

PCCP 2015 MOH-LTC Service Review Report



September 10, 2015



MOH-LTC Ambulance Service Review 2015

Ambulance Act

- “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”.
- “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”
- 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
- Triennial process completed May 26 & 27, 2015



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Legislated standards include:

- Advanced Life Support Patient Care Standards
- Ambulance Service Communicable Disease Standards
- Basic Life Support Patient Care Standards
- Land Ambulance Service Certification Standards
- Ontario Ambulance Service Documentation Standards
- Ontario Provincial Land Ambulance & Emergency Response Vehicle Standards
- Ambulance Service Patient Care & Transportation Standards
- Provincial Equipment Standards for Ontario Ambulance Services



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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

257 areas of examination subdivided into thousands of legislated requirements. As examples:

- 286 Ambulance Call Reports with 15,969 data points
- 40 Human Resource Qualification files with 1,340 data points



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Draft Report & Executive Summary

“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*

Executive Summary Contains 6 Observations

PCCP has submitted the requisite response to the draft report including the following...



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Vehicle-Equipment Restraints (Observation 1)

Patient care and accessory equipment and supplies were not always secured in the vehicle. There were 3 separate examples where equipment was not secured during transport.

PCCP acknowledges this observation and will continue to monitor and encourage compliance through education and continuing quality improvement and initiatives, including mandatory field evaluations.

Patient Care Equipment and Supplies (Observation 2)

Four inspected ambulances were 99.9% compliant with Provincial Equipment Standards. It was observed that a vehicle did not contain a high vis vest.

PCCP acknowledges that the high visibility vest may not have been observed by the Review Team. PCCP have issued all staff personal protective equipment which includes a high visibility vest which can be found in their designated PPE bag. To ensure continued compliance we will be taking an inventory of all personal issue health and safety equipment, and reiterating the mandate that this equipment must be present in the vehicle at all times.



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Observation 3

The report identifies that 80% of patient care and accessory equipment was found to be clean and sanitary. One vehicle contained an equipment bag and an oxygen cylinder holder that was unclean.

PCCP has cleaned these equipment items and will continue to improve this area by conducting random field audits, and working with staff to foster a culture of excellence.

Oxygen, Suction, Stretcher and Defibrillator Maintenance (Observation 4)

Based on data available from Service files, of the fifty patient care devices inspected, the preventive maintenance program met the manufacturer's specification 90.2% of the time and patient carrying equipment 91.3%.

PCCP has taken the advice of the MOH review team member and created a new tracked master sheet that will enable the service to improve our preventative maintenance program.



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Employee Qualifications (Observation 5)

The Review Team has reported that one paramedic HRI file was missing the paramedic certificate or letter of equivalency. Initiatives are in place to obtain the appropriate documentation. The inspection of immunization records revealed 86.7% contained physician signatures.

Documents indicating paramedic certification are in fact on the file in question. PCCP will continue to maintain HRI files and ensure physician signatures on appropriate documentation.

ACR-IR Documentation (Observation 6)

The Review Team report indicates that 98.1% of potential data points on the Ambulance Call Report were compliant with legislation.

PCCP will continue to apply a robust quality assurance and continuing quality improvement program to improve these areas of documentation



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Response Time Performance Observation:

Legislated: “A Service Provider is required to establish a Response Time Performance Plan, to monitor, enforce and where necessary, update their plan as required to ensure patients categorized as the most critical, receive response and assistance in the times established within their plan.”

Observation: “The Service Provider, having carefully evaluated their Response Time Performance Plan last fall, identified that the CTAS 1 response time missed meeting the target by four calls or 1.92%. The Service Provider has made enhancements to their response time improvement strategies and/or system improvement opportunities that were analyzed, developed and where appropriate implemented”

“At the time of the review, there had not been sufficient time to see the effects of the enhancements implemented, thus the Service Provider was not meeting their Response Time Performance Plan (the CTAS 1 only).”

(App. A pg. 31-32)





**PETERBOROUGH
PARAMEDICS**

