

HENRICO COUNTY DIVISION OF FIRE

Long-Term Care Facility Impact on EMS



HENRICO COUNTY

www.henrico.gov/fire



Henrico County

01

COUNTY SIZE

245 SQUARE MILES (233.7 LAND + 11.2 WATER)

02

POPULATION

338,696¹

03

LONG-TERM CARE FACILITIES

60+ FACILITIES (4+ BEDS)

04

SPECIAL RESPONSE

AIRPORT, JAMES RIVER,
HAZMAT, RAILROADS

¹ Data Commons. (n.d.). Henrico County.
<https://datacommons.org/place/geoid/51087>

Calls for Service: All

Calls For Service
7/1/2024 - 6/30/2025



FY2024-25

TOTAL: 61,321

- **EMS: 83%** (51,045)
- **FIRE: 17%** (10,276)

Dispatched Calls

Year	Month	Fire	EMS	Total
2024	July	825	4,177	5,002
	August	1,009	4,203	5,212
	September	766	4,086	4,852
	October	841	4,182	5,023
	November	802	3,974	4,776
	December	863	4,445	5,308
		5,106	25,067	30,173
2025	January	1,054	4,446	5,500
	February	891	4,231	5,122
	March	838	4,564	5,402
	April	678	4,252	4,930
	May	789	4,241	5,030
	June	920	4,244	5,164
		5,170	25,978	31,148
Total		10,276	51,045	61,321

**Data Source: HenricoDW (CAD Data Warehouse)
Includes both Division of Fire and Volunteer Rescue Squad Responses*

Calls for Service: LTCs



FY2024-25

TOTAL: 7,038 (15% of total EMS calls)

- **30% Low Acuity** (2,113)
- Rate of Transports:
 - All Calls for Service: 60%
 - LTCs: 85%
 - Accounts for 21% of Total Transports
- 40% of LTC transfers are preventable²

² Carey, B. (2025, July 30). EMS1: Study finds up to 40% of nursing home hospital transfers may be avoidable. Lexipol.
<https://www.ems1.com/research/study-40-of-nursing-home-hospital-transfers-are-preventable-strain-ems-systems>

Problematic Trends



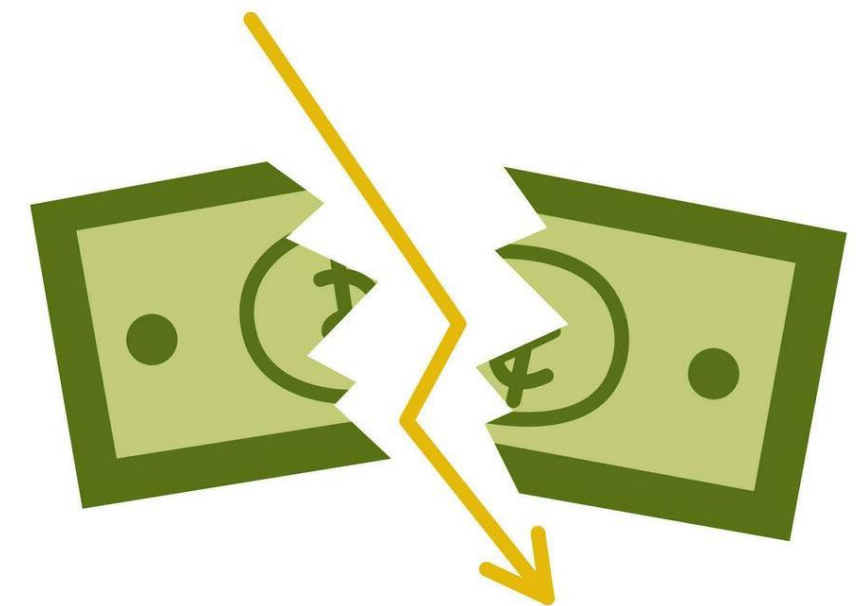
- Defensive 911 Activation
 - “Policies” for Required Evaluations
- Lack of On-Site Care
 - Staffing Shortages / Turnover
 - Medication Changes
 - Minor Procedures
 - Non-Emergent Lab Abnormalities



Problematic Trends



- Behavioral Health
 - Memory Care Units
 - Requests for Emergency Custody Orders
- Reimbursement Pressures
 - Managed Care Bundle



Patient Impact



- “Transfer Trauma”³
 - Mood, Behavioral and Physiological Changes
 - Related to Stress of Unfamiliar Surroundings
- Increased Risk of Medically Induced Harm
 - Information Loss through Multiple Turnovers
 - Interruption of Continuity of Care
 - ED Boarding



³ Costlow, K., & Parmelee, P.A. (2021). The impact of relocation stress on cognitively impaired and cognitively unimpaired long-term care residents. *Aging & Mental Health*, 24(10), 1598-1595. <https://doi.org/10.1080/13607863.2019.1660855>

Operational Impact



- Acuity/Resource Mismatch
 - Low acuity – Non-emergency Ambulance/Van
 - Highest acuity – Critical Care Ambulance
- System Readiness
 - Hospital Overcrowding/Delay in Handoff
 - Delayed Response Times
- Provider Burnout



U.S. Population Aging

Current growth of population 65+ is unprecedented in U.S. History⁴

- Cause: Baby boomer generation (1946–1964)

In 2020, 1 in 6 were 65 or over in U.S.⁵

1920–2020

- 1920=4.9 Million
2020=55.8 Million
(represents 1,000%
growth; 5x that of
total population)⁵

2022

- 58 Million⁴

2050

- 82 Million
(42% Increase)⁴

⁴ Mather, M., & Scommegna, P. (2024, January 9). Fact Sheet: Aging in the United States. Population Reference Bureau.

<https://www.prb.org/resources/fact-sheet-aging-in-the-united-states/>

⁵ Caplan, Z. (2023, May 25). U.S. Older Population Grew From 2010 to 2020 at Fastest Rate Since 1880 to 1890. United States Census Bureau.

<https://www.census.gov/library/stories/2023/05/2020-census-united-states-older-population-grew.html>

Drug Overdoses

Preliminary data for 2024 (as of September 2025) show a 43% decrease in overdose deaths in Virginia residents compared to 2023:⁶



Substance Use Disorder is making it ways into Long-Term Care (LTC) facilities as residents are aging. Henrico had a drug overdose in an LTC this year. Liaised with our Peer Recovery Specialist. REVIVE education for staff through DBHDS is encouraged.⁷

⁶ Drug Overdose and Substance Use. (2025, October 20). Virginia Department of Health. <https://www.vdh.virginia.gov/drug-overdose-data/>

⁷ REVIVE! Opioid Overdose and Naloxone Education (OONE) program for the Commonwealth of Virginia. (2025). Virginia Department of Behavioral Health and Developmental Services. <https://dbhds.virginia.gov/behavioral-health/substance-abuse-services/revive/>

CARE TEAM

MISSION STATEMENT

CARE STRIVES TO INCREASE KNOWLEDGE AND ACCESSIBILITY OF SERVICES AND SUPPORTS TO HELP IMPROVE RESIDENTS' HEALTH OUTCOMES AND ULTIMATELY DECREASE 911 ACTIVATION BY CONNECTING HIGH UTILIZERS AND AT RISK POPULATION WITH APPROPRIATE RESOURCES.



LTC Liaison

LIAISE/EDUCATE FACILITY STAFF

- Meet & Greet: Administrator & Director of Nursing
- Overview: CARE Team, Henrico Fire & 911 Center
- Non-Emergent Medical Transport Education
- Fire Marshal's Office
- Emergency Manager's Office: COOP Plan
- In-Service
- Fire Safety Education



Henrico County



Thank You

For Your Attention



www.henrico.gov/fire