



HONOLULU EMERGENCY SERVICES DEPARTMENT

Elizabeth A. Char, M.D., Director

Baybee Hufana-Ablan, Sr. Advisor to Director

POWERS, DUTIES, AND FUNCTIONS

The Honolulu Emergency Services Department (HESD) consists of Departmental Administration, Emergency Medical Services Division (EMS) and Ocean Safety and Lifeguard Services Division (OS). The department is responsible for providing 1) an efficient, effective and economical operation of the pre-hospital emergency medical care and advanced life support emergency ambulance service on the Island of Oahu; 2) a comprehensive ocean safety program for the Island of Oahu at 19 City and County beach parks to include lifeguard services, such as patrol and rescue activities and emergency response to medical cases in the beach and near shore waters; 3) injury prevention, public education and disaster planning activities; 4) coordination with other agencies at local, state, federal and private organizations.

BUDGET

The budget for the department for FY 2010 was \$35,452,859. The budget supports Administration activities as well as the two major divisions: Emergency Medical Services and Ocean Safety and Lifeguard Services.

DEPARTMENTAL ADMINISTRATION

The staffing consists of the Director, Private Secretary II, Senior Advisor to the Director, Administrative Services Officer II, Personnel Clerk I and Information Specialist. The Administrative Services Officer, Personnel Clerk and the Information Specialist position are Civil Service positions. The others are appointed positions.

Departmental Administration is primarily responsible for the overall operations of the department as well as establishing policy, providing guidance and creating vision for the future development of the department. Staff functions are handled and/or coordinated at this level.

Administration Highlights

Emergency Preparedness

The department continues toward improved preparedness for man-made and natural disasters. Interoperable communications and partnerships with other public safety responders are being enhanced and coordination of the Metropolitan Medical Response system and monitoring for health hazards at public events continues. Pandemic flu planning is being done in conjunction with other City, State and Federal agencies.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

DUTIES AND FUNCTIONS

The Hawaii Revised Statutes place the responsibility for emergency medical services with the state's Department of Health (SDOH). Annually SDOH contracts with the City and County of Honolulu to provide pre-hospital emergency medical care and emergency medical services on Oahu. The Revised Charter of the City and County of Honolulu tasks the Honolulu Emergency Services Department with developing programs and delivering services related to emergency medical care. The Emergency Medical Services Division (EMS) was organized to meet this portion of the department's responsibility. The revised charter of the City and County of Honolulu tasks the EMS Division as the primary provider of emergency medical care with developing and providing training and educational programs related to EMS and with the responsibility for medical matters relating to public health and welfare.

BUDGET

The budget of the EMS Division for FY 2010 was \$25,964,817. Expenditures by the division are tied to available reimbursement funding from the SDOH under a contractual agreement between the City and the State to provide emergency medical care and ambulance services on Oahu.

ORGANIZATION

The EMS Division is headed by a Chief and two Assistant Chiefs, one for Operations and one for Quality Assurance.

The division is divided geographically into two operational Districts with one Emergency Medical Services Field Operations Supervisors overseeing each district.

There are a total of nineteen ambulance units and two Rapid Response Units on Oahu. Ten EMS ambulance units and a Rapid Response Unit** comprise District I (West Oahu), and nine EMS ambulance units and a Rapid Response Unit*** comprise District II (East Oahu). Each of the EMS units is designated as an Advanced Life Support (ALS) unit. Each ambulance is staffed with

two crewmembers and the Rapid Response Units are staffed with one. The ALS ambulances and the Rapid Response Units are staffed with at least one Mobile Emergency Care Specialist (paramedic), trained and authorized to perform invasive techniques under medical supervision and standing orders.

* *Nanakuli, Waipio and Makiki EMS Ambulances operate 16 hours a day between 7 a.m. and 11 p.m.*

** *The Rapid Response Unit ("Response One") operates 16 hours a day between 7 a.m. and 11 p.m.*

*** *The Ka'a'a'wa Rapid Response Unit ("Response-Two") operates 16 hours a day between 7 a.m. and 11 p.m..*

In addition to the field ambulance units, the EMS Division has five support elements: Communications, Specialty Services, Equipment, Supplies, and Vehicle Maintenance.

The EMS Communications Center receives 9-1-1 calls for assistance, dispatches ambulances, provides medical post-dispatch and pre-arrival instructions to the caller while the ambulance is en route, coordinates communications between the ambulances and hospitals, activates co-responses by other public safety First Responder agencies, activates and coordinates all helicopter evacuation missions, and maintains personnel schedules to ensure that the ambulance units are properly staffed.

The EMS Vehicle Maintenance Inspector coordinates the maintenance and repair of the EMS Division's ambulance and support vehicle fleet. The Automotive Equipment Services Division of the Department of Facility Maintenance performs major repairs and preventive maintenance at their Halawa Maintenance Facility.

The EMS Division Administration and Support Services are located at, 3375 Koapaka Street, Honolulu, Hawaii 96819.

PERSONNEL

The Emergency Medical Services Division was authorized 277.75 positions as of July 1, 2009.

Workload

The EMS Communications Center received 77,323 9-1-1 calls for help from the public, resulting in 60,946 ambulance responses.

Co-Responses

The HESD works cooperatively to provide optimal EMS responses to medical emergencies through a first responder co-response agreement with the Honolulu Fire Department and the Ocean Safety and Lifeguard Service Division. Military response agencies also work cooperatively with Honolulu EMS to provide advanced life support medical care in and around military bases and housing areas.

TRAINING

The EMS Division was involved in the following training programs and activities during the year:

MECSTP Training

On July 1, 1990, the Mobile Emergency Care Specialist Work-Study Training Program (MECSTP) was initiated. This apprenticeship program was established to develop and maintain an adequate supply of qualified advanced life support staff for the division's ambulance operations by implementing a three-year work-study program to recruit and assist employees enrolled in the Mobile Intensive Care Technician (MICT) training program at Kapiolani Community College (KCC).

Continuing Medical Education (CME)

The EMS Division provides support to ensure a high degree of EMS skill and knowledge is maintained by field paramedics, emergency medical technicians and emergency medical dispatchers. The division supports paid educational leave annually to ensure employee compliance with re-certification standards as required by the Hawaii State Board of Medical Examiners, and the National Academy of Emergency Medical Services.

Clinical Training Partnership with Kapiolani Community College

The EMS Division provides clinical ambulance experience to EMT and MICT trainees of KCC and the University of Hawaii Community Colleges System throughout the State of Hawaii. During these clinical and internship periods, the trainees gain valuable hands-on experience in the actual pre-hospital emergency medical setting under the supervision and preceptorship of selected EMS Division paramedics.

Clinical Training for Other Providers

The division provides clinical 'ride-along' ambulance experience for medical students from the University of Hawaii, John A. Burns School of Medicine, the Navy's Emergency Medical Technician Program at the Marine Corps Base Hawaii (Kaneohe), Pearl Harbor, and for various other nursing and EMS agencies, both civilian and military to assist them in meeting their educational requirements.

Public Education & Recruitment

During FY 2010, personnel of the EMS Division participated in 93 public service events, including school career days, job fairs, EMS week public events, and 14 medical stand-bys of City sponsored events.

EMS Historical Highlights

EMT Training Academy

The City's Emergency Medical Services Division graduated its second Emergency Medical Technician (EMT) recruit class in January 2010. The 14 recruits completed 23 weeks of rigorous training and were certified by the National Registry of Emergency Medical Technicians (NREMT) and licensed by the State of Hawaii.



The EMS Division's second EMT recruit class that graduated in January 2010

Young Street Facility for Makiki and Metropolitan-1 EMS Units

In April of 2010, the City's Emergency Medical Services Division's Makiki and Metropolitan-1 Units moved into the newly completed paramedic facility at 1426 Young Street. The new facility provides permanent quarters for the two existing EMS ambulance units and an EMS District Chief.



The blessing ceremony of the EMS Division's new Makiki and Metro-1 Units took place in April 2010.

OCEAN SAFETY AND LIFEGUARD SERVICES DIVISION

DUTIES AND FUNCTIONS

The Ocean Safety and Lifeguard Services Division conducts a comprehensive program of ocean safety for the City & County of Honolulu by providing lifeguard services along the 198 miles of Oahu's coastline. These services include ocean rescue, emergency medical treatment, mobile patrol and response, and educational/prevention strategies directed toward the 15.2 million beach users watched over annually by City and County lifeguards.

The Revised City Charter of the City and County of Honolulu tasks the Ocean Safety and Lifeguard Services Division as the primary responder to emergencies arising on the beach and in the near shore waters and with training, educating and developing risk reduction programs relating to ocean Safety.

BUDGET

The budget of the Ocean Safety and Lifeguard Services Division for FY 10 was \$8,904,890.

OPERATIONS

The island is divided into four (4) operational districts: South Shore (Pearl Harbor to Maunalua Bay), Windward (Maunalua Bay to Kualoa Point), North Shore (Kualoa to Kaena Point), and Leeward (Kaena to Pearl Harbor). Each district is assigned one Captain and two Lieutenants who are responsible for scheduling, supervision, and daily operations in their respective districts. Basic coverage is tower based, with lifeguards assigned to stations at specific beaches. Mobile response units and personal watercraft are used to respond to aquatic emergencies along the entire coastline of Oahu. In addition to the four districts, there is a Training Unit and an Operations/Dispatch Center with a Captain assigned to each function.

PERSONNEL

The division was authorized 183.29 positions as of July 1, 2009.

COMMUNICATIONS

All tower guards, supervisors, mobile response units, and district substations are equipped with 800 MHz radios with interoperability capabilities that allow division personnel and dispatchers to communicate directly with the other agencies.

TRAINING

The division's training unit follows guidelines established by the United States Lifesaving Association (USLA), and is a certified USLA agency. All division personnel receive 120 hours of initial open water lifeguard indoctrination that includes surveillance techniques, prevention strategies, rescue skills, and emergency medical training at the first responder level. A rigorous physical performance test is conducted annually for all lifeguard personnel, as well as re-certification training in all areas of CPR, First Responder, and Open Water Lifeguarding. The training unit follows guidelines established by the USLA, and is a certified USLA agency.

The division has 24 certified rescue craft (jet ski) operators and 51 lifeguards certified as Emergency Medical Technicians (EMT-Basic).

STATISTICS

Ocean Safety and Lifeguard Services Division personnel performed 1,920 documented rescues and watched over 15.2 million beach goers during the past year.

Of the 15.2 million beach goers, first aid was provided over 90,000 times and medical intervention and transports occurred over 1,200 times. Three drownings occurred at guarded beaches and 25 people were resuscitated by city lifeguards. Lifeguards also responded to nearly 12,000 violations at Oahu beaches in the year.

PROGRAM HIGHLIGHTS

Junior Lifeguards

Over 300 youngsters ages 12-17 participated in the division's Junior Lifeguard Program during the summer months. Eight one-week sessions were conducted at Ala Moana Beach Park on Oahu's south shore. Junior lifeguards are taught ocean safety, first aid and CPR skills during the program.

Youngsters participated in the Ocean Safety Division's June 2010 Jr. Lifeguard Program at Ala Moana Park.

