

San Francisco Fire Department

Treatment on Demand

1. What is treatment on demand?
2. How are we doing?
3. Where can we improve?

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1. What is treatment on demand?

- **Voluntary**
- **Spectrum of interventions**
- **Accessible**
- **Measurable**

2. How are we doing?

SCRT Performance Measures: 5/1/23 to 10/31/23:

**Connected to Non-Hospital
Resource: 22%**

**Transported by ambulance to
ED: 25%**

Remained in the Community: 53%

5,573 engagements and 2,832 unique individuals. Source: SFFD encounter log data

2. How are we doing?

Top Non-Hospital Resources for SCRT

Mental Health	Substance Use	Shelter
Dore Urgent Care Clinic Hummingbird Westside Crisis	SoMa RISE Maria X Martinez Sobering Center ZSFGH Urgent Care HealthRIGHT 360 Behavioral Health Access Center	Congregate Shelter Non-congregate Navigation Centers

2. How are we doing? Re-engagement Rates

Ambulance Transport: % of Incidents resulting in
Re-engagement within 72 hours

Overdoses

6%

Primary Impression: Substance
Abuse

14%

Primary Impression: Psychiatric

14%

SFFD Transports to Hospital Emergency Departments

2. How are we doing? Re-engagement Rates

Ambulance Transport: % of **all** incidents resulting
in re-engagement within 72 hours

7.7%

Of those...

Housed & Unknown

42%

Unhoused

58%

SFFD Transports to Hospital Emergency Departments

Jan – Oct 2023: 5,388 SFFD ePCR's resulted in another ePCR within 72 hours out of a total of 69,762

Source: SFFD ePCR data

2. How are we doing? Re-engagement Rates

Alternate Transport: % of Incidents Resulting in Re-engagement

	72 hours	7 days
Dore Urgent Care Clinic	21%	30%
HealthRIGHT 360	8%	33%
Hummingbird	28%	42%
SoMa RISE	16%	23%

SFFD Transports to Non-Hospital Alternate Destinations

3. Where can we improve?

- **Increased accessibility**
- **Minimize transfer points**
- **Measure demand and completion rates**
- **Induce demand**
- **Foundational policy**
 - **Available treatment**
 - **Harm reduction**
 - **Zero tolerance**
 - **Prevention**