



Shared Services and Operating Agreement: 6-month review

REPORT PREPARED BY:

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Background: Gold Cross Ambulance Service (GCA) and the City of Appleton entered a shared service and operating agreement on October 1, 2023. During the agreement's formulation, a presentation occurred in front of the City of Appleton's Safety and Licensing Committee. At their request, a bi-annual report will be generated and shared with the committee.

Reporting Methodology: The City of Appleton Fire Department has been working collaboratively to gather and share data that is gathered by both entities. This data is shared and reviewed every month. The below information is a result of the data that is exchanged and has been verified to be accurate by both entities. The data reported is from October 2023 to March 2024.

VI. Support and Training and Education

- GCA and the Appleton Fire Department (AFD) continue to collaborate and work on various training topics.
- GCA have been supporting the AFD paramedic interns through our ride-along internship programs.
- GCA is currently in the process of upgrading our training facility to allow for larger training classes and more collaboration with AFD and other first responder partners.
 - AFD Human Patient Simulator access and utilization for scenario-based training
 - Invitations to quarterly lectures series
 - Heart and Vascular Institute
 - ThedaCare Trauma Team
 - Neuroscience Group

VII. Dispatch and Response Time Goals

GCA Data <8:59

	Emergency 90th (C,D, E Coded)	Non-Emergency 90th (A-B Coded)	Emergency %	Non-Emergency %
October	8:18	11:59	94.58%	68.66%
November	8:06	12:04	94.90%	70.00%
December	9:16	11:34	89.50%	72.20%
January	8:41	12:32	92.46%	71.60%
February	8:17	10:53	96.63%	76.11%
March	8:22	10:53	94.70%	75.67%
6-month avg:	8:30	11:39	93.80%	72.37%

VII. Communications

- Gold Cross has expanded its dispatch center to improve communications with hospitals and public safety partners.
- Increased staffing levels to better monitor communication and improve dispatch processing efficiency.
- 24/7 coverage of an Operations Manager to improve overall inter-agency communication, collaboration, and real-time problem-solving

IX. Local Medical Directors

- Monthly meetings/communication between Dr. Rose and Dr. Westfall
- May 16th Violent Patient Roundtable at NPD with Dr. Westfall, Dr. Rose, and Dr. Aherns.

XII. Operational Plans and Reports

- Additional Appleton station opened at Ballard Rd and Evergreen Dr.
- 24/7 Paramedic Rapid Response Vehicle began in February 2024
 - EMS Branch Director
 - Advanced Skillset
 - Rapid Sequence Intubation
 - EMT Basic Support
- Patient Care Metrics:
 - Total number of stroke activations: 44
 - Total number of over-triaged stroke activations: 2
 - On-scene time for stroke patients- 15:49 (Goal=<15:00)
 - Total number of STEMI activations: 9
 - Total number of over-triaged STEMI activations: 3
 - At patient o EKG time: 10:43 (Goal=<5:00)
 - On-scene time for STEMI patients: 21:13
 - Total number of trauma patients: 11
 - On-scene time for trauma patients: 11:04 (Goal=<10:00)
 - Total number of cardiac arrests: 57
 - Total number of survivors: 2
- Collaboration ongoing to help improve efficiency on the scene to get under our goal time for specific benchmarks.

Conclusion: We are pleased with the results of the first 6 months operating under this service agreement. Information has been exchanged efficiently and collaboration between AFD and GCA has improved. We look forward to fine-tuning our operational teamwork as we strive to meet the healthcare needs of the citizens in the City of Appleton.