

Emergency Medical Services (EMS) System Analysis



Case Study

The Client

Orange County Emergency Services
Orange County, NC

The Project

A comprehensive EMS system assessment and a deployment and EMS location study.

The Opportunity

Orange County, NC, consists of a growing population base focused around two populace centers surrounded by a vast rural landscape. Its countywide EMS system includes first response fire departments, a volunteer rescue squad providing limited 911 coverage support, and a county-operated ambulance service that responds to a majority of the county's EMS calls. Laying the framework for this study were a prior 2011 system plan and 2014 agency strategic plan that address the availability of ambulances throughout the county, countywide unit response times, EMS facilities for the county's ambulance service, and a baseline outline for providing community-focused care through highly educated and well-trained personnel. The county and its emergency services department were looking to evaluate the county's ambulance service coverage and response operations to provide a pathway for the agency's and countywide EMS system's future progress. Public Consulting Group (PCG) was selected by Orange County to conduct this evaluation and provide recommendations.

The Solution

PCG's approach was to cover five primary areas of consideration:


- ✓ System/agency identity
- ✓ System oversight
- ✓ Agency staffing and supervision
- ✓ Unit workload and consistency
- ✓ Geographic/response coverage

Our research included conducting stakeholder interviews, developing and introducing a comprehensive employee engagement survey, and thoroughly analyzing the county's EMS system and ambulance service to help drive future system changes.

The Result

Each primary area that was studied was outlined in the report with recommendations that were utilized to construct two model examples exemplifying a current system revision and a re-designed system example. Following PCG's public-benefiting and employee-focused recommendations, this re-designed system would encompass a staffing and deployment model shift that would best poise the county's ambulance service as a strong competitor within the local EMS market and a located-to-respond agency for its residents.

To learn more about PCG's fire and EMS consulting services, including studies like the one conducted for Orange County Emergency Services, contact us today.

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