed Basic Life Support Ambulance Operators
- 17 Licensed Advanced Life Support Ambulance Operators
- 20 Licensed Critical Care Transport Ambulance Operators
- 6 Licensed Ambulette Operators

EMS Practitioners

- 4,512 Accredited Paramedics
- 8,123 Certified EMTs by LA Co EMS Agency
- 883 Certified Mobile Intensive Care Nurses

ADULT EMS PROVIDER IMPRESSION by Service Planning Area (SPA)

COUNTYWIDE TOP 10 ADULT EMS PROVIDER IMPRESSIONS	2018 No. %	2019 No. %	2020 No. %
Traumatic Injury	118,549 15%	120,909 15%	102,560 13%
Behavioral/Psychiatric	56,752 7%	59,420 7%	58,136 8%
Weakness - General	54,964 7%	54,199 7%	53,409 7%
No Medical Complaint	49,953 6%	48,555 6%	41,110 5%
Body Pain-Non Traumatic	40,645 5%	43,771 5%	36,832 5%
Abdominal Pain	38,206 5%	39,256 5%	35,688 5%
Altered Level of Consciousness	35,373 4%	29,465 4%	24,820 3%
Respiratory Distress	32,120 4%	32,702 4%	34,205 5%
Cold / Flu	16,305 2%	15,766 2%	20,899 3%
Chest Pain - Suspected Cardiac	21,125 3%	21,812 3%	19,320 3%
Total Adult EMS Responses	791,900	801,661	759,972



Top 10 Adult EMS Provider Impressions	2018 No. %	2019 No. %	2020 No. %
SPA 1 Traumatic Injury	7,151 14%	9,788 17%	5,932 11%
Body Pain-Non Traumatic	4,085 8%	4,464 8%	3,492 6%
Behavioral/Psychiatric	4,062 8%	4,007 7%	3,443 6%
No Medical Complaint	2,788 5%	2,730 5%	1,940 4%
Abdominal Pain	3,235 6%	3,201 6%	2,952 5%
Weakness - General	2,784 5%	2,575 5%	2,688 5%
Respiratory Distress	1,860 4%	2,179 4%	2,019 4%
Chest Pain - Suspected Cardiac	1,554 3%	1,767 3%	1,428 3%
Altered Level of Consciousness	1,857 4%	1,669 3%	1,395 3%
Seizure	1,485 3%	1,586 3%	1,287 2%
Total SPA 1 Adult EMS Responses	51,368	56,824	54,767

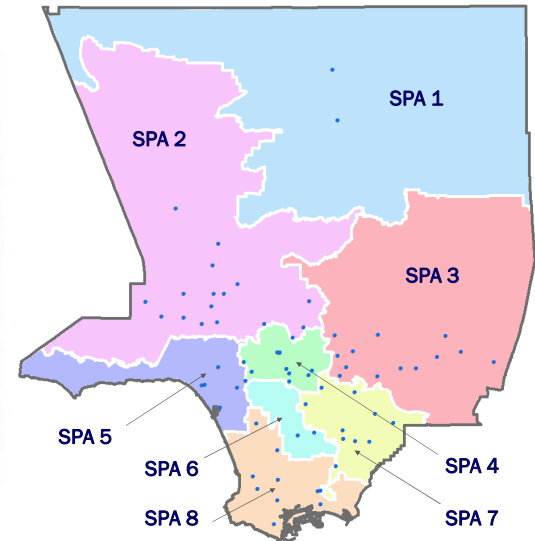
SPA 2 Traumatic Injury	18,981 14%	18,247 13%	18,243 14%
Weakness - General	11,077 8%	11,030 8%	11,012 8%
Behavioral/Psychiatric	9,163 7%	9,707 7%	10,249 8%
No Medical Complaint	9,131 7%	9,087 7%	8,109 6%
Altered Level of Consciousness	6,493 5%	6,683 5%	4,921 4%
Respiratory Distress	6,389 5%	6,620 5%	7,040 5%
Abdominal Pain	5,584 4%	5,685 4%	6,350 5%
Body Pain - Non-Traumatic	5,429 4%	5,395 4%	5,154 4%
Syncope/Near Syncope	4,786 4%	5,054 4%	3,867 3%
Chest Pain - Suspected Cardiac	3,939 3%	4,043 3%	3,911 3%
Total SPA 2 Adult EMS Responses	135,030	136,833	132,977

SPA 3 Traumatic Injury	22,151 17%	24,900 19%	18,207 15%
Behavioral/Psychiatric	9,108 7%	8,975 7%	8,412 7%
Body Pain - Non-Traumatic	7,932 6%	8,008 6%	6,139 5%
Weakness - General	8,328 6%	7,594 6%	7,531 6%
No Medical Complaint	7,398 6%	6,999 5%	5,601 5%
Abdominal Pain	6,411 5%	6,124 5%	5,382 4%
Respiratory Distress	5,110 4%	5,461 4%	5,508 4%
Altered Level of Consciousness	5,515 4%	4,571 3%	3,960 3%
Syncope/Near Syncope	4,348 3%	4,465 3%	3,322 3%
Chest Pain - Suspected Cardiac	3,102 2%	3,614 3%	3,198 3%
Total SPA 3 Adult EMS Responses	129,597	131,879	123,464

Top 10 Adult EMS Provider Impressions		2018		2019		2020	
		No.	%	No.	%	No.	%
SPA 4	Traumatic Injury	11,649	12%	10,331	11%	10,951	12%
	Behavioral/Psychiatric	7,098	7%	7,767	8%	7,800	9%
	Weakness - General	7,059	7%	7,373	8%	7,239	8%
	No Medical Complaint	6,343	7%	6,604	7%	6,169	7%
	Abdominal Pain	3,895	4%	4,515	5%	3,915	4%
	Body Pain - Non-Traumatic	3,444	4%	4,073	4%	3,954	4%
	Altered Level of Consciousness	4,653	5%	3,688	4%	3,275	4%
	Respiratory Distress	3,401	4%	3,423	4%	4,399	5%
	Seizure	2,835	3%	2,989	3%	2,478	3%
	Overdose/Poisoning	2,308	2%	2,920	3%	3,315	4%
Total SPA 4 Adult EMS Responses		95,524		95,477		91,353	
SPA 5	Traumatic Injury	10,797	18%	9,190	16%	8,179	17%
	No Medical Complaint	4,977	8%	4,074	7%	3,413	7%
	Weakness - General	4,185	7%	3,995	7%	3,352	7%
	Behavioral/Psychiatric	3,933	7%	3,981	7%	4,014	8%
	Syncope/Near Syncope	2,582	4%	2,498	4%	1,537	3%
	Abdominal Pain	2,011	3%	2,252	4%	1,858	4%
	Body Pain - Non-Traumatic	1,698	3%	2,119	4%	1,772	4%
	Altered Level of Consciousness	2,493	4%	1,949	3%	1,769	4%
	Respiratory Distress	1,945	3%	1,944	3%	1,858	4%
	Nausea/Vomiting	1,666	3%	1,684	3%	1,230	3%
Total SPA 5 Adult EMS Responses		59,682		56,379		48,224	
SPA 6	Traumatic Injury	14,742	13%	13,758	12%	13,788	12%
	Behavioral/Psychiatric	8,089	7%	8,892	8%	9,225	8%
	Weakness - General	7,638	7%	8,160	7%	9,046	8%
	Abdominal Pain	6,591	6%	7,143	6%	6,378	6%
	Body Pain - Non-Traumatic	6,585	6%	6,967	6%	6,462	6%
	No Medical Complaint	6,929	6%	6,954	6%	6,803	6%
	Respiratory Distress	5,016	4%	5,158	5%	5,550	5%
	Cold/Flu	3,609	3%	3,707	3%	4,339	4%
	Seizure	3,695	3%	3,950	4%	3,529	3%
	Altered Level of Consciousness	4,395	4%	3,346	3%	2,955	3%
Total SPA 6 Adult EMS Responses		111,500		111,695		112,044	
SPA 7	Traumatic Injury	13,581	15%	14,608	16%	10,740	13%
	Behavioral/Psychiatric	6,458	7%	7,193	8%	6,397	8%
	Body Pain - Non-Traumatic	5,773	7%	6,136	7%	4,519	6%
	Weakness - General	5,853	7%	5,386	6%	5,030	6%
	No Medical Complaint	5,231	6%	5,110	6%	3,340	4%
	Abdominal Pain	4,387	5%	4,194	5%	3,566	4%
	Respiratory Distress	3,276	4%	3,067	3%	3,071	4%
	Altered Level of Consciousness	3,654	4%	2,712	3%	2,343	3%
	Syncope/Near Syncope	2,664	3%	2,554	3%	2,060	3%
	Chest Pain - Suspected Cardiac	2,463	3%	2,526	3%	2,083	3%
Total SPA 7 Adult EMS Responses		88,437		89,297		80,058	
SPA 8	Traumatic Injury	19,497	16%	20,087	16%	16,919	14%
	Behavioral/Psychiatric	8,841	7%	8,898	7%	8,839	7%
	Weakness - General	8,040	7%	8,086	7%	7,696	6%
	No Medical Complaint	7,156	6%	6,997	6%	5,871	5%
	Body Pain - Non-Traumatic	5,699	5%	6,609	5%	5,532	5%
	Abdominal Pain	6,092	5%	6,142	5%	5,433	5%
	Altered Level of Consciousness	6,313	5%	4,847	4%	4,275	4%
	Respiratory Distress	5,123	4%	4,850	4%	4,903	4%
	Syncope/Near Syncope	4,070	3%	3,821	3%	3,010	3%
	Chest Pain - Suspected Cardiac	3,385	3%	3,289	3%	2,930	2%
Total SPA 8 Adult EMS Responses		120,762		123,277		120,090	

PEDIATRIC EMS PROVIDER IMPRESSION by Service Planning Area (SPA)

COUNTYWIDE TOP 10 PEDIATRIC EMS PROVIDER IMPRESSIONS	2018 No. %	2019 No. %	2020 No. %
Traumatic Injury	8,440 23%	8,641 23%	5,736 22%
No Medical Complaint	5,150 14%	4,746 13%	3,155 12%
Seizure	4,904 14%	5,609 15%	3,502 14%
Respiratory Distress	1,987 6%	2,140 6%	1,015 4%
Behavioral/Psychiatric	1,894 5%	1,709 5%	1,351 5%
Cold/Flu	1,625 4%	1,789 5%	1,000 4%
Fever	1,399 4%	1,456 4%	1,083 4%
Choking	636 2%	798 2%	824 3%
Allergic Reaction	775 2%	845 2%	661 3%
Weakness - General	679 2%	886 2%	614 2%
Total Pediatric Responses	36,117	36,945	25,675



Top 10 Pediatric EMS Provider Impressions	2018 No. %	2019 No. %	2020 No. %
SPA 1 Traumatic Injury	699 21%	830 24%	534 22%
No Medical Complaint	531 16%	504 15%	284 12%
Seizure	420 13%	475 14%	270 11%
Behavioral/Psychiatric	286 9%	245 7%	155 6%
Cold/Flu	169 5%	141 4%	119 5%
Fever	109 3%	119 3%	84 3%
Respiratory Distress	197 6%	229 7%	106 4%
Body Pain - Non-Traumatic	132 4%	69 2%	48 2%
Syncope/Near Syncope	64 2%	83 2%	46 2%
Choking	42 1%	78 2%	97 4%
Total SPA 1 Pediatric EMS Responses	3,298	3,457	2,425

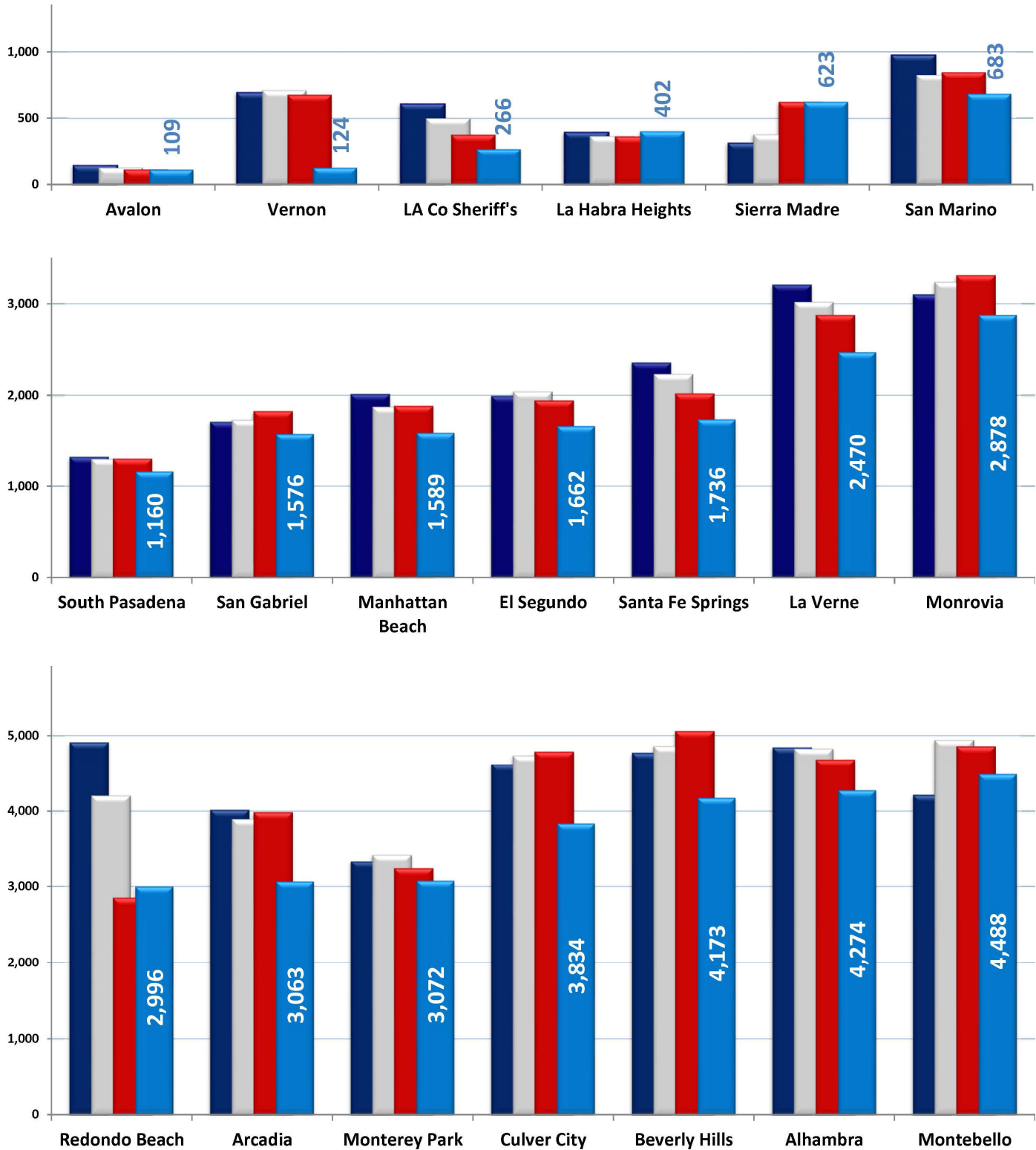
SPA 2 Traumatic Injury	926 23%	1,019 19%	844 21%
Seizure	566 14%	898 17%	620 15%
No Medical Complaint	469 12%	688 13%	496 12%
Respiratory Distress	210 5%	348 6%	201 5%
Cold/Flu	158 4%	307 6%	170 4%
Fever	167 4%	282 5%	245 6%
Behavioral/Psychiatric	252 6%	241 4%	210 5%
Weakness - General	110 3%	181 3%	106 3%
Allergic Reaction	110 3%	183 3%	139 3%
Nausea/Vomiting	84 2%	170 3%	101 2%
Total SPA 2 Pediatric EMS Responses	3,967	5,385	4,069

SPA 3 Traumatic Injury	1,611 25%	1,792 28%	961 24%
Seizure	865 13%	911 14%	593 15%
No Medical Complaint	936 14%	737 12%	428 10%
Respiratory Distress	322 5%	343 5%	122 3%
Behavioral/Psychiatric	341 5%	179 3%	206 5%
Fever	209 3%	225 4%	180 4%
Syncope/Near Syncope	201 3%	203 3%	108 3%
Cold/Flu	184 3%	179 3%	112 3%
Choking	130 2%	171 3%	159 4%
Body Pain - Non-Traumatic	194 3%	131 2%	65 2%
Total SPA 3 Pediatric EMS Responses	6,516	6,333	4,077

Top 10 Pediatric EMS Provider Impressions		2018		2019		2020	
		No.	%	No.	%	No.	%
SPA 4	Traumatic Injury	503	19%	476	18%	361	19%
	Seizure	392	15%	471	17%	284	15%
	No Medical Complaint	399	15%	360	13%	238	13%
	Cold/Flu	162	6%	148	5%	81	4%
	Behavioral/Psychiatric	111	4%	141	5%	100	5%
	Fever	152	6%	102	4%	87	5%
	Respiratory Distress	147	5%	142	5%	57	3%
	Syncope/Near Syncope	71	3%	84	3%	36	2%
	Allergic Reaction	60	2%	78	3%	66	4%
	Weakness - General	71	3%	77	3%	79	4%
Total SPA 4 Pediatric EMS Responses		2,701		2,705		1,860	
SPA 5	Traumatic Injury	643	30%	473	24%	356	27%
	No Medical Complaint	258	12%	209	11%	137	10%
	Seizure	213	10%	192	10%	134	10%
	Sting/Venomous Bites	55	3%	173	9%	168	13%
	Nausea/Vomiting	75	3%	84	4%	32	2%
	Respiratory Distress	139	6%	93	5%	45	3%
	Cold/Flu	84	4%	79	4%	31	2%
	Allergic Reaction	102	5%	76	4%	68	5%
	Syncope/Near Syncope	66	3%	74	4%	27	2%
	Behavioral/Psychiatric	72	3%	61	3%	67	5%
Total SPA 5 Pediatric EMS Responses		2,175		1,941		1,338	
SPA 6	Traumatic Injury	1,350	20%	1,308	20%	1,014	21%
	Seizure	884	13%	1,032	16%	622	13%
	No Medical Complaint	1,001	15%	970	15%	734	15%
	Cold/Flu	497	7%	510	8%	260	5%
	Fever	330	5%	328	5%	210	4%
	Respiratory Distress	422	6%	400	6%	225	5%
	Behavior/Psychiatric	296	4%	310	5%	248	5%
	Weakness -General	151	2%	192	3%	172	4%
	Nausea/Vomiting	198	3%	172	3%	122	3%
	Body Pain - Non-Traumatic	174	3%	148	2%	114	2%
Total SPA 6 Pediatric EMS Responses		6,647		6,649		4,865	
SPA 7	Traumatic Injury	1,153	22%	1,256	24%	722	22%
	Seizure	767	15%	801	16%	512	15%
	No Medical Complaint	817	16%	670	13%	369	11%
	Respiratory Distress	226	4%	291	6%	105	3%
	Behavioral/Psychiatric	256	5%	284	6%	186	6%
	Cold/Flu	174	3%	195	4%	105	3%
	Fever	171	3%	185	4%	112	3%
	Syncope/Near Syncope	178	3%	160	3%	88	3%
	Body Pain - Non-Traumatic	169	3%	154	3%	62	2%
	Choking	91	2%	143	3%	136	4%
Total SPA 7 Pediatric EMS Responses		5,150		5,152		3,339	
SPA 8	Traumatic Injury	1,555	27%	1,487	28%	976	25%
	Seizure	797	14%	829	16%	501	13%
	No Medical Complaint	739	13%	608	11%	488	13%
	Respiratory Distress	324	6%	294	6%	166	4%
	Behavioral/Psychiatric	280	5%	248	5%	190	5%
	Cold/Flu	197	3%	230	4%	131	3%
	Fever	183	3%	168	3%	128	3%
	Syncope/Near Syncope	152	3%	138	3%	96	2%
	Allergic Reaction	122	2%	134	3%	86	2%
	Choking	134	2%	124	2%	161	4%
Total SPA 8 Pediatric EMS Responses		5,663		5,323		3,883	

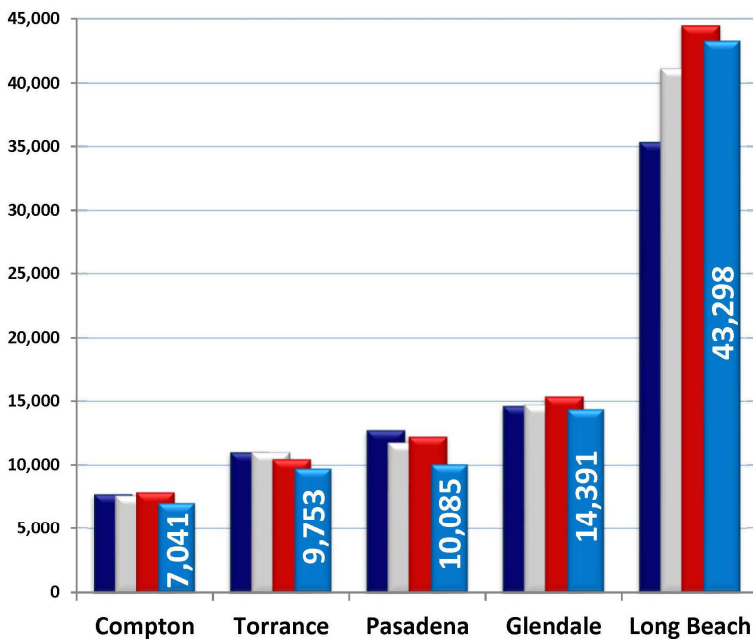
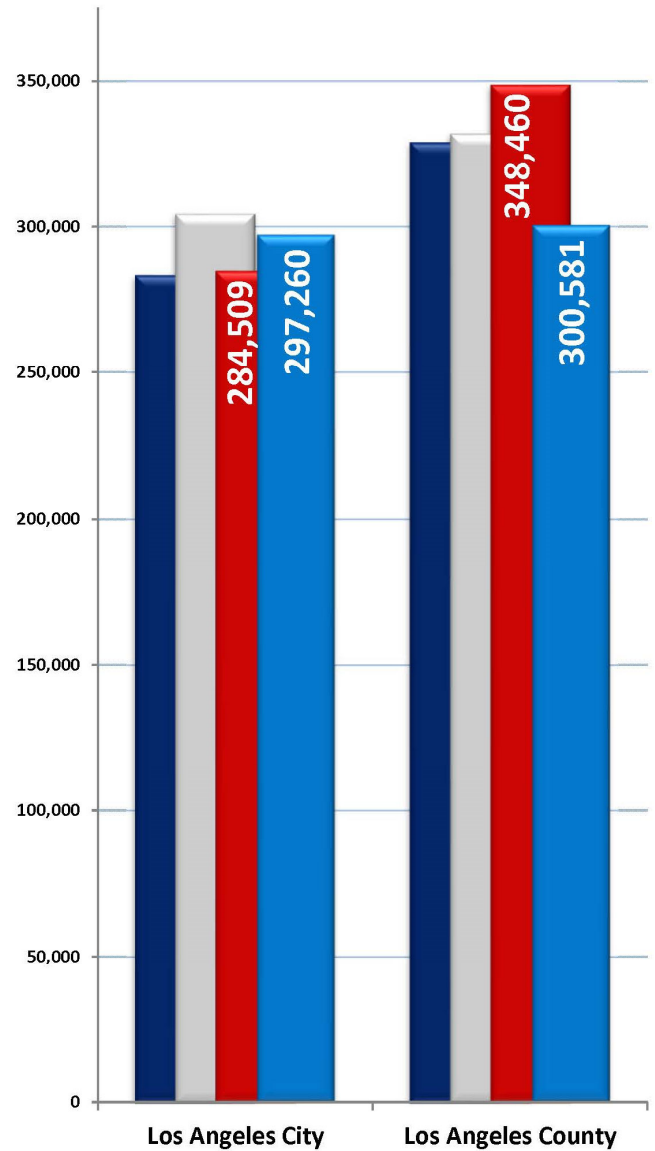
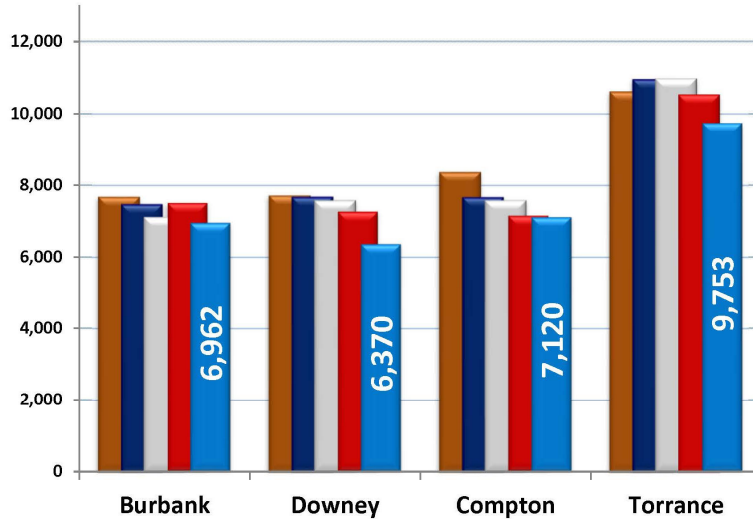
EMS Responses by 9-1-1 Jurisdictional Provider Agency

■ 2017 ■ 2018 ■ 2019 ■ 2020



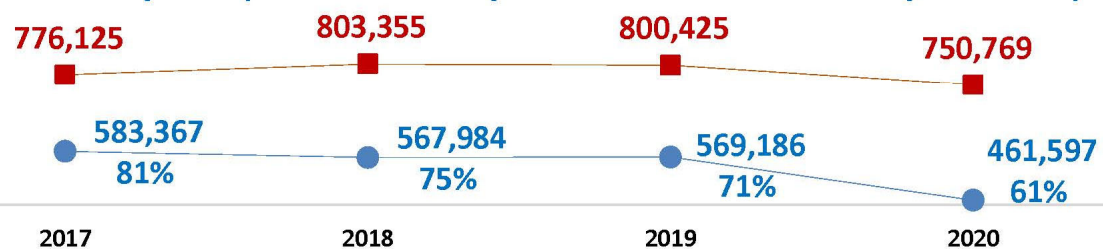
EMS Responses by 9-1-1 Jurisdictional Provider Agency

■ 2017 ■ 2018 ■ 2019 ■ 2020



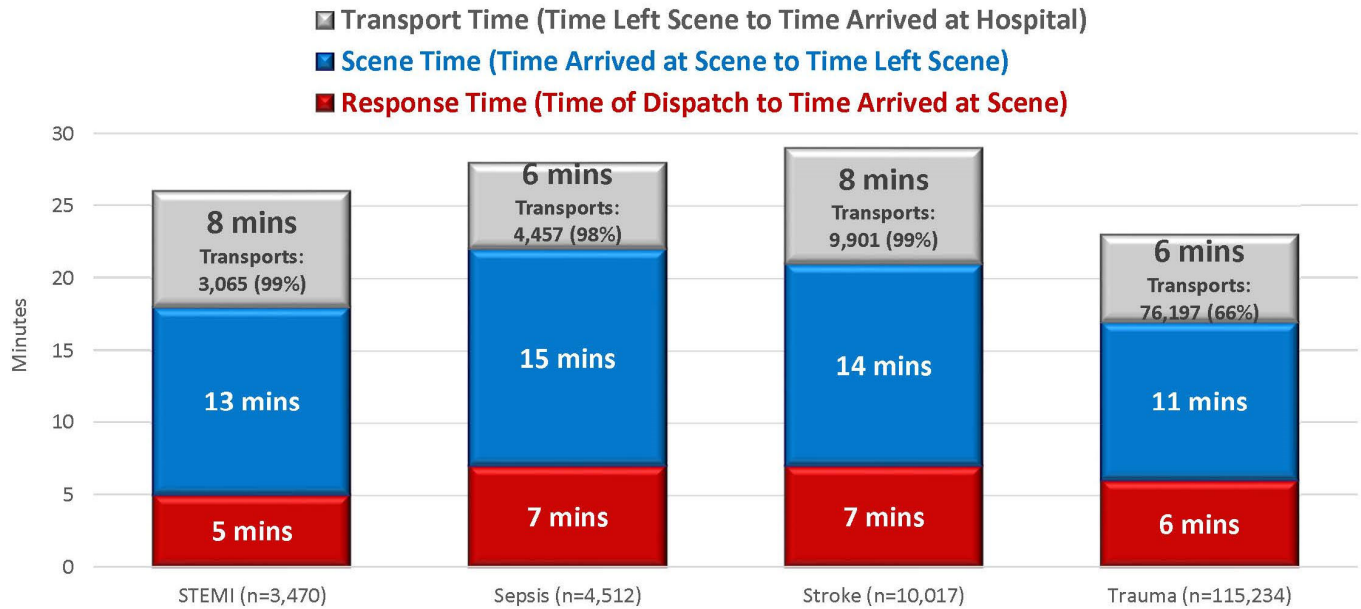
■ Total 911 EMS Responses

● Transports (includes transports to out-of-LA County facilities)

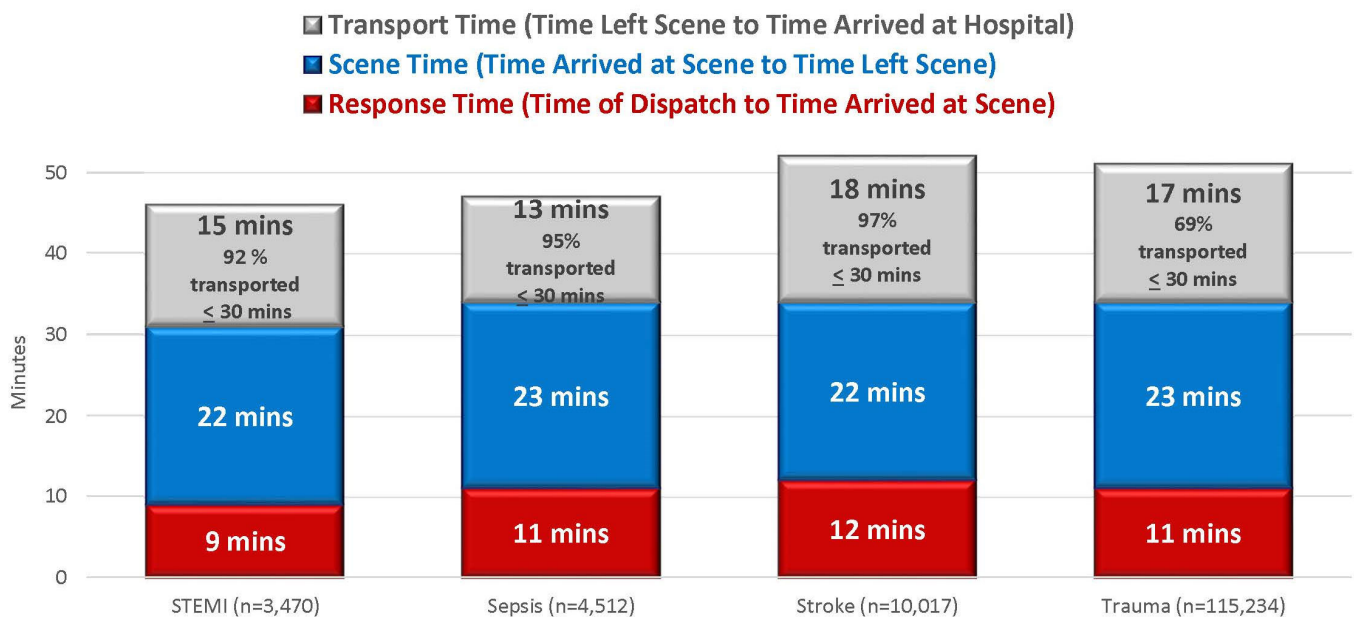


2020 EMS Times: Adult (Median)

LA County EMS Transport Time of ADULT Patients with Provider Impressions STEMI, Stroke, Sepsis and Traumatic Injuries

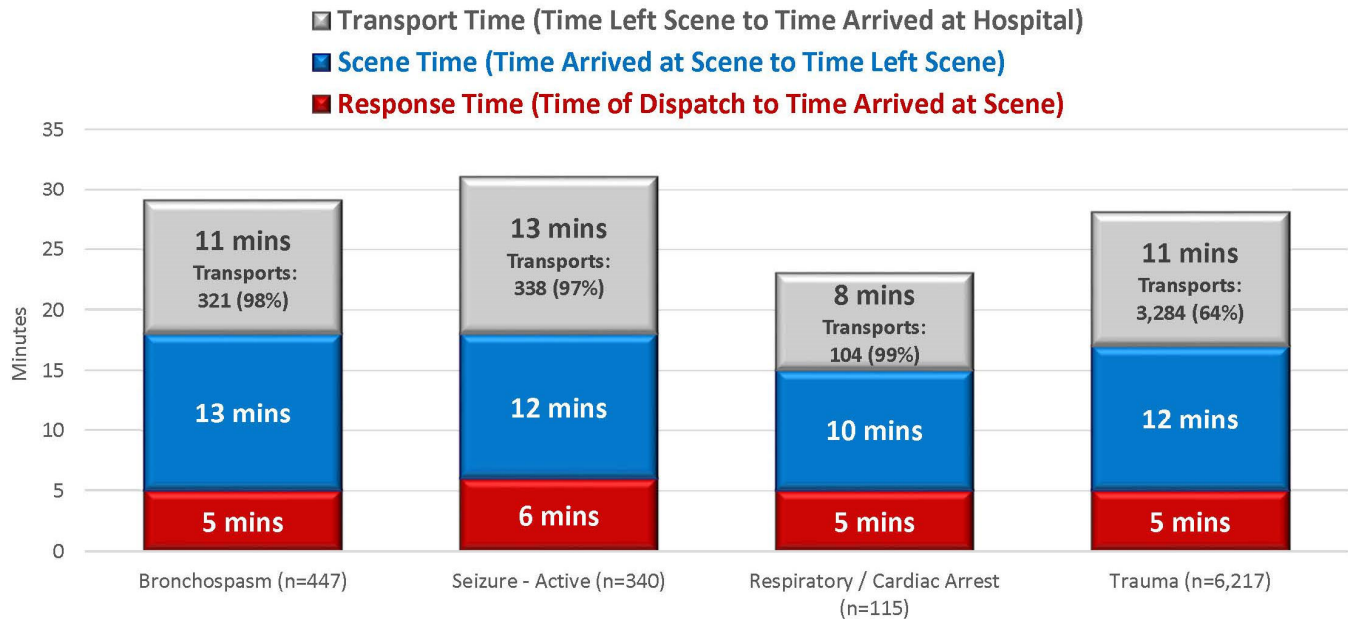


2020 EMS Times (90th Percentile)

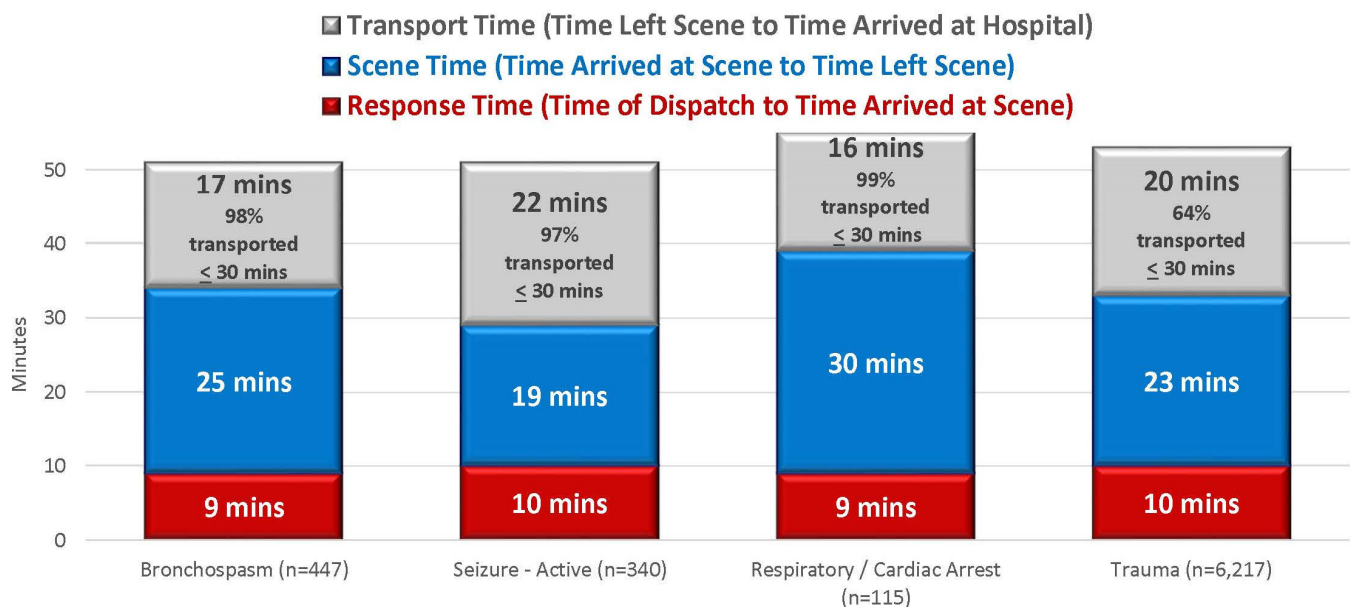


2020 EMS Times: Pediatric (Median)

LA County EMS Transport Time PEDIATRIC Patients with Provider Impressions
Bronchospasm, Seizure, Respiratory/Cardiac Arrest and Traumatic Injuries



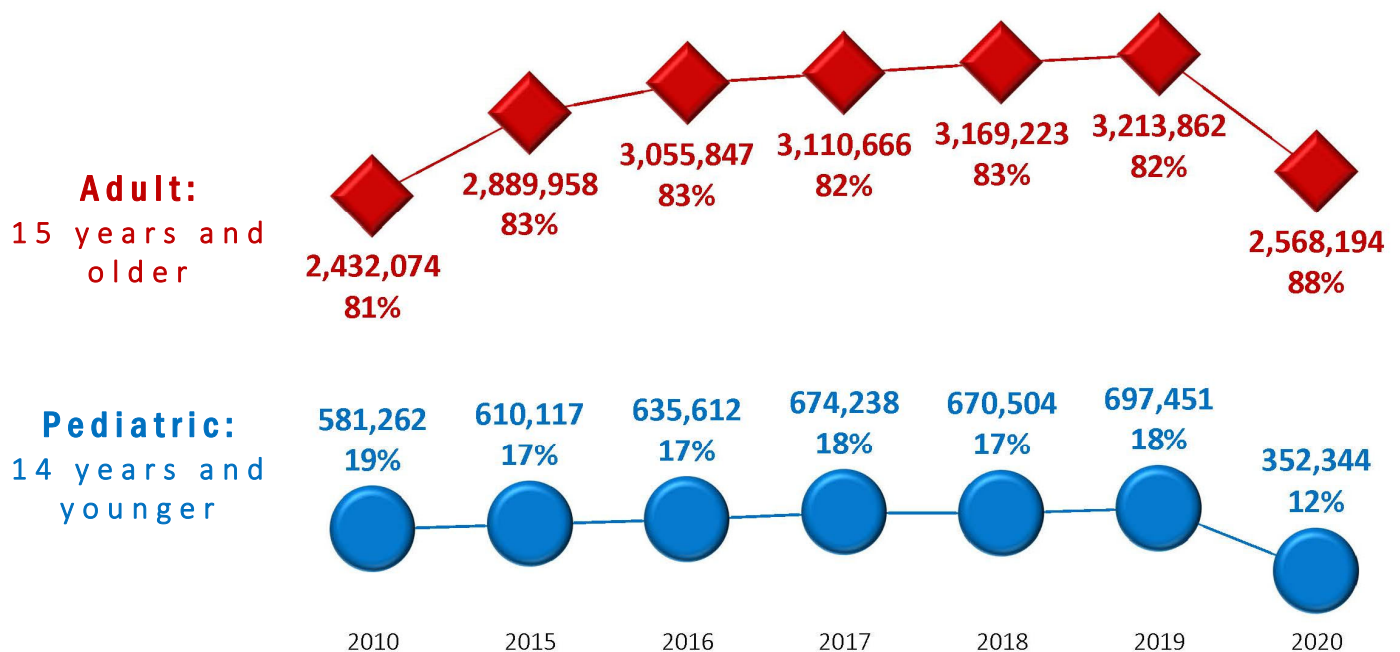
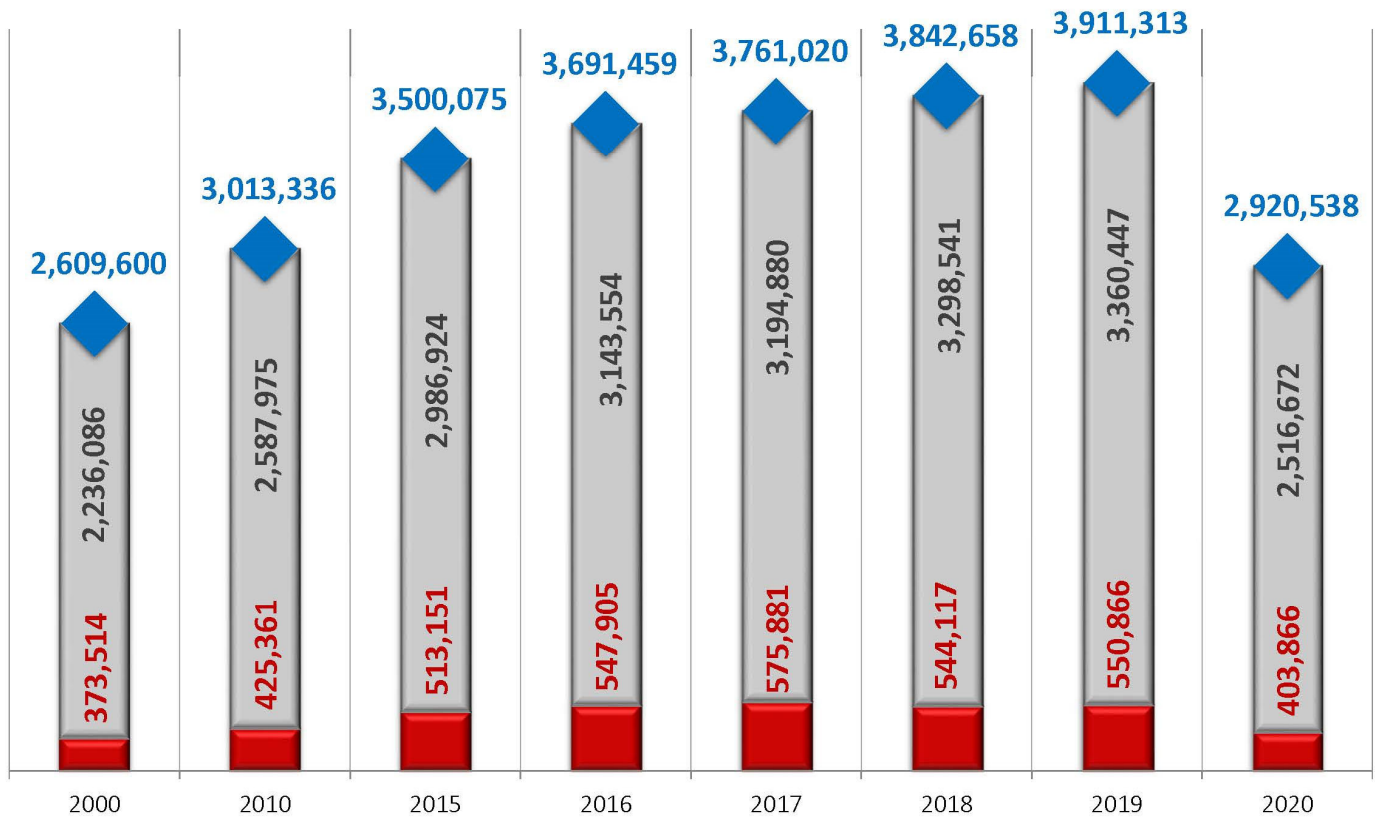
2020 EMS Times: Pediatric (90th Percentile)



Emergency Department Volume

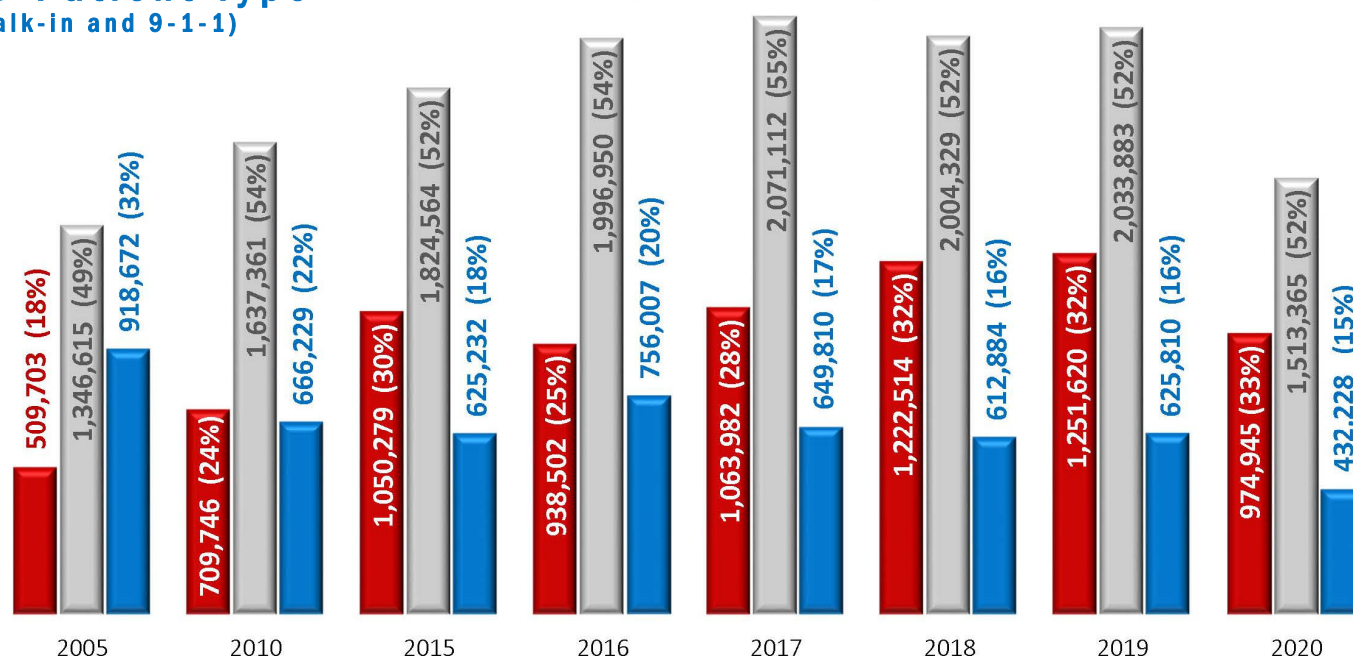
(9-1-1 Receiving Hospitals within Los Angeles County)

■ 9-1-1 Transports
 ■ Walk-In
 ◆ Reported Annual ED Visits



ED Patient Type (walk-in and 9-1-1)

■ Critical ■ Urgent ■ Non-Urgent



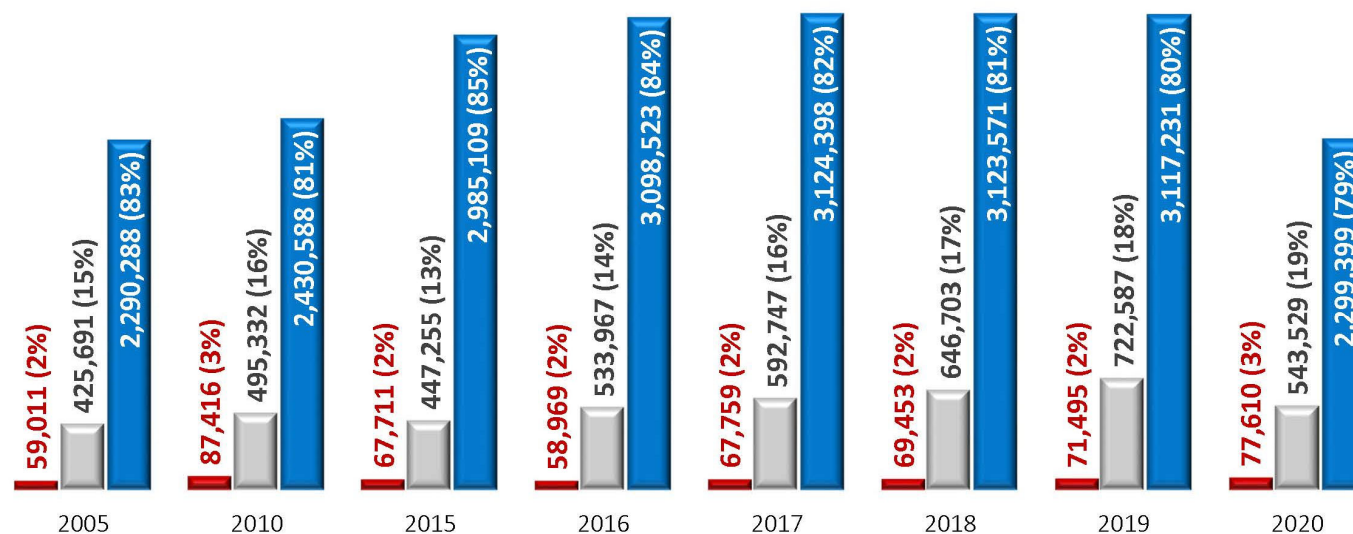
Critical—a patient presents an acute injury or illness that could result in permanent damage, injury or death (head injury, vehicular accident, shooting). Applicable Current Procedural Terminology (CPT) codes for this level of service would be 99284 (detailed history, detailed physical, and medical decision making of moderate complexity) or 99285 (medical decision making of high complexity) or 99291 (critical care, evaluation and management).

Urgent—a patient with an acute injury or illness, loss of life or limb is not an immediate threat to their well-being, or a patient who needs timely evaluation (fracture or laceration). Applicable CPT codes for this level of service would be 99282 (medical decision making of low complexity) or 99283 (medical decision making of moderate complexity).

Non-Urgent—a patient with a non-emergent injury, illness or condition; sometimes chronic; that can be treated in a non-emergency setting and not necessarily on the same day they are seen in the ED (pregnancy tests, toothache, minor cold, ingrown toenail). An applicable CPT code for this level of service would be 99281 (straight forward medical decision making).

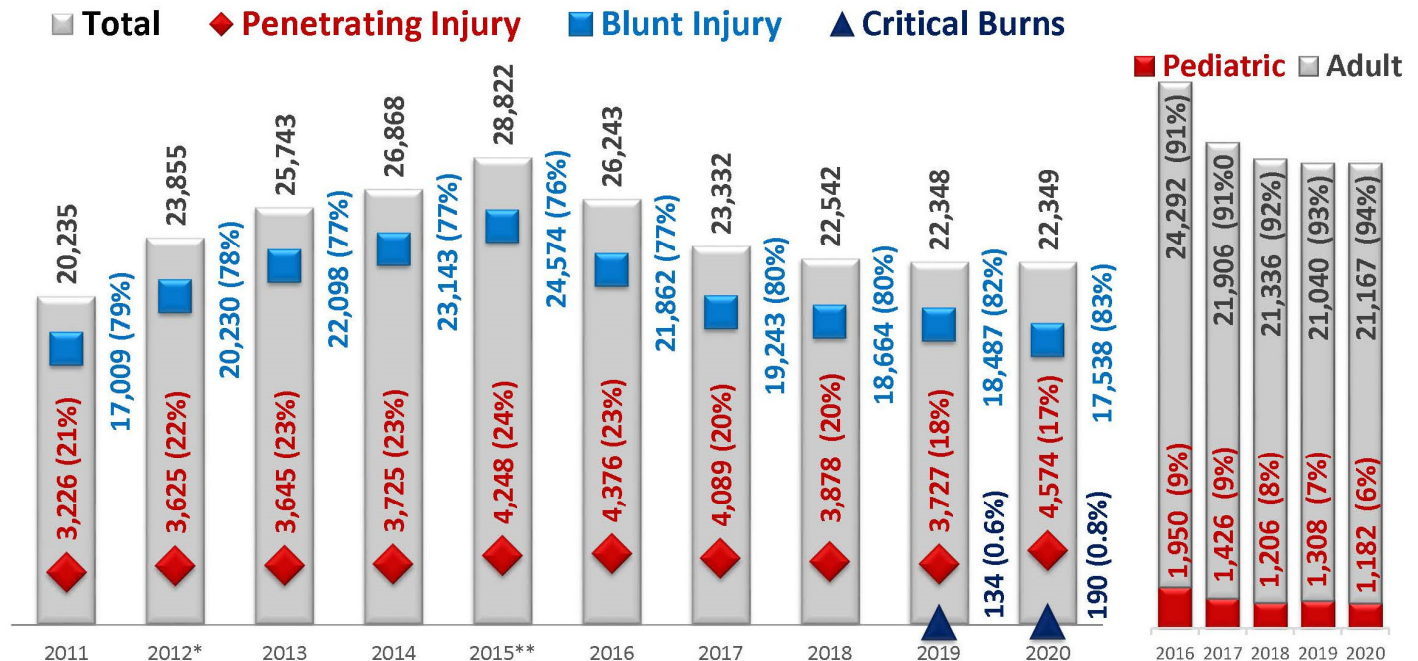
ED Patient Disposition (walk-in and 9-1-1)

■ Admitted to Intensive Care Unit
■ Admitted to Non-Intensive Care Unit Area
■ Discharged from ED/24 hr Observation





Trauma Center Volume

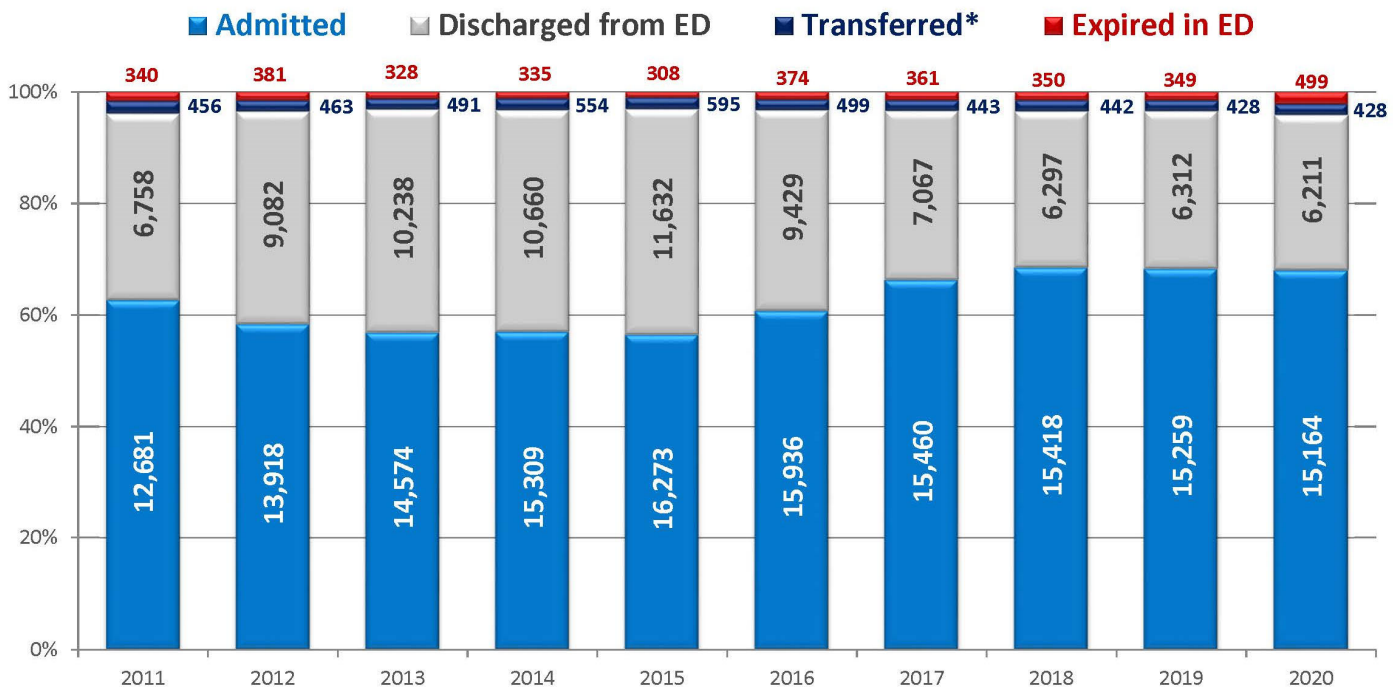


*2012: LA County adopted the Centers for Disease Control and Prevention Guidelines for Field Triage of Injured Patients

**2015: Trauma Center Registry inclusion criteria was reduced.

***2019: Critical Burns added as a Trauma Center Criteria

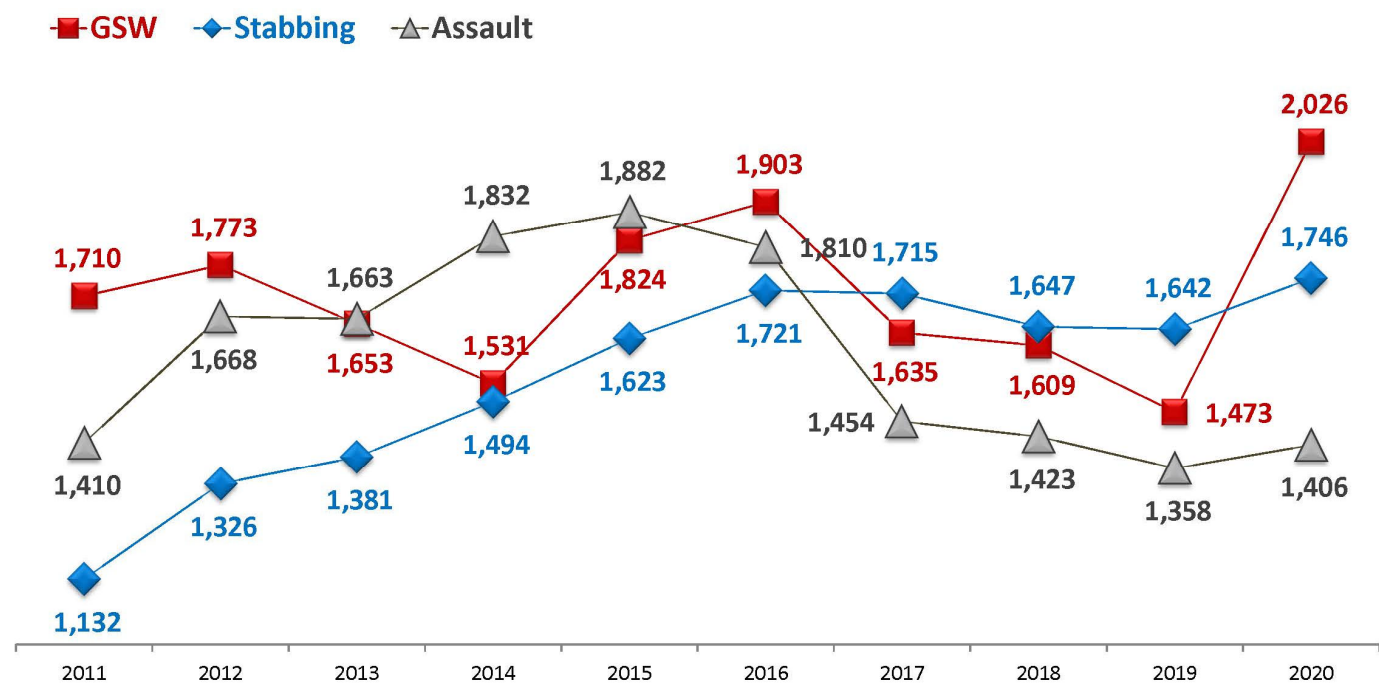
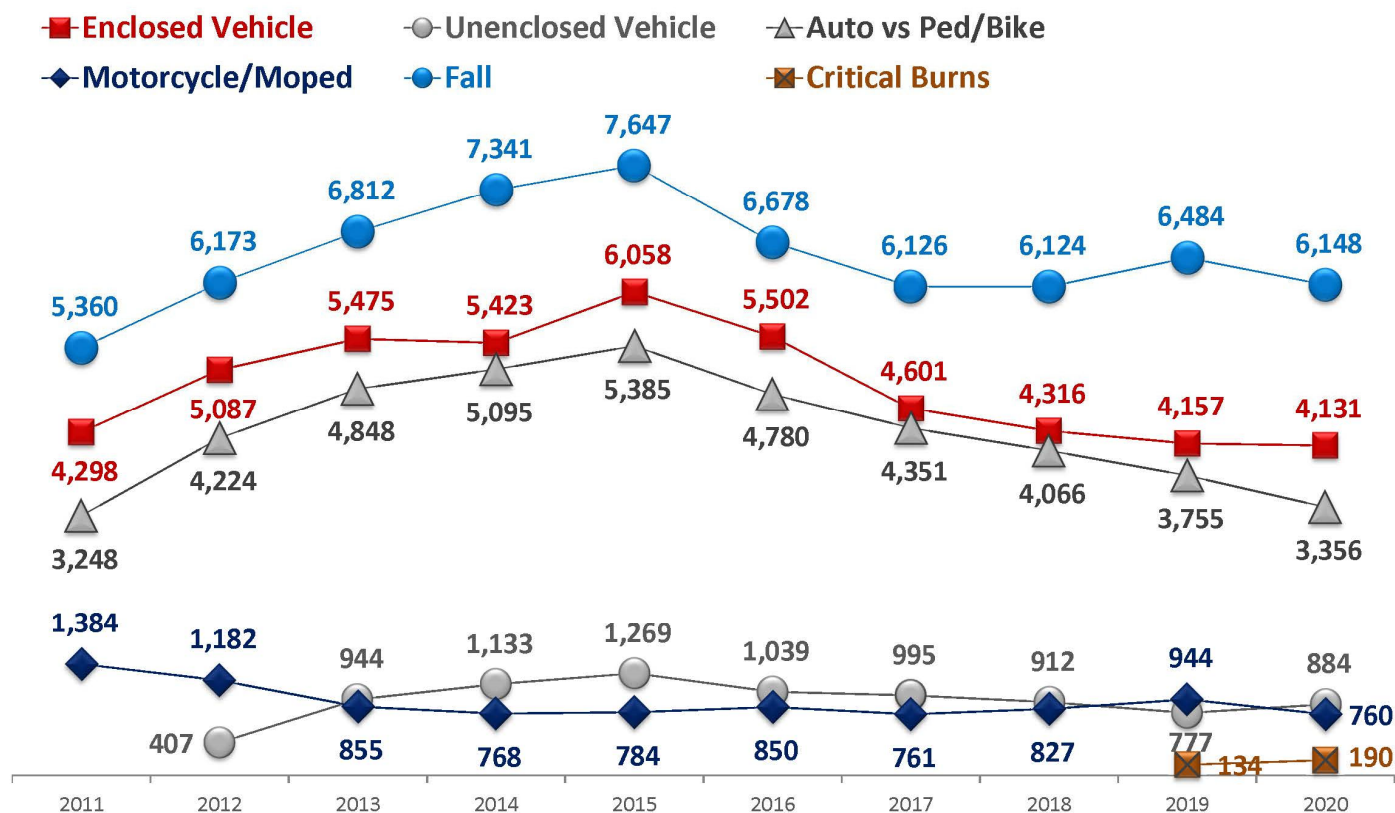
Patient Disposition of Trauma Center Patients



* Transferred to another health facility



Mechanism of Injury: Patients Transported to Trauma Centers



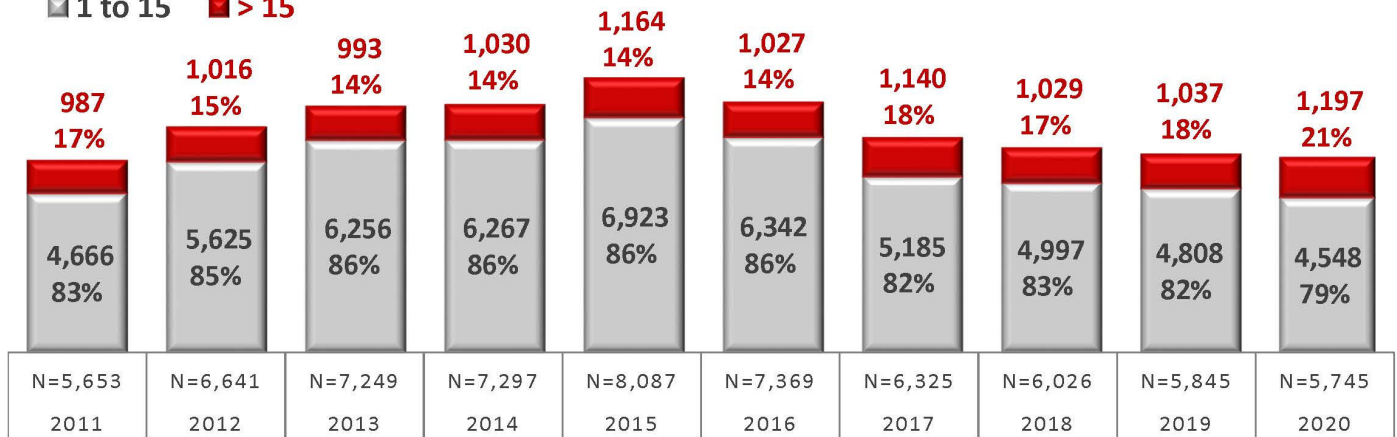


Injury Severity Score by Mechanism of Injury

Injury Severity Score (ISS): Is an established medical score to assess trauma severity. It correlates with mortality, morbidity and hospitalization time after trauma. It is used to define the term major trauma. A major trauma (or polytrauma) is defined as the ISS being greater than 15.

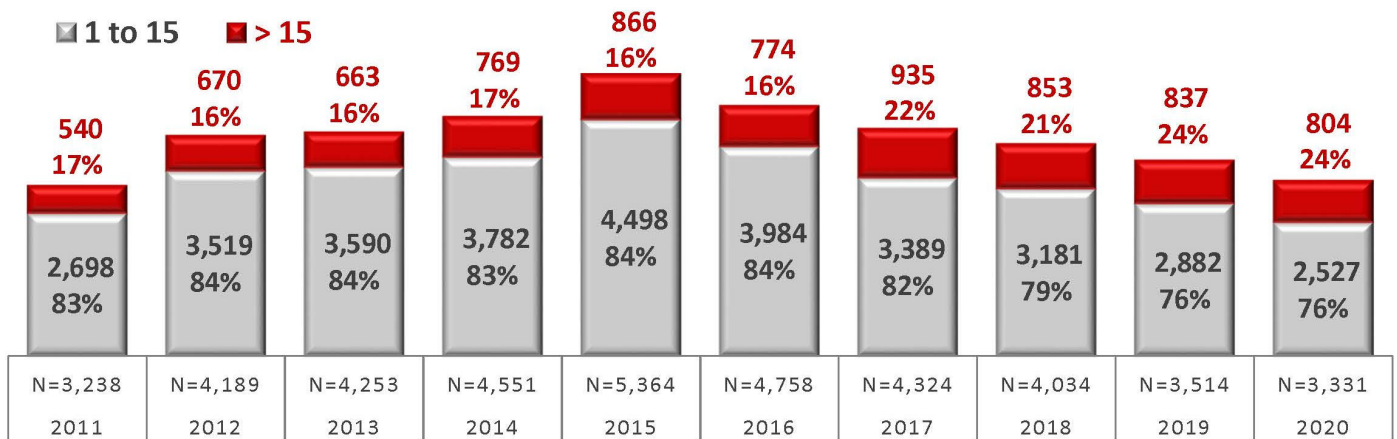
Motor Vehicular Accident

■ 1 to 15 ■ > 15



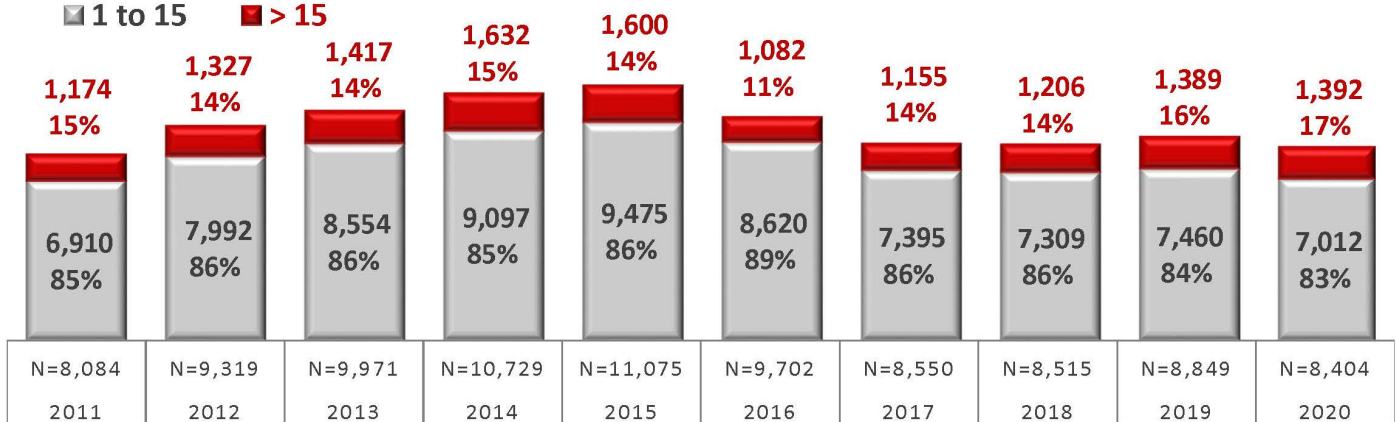
Automobile vs Pedestrian/Bicycle

■ 1 to 15 ■ > 15



Other Blunt Injuries

■ 1 to 15 ■ > 15

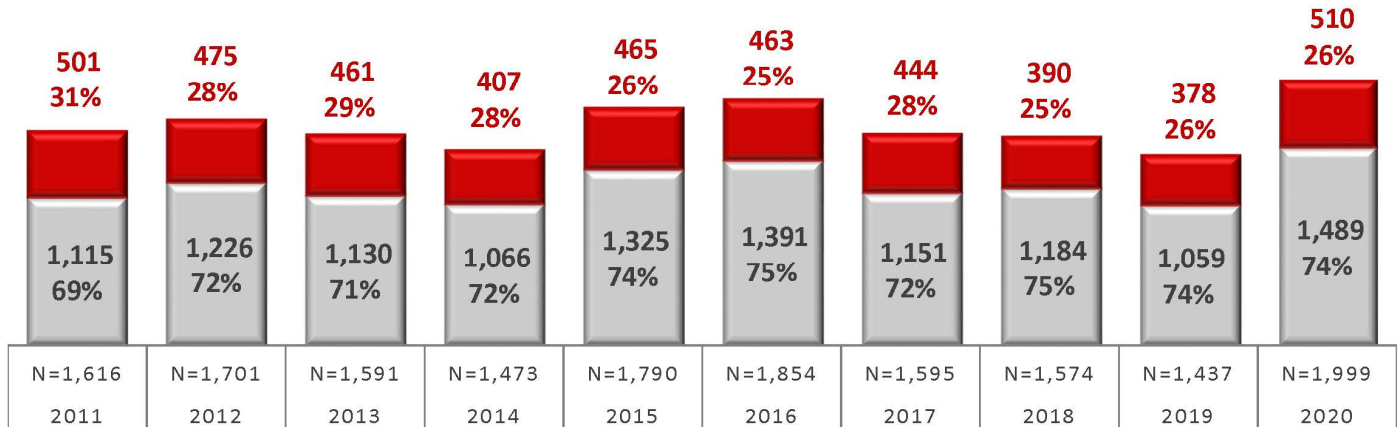




Injury Severity Score by Mechanism of Injury

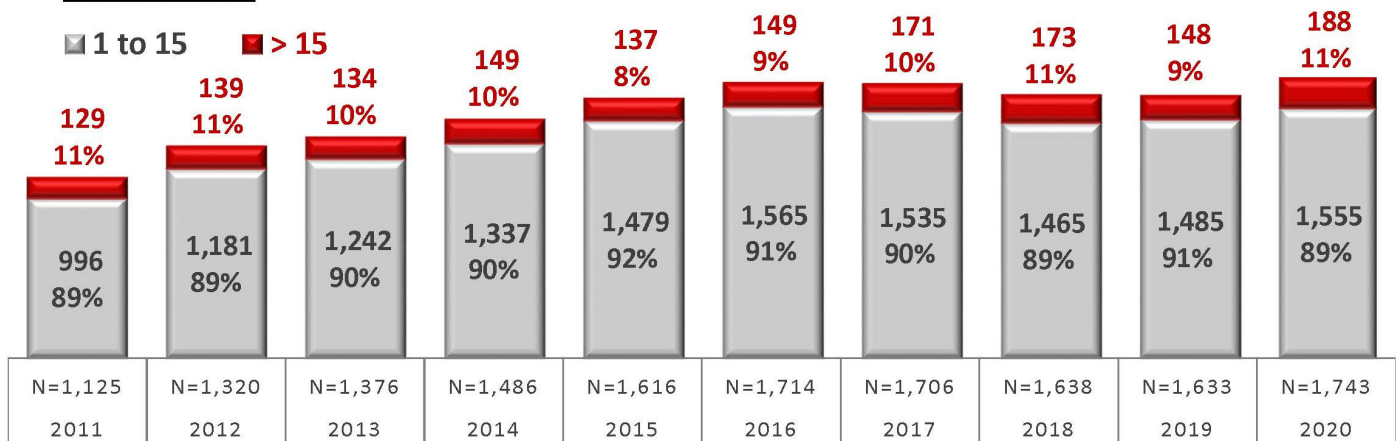
Gunshot Wound

■ 1 to 15 ■ > 15



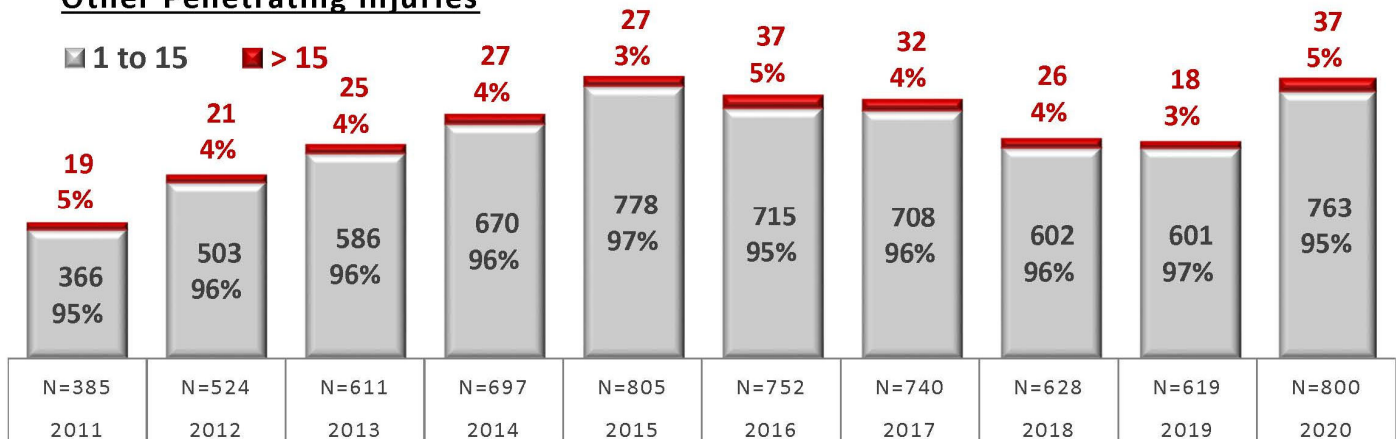
Stab Wound

■ 1 to 15 ■ > 15



Other Penetrating Injuries

■ 1 to 15 ■ > 15





ST-Elevation Myocardial Infarction (STEMI)

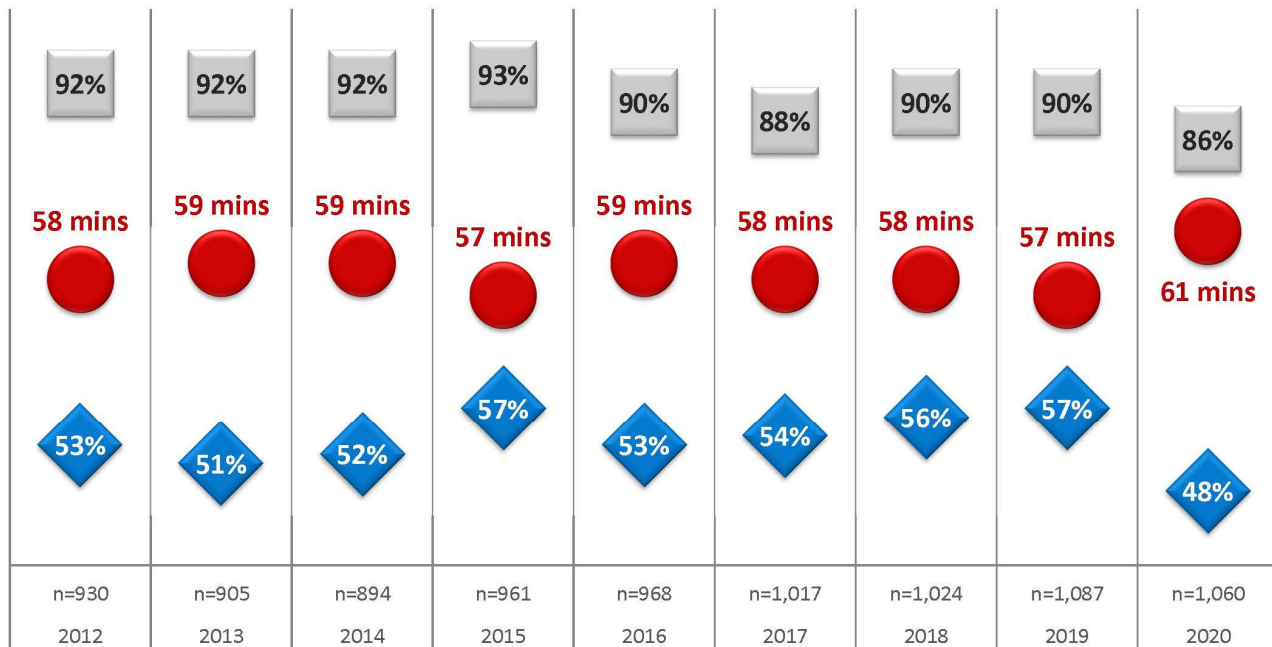
STEMI Receiving Center: Door-to-Device (D2B) Time

LA County Target: within 90 minutes 90% of the time and within 60 minutes 75% of the time

● Median D2B Time

■ % with D2B < 90 mins

◆ % with D2B < 60 mins



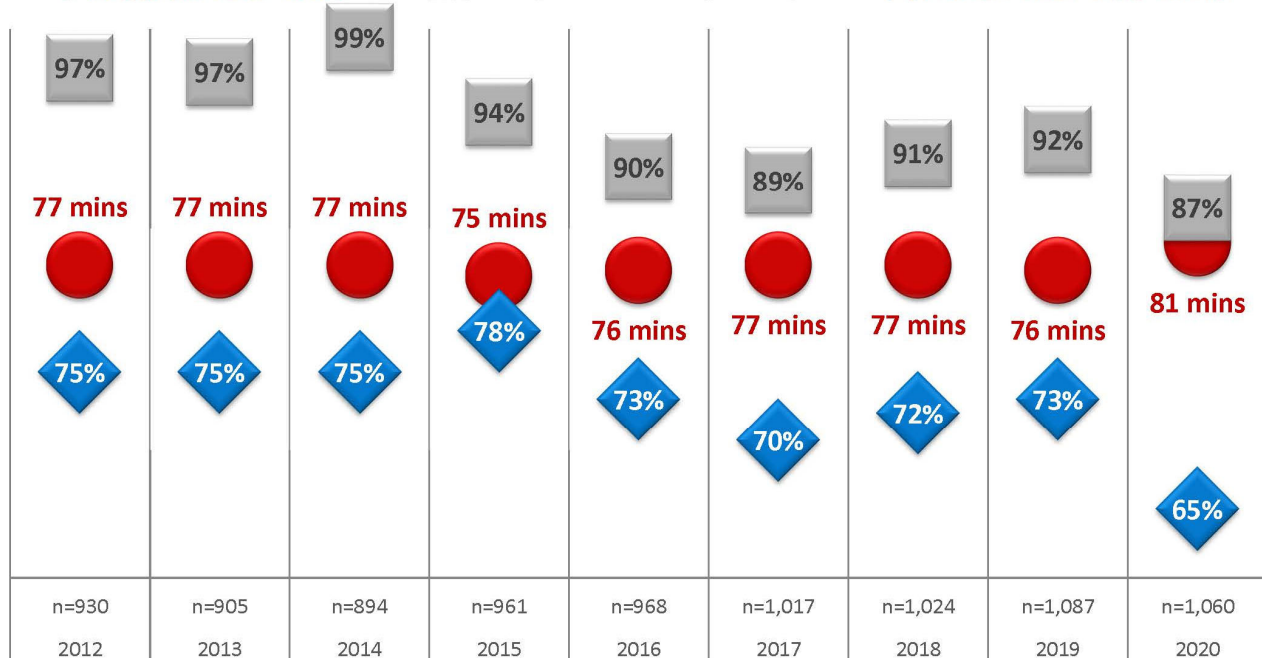
STEMI Receiving Center: EMS Medical Contact-to-Device (E2B) Time

LA County Target: within 120 minutes 90% of the time and within 90 minutes 75% of the time

● Median E2B Time

■ % with E2B < 120 mins

◆ % with E2B < 90 mins

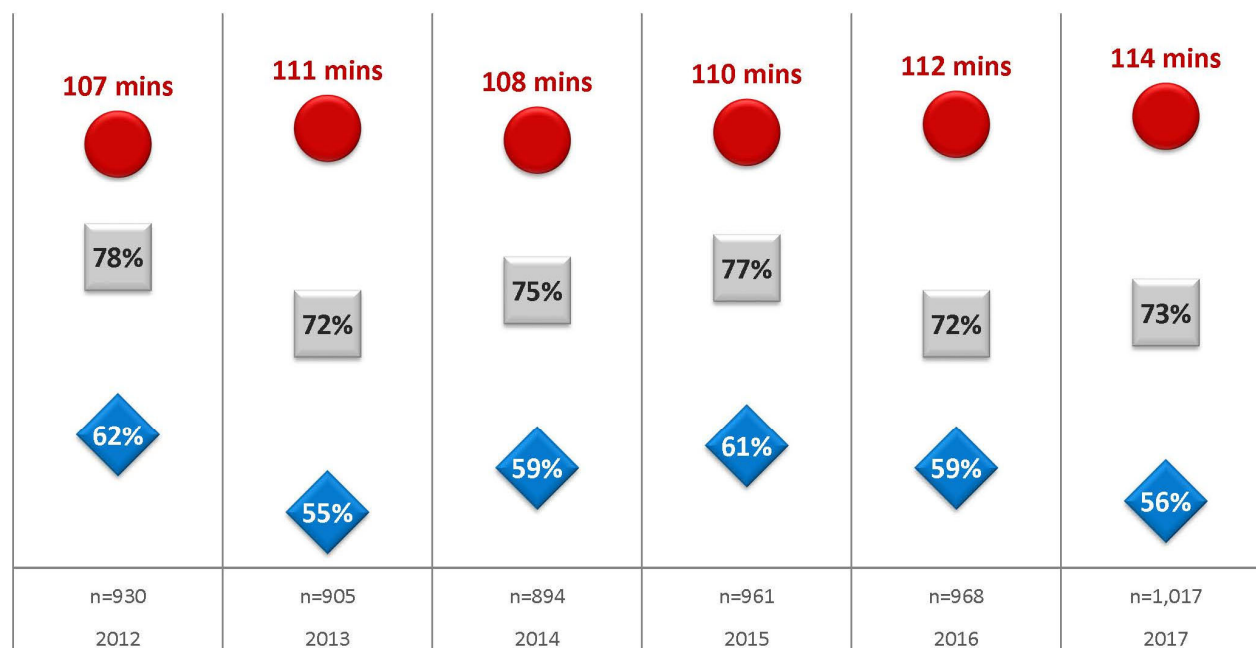




STEMI Referral Facility (SRF): Door-to-Device (D2B) Time

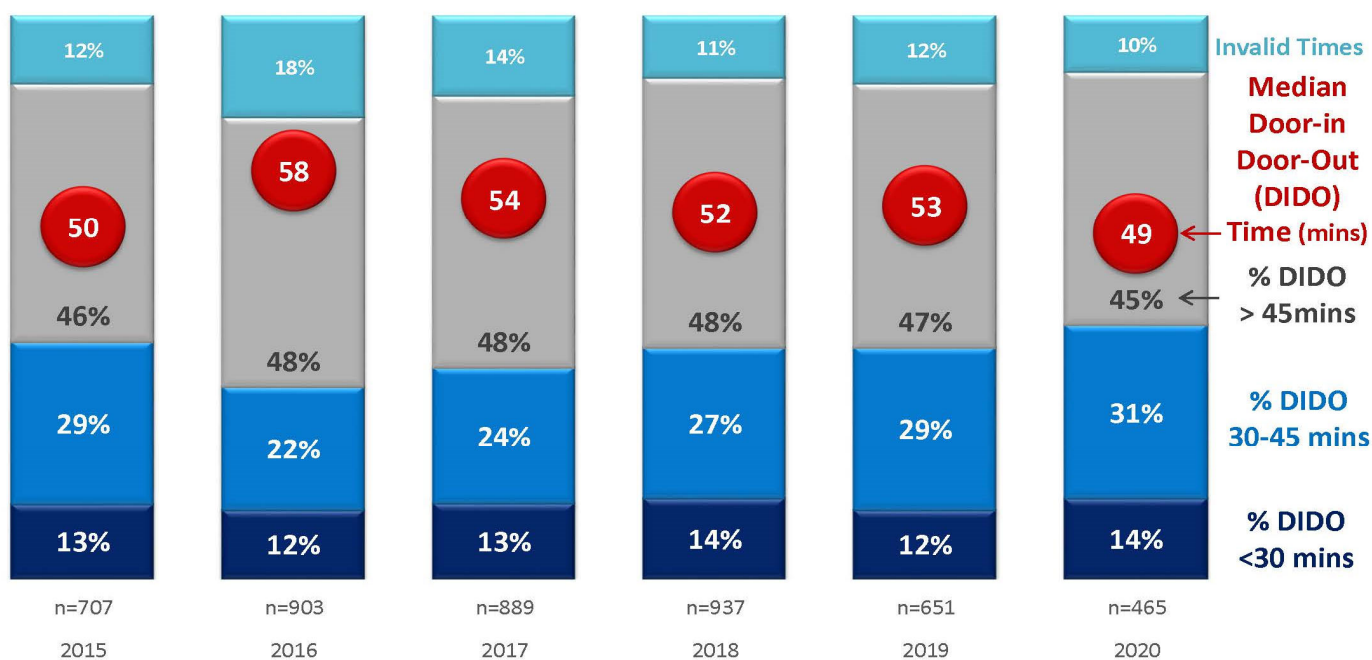
LA County Target: within 150 minutes 90% of the time and within 120 minutes 75% of the time

● Median SRF D2B Time ■ % with SRF D2B < 150 mins ◆ % with SRF D2B < 120 mins



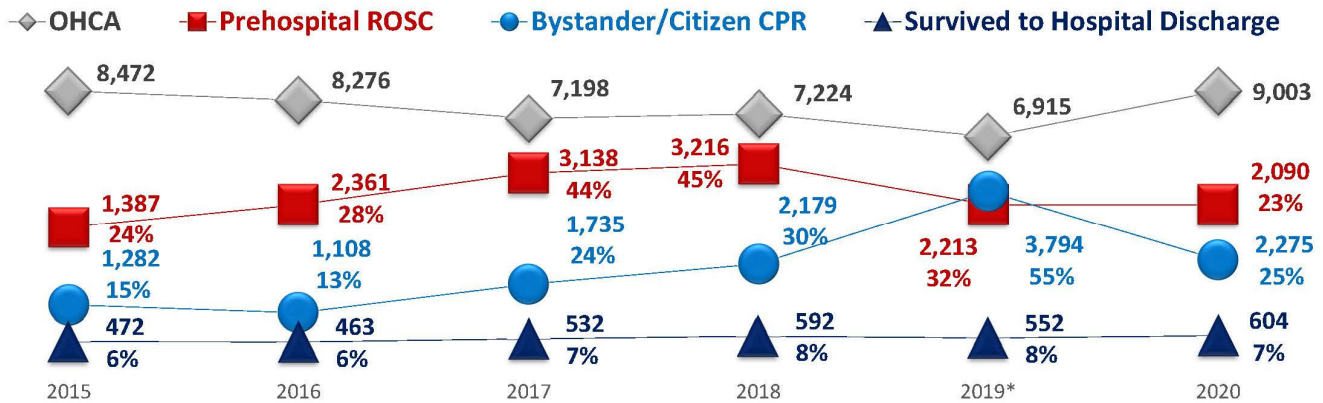
STEMI Referral Facility (SRF): Door-in Door-out (DIDO) Time

LA County Target: < 30 minutes

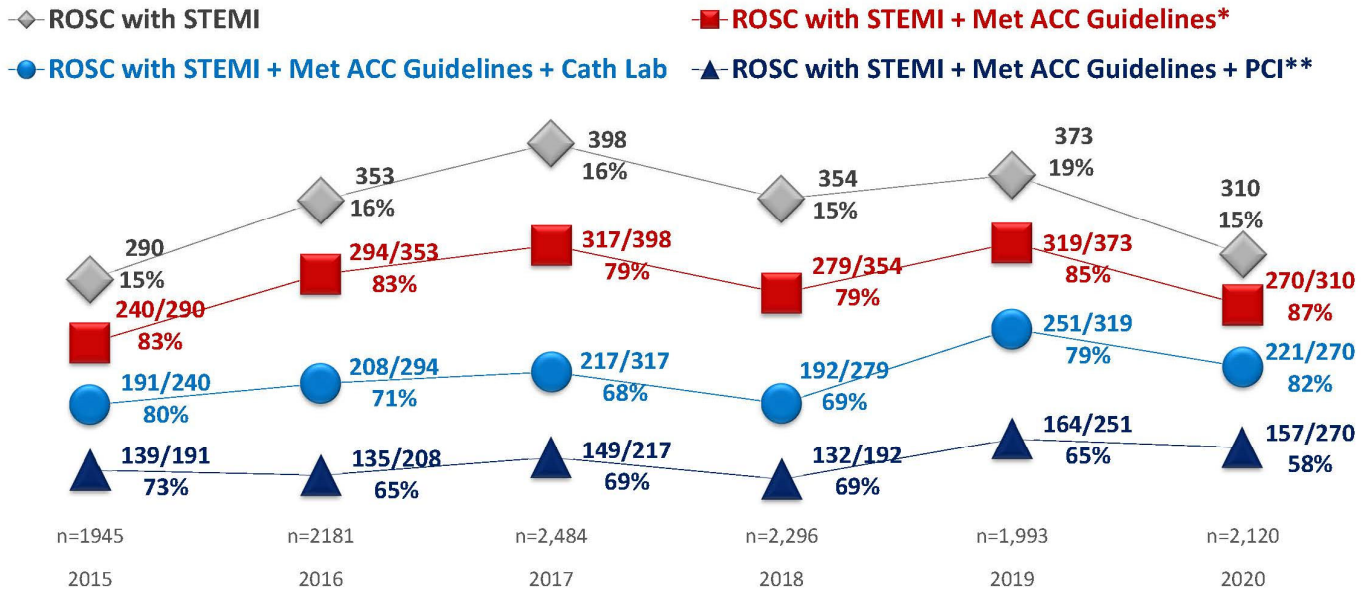




Out of Hospital Cardiac Arrest (OHCA)

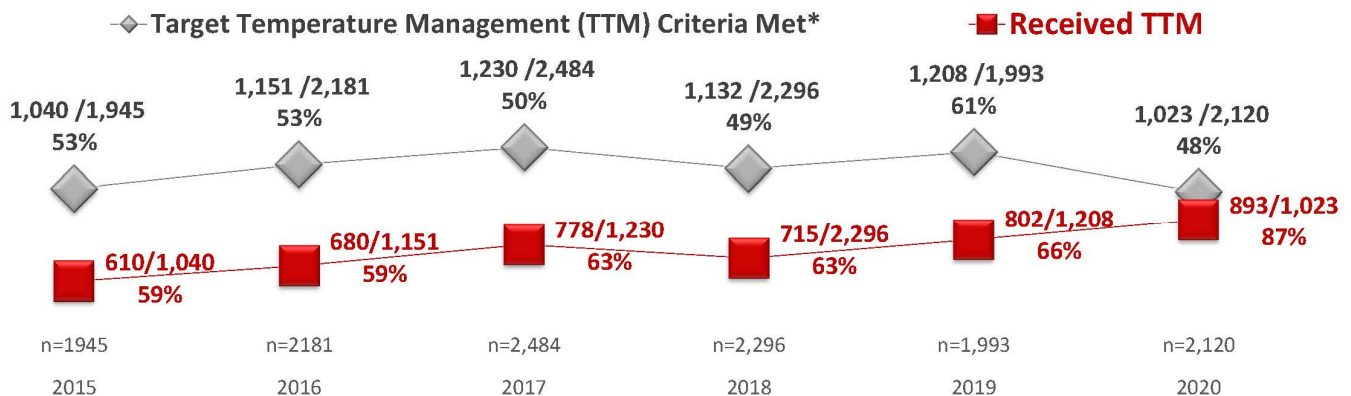


*2019 OHCA population is based on Provider Impression Cardiac Arrest Non-Traumatic, which was fully implemented April 1, 2019. DOAs were excluded. 2015-2018 OHCA population was based on Chief Complaint of Cardiac Arrest.



*ACC Guidelines for coronary angiography include: Age ≥18, pt did not expire, no DNR, no medical condition, treatment not refused and CL available.

**PCI - Percutaneous Coronary Intervention is a procedure used to open or widen a narrowed or blocked coronary artery to restore blood flow supplying the heart.



*TTM criteria excludes: died in ED, age <18, awake/responsive, end stage terminal illness, core temp <35 and pre-exiting DNR



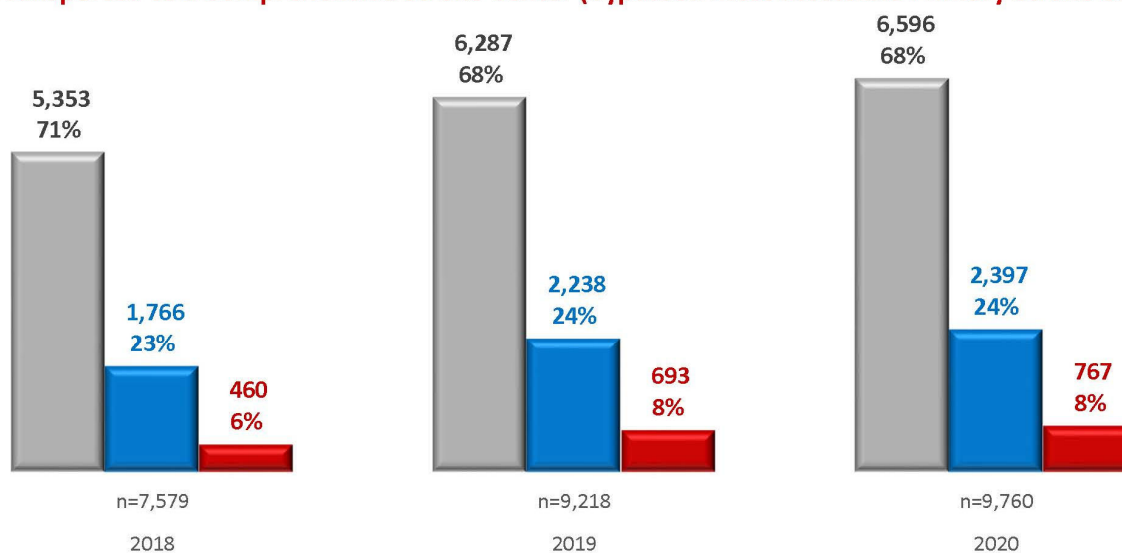
Suspected Stroke Patient Destination

The routing of suspected stroke patients with large vessel occlusions based on a Los Angeles Motor Scale (LAMS) score of 4 or 5 to designated Comprehensive Stroke Centers began on January 8, 2018.

■ Transported to a Primary Stroke Center

■ Transported to a Comprehensive Stroke Center (also the most accessible stroke center)

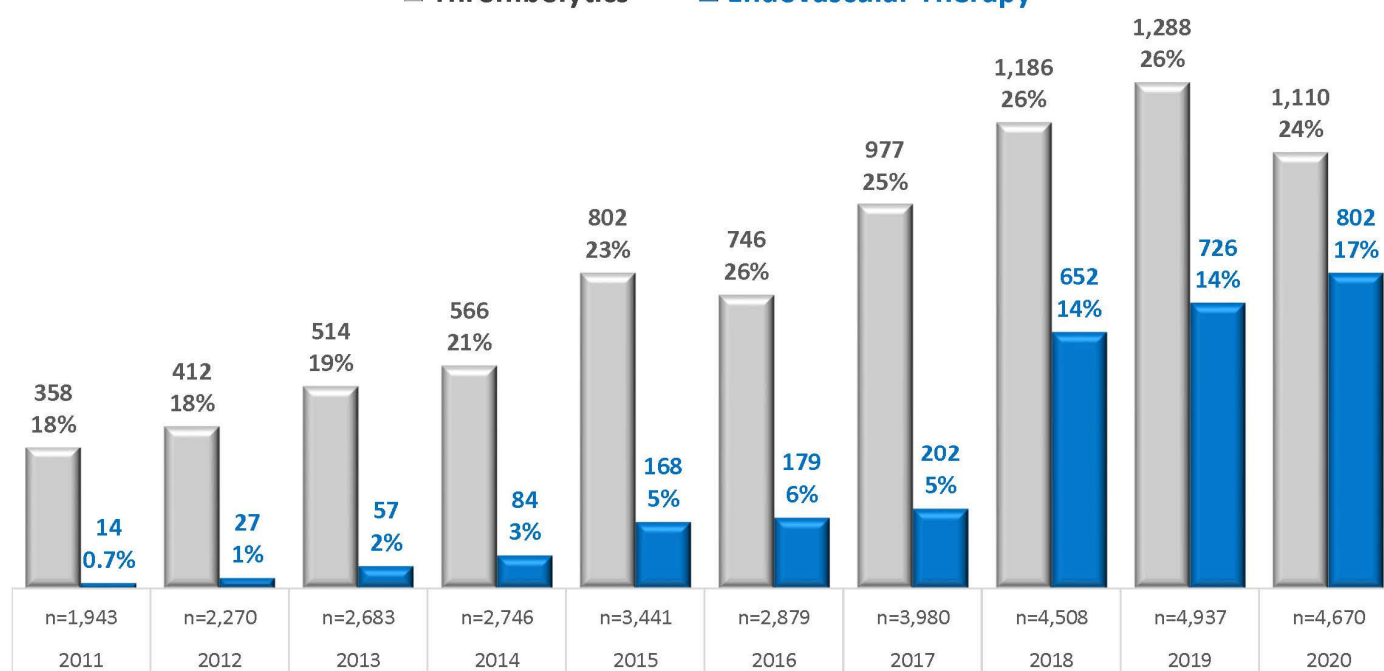
■ Transported to a Comprehensive Stroke Center (bypassed most accessible Primary Stroke Center)



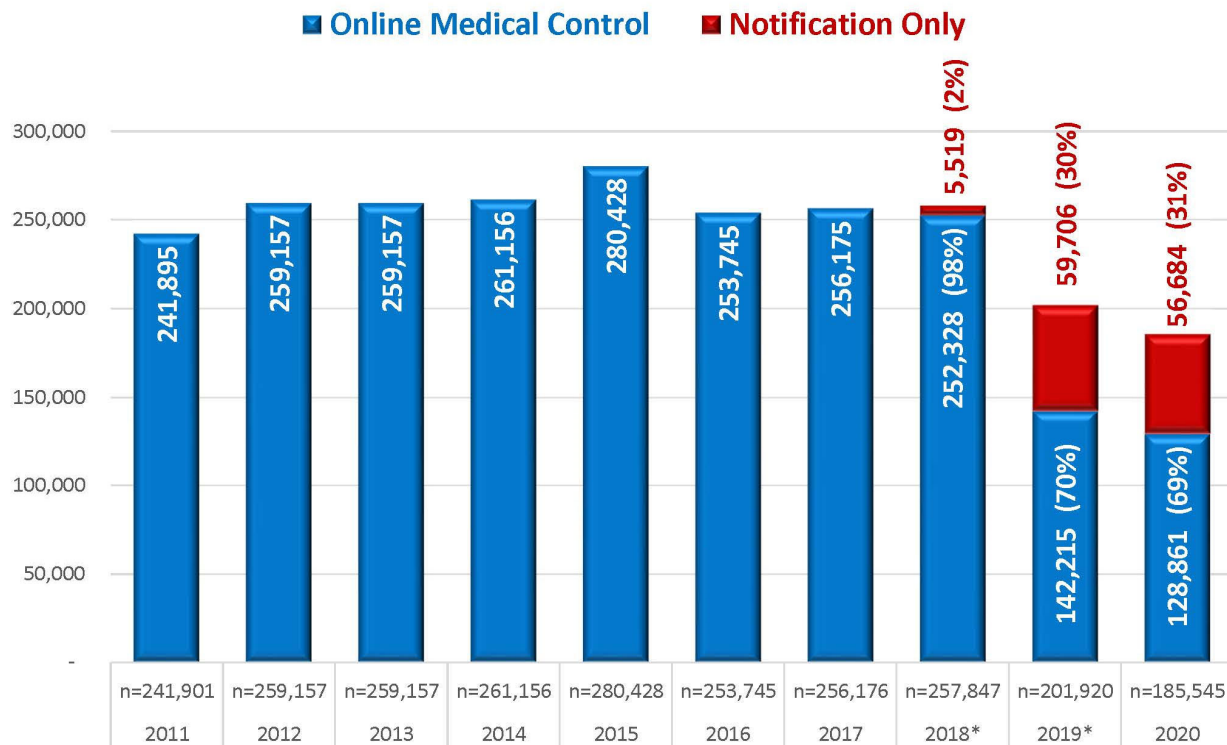
Treatment—All Ischemic Stroke

■ Thrombolytics

■ Endovascular Therapy



Paramedic Base Hospital Contact Volume



* Phased-in implementation of New Treatment Protocols started in July 1, 2018 and was fully implemented in April 1, 2019. The New Treatment Protocols reduced the number of EMS responses requiring online medical control.

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