



# Shared Services and Operating Agreement: Annual Review

REPORT PREPARED BY:

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**Background:** On October 1, 2023, Gold Cross Ambulance Service (GCA) and the City of Appleton entered a shared service and operating agreement. During the agreement's formulation, a request was made for Gold Cross leadership, including executive leadership and board members, to meet with the City of Appleton's leadership, which was to include the Mayor and Fire Chief.

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

## VI. Support and Training and Education

- GCA and the Appleton Fire Department continue collaborating and working on various training topics.
- GCA has supported the AFD paramedic interns through our ride-along internship programs.
- GCA has completed upgrading our training facility to allow for larger training classes and more collaboration with AFD and other first responder partners.
  - Human Patient Simulator
  - Expanded lab and lecture areas
  - Ambulance docking station for real-life simulation
  - Fox Valley Technical College exchange of service agreement
  - Invitations to physician-lead training lectures
    - ThedaCare-Trauma Team
    - Heart and Vascular Institute Cardiology training
    - Neuro-Science Group
    - Ascension Intensive Care Team
- AFD hosted a rescue task force training in August which included multiple ambulance and leadership participation by GCA

## VII. Dispatch and Response Time Goals

AFD Data <4:59

	Emergency 90th	Non-Emergency 90th	Emergency %	Non-Emergency%
October				
November	5:29	7:04	79%	54.20%
December	6:15	6:58	72.2%	50.9%
January	6:07	7:59	69%	40%
February	5:08	7:46	73.3%	43.1%
March	7:09	12:51	52.7%	21.2%
April	5:48	7:19	77.1%	47.4%
May	5:52	7:13	74.2%	48.2%
June	6:28	7:35	65.5%	50.0%
July	6:06	7:17	73.1%	47.2%
August	5:54	7:14	70.5%	61.0%

GCA Data <8:59

	<b>Emergency 90th</b>	<b>Non-Emergency 90th</b>	<b>Emergency %</b>	<b>Non-Emergency %</b>
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%
April	8:56	11:07	91.05%	76.17%
May	8:49	12:08	91.39%	65.38%
June	8:01	11:41	92.90%	70.60%
July	8:37	12:02	92.40%	74.13%
August	8:36	11:46	93.85%	71%

## 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
- Joint education being conducted in May
- Collaboration between Dr. Bope, Dr. Westfall, and Dr. Rose at the AFD RTF training exercise.

## XII. Operational Plans and Reports

Appleton Requests for Service

<b>Month</b>	<b>Emergency</b>	<b>Non-Emergency</b>	<b>Private Calls</b>	<b>Monthly Total</b>
October	287	227	112	626
November	250	226	110	586
December	308	227	94	629
January	297	226	105	628
February	280	212	96	588
March	269	234	83	586
April	257	248	92	597

May	287	245	93	625
June	294	205	97	596
July	273	239	110	622
August	299	275	106	680
<b>Annual</b>	<b>3101</b>	<b>2564</b>	<b>1098</b>	<b>6763</b>

- 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
    - Whole Blood Administration (Fall 2024)
- Patient Care Metrics:
  - Total number of stroke activations: 72
  - Total number of over-triaged stroke activations: 14
  - On-scene time for stroke patients- (Goal=<15:00)
    - 6 month: 15:49
    - 12 month: 14:53
  - Total number of STEMI activations: 22
  - Total number of over-triaged STEMI activations: 7
  - At patient o EKG time: (Goal=<5:00)
    - 6 month: 10:43
    - 12 month: 7:30
  - On-scene time for STEMI patients:
    - 6 month: 21:13
    - 12 month: 18:40
  - Total number of trauma patients: 23
  - On-scene time for trauma patients: (Goal=<10:00)
    - 6 month= 11:04
    - 12 month= 10:54
  - Total number of cardiac arrests: 99
  - Total number of survivors: 7
- Collaboration ongoing to help improve efficiency on the scene to get under our goal time for specific benchmarks.

**Conclusion:** We are pleased with the first year's results 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.