

The County of Peterborough
Joint Services Steering Committee

To: Chair and Members of Committee
From: Randy Mellow, Chief of Paramedics
Date: Sept 10, 2015

Purpose

To provide an overview of the results of the 2015 Ministry of Health and Long Term Care, Land Ambulance Services Certification peer review.

Recommendation

That Joint Services Steering Committee receive the report for information only.

Financial Impact

None

Overview:

The *Ambulance Act* stipulates that no person shall operate an ambulance service unless the person holds a certificate issued by the certifying authority, which is the Ministry of Health and Long-Term Care – Emergency Health Services Branch. The *Act* further stipulates that a person shall be issued a certificate by the certifying authority only if the person has successfully completed the certification process prescribed by the regulations which includes a periodic Ambulance Service Review.

Peterborough County/City Paramedic Service (PCCP) has been in operation since November 6th, 2000. The current certificate to operate expires on May 31st, 2016. As required, and in order to renew the certification, PCCP participated in an Ambulance Service Review by the Ambulance Service Review Team on May 26th and 27th, 2015

The purpose of the Ambulance Service Review is to ensure that the Service operates in a manner consistent with the *Land Ambulance Certification Standards* and in compliance with all relevant legislation. The review also examines policies, procedures and practices of the Service to ensure that patient and employee

safety is maintained and that Quality Assurance programs are in place to monitor delivery of care.

Summary:

During the Service Review, all areas of PCCP operation were evaluated and inspected by a team of peer reviewers, drawn from other Paramedic Services in Ontario and MOH-LTC Staff. Random audits were completed on Ambulance Call Reports, examining for accuracy in documentation and compliance with legislated Patient Care Standards. The Review Team conducted detailed inspections of PCCP Stations, ambulances and response vehicles. Members of the Review Team also attended a number of responses with on-duty PCCP Crews in order to evaluate paramedic skills and legislative compliance. Interviews were also conducted with staff, hospitals, dispatch, base hospital and other stakeholders.

The scope of the Review is comprehensive and covers all aspects of a Service's operation including:

- Level of Service
- Staffing
- Training
- Patient Care
- Patient Care Equipment
- Operations
- Employee Qualifications
- Documentation
- Service Review Program
- Vehicles
- Policy and Procedure
- Liaison/Communication

The Land Ambulance Service review process is extremely detailed covering 257 areas of examination which further divide into several thousand points of inspection, data points or requirements.

On August 5, 2015, PCCP received the draft Service Review Report (Draft Executive Summary Report attached as Appendix A) which contained the following:

I am pleased to enclose the Ambulance Service Review Draft Report which summarizes the inspection conducted May 26 – 27, 2015.

Peterborough County/City Paramedics ambulance service is to be commended for its efforts in the following areas:

- *Preparation for the certification inspection*
- *Level of Service*
- *Quality Assurance process*
- *Employee Files*
- *Training*
- *Vehicles*

This report also includes the documented "Observations" or suggested areas of improvement. The 2015 Land Ambulance Service Review found only six (6) such Observations.

PCCP Administration is pleased to report the successful completion of the Certification Review and the improved performance over prior audits. The Service continues to provide high quality patient care to our residents and welcomes opportunities such as that offered by the Ambulance Service Review to ensure that this level of care is maintained.

Respectfully submitted,

Original signed by

Randy Mellow, Chief of Paramedics