


County of Santa Clara

Public Health Department

Emergency Medical Services Agency
976 Lenzen Avenue, Suite 1200
San José, CA 95126
408.885.4250 voice 408.885.3538 fax
www.sccemsagency.org



April 15, 2010

To: Santa Clara County EMS System Stakeholders
From: Josh Davies 
Interim EMS Division Manager
Subject: 2009 Annual EMS System Report

The Santa Clara County EMS Agency is pleased to release the 2009 Annual Emergency Medical Services System Report.

The following bullets represent notable changes in the EMS System statistics for Calendar Year 2008 compared to Calendar Year 2009.

- 911 EMS System call volume increased by 262 responses.
- 911 EMS ambulance transports from the field to hospitals increased by 2,439.
- 911 EMS aircraft responses decreased by 64.
- 911 EMS aircraft transports decreased by 26.
- Two newly designated Level II Pediatric Trauma Centers were authorized.
- One additional private ambulance service began service in the County.

Thank you for your continued support of our Emergency Medical Services System. If you should have any questions, please feel free to contact me at the number provided or via email at josh.davies@phd.sccgov.org

Attachment:

- 2009 Annual EMS System Report

*Board of Supervisors: Donald F. Gage, George Shirakawa, Dave Cortese, Ken Yeager, Liz Kniss
County Executive: Jeffrey V. Smith*



County of Santa Clara Emergency Medical Services System

2009 Annual EMS System Report

The County of Santa Clara

Daytime Population	2.2 million
Resident Population	1.8 million
Geographic Size	1,132 sqmi
Geographic Description	2/3 rural
Municipalities	15

911 System Call Volume

Calendar Year 2009

Total Responses	93,906
Ground Ambulance Transports	69,394
EMS Aircraft Response	184
EMS Aircraft Transports	111

Comparison to Calendar Year 2008

Total Responses	93,144*
Ground Ambulance Transports	66,955
EMS Aircraft Response	248
EMS Aircraft Transports	137

Interfacility Transports

Ground Ambulance (2009)	39,603
Ground Ambulance (2008)	38,862
Ground Ambulance (2007)	39,361

Specialty Centers

Stroke Patients	2,528
Trauma Patients	7,461
STEMI Patients	498

Prehospital Care Provider Agencies

Fire Departments	11
Ground Ambulance Services	6
Air Ambulance Services	3

Prehospital Care Personnel

Emergency Medical Technicians	~1430
Paramedics	~700
Mobile Intensive Care Nurses	32
Accredited EMS Field Supervisors	22

Permitted EMS Assets

Fire Apparatus	158
Private Ground Ambulances	130
Private Air Ambulances	6
Private EMS Non-Transport Units	4
Supplemental EMS Units	7

Communications Centers

Public Safety Answering Points (PSAPs)	13
Secondary PSAPs	3
Private Ambulance Dispatch Centers	6
Air Ambulance Dispatch Centers	3

Acute Care Facilities

Acute Care Hospitals	12
Emergency Departments	11
Level 1 Trauma Centers	2
Level 2 Trauma Centers	1
Base Hospitals	1
Burn Centers	1
Stroke Centers	8
STEMI Centers	8
Level 2 Pediatric Trauma Centers	2

County Managed Medical-Health Resources

Field Treatment Site Trailers	8
Specialty Service Trailers	4
MCI Trailer	1
Electronic Patient Tracking Systems	7
ChemPacks	8
EMS Radio Caches	7

Training Programs

Emergency Medical Technician	7
Paramedic	2
EMS Fellowship	1

Data included in this report reflect calendar year 2009, unless specified.

* This number differs from the previous 2008 report due to differences in reporting.



County of Santa Clara Emergency Medical Services System *2009 Annual EMS System Report*

Table 1. Number of Patients Transported to Hospital ED from 911 System*, 2009

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
El Camino	636	595	625	621	609	578	583	574	567	588	597	608	7,181
Good Samaritan	511	533	531	650	638	605	589	606	553	566	532	531	6,845
Kaiser Santa Clara	624	597	636	663	651	590	593	585	650	639	561	635	7,424
Kaiser San Jose	629	560	561	626	642	583	615	603	546	610	551	541	7,067
Los Gatos	69	70	58	0	0	0	9	70	63	75	53	98	565
O'Connor	508	547	574	585	558	531	505	555	580	574	535	567	6,619
Regional Medical	965	840	1012	1058	1006	956	971	981	1031	1,105	1,018	985	11,928
St. Louise	184	205	210	206	228	183	206	218	205	215	184	199	2,443
Stanford	339	303	390	388	400	345	329	360	352	421	358	366	4,351
VA – Palo Alto	32	44	31	33	48	41	57	39	46	40	47	42	500
VMC	1151	1155	1236	1243	1315	1205	1256	1224	1120	1,179	1,196	1,191	14,471
TOTAL	5648	5449	5864	6073	6095	5617	5713	5815	5713	6012	5632	5763	69,394

Source: Santa Clara County County Communications; Palo Alto Fire Dept.*

Hospital Emergency Department Diversion Hours: Ambulance Diversion (“Red”), 2009

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
El Camino	11	28	24	14	22	21	15	11	16	21	14	26	222
Good Samaritan	10	10	28	10	17	20	14	2	4	8	6	8	135
Kaiser Santa Clara	11	9	3	5	5	11	5	5	0	3	2	2	58
Kaiser San Jose	0	2	3	0	3	2	0	0	2	0	0	0	11
Los Gatos	2	0	0	0	--	--	--	0	0	0	0	0	2
O'Connor	11	13	12	19	10	22	20	10	6	21	8	7	158
Regional Medical	8	13	6	21	25	23	31	18	17	34	31	28	254
St. Louise	2	2	6	4	6	10	4	3	4	10	7	4	63
Stanford	26	22	30	25	11	21	23	12	12	10	7	11	210
VA – Palo Alto**	173	140	209	188	63	80	19	68	38	22	7	19	1,024
VMC	64	60	87	95	80	89	78	74	94	87	78	68	954
TOTAL	315	298	407	381	242	298	208	202	193	218	158	171	3088

Source: www.emsystem.com

* Notes for Tables 1: These numbers only reflect patients that originated in Santa Clara County and transported by AMR and Palo Alto Fire. Data for Stanford do not include patients from San Mateo County. The data includes but does not differentiate specialty center status (such as Burn or Trauma).

** VA - Palo Alto is not subject to Santa Clara County diversion policy.



County of Santa Clara Emergency Medical Services System

2009 Annual EMS System Report

Annual Number of Patients Transported to Hospital Emergency Departments from 911 System (2002-2009)*

Hospital/Year	2002	2003	2004	2005	2006	2007	2008	2009
El Camino	6,049	5,845	5,806	6,031	6,870	7,033	7,232	7,181
Good Samaritan	6,290	4,181	4,210	4,634	5,240	5,699	6,220	6,845
Kaiser Santa Clara	7,131	6,952	6,561	7,077	7,321	7,141	7,147	7,424
Kaiser Santa Teresa	6,053	6,213	6,419	6,974	7,450	7,337	7,315	7,067
Los Gatos	1,430	1,440	1,420	1,491	1,348	1,203	1,086	565
O'Connor	3,330	3,315	3,676	4,735	5,791	5,756	6,133	6,619
Regional Medical	5,352	5,256	5,284	9,011	10,503	10,623	11,261	11,928
St. Louise	2,559	2,388	2,181	2,333	2,486	2,623	2,624	2,443
Stanford	1,365	1,447	1,441	1,718	1,712	1,727	3,097	4,351
VA – Palo Alto	260	331	318	319	364	399	467	500
VMC	10,884	11,389	10,937	13,060	12,865	13,399	14,373	14,471
TOTAL	50,703	48,757	48,253	57,383	61,950	62,940	66,955	69,394

Source: Santa Clara County County Communications; Palo Alto Fire Dept. added in 2008*

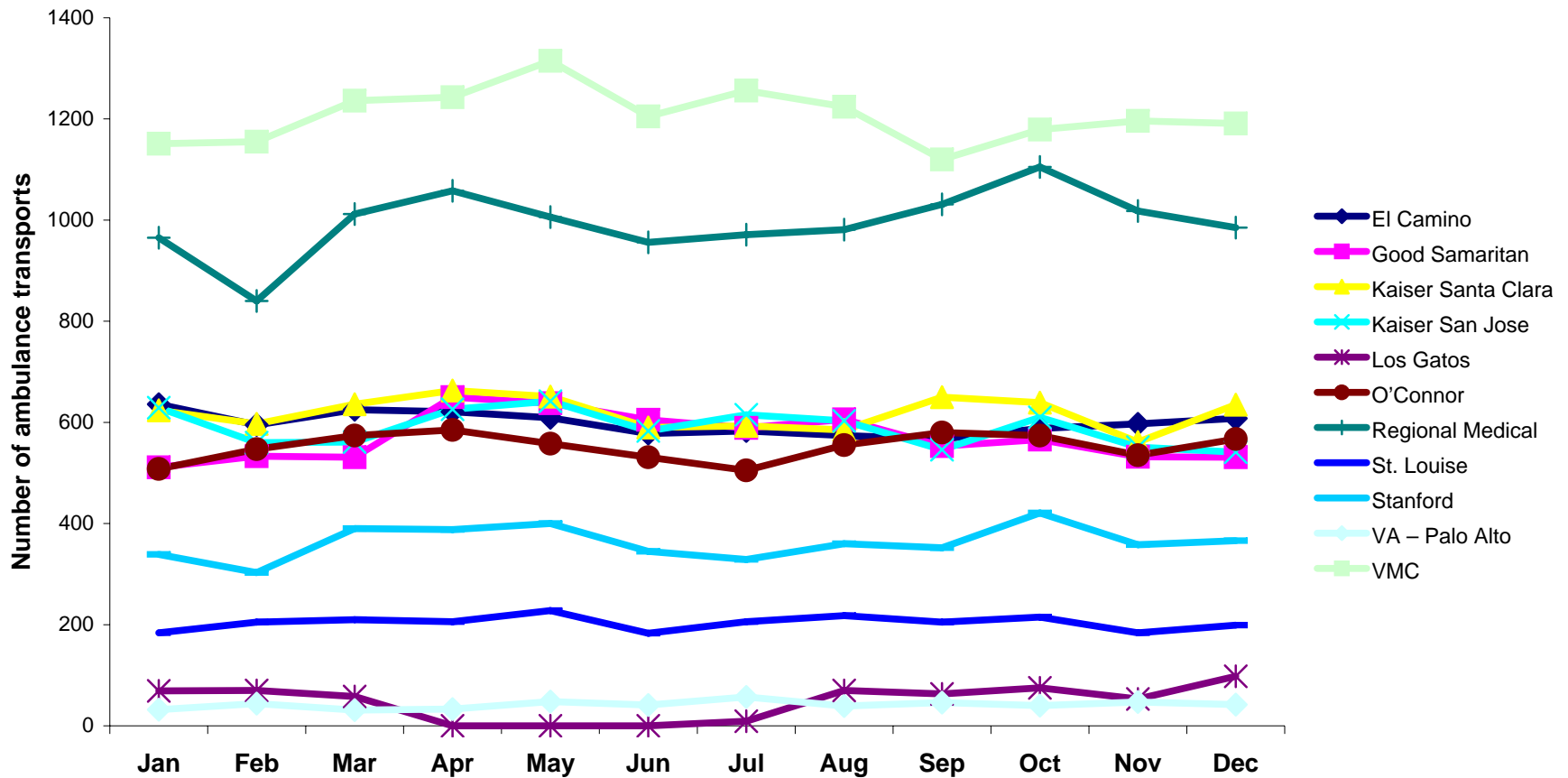
* Notes: San Jose Medical Center not listed; closed December 9, 2004. These numbers only reflect patients that originated in Santa Clara County and transported by AMR and Palo Alto Fire. Palo Alto Fire began submitting counts as of June 2008. Data for Stanford do not include patients from San Mateo County. The data includes but does not differentiate specialty center status (such as Burn or Trauma).



County of Santa Clara Emergency Medical Services System

2009 Annual EMS System Report

911 Ambulance Transports to Hospital Emergency Departments Santa Clara County, 2009 Monthly Totals



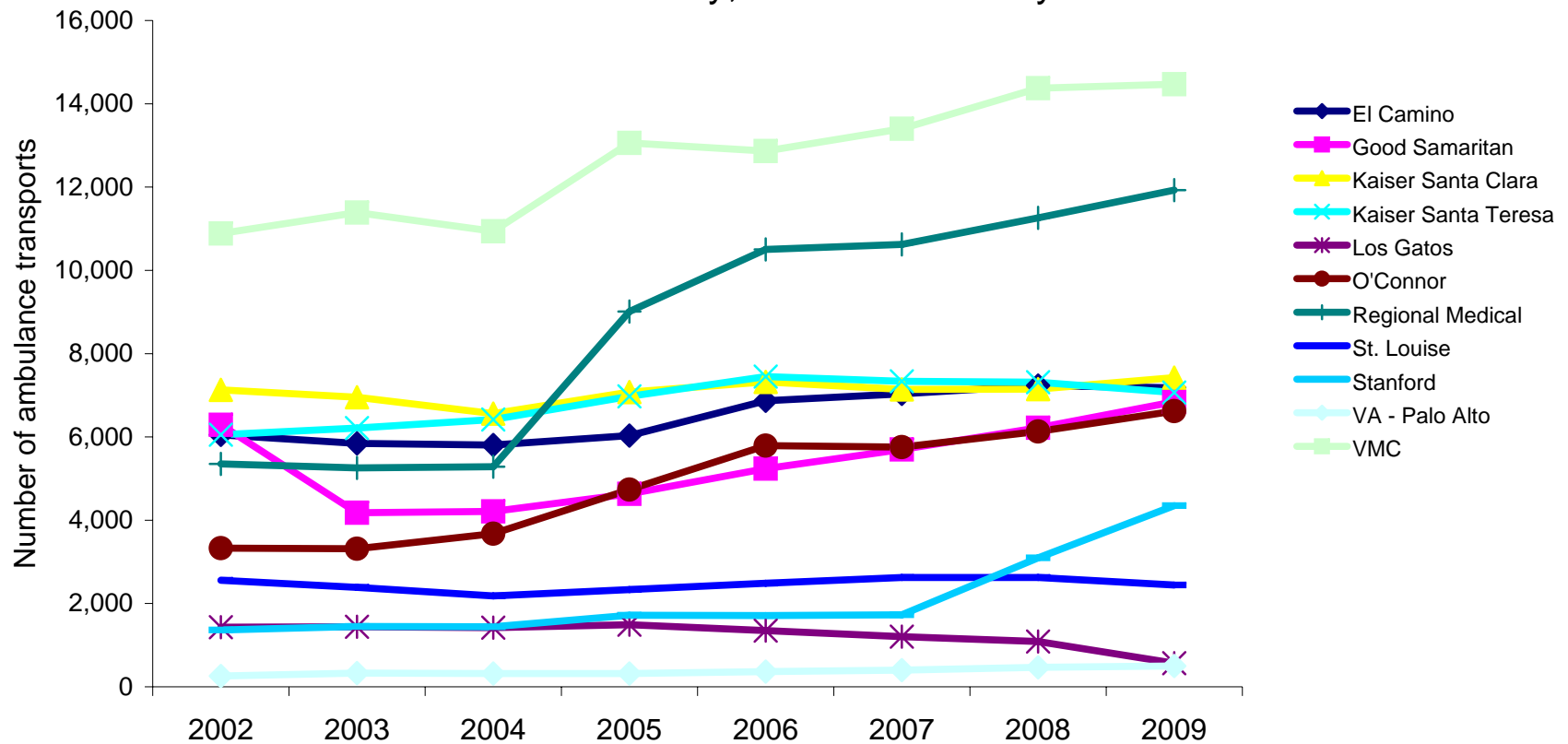
Note: Los Gatos Community Hospital was closed on April 10, 2009. It reopened as El Camino Hospital-Los Gatos mid-July 2009.
Source: Santa Clara County EMS Agency, County Communications; Palo Alto Fire, 2009



County of Santa Clara Emergency Medical Services System

2009 Annual EMS System Report

911 Ambulance Transports to Hospital Emergency Departments Santa Clara County, 2002-2009 Yearly Totals



Source: Santa Clara County EMS Agency, County Communications; Palo Alto Fire
 Note: San Jose Medical Center not listed; closed December 9, 2004



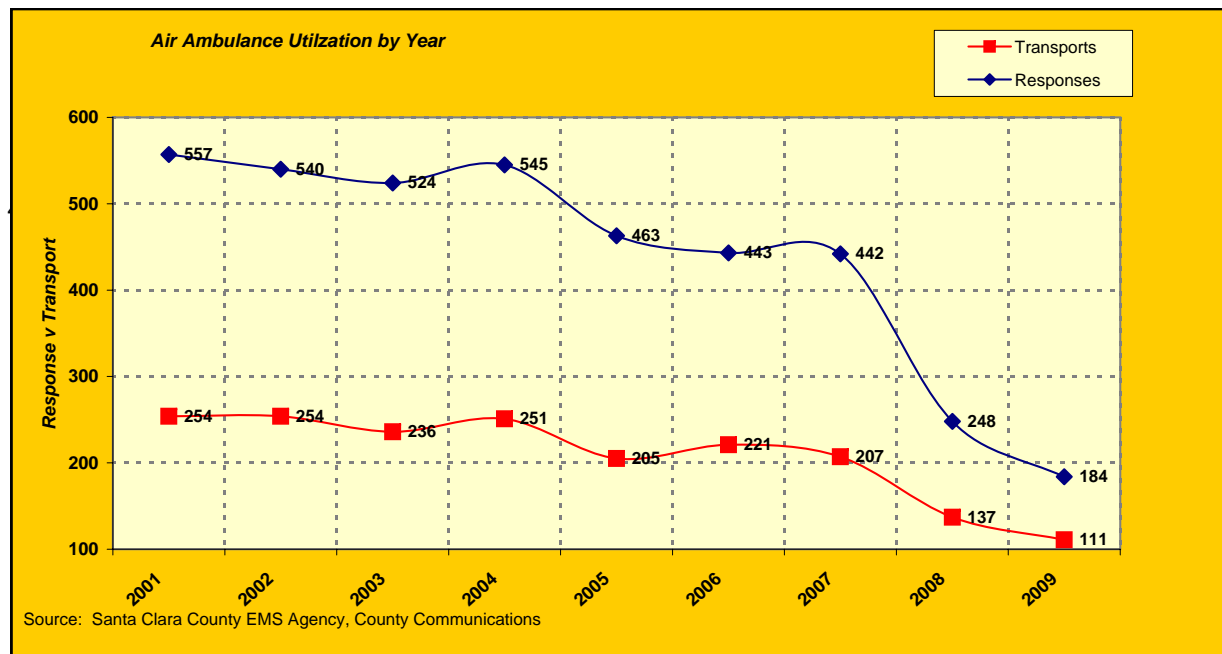
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911 Air Ambulance Utilization

Santa Clara County, 2001-2009

Year	Number of Dispatches	Number of Transports	Utilization %
2001	557	254	46%
2002	540	254	47%
2003	524	236	45%
2004	545	251	46%
2005	463	205	44%
2006	443	221	50%
2007	442	207	47%
2008	248	137	55%
2009	184	111	60%

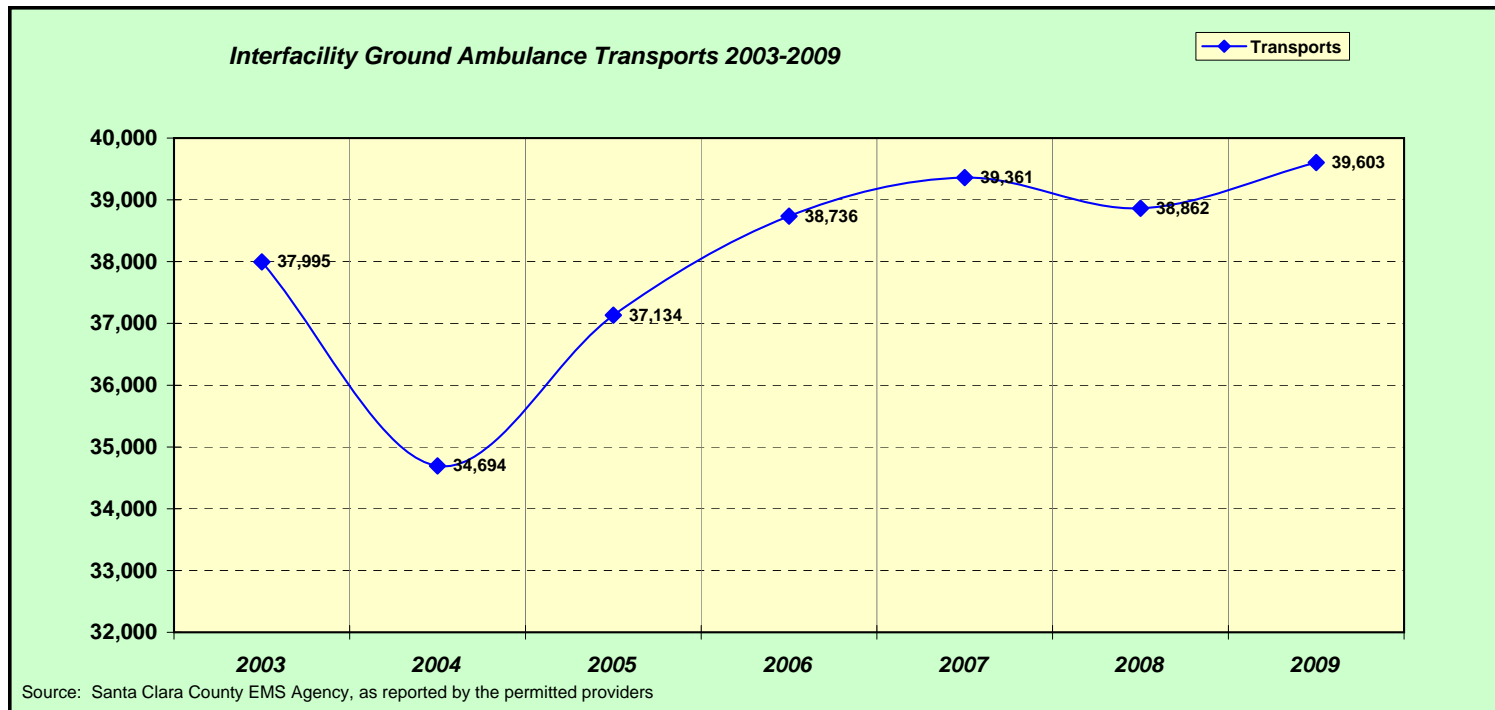




County of Santa Clara Emergency Medical Services System *2009 Annual EMS System Report*

Interfacility Ground Ambulance Transports Santa Clara County, 2003-2009

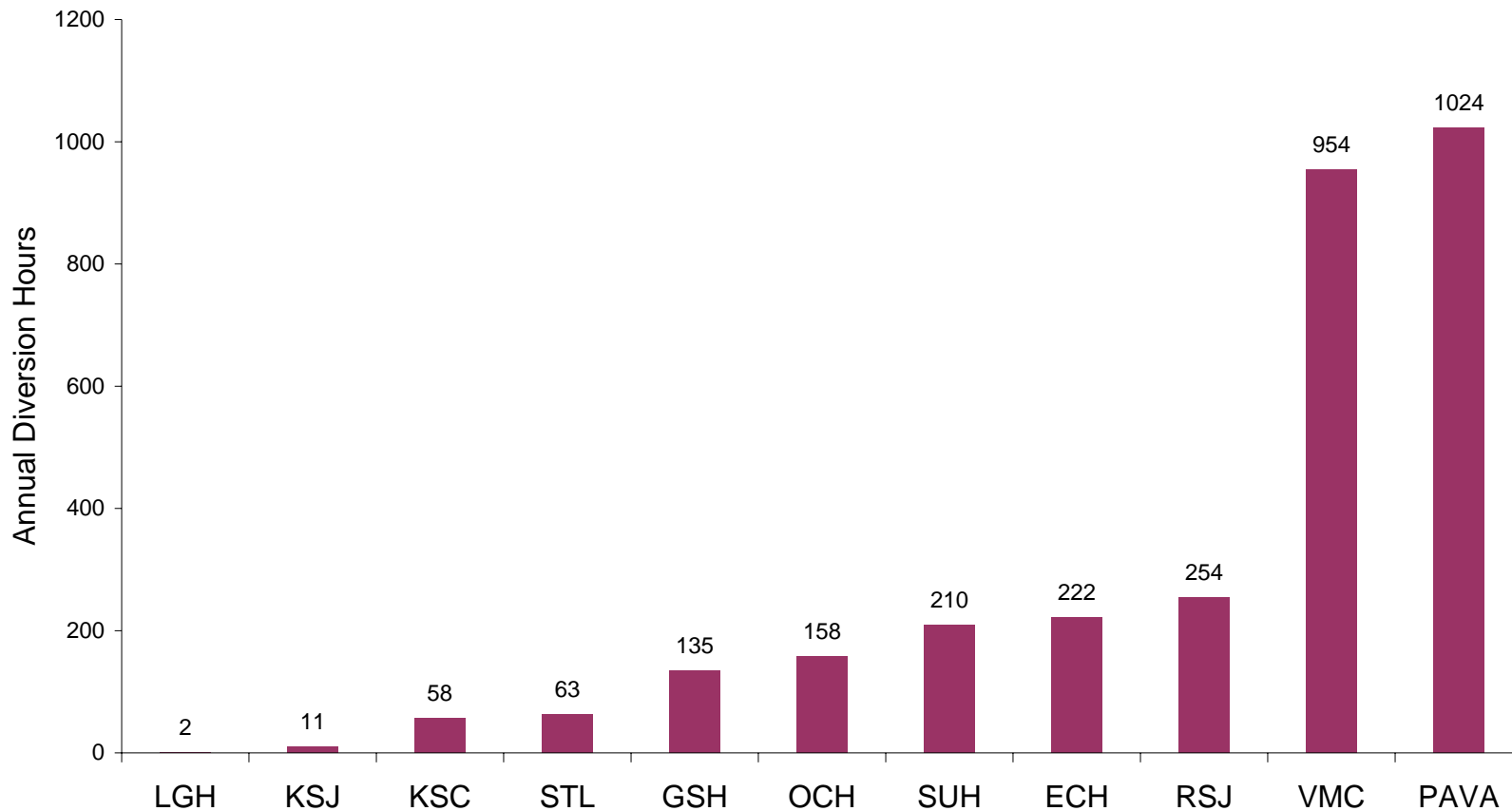
Year	Transports
2003	37,995
2004	34,694
2005	37,134
2006	38,736
2007	39,361
2008	38,862
2009	39,603





County of Santa Clara Emergency Medical Services System *2009 Annual EMS System Report*

Annual Total of Diversion Hours by Hospital Emergency Department Santa Clara County, 2009

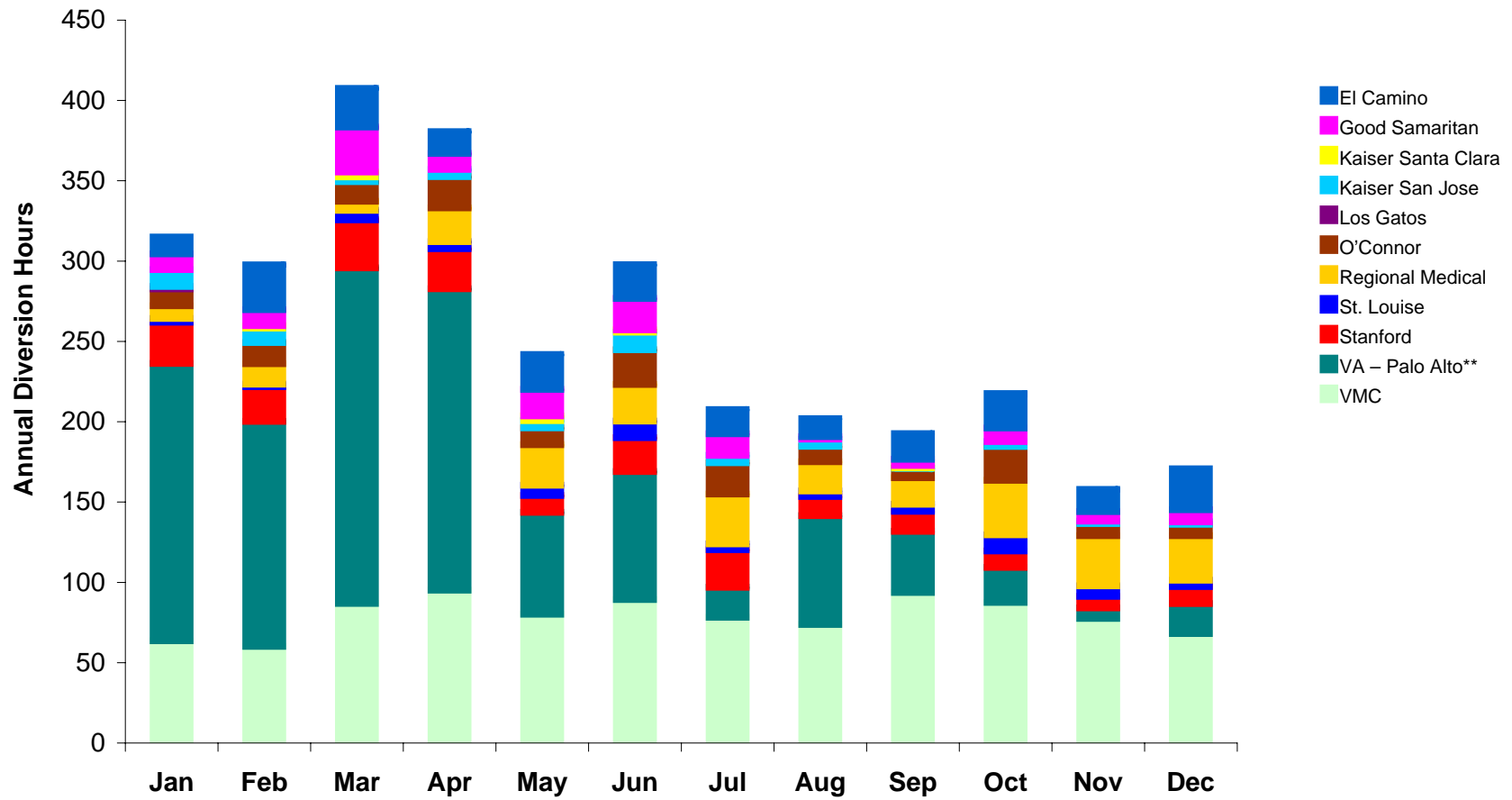


Note: Palo Alto VA (PAVA) Hospital is not subject to the Santa Clara County diversion policy.
Source: Santa Clara County EMS Agency, EMSystem, 2009



County of Santa Clara Emergency Medical Services System *2009 Annual EMS System Report*

Hospital Emergency Department Diversion Hours by Month Santa Clara County, 2009



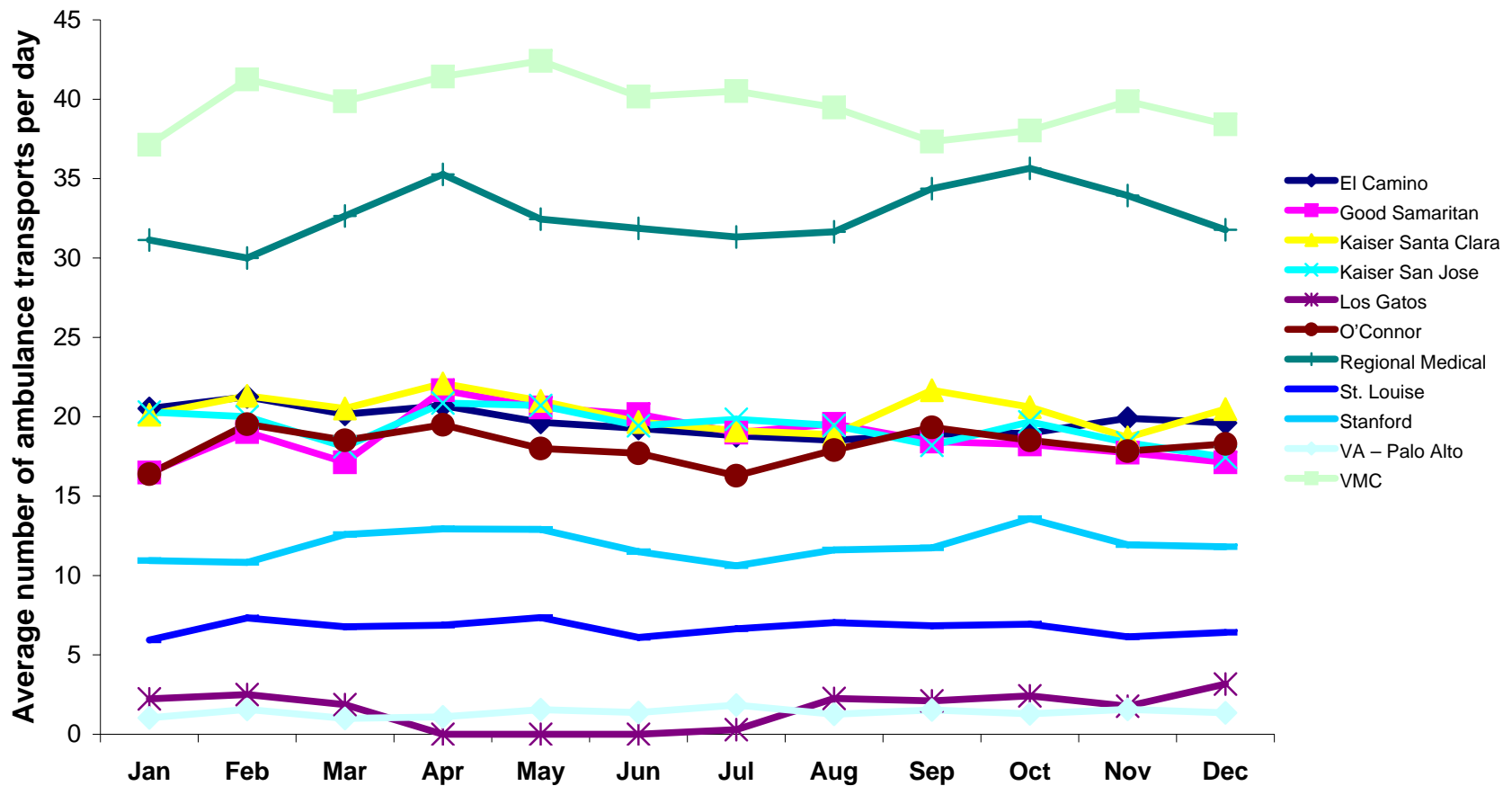
Source: Santa Clara County EMS Agency, EMSsystem, 2009

** Palo Alto VA Hospital is not subject to the Santa Clara County diversion policy.



County of Santa Clara Emergency Medical Services System 2009 Annual EMS System Report

Daily Number of 911 Ambulance Transports to Hospital Emergency Depts Santa Clara County, 2009



Source: Santa Clara County EMS Agency, County Communications, 2009

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