

The County of Peterborough
Joint Services Steering Committee

To: Chair and Members of Committee
From: Randy Mellow, Chief of Paramedics
Date: February 9th, 2017

Subject: Peterborough Paramedics Response Time Plan 2017

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

Financial Impact: None

Background:

Part VIII of Ontario Regulation 257/00 made under the **Ambulance Act**, mandated a change to ambulance response time standards that came into effect January 1, 2013. Contrary to the earlier standard which was based on local ambulance service performance in 1996 (at the time of transfer to the Municipality), the legislation now requires annual approved Response Time Performance Plans (RTPP) broken out for sudden cardiac arrest and Canadian Triage Acuity Scale (CTAS) 1, 2, 3, 4 and 5 patients requiring emergency responses.

CTAS is an international medical triage standard utilized by hospitals, ambulance communication services and paramedics to identify how urgently a patient requires medical care.

Specifically, in providing performance plans and reports to the ministry, each municipality must report on:

- The percentage of times that sudden cardiac arrest patients received assistance from a person equipped to provide defibrillation (e.g., paramedic, fire, police, or other first responder) **within six minutes from the notification of a call by an ambulance communication service.**
- The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 **within eight minutes of the time notice is received respecting such services.**

- The percentage of times that a paramedic arrived at the location of a patient determined to be CTAS 2, 3, 4, 5 within a period of time **determined appropriate by the municipality.**

In addition to the mandated response time targets related to specific and individual patient acuity, the response time performance plans developed by the municipal sector:

- Will recognize that the attendance of any person equipped to provide defibrillation (including a paramedic, fire fighter, police officer or other first responder) to a sudden cardiac arrest patient will “stop” the response-time clock;
- **May** include municipal public safety and prevention education and promotion campaigns that could contribute to meeting municipal response time performance plans, such as:
 - Fire and Police Defibrillation
 - Community-Based First Aid Programs
 - Public Health Safety and Prevention Programs, including programs to educate the public on the appropriate use of 9-1-1.

All municipal RTPPs are posted on the Ministry of Health and Long Term Care public website (www.health.gov.on.ca/english/public/program/ehs/land/responsetime.html), and are to be accompanied by performance results for the previous year.

Municipalities may adjust individual performance plans at will, subject to timely notification of the Ministry. Annually, and no later than October 31st, municipalities are required to notify the Ministry of their Response Time Performance Plans for the upcoming calendar year.

Analysis:

The number one priority of Peterborough County/City Paramedic Service (PCCP) is to provide the best possible prehospital clinical care to the residents and visitors of Peterborough County and City and to do so in the most effective and efficient method possible. In order to achieve this, PCCP administration continually analyses paramedic service call volumes, response times and patient outcomes.

With respect to the RTPP, PCCP focusses particularly on response time data in relation to the targets set out within the plan. A summary of this data is provided in Table 1 below. Based on a review of performance targets and achievements, PCCP Administration has maintained the response time targets set out within the plan while implementing several deployment adjustments over the past several years in an effort to consistently meet those targets. These adjustments have however had limited effect on improving response times.

Subsequently, after the 2015 RTPP review, PCCP proposed to improve response times through the addition of 4 Full Time Paramedic Staff in 2016. These staff positions have been utilized in a mobile West Peterborough City deployment strategy while a West City Station plan could be investigated.

The result of this deployment strategy, as demonstrated in Table 1 below, was to significantly improve response times on the highest acuity level responses. As a final result, PCCP is currently exceeding all targets within the RTPP.

Table 1

Level of Acuity	Time (min:sec)	Response Time Plan Target (Est. 2013)	2014 Actual Percentile	2015 Actual Percentile	2016 Actual Percentile
Sudden Cardiac Arrest	6:00	50%	59.3%	50.5%	59.6%
CTAS 1	8:00	66%	64.1%	63.5%	71.33%
CTAS 2	10:00	65%	72.7%	75.2%	76.14%
CTAS 3	10:00	65%	69.4%	70.2%	72.46%
CTAS 4	10:00	65%	70.9%	72.4%	70.16%
CTAS 5	10:00	65%	68.8%	70.5%	68.16%

Conclusion:

As mandated by legislation, PCCP on behalf of the Municipality must continually review, update as necessary and report on the Response Time Performance Plan and achievements. The department continues to do so within the following framework:

- A review of historic response time performance in comparison to patient acuity;
- Consideration of call volume trends;
- Review and adjustments to deployment strategies to meet evolving demands;
- An evaluation of current performance related to cardiac arrest save rates;
- With consideration that targets represent achievable standards that build on PCCP's strong overall performance.

PCCP remains committed to continual analysis of performance and seeks system improvement opportunities. Current operating conditions and trends suggest that the proposed response time targets are both reasonable and attainable. Recent

deployment strategy adjustments have allowed PCCP to meet targets effectively and efficiently.

After review of the current RTTP Targets and performance, PCCP administration made a recommendation to County Council on October 19, 2016 to maintain the response time targets as set out and previously endorsed by County Council to submit the 2017 RTTP (Attachment 1) to the Ministry of Health and Long Term Care. Following direction of Council the plan was submitted prior to the October 31st deadline.

Respectfully submitted,

Original signed by

Randy Mellow

Chief of Paramedics

Attachment:

Appendix A – letter to Director, Emergency Health Services Branch