

# San Francisco EMS Agency Update

Health Commission  
Presentation – May 19, 2025





# Introductions

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- Mary Ellen Carroll, Executive Director (DEM)
- Robert Smuts, Deputy Director (DEM)
- Dr. Susan Philip, Health Officer and Director, Population Health Division (DPH)
- Dr. Andi Tenner, Director, Public Health Emergency Preparedness and Response (DPH)
- Dr. Amelia Breyre, EMS Agency Medical Director (DPH)
- Andrew Holcomb, EMS Director (DEM)
- Kayleigh Hillcoat, EMS Deputy Director, Operations (DEM)
- Elaina Gunn, EMS Deputy Director, Quality Improvement (DEM)



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Welcome Dr Breyre



# National EMS Week, May 18-24

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We Care. For Everyone.



PLEASE JOIN US IN CELEBRATION

## **2025 EMS Awards Ceremony**

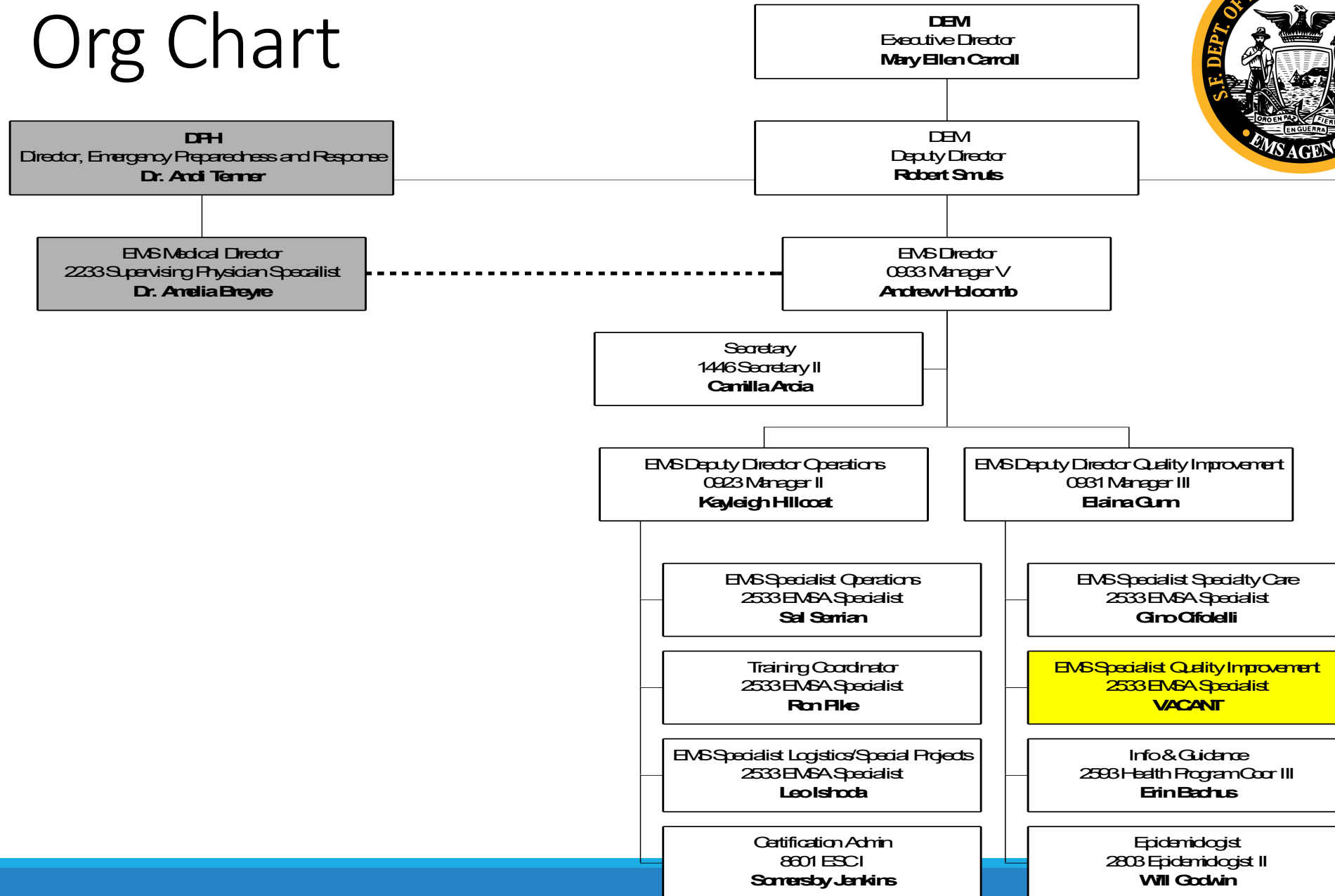
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TUESDAY, MAY 20TH

1:00 PM - 2:30 PM

MAIN LIBRARY - 100 LARKIN ST KORET AUDITORIUM

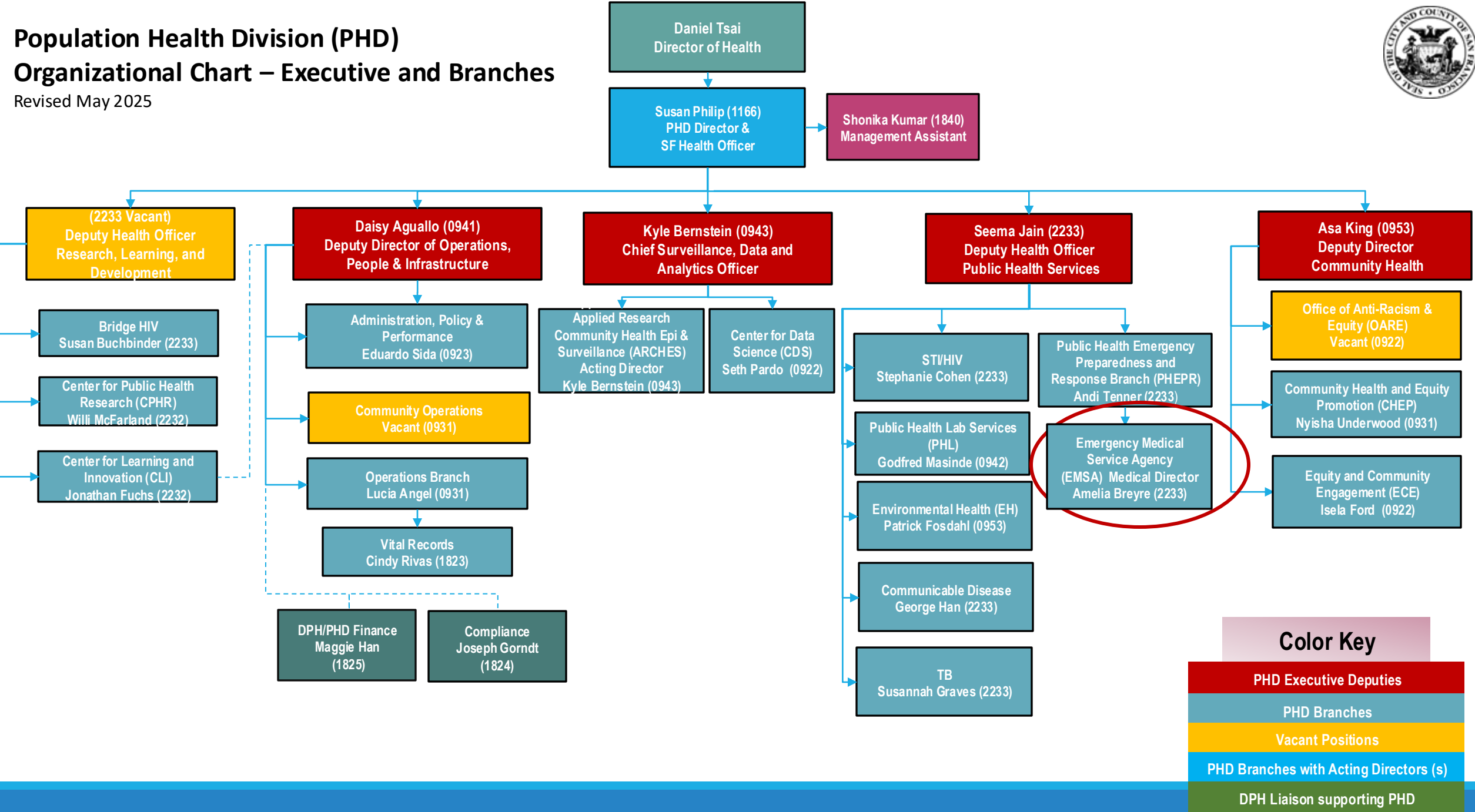
# Org Chart

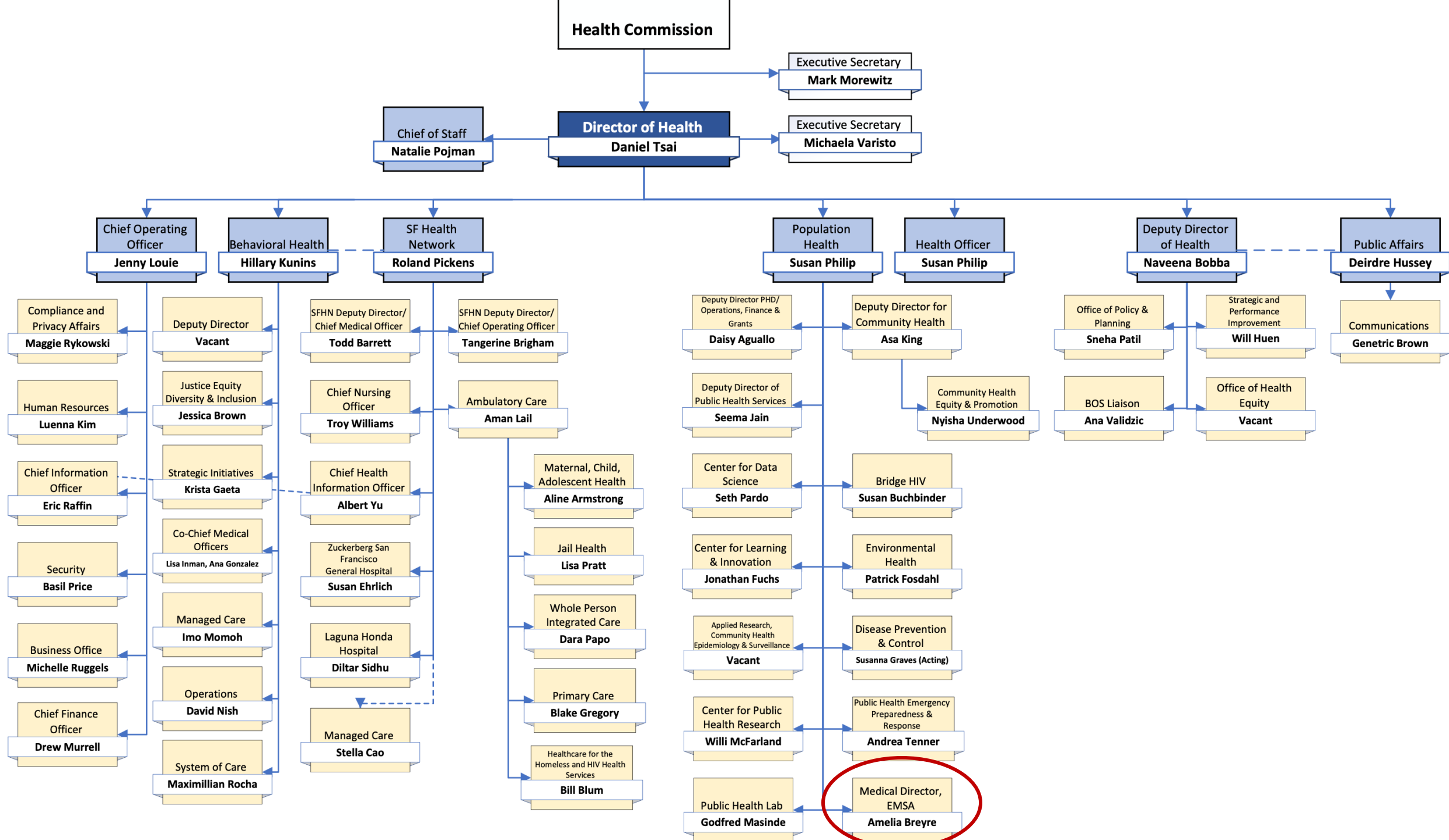


# Population Health Division (PHD)

## Organizational Chart – Executive and Branches

Revised May 2025







# 2025 Strategy and Priorities

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- ImageTrend license management system project
- EMS System ambulance availability
- Ambulance offload and diversion workgroup
- Public education and outreach
- EMS Plan submission (EMS for Children)
- Disaster preparedness and exercises
- Rollout of event medical platform and site visits





# ImageTrend

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- Awarded a grant of \$125,000 from CARESTAR for the implementation of Community Paramedicine and Triage to Alternate Destination
- Funding through mix of grant and general funds for Y1 and Y2
- Plan to move toward an electronic platform for:
  - EMS certifications
  - Ambulance inspections
  - Incident reporting/complaints
  - Automate fiscal activities and fee collection



# Ambulance Diversion

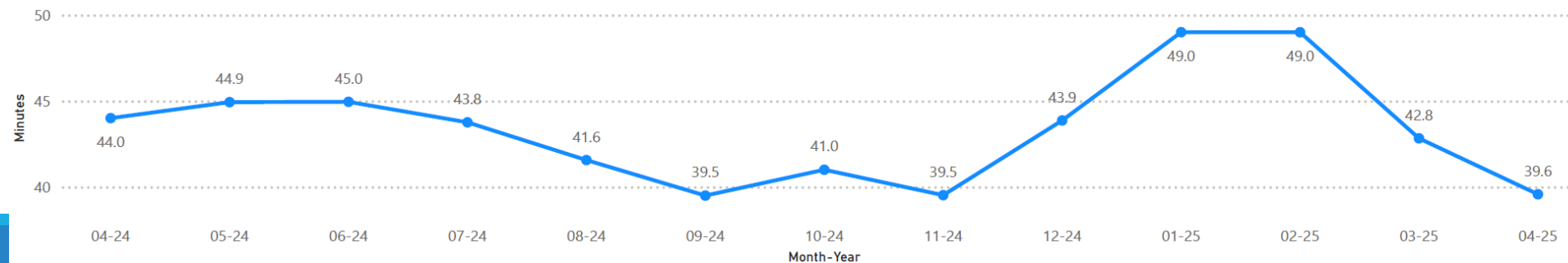
Destination ▲	04-24	05-24	06-24	07-24	08-24	09-24	10-24	11-24	12-24	01-25	02-25	03-25	04-25
Chinese	1.4%	1.2%	1.7%	0.9%	0.7%	0.8%	0.8%	0.9%	0.4%	0.5%	1.2%	2.8%	
CPMC-Bernal	5.8%	2.5%	2.6%	3.1%	2.3%	3.4%	2.1%	4.0%	4.3%	2.4%	5.5%	3.1%	1.4%
CPMC-Davies	1.8%	2.9%	1.9%	1.3%	1.4%	0.5%	2.2%	1.4%	1.3%	1.8%	3.1%	1.0%	1.2%
CPMC-Van Ness	19.9%	19.7%	15.0%	18.7%	20.3%	18.4%	18.4%	15.5%	18.1%	20.1%	23.4%	20.0%	17.9%
Kaiser SF	17.0%	15.5%	18.3%	14.5%	13.1%	14.9%	10.1%	11.9%	15.6%	18.3%	18.4%	15.8%	15.9%
St. Francis	0.8%	0.2%	0.5%	0.9%	0.9%	1.4%	1.3%	1.3%	1.2%	0.4%	1.1%	3.8%	0.6%
St. Marys	0.9%	0.7%	0.8%	0.2%	0.0%	0.3%	1.0%	0.1%	2.4%	5.7%	1.6%	0.3%	0.5%
UCSF Parnassus	24.8%	21.1%	20.0%	23.1%	18.2%	19.0%	19.0%	15.9%	14.3%	14.1%	15.9%	26.2%	14.6%
VA	0.3%	0.5%		0.6%	0.3%	0.2%	0.5%		1.4%	0.5%	1.6%	0.2%	1.3%
ZSFG	31.1%	36.1%	45.3%	45.0%	47.9%	37.2%	44.8%	34.6%	46.6%	56.7%	40.7%	36.7%	25.6%



# Ambulance Offload Times (APOT)

Destination	04-24	05-24	06-24	07-24	08-24	09-24	10-24	11-24	12-24	01-25	02-25	03-25	04-25	Past Year
Chinese	37.0	26.6	32.4	25.9	23.7	25.1	23.0	25.4	25.0	25.6	27.0	29.8	28.7	26.8
CPMC-Bernal	43.2	40.5	42.2	38.8	35.7	35.6	36.4	34.4	37.8	43.9	42.4	37.9	34.0	38.4
CPMC-Davies	40.4	41.5	38.2	36.5	36.9	31.9	35.0	31.0	39.9	41.6	39.0	35.2	36.7	37.5
CPMC-Van Ness	49.0	50.1	52.0	50.9	45.1	43.2	46.1	41.0	44.8	52.7	50.6	44.2	39.7	47.0
Kaiser SF	45.9	56.5	51.7	53.8	49.8	55.9	54.0	49.6	56.7	70.9	70.0	56.3	51.0	55.6
St. Francis	35.0	41.8	40.8	38.0	37.9	34.0	36.1	33.4	38.9	37.0	46.6	42.4	35.9	38.2
St. Marys	38.0	33.7	32.5	31.0	30.0	30.0	30.0	27.9	33.8	38.3	36.5	31.8	30.7	33.0
UCSF Mission Bay	26.0	24.9	25.0	20.9	20.1	22.8	19.0	22.1	27.4	20.2	18.2	21.3	25.3	21.9
UCSF Parnassus	61.6	63.3	63.0	78.7	67.8	65.1	76.8	58.6	70.8	85.0	90.2	73.1	65.9	70.0
VA	22.4	23.5	25.6	17.9	16.9	22.8	19.9	17.4	20.5	21.4	21.4	21.2	17.0	21.2
ZSFG	38.5	39.0	37.5	37.4	36.0	33.5	35.2	36.9	37.3	37.3	37.1	36.6	36.2	36.9
System-Wide	44.0	44.9	45.0	43.8	41.6	39.5	41.0	39.5	43.9	49.0	49.0	42.8	39.6	43.3

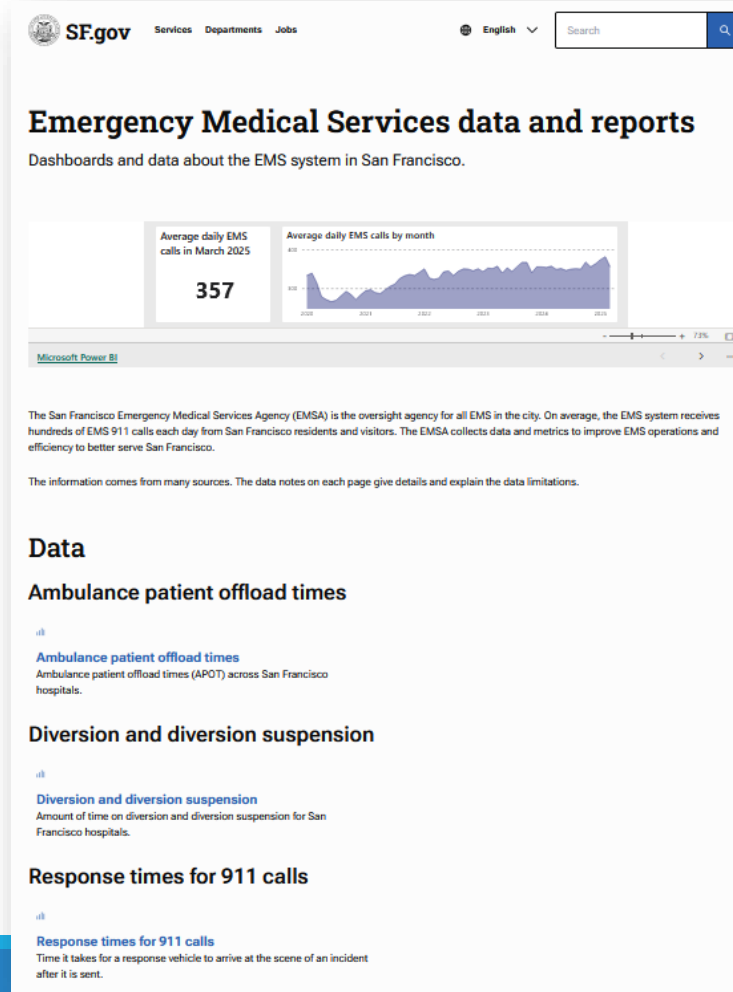
System-Wide 90th Percentile APOT-1





# Quality Improvement Projects

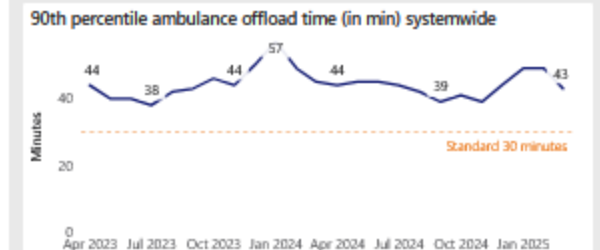
- Public-facing Dashboards
- Cardiac Arrest
- Buprenorphine



## Systemwide APOT by month

APOT stands for **Ambulance Patient Offload Time**. This time starts when an ambulance arrives at the emergency room to drop off a patient. It ends when the patient is moved to the emergency gurney, bed, or room, to get care from the emergency department. In California, [the standard](#) is for 90% of ambulance patient offload time to be 30 minutes or less.

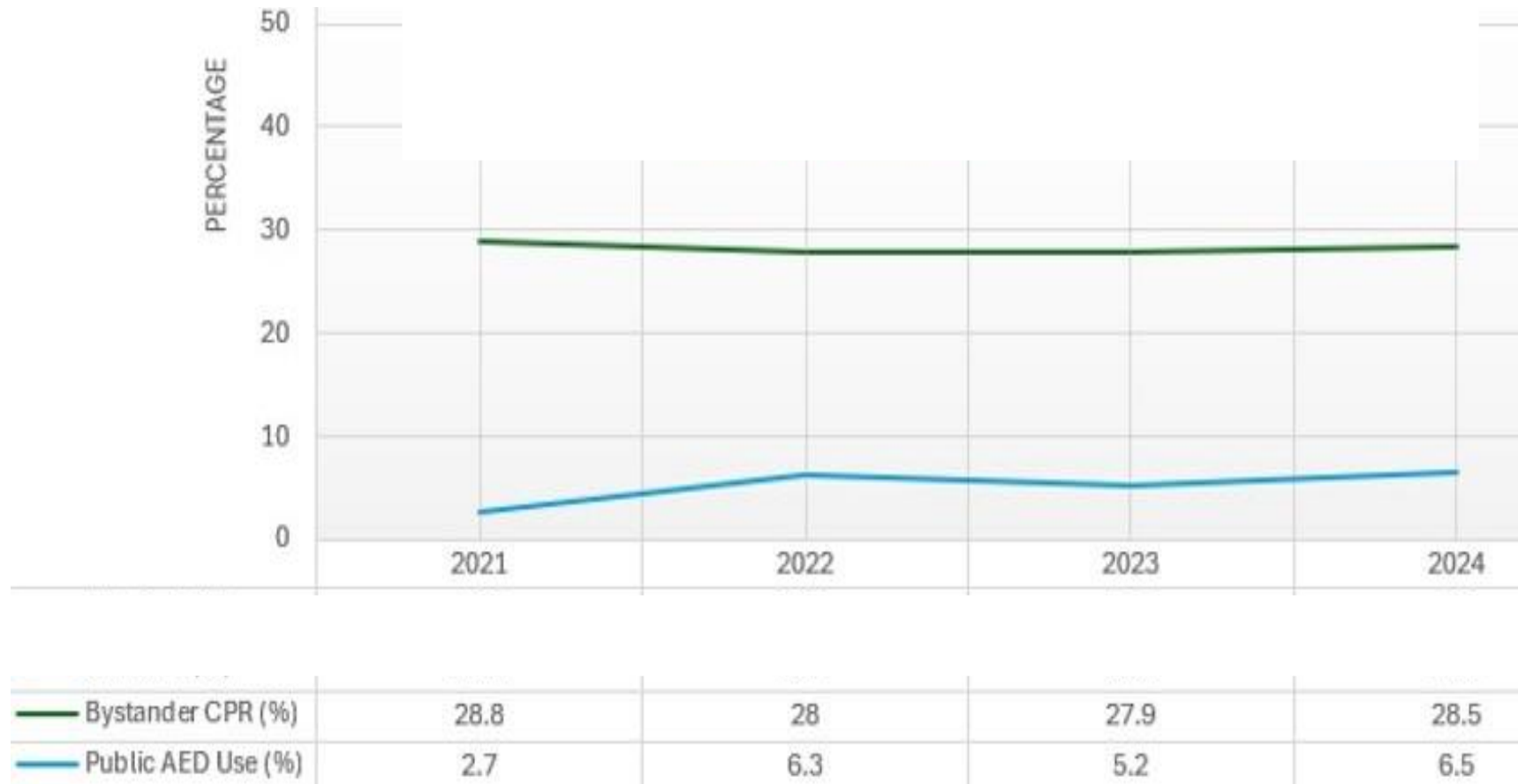
The chart below shows if San Francisco hospitals are meeting the standard. The blue line shows the 90th percentile offload time. To meet the standard, the blue line on the chart needs to stay below the orange line.



90th percent ambulance offload time (in min) by hospital		
Hospital	Month	90th percentile offload time (min)
Chinese	March 2025	30
CPMC - Davies	March 2025	34
CPMC - Mission Bernal	March 2025	38
CPMC - Van Ness	March 2025	44
Kaiser	March 2025	57
Saint Francis	March 2025	42
St. Mary's	March 2025	32



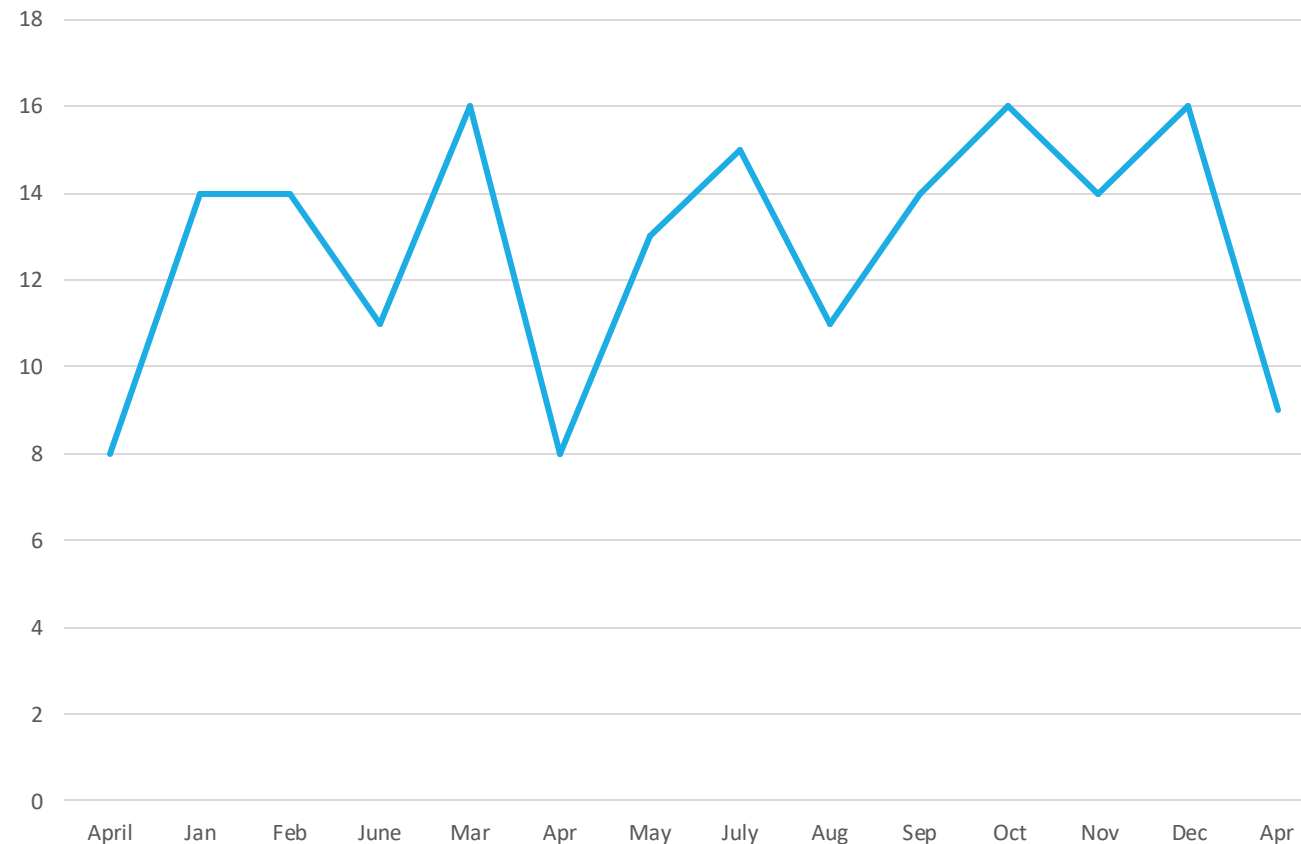
# Cardiac Arrest (CARES Summary)



# Paramedic-Initiated Buprenorphine



Sum of Suboxone Administered by Month





# Community Education and Public Events



Thank you!



[sf.gov/EMSA](https://sf.gov/EMSA)

