



Barrow County Emergency Services

Barrow County – Community Emergency Medical Assessment

Emergency Response Zones (ERZ):

Barrow County holds a Ground Ambulance License and a Medical First Responder License through the Georgia Department of Public Health. Barrow County Emergency Services is the designated Zone EMS Provider for all of Barrow County including all Municipalities. Barrow County. The response zone is known as the “Barrow County Primary 911 Coverage Area”. Emergency Services also provides Medical First Response to all areas of Barrow County with the exception of the City of Winder. The City of Winder provides Rescue through their Fire Department.

In July of 2021 the Barrow County Board of Commissioners entered into an agreement with Northeast Georgia Health Systems (NGHS) to provide Emergency Medical Services and transport to Barrow County. Northeast Georgia Health Systems has named this division Barrow County EMS. Barrow County Board of Commissioners remains the license holder for the ground ambulance license. Through the Medical First Responder License, Barrow County Emergency Services continues to provide advanced medical first response.

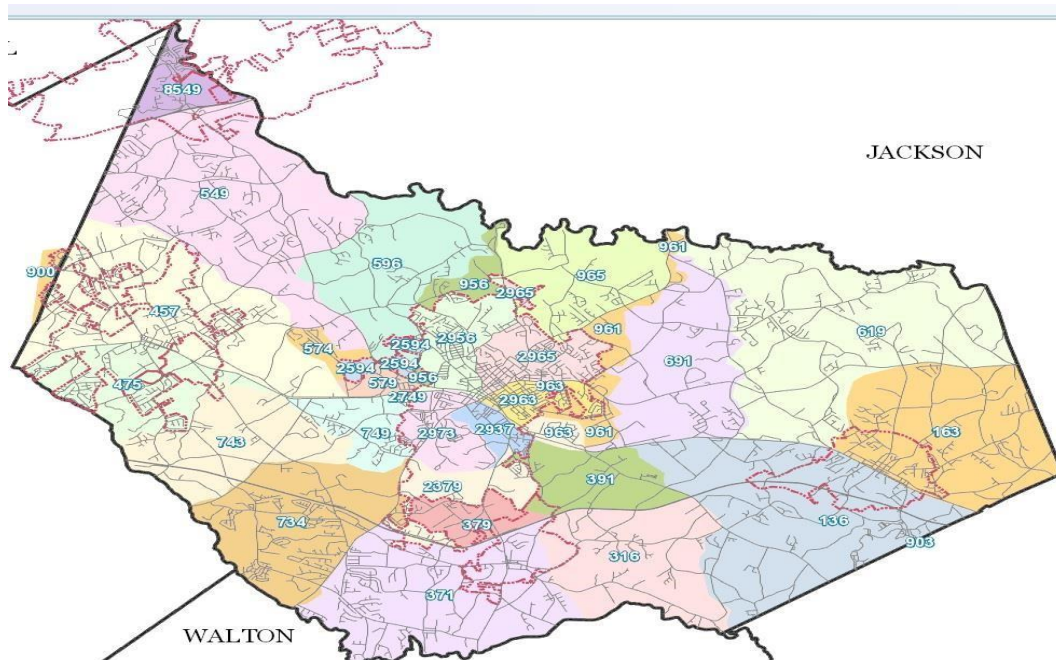
Barrow County Emergency Services Ground Ambulance License Number and Medical First Responder Number is: **007-05**

Barrow County Emergency Services and Barrow County EMS remain compliant with the Georgia Department of Public Health through monthly reporting to GEMSIS which is the States Patient Reporting System as well as annual inspections from the Region 10 EMS Programs Director.

Emergency Response Zone or Standards of Coverage – Defined as those adopted, written policies and procedures that determines the distribution, concentration and reliability of fixed and mobile response force for Fire/Rescue and Emergency Medical Services. Emergency Responses Zones were established by utilizing GIS mapping to ensure ideal response for all of Barrow County. *(Adopted August 2015, amended May 2019)*

For the purpose of Barrow County, Barrow County Emergency Services has defined thirty two (32) ERZ sub zones in its Standards of Coverage. These sub zones identify the 1st, 2nd, and 3rd due responses for each of the respected zones which is automatically built-in the CAD system to ensure efficient operations.

Emergency Response Zones are as follows:



Emergency Medical Dispatch:

In December of 2020 Barrow County Emergency Communications launched Priority Dispatch® system. This program provides two vital functions that enhances Barrow County’s ability to respond to medical emergencies. First, the system allows Emergency Medical Dispatchers to categorize calls for service into one of six (6) categories: Alpha, Bravo, Charlie, Delta, Echo and Omega with Alpha and Omega being considered non-emergency and Bravo, Charlie, Delta and Echo considered emergency responses. Within these categories, Barrow County Emergency Services has assigned the following responses: Omega – Single Ambulance Non-Emergency, Alpha – Single Ambulance Non-Emergency, Bravo – Single Ambulance Emergency, Charlie – Single Ambulance & Single Medical First Response (MFR) Unit Emergency, Delta - Single Ambulance & Single MFR Unit Emergency, and Echo – Single Ambulance & Single MFR Unit and the closest Law Enforcement Unit. Secondly, Priority Dispatch® allows Emergency Medical Dispatchers to provide pre arrival instructions to 911 callers that may benefit the victim before an Ambulance or a MFR unit arrives. One example is that an Emergency Medical Dispatcher can provide instructions for CPR to an untrained caller.

Data Components utilized:

- All request for services were utilized in the computation of the following response data.
 - Tyler/New World Computer Aided Dispatch (CAD) Software (DSS) Decision Support
 - Server.
 - ImageTrend Records Management System (RMS).
- Priority Dispatch®

Response times:

While the State Office of EMS and Trauma (Department of Public Health) doesn’t establish a set standard on response times, it is the understanding that the critically ill and injured benefit most from timely delivery of appropriate care.

NFPA 1710 Standard on response times – Advanced Life support response time of 480 seconds (8 minutes) or less for the arrival of an advanced life support unit at an emergency medical incident where the service is provided by the fire service.

Also referenced in the Emergency Medical Services 4th edition (Guide book Fire-Based EMS systems) – “Policies for the Public Good” – *Response time guidelines for victims of cardiac arrest, notes that the highest hospital discharge rates have been achieved in patients in whom CPR was initiated within four minutes of arrest and advanced cardiac life support administered within eight minutes*

The “Golden Hour” describes the precious time period (60 minutes) from time of injury through location and transportation to definitive care of a critically injured trauma patient to minimize death and permanent disability.

Barrow County Emergency Services goal for performance standards is following the NFPA 1710 Recommended Standard regarding response times to **emergency incidents** within our licensed service area.

Furthermore, Barrow County Board of Commissioners has set performance standards with NGHS within the agreement which states that “90% of all emergency calls responded to by the Service Provider shall be at 9 minutes and 59 seconds or less”

Emergency Incidents - means a condition or situation in which an individual perceives a need for immediate medical attention, including conditions or situations requiring medical care, extrication, rescue, or risk suppression in connection with the provision of emergency medical services, or where the potential for such need is perceived by the individual, a bystander, or an emergency medical services provider.

FY2022 Date Response Data (July 2021 – December 2021)

- **Total EMS Responses: 4230**
- **Total Medical First Response (MFR): 1914**
- **Total Emergency Responses (Bravo, Charlie, Delta & Echo): 3146**
- **Total Non-Emergency Responses (Alpha & Omega): 1084**
- **Patient Contacts: 3676**
- **Total Transports: 2819**
- **Total Transports to Hospitals outside Barrow County: 1574**

- **Emergency Response Time (Bravo, Charlie, Delta & Echo):**

| | |
|----------------|------|
| July 2021 | 8:53 |
| August 2021 | 8:56 |
| September 2021 | 8:46 |
| October 2021 | 8:58 |
| November 2021 | 8:50 |
| December 2021 | 8:49 |

➤ **Non-Emergency Response Time (Alpha & Omega):**

| | |
|----------------|-------|
| July 2021 | 12:48 |
| August 2021 | 11:42 |
| September 2021 | 12:48 |
| October 2021 | 11:40 |
| November 2021 | 11:22 |
| December 2021 | 11:08 |

➤ **Medical First Response Time:**

| | |
|----------------|------|
| July 2021 | 8:07 |
| August 2021 | 8:04 |
| September 2021 | 7:53 |
| October 2021 | 8:07 |
| November 2021 | 7:59 |
| December 2021 | 7:50 |

Conclusion:

In conclusion, although the state of Georgia does not define a response time standard through law or rules and regulations; Barrow County Emergency Services strives to meet or exceed standards set in the NGHS agreement and all consensus standards set forth by NFPA 1710, American Heart Association, and the Emergency Medical Services Guidebook 4th edition.

By the utilization of strategically located stations, policies and procedures, and performance standards Barrow County Emergency Services continues to offer a high level medical response within its licensed coverage area.

As the communities within the county continue to experience growth, so does the demand for services provided by Barrow County Emergency Services. As a result of potential growth, the Standards of Coverage have undergone extensive analysis over the past two years. In June of 2019 Barrow County Board of Commissioners entered into a Public, Private Partnership (PPP) with Northeast Georgia Physicians Group (NGPG) to provide an additional ambulance in the Barrow County Response Zone, in May of 2020 that PPP was expanded to allow for NGPG to staff one existing ambulance located at the BCES Emergency Response Facility in Auburn GA, and we are currently in negotiations to further expand the services offered by NGPG to create a sustainable model for Emergency Medical Services moving into the future.