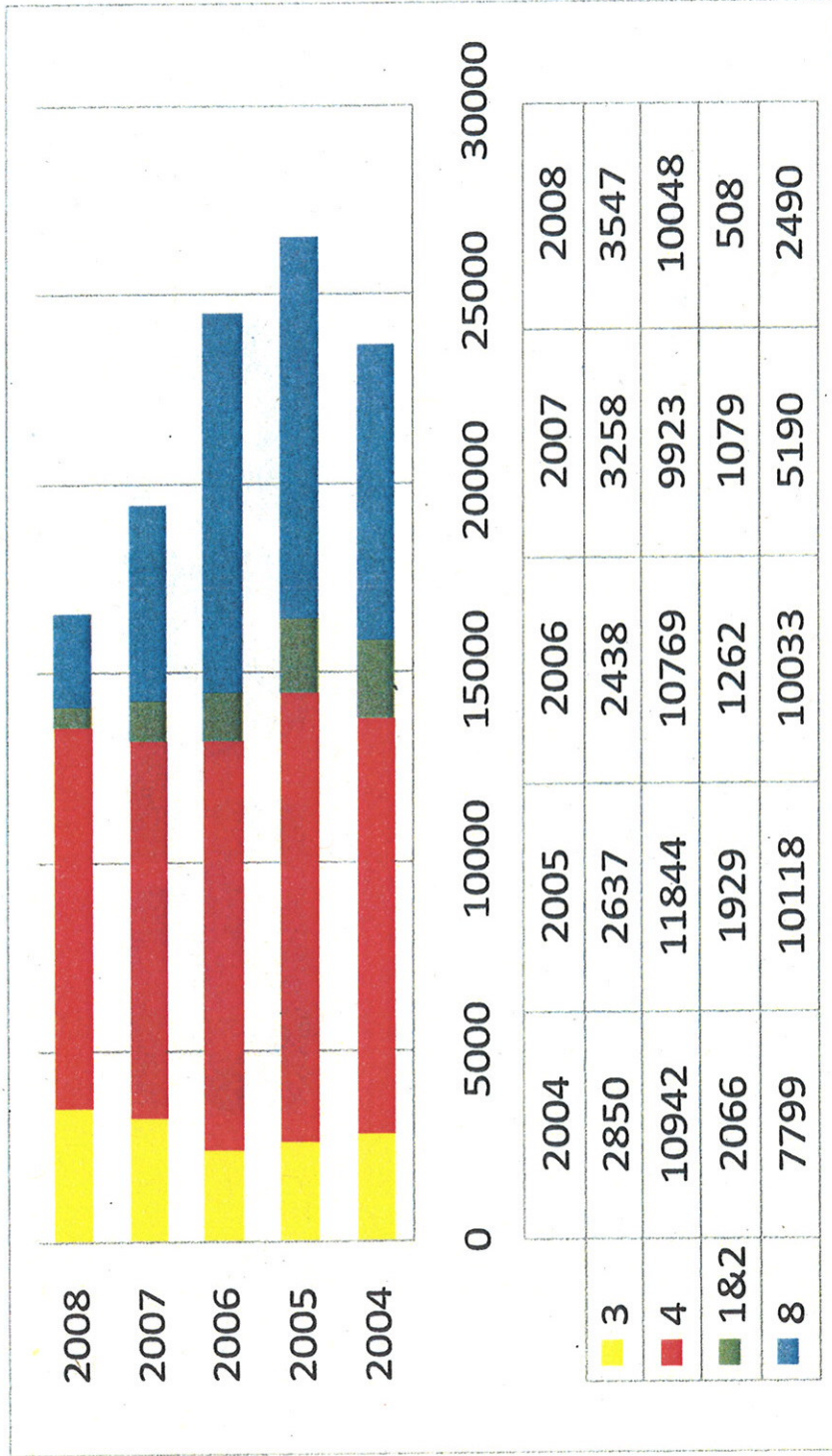




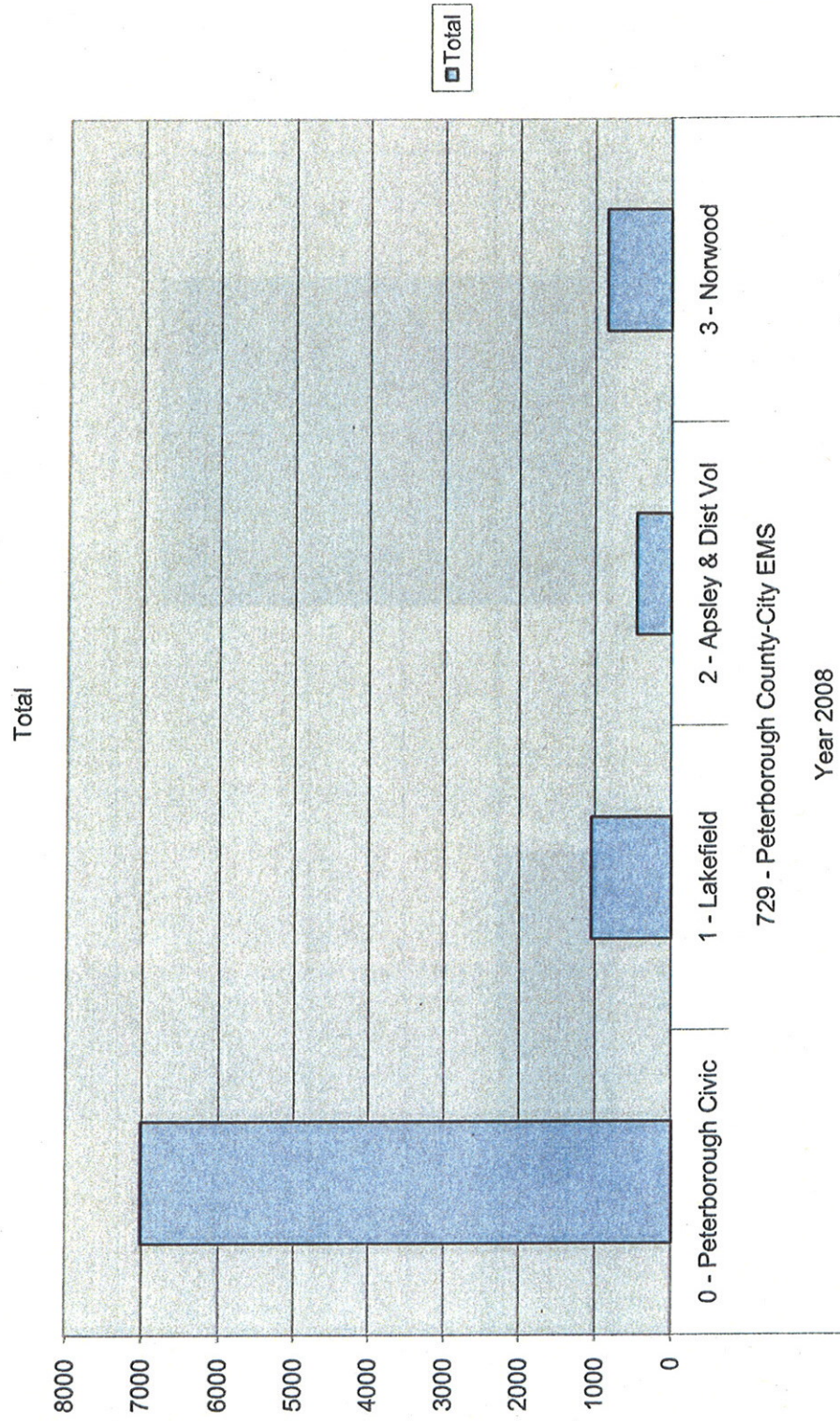
Peterborough EMS Offload Nurse Program

Call Volumes



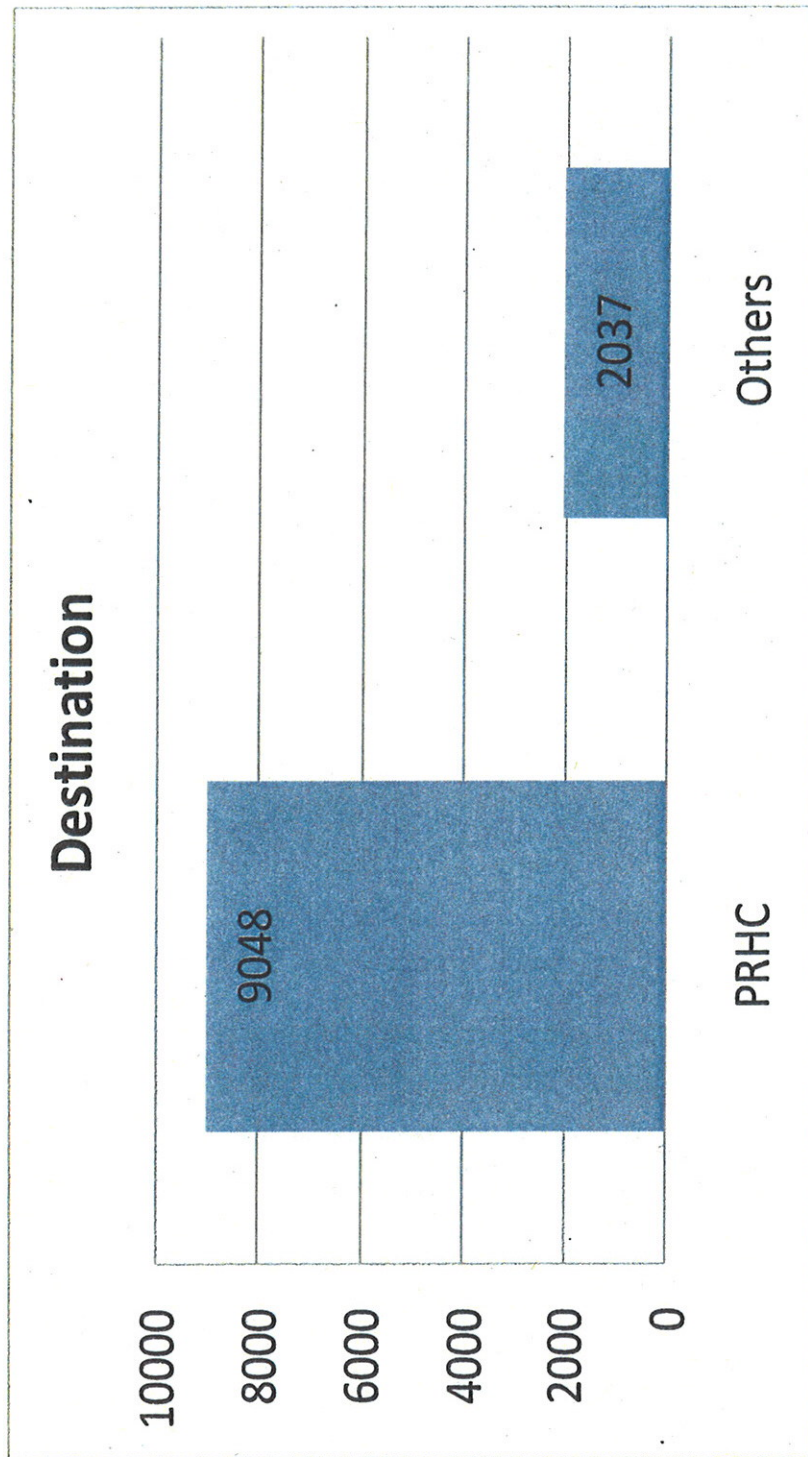
Summary of EMS calls by type – Peterborough County
Including all EMS service providers

Call Volume Summary by Station



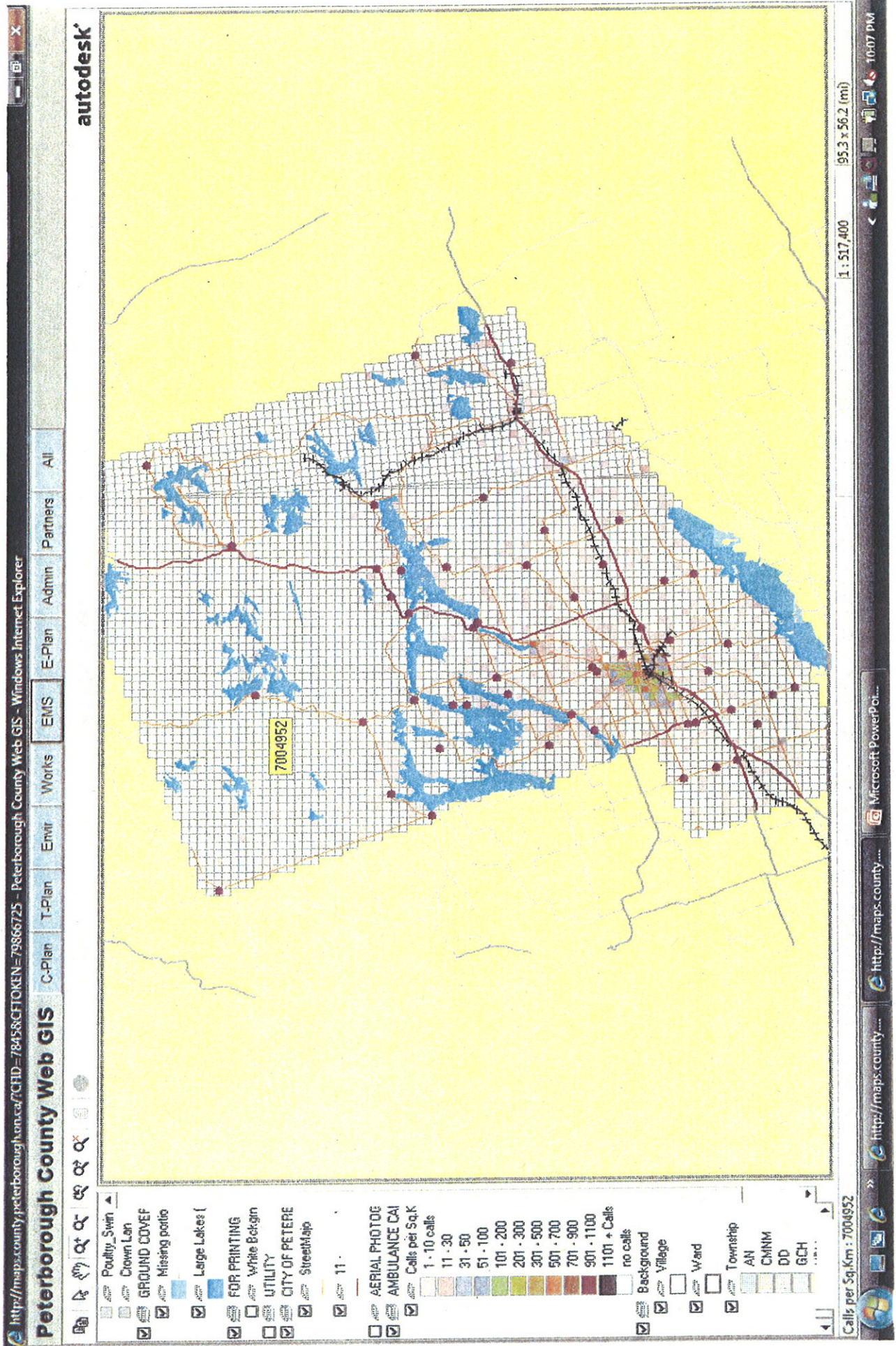
Summary of all Peterborough EMS by Station

Call Volumes

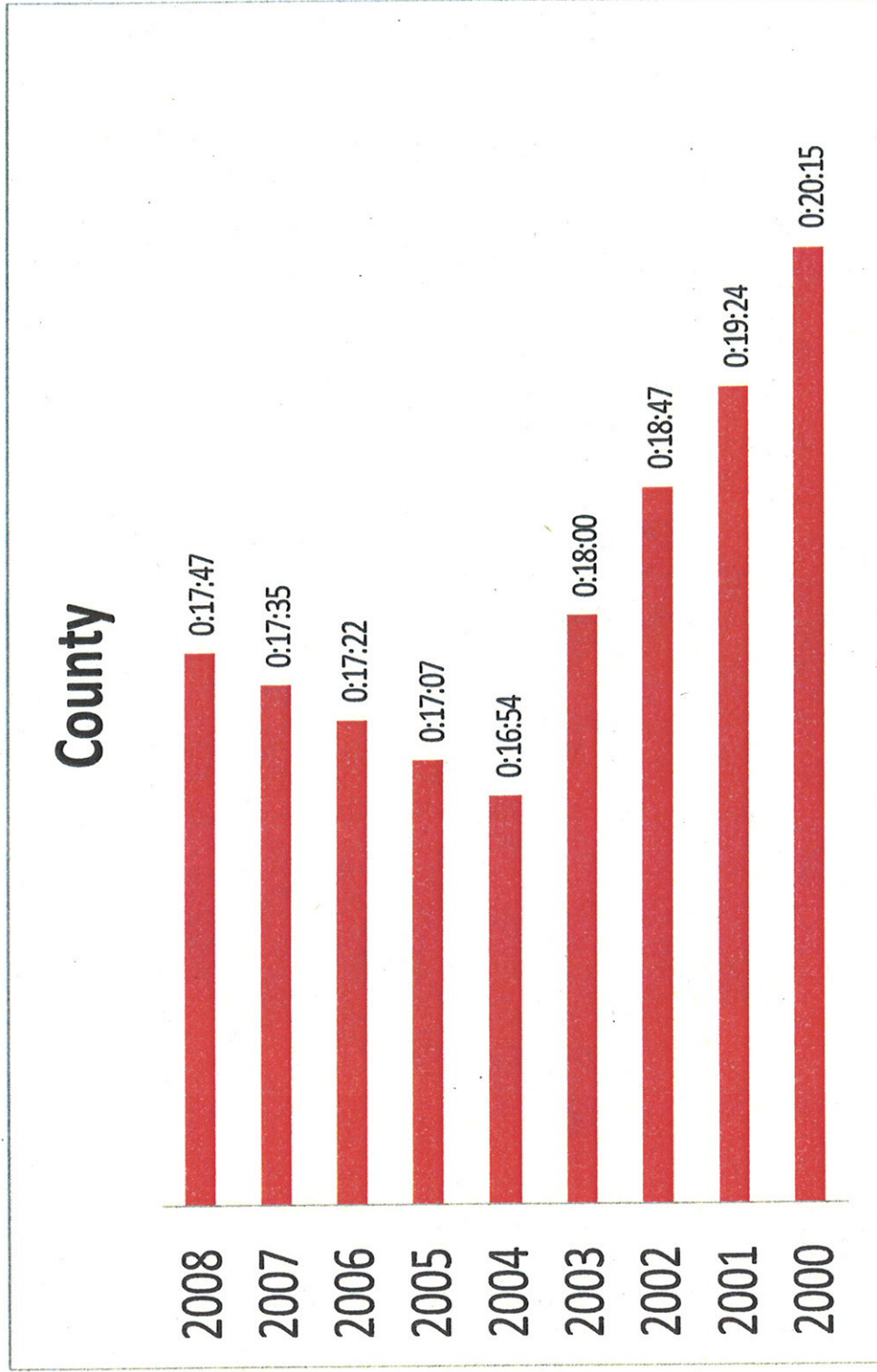


2008 Destination Summary (only calls captured by iMedec data)

Call Distribution 2008 - County



90th Percentile Response Time Data



1996 - Benchmark (Ambulance Act) = 00:19:00

Code 3&4 Call Times

T2 - T6 (Call Received to Arrival at ER)
T6 - T7 (in Hospital Times)



15 min
0:58:01
1:59:04

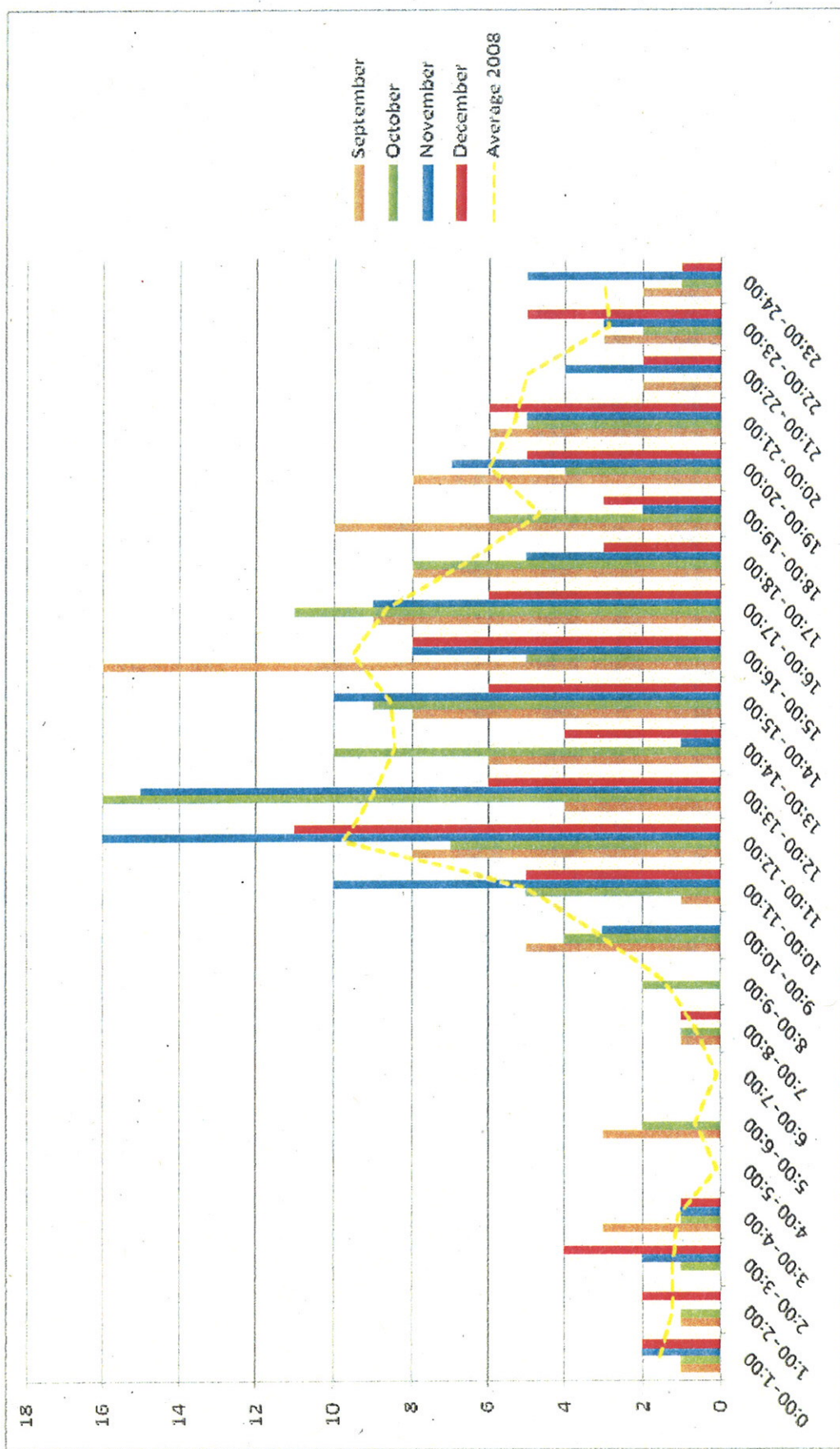
Offload Program

- Peterborough is one of 14 municipalities identified as having significant offload pressures
- Ministry funding provided to establish an MOU with hospital to provide an Ambulance Offload Nurse.
- MOU was signed and Offload Program was started Nov 17, 2008 – 8 hours per day x 7 days per week.
- 12:00 to 8:00 pm coverage
- Staffing difficulties reported by PRHC

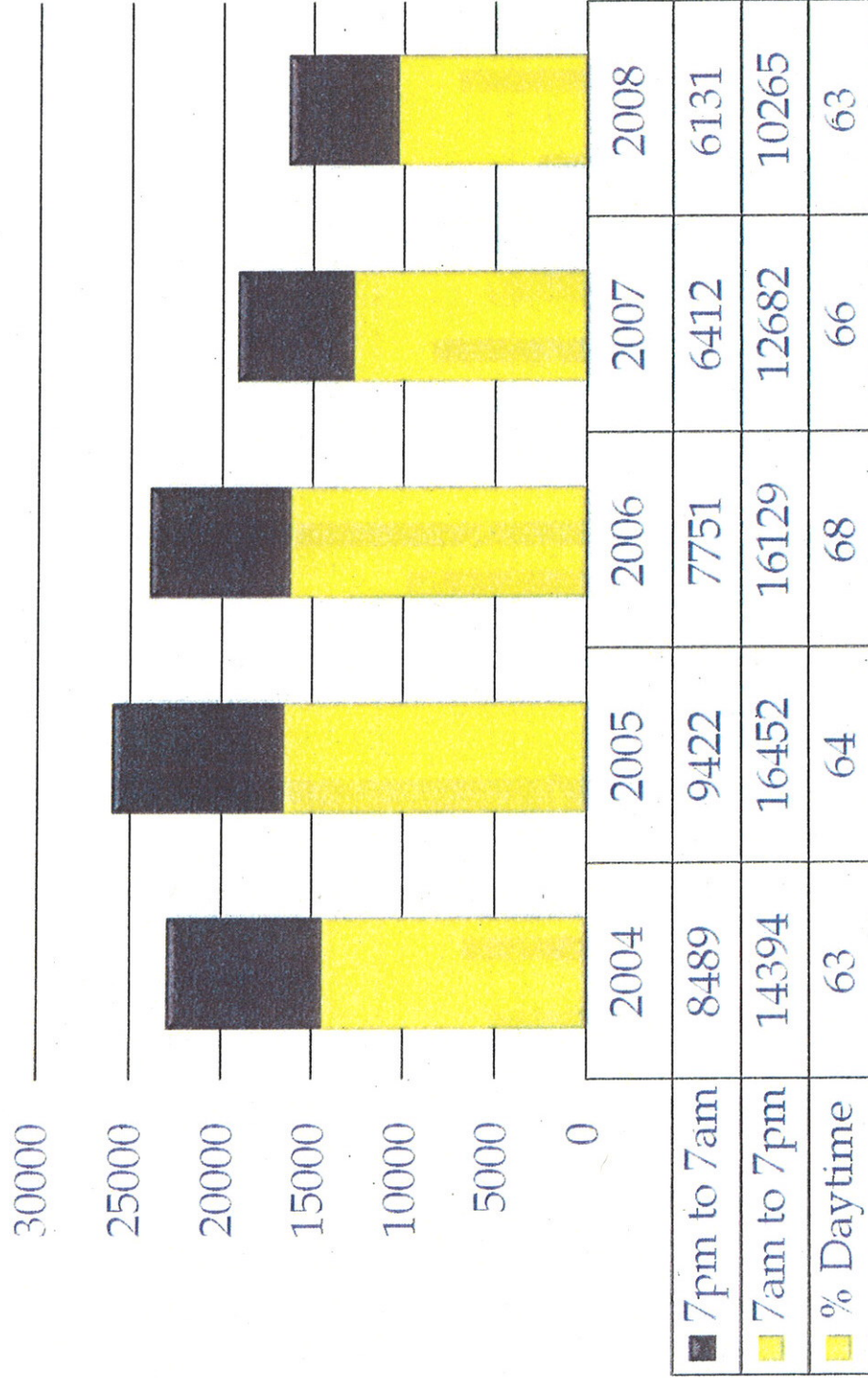
Offload Program

- 2009/10 Business Case presented to Province requesting funding for 12 hours per day x 7 days per week.
- Change was to address peak offload periods and alleviate some staffing issues at PRHC
- Funding approved not sufficient for 12 x 7
- New MOU established with coverage period of 12 hours per day – Monday to Friday
- New staffing pattern began May 11, 2009

Offload Case - Time of Day

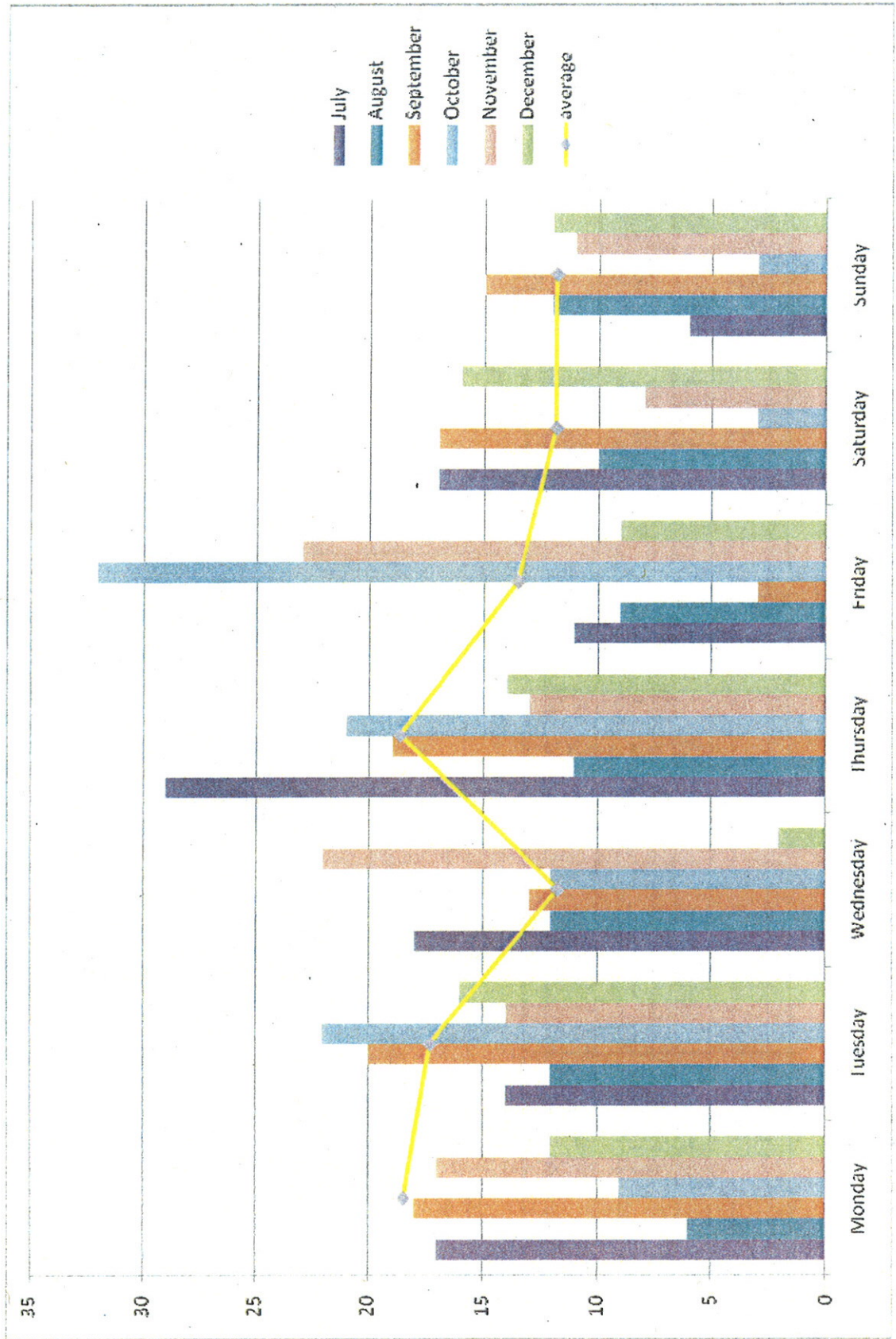


Call Volume - Time of Day

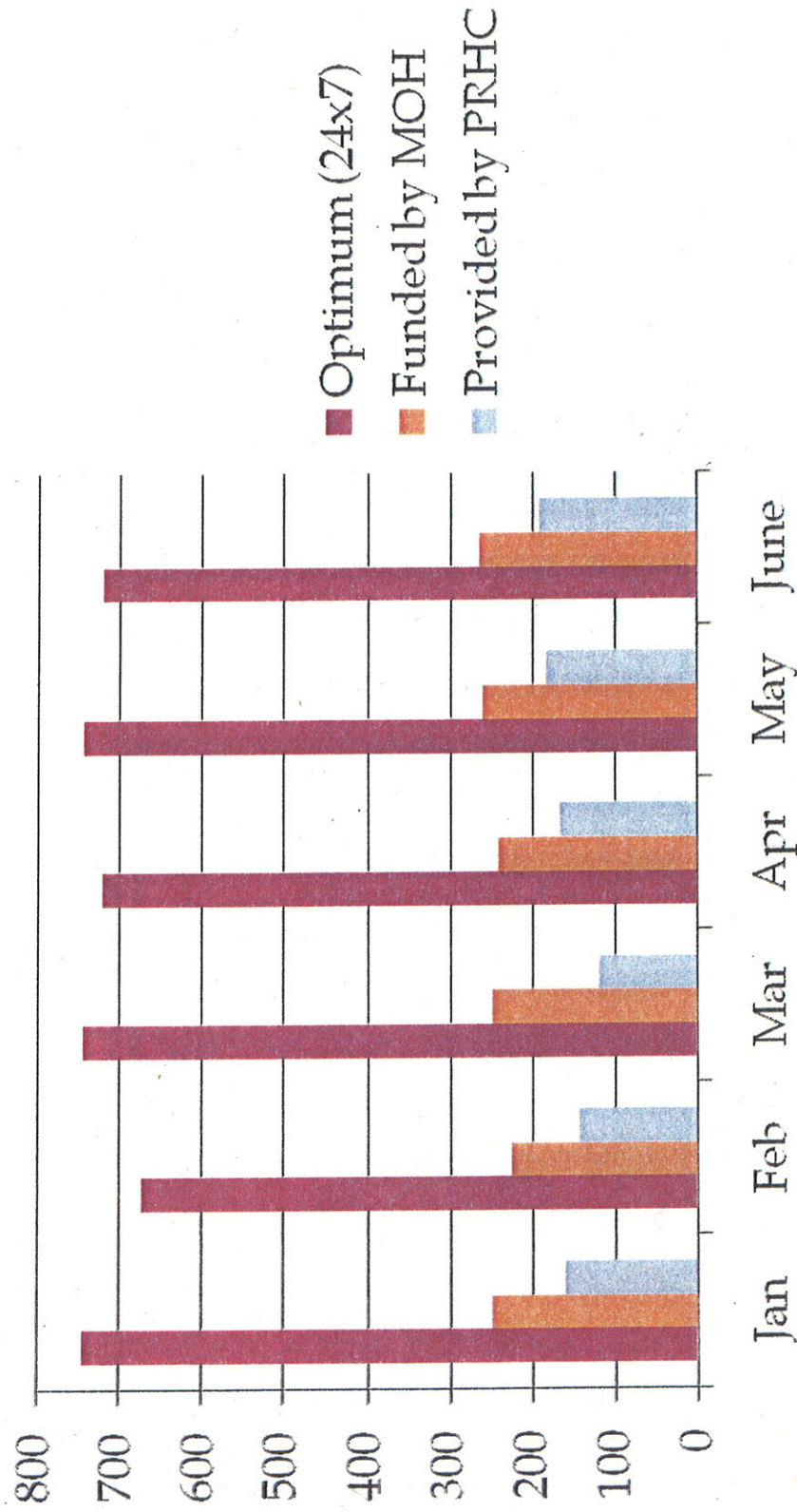


Peterborough EMS Ambulances Only

Offload Case - Day of Week

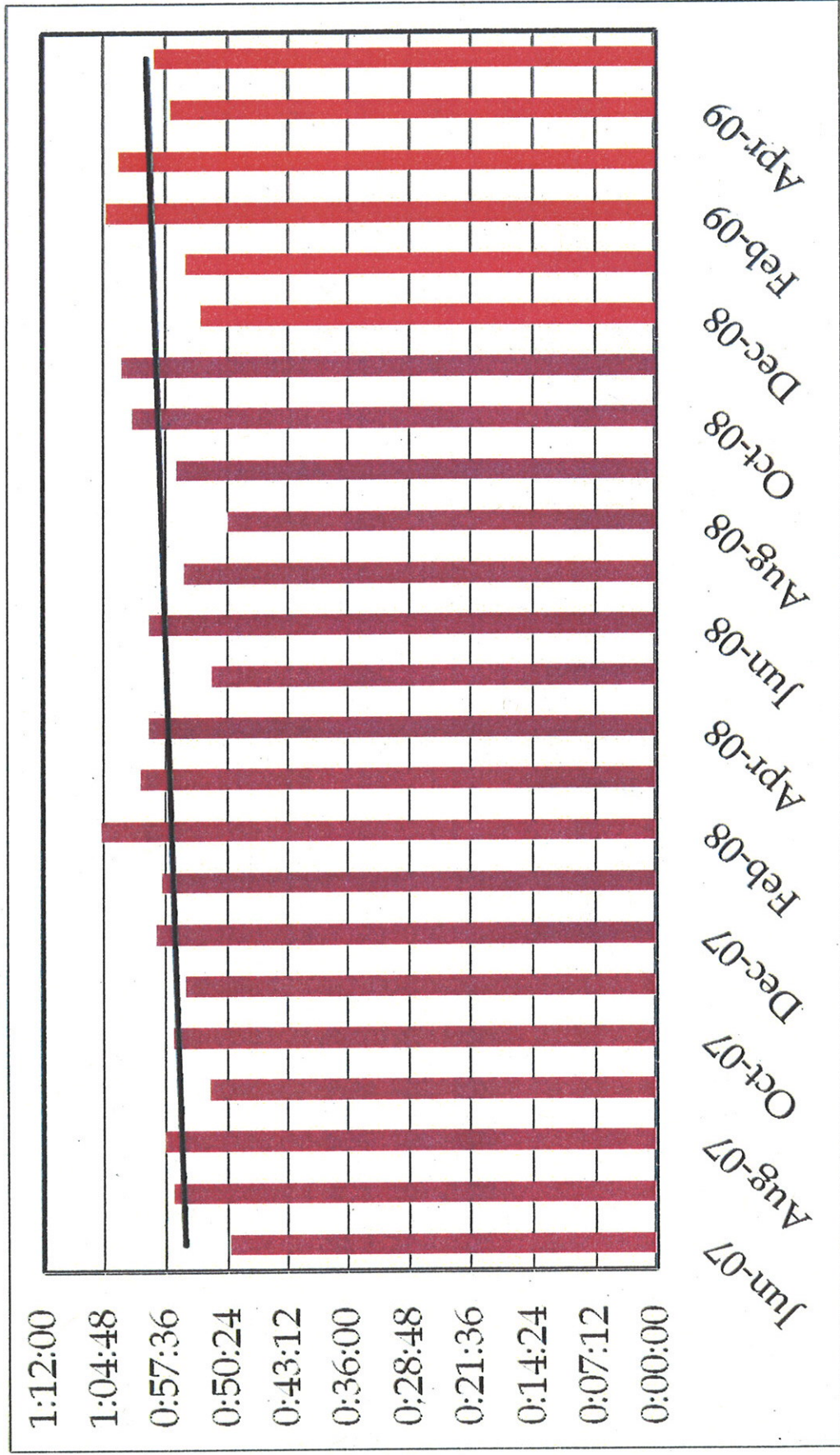


Offload Nurse Funding

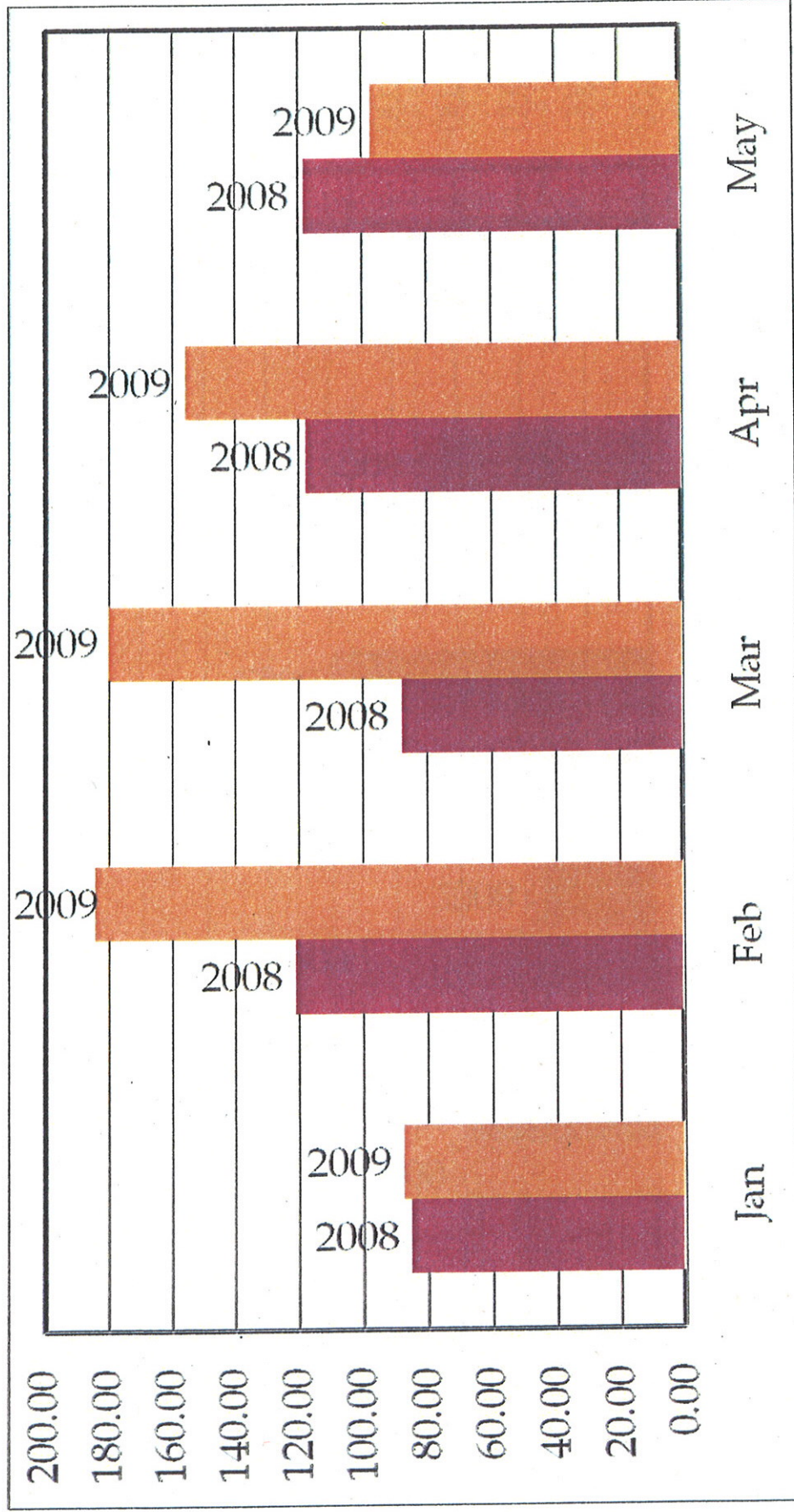


Coverage provided ranges from 46% to 72% with an average of 63.9%

T6-T7 (Clearing Hospital Times)

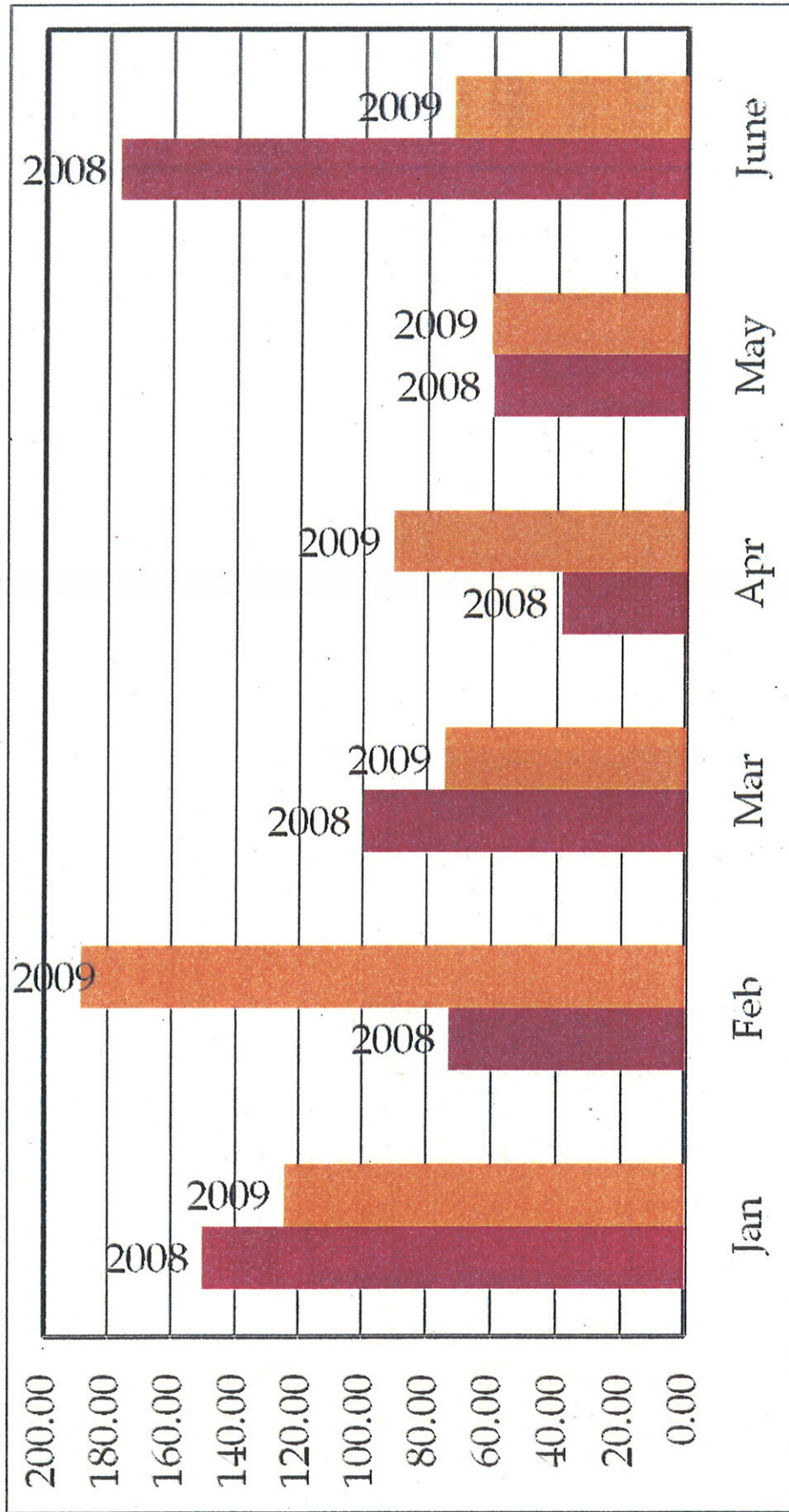


Total Monthly Offload Hours



Not inclusive of additional 12 hour day unit

Upstaff Analysis - Hours



Not inclusive of additional 12 hour day unit

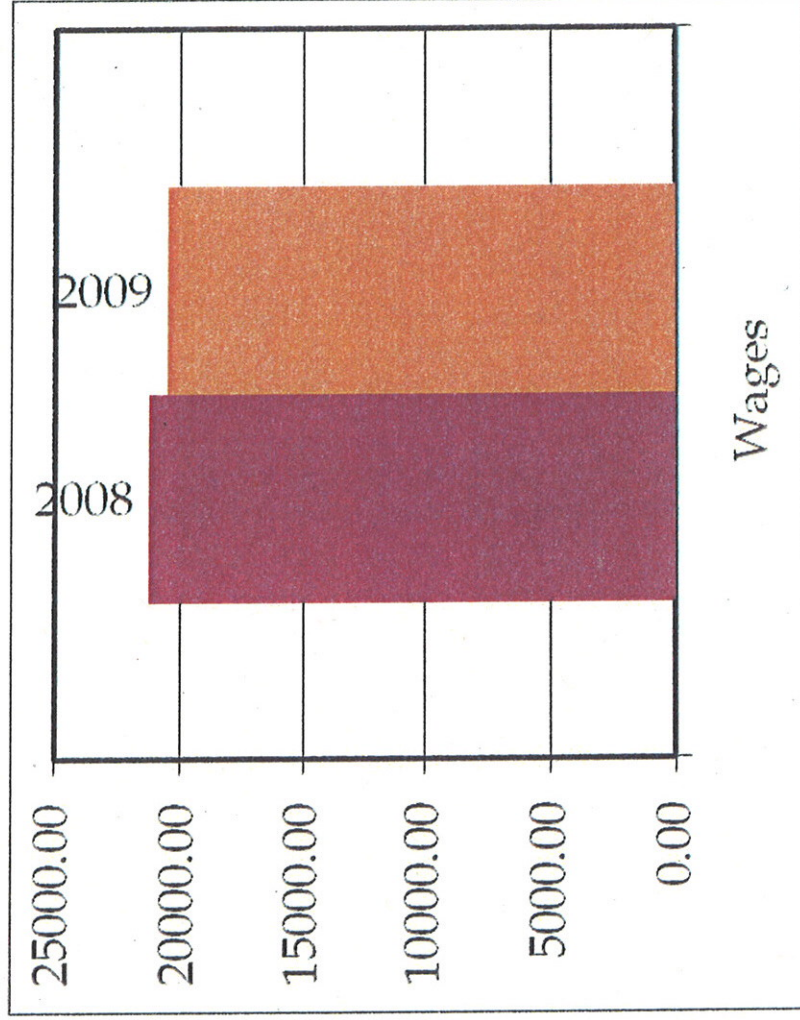


Municipality - Peterborough

	Number of Hospitals in Program	Total Paid Hours of Coverage for all Hospitals in Agreement	Total Hours, Patient Transfer to Offload Nurse to Time of Admit in ER	Total Number of Patient Transfers to Offload Nurse(s)	Total Number of Patient Transfers to Waiting Room	Ministry Funded Hours	% Coverage provided by PRHC	Comments	Total EMS offload hours
December 2008.	1	48	15.5	6	8	104	46.15384615	Data commencing Dec 16.	82.25
January 2009.	1	160	132	53	27	248	64.51612903		87.50
February 2009.	1	144	141.25	49	33	224	64.28571429		184.50
March 2009.	1	120	140	51	16	248	48.38709677		180.25
April 2009.	1	168	149	64	24	240	70		156.25
May, 2009	1	184	112	47	37	260	70.76923077	12 hr shifts started May 11	97.50
June, 2009	1	192	142.5	57	34	264	72.72727273		
July, 2009	1						#DIV/0!		
Aug, 2009	1						#DIV/0!		
Sept, 2009	1						#DIV/0!		
Oct, 2009	1						#DIV/0!		
Nov, 2009	1						#DIV/0!		
Dec, 2009	1						#DIV/0!		
Totals		1016	832.25	327	179	1588	63.97984887		

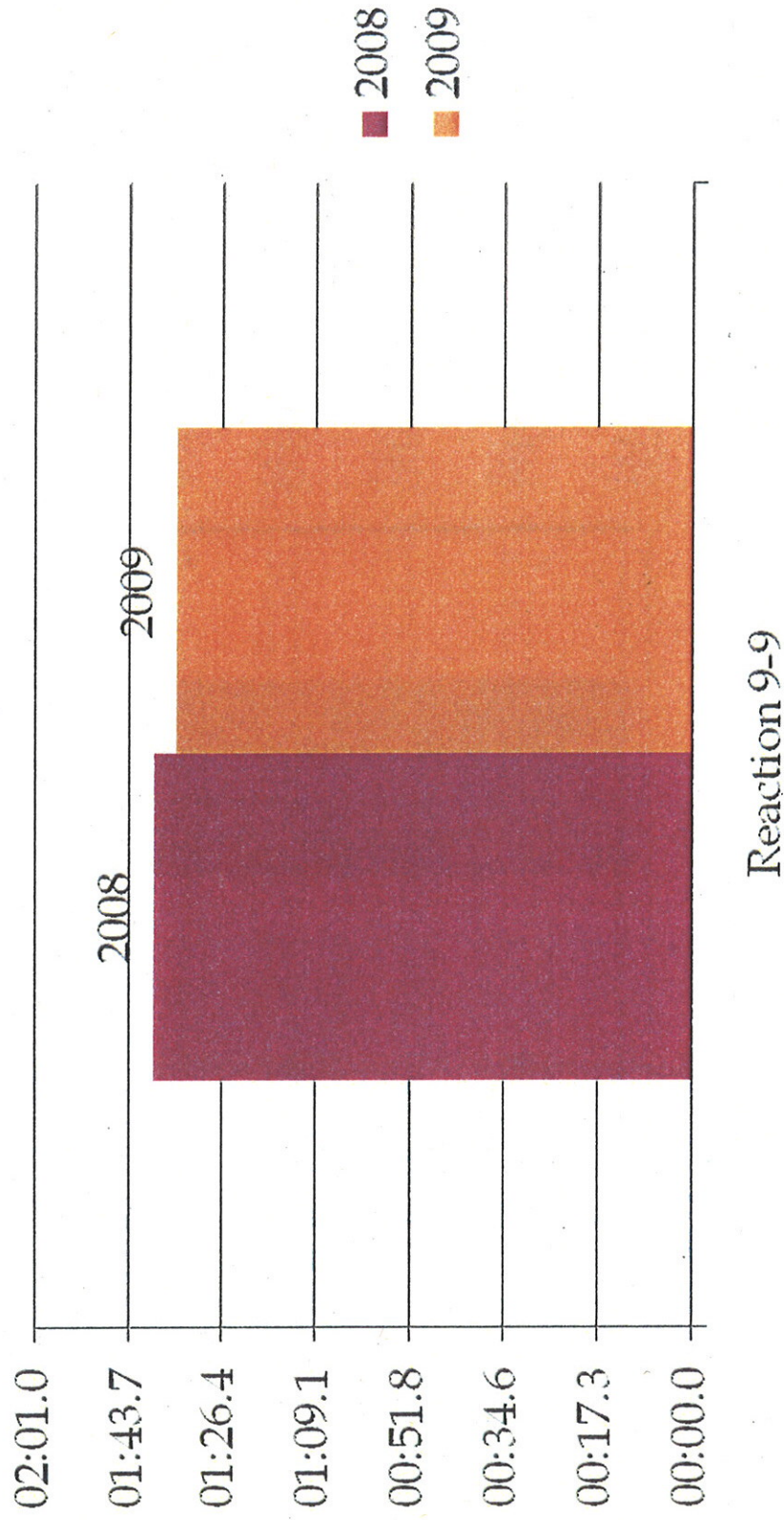
2008 Pre-offload nurse	Change +/-
Jan-08	85.00
Feb-08	121.00
Mar-08	87.75
Apr-08	117.75
May-08	118.75
Jun-08	145.50
Jul-08	138.25
Aug-08	55.50
Sep-08	114.25
Oct-08	120.25
Nov-08	140.50
Total Change	175.75

Upstaff Analysis - Wages



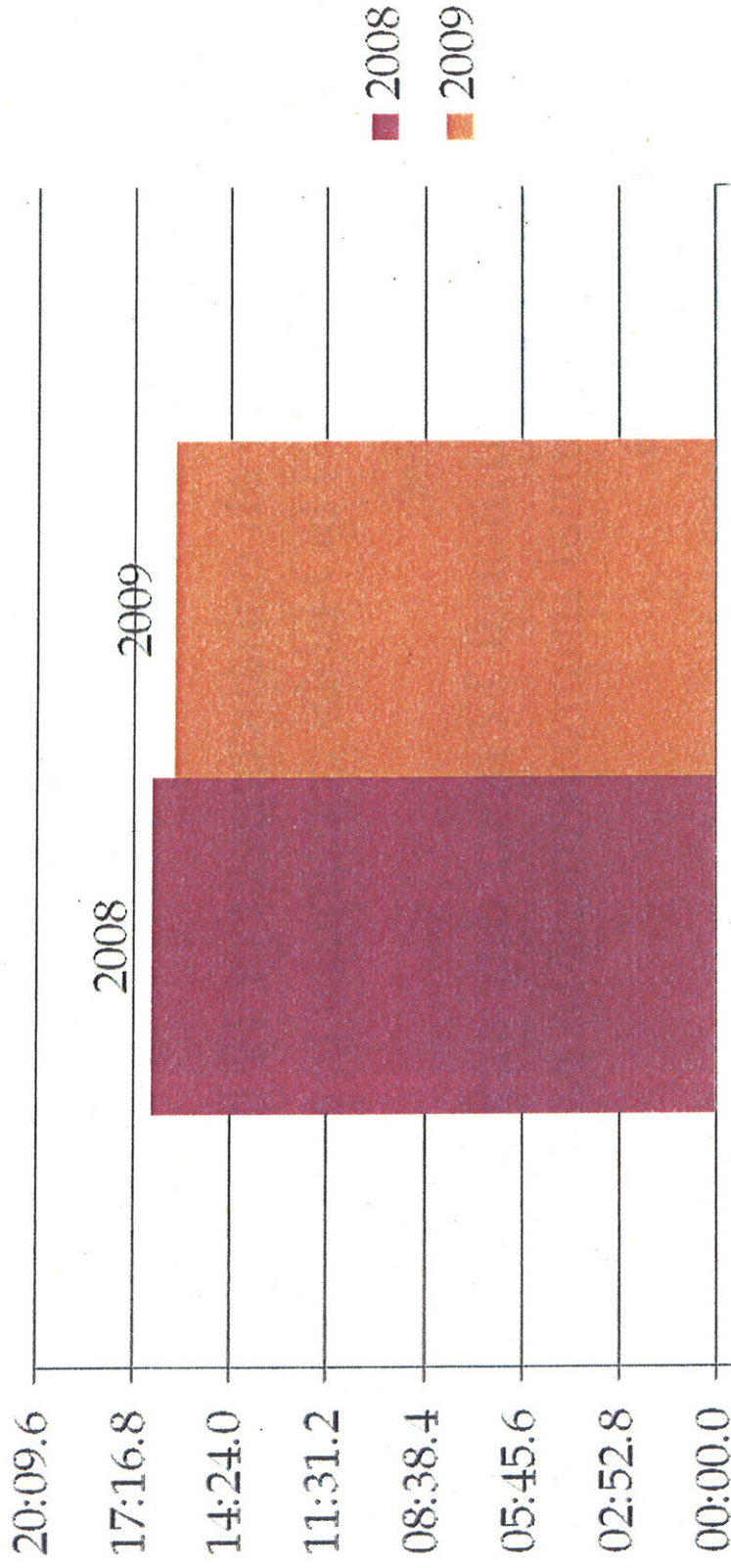
Summary of wages for Jan 1 - Jun 30 each year.
2008 without offload nurse
2009 with offload nurse
Not inclusive of additional 12 hour day unit

Reaction times



Time from Call Received Until Mobile

Response Times



Response times

Daytime Response Time

Summary

- Number of cases and hours on offload continues to climb in 2009
- In addition to an enhancement of 12 hour day ambulance, PTBO EMS continues to face extensive upstaffing costs.
- Even with additional 12 hour day ambulance there had been minimal improvement in response and reaction times.
- T6-T7 times (arrive hospital until available) continues on an increasing trend.