

The County of Peterborough
Joint Services Steering Committee

To: Chair and Members of Committee

From: Bob English, Chief, Emergency Medical Services

Date: April 8, 2010

Subject: Off-Load Delay Update

Recommendation: To be received for information.

Background and Analysis:

- Peterborough County is one of 14 UTM's identified as having significant offload pressures.
- MOHLTC funding has been provided since 2008 to establish an MOU with PRHC to provide an Ambulance Offload Nurse.
- Initially staffing was agreed to be 8 hrs/day x 7 days/week with shifts being 12:00 PM to 8:00 PM.
- Staffing difficulties reported by PRHC from onset.
- 2009/10 Business Case presented to MOHLTC requested funding for 12 hrs/day x 7 days/week.
- Enhancement was to address peak offload periods and alleviate some staffing issues at PRHC.
- Enhancement not approved for 2009/10 fiscal year.
- The second MOU with PRHC for fiscal year 2009/10 was signed May 6, 2009 to establish coverage 12 hrs/day x 5 days/week with shifts being 9:00 AM to 9:00 PM Monday to Friday.
- Although no formal submission for funding of the program was requested by the MOHLTC for fiscal year 2010/11, EMS has requested in writing an enhancement of funding in addition of the 2009/10 allocation. The enhancement will represent additional coverage hours for weekends throughout the year.

Detailed Monthly Offload Hours

January 2010

Total Offload Hours	406:16:47
Average per day	13:06:21
90 th percentile	1:30:00
Offload cases 30min to 1 hour	62
Offload cases 1 hour to 2 hours	50
Offload Cases 2 hours to 3 hours	35
Offload Cases 3 hours to 4 hours	10
Offload Cases 4 hours to 5 hours	9
Offload Cases 5 hours to 6 hours	2
Offload Cases 6 hours to 7 hours	5
Offload Cases > 7 hours	
Total > 30 min	173

90th% resp time 16:13

February 2010

Total Offload Hours	234:11:31
Average per day	8:21:50
90 th percentile	0:55:00
Offload cases 30min to 1 hour	31
Offload cases 1 hour to 2 hours	36
Offload Cases 2 hours to 3 hours	18
Offload Cases 3 hours to 4 hours	4
Offload Cases 4 hours to 5 hours	3
Offload Cases 5 hours to 6 hours	3
Offload Cases 6 hours to 7 hours	1
Offload Cases > 7 hours	0
Total > 30 min	96

90th% resp time 14:28

March 2010 (28 days)

Total Offload Hours	139:51:40
Average per day	4:59:42
90 th percentile	0:20:00
Offload cases 30min to 1 hour	23
Offload cases 1 hour to 2 hours	15
Offload Cases 2 hours to 3 hours	5
Offload Cases 3 hours to 4 hours	5
Offload Cases 4 hours to 5 hours	0
Offload Cases 5 hours to 6 hours	0
Offload Cases 6 hours to 7 hours	0
Offload Cases > 7 hours	0
Total > 30 min	48

90th% resp time 15:00

- Detailed analysis of offload delay cases in very recent months began to show a startling increase.
- Increased accuracy of data collection (ambulance arrival & transfer of care times) may be creating a clearer picture of the situation
- Concerns regarding the escalating offload pressures were shared and discussed with PRHC Staff including new PRHC CEO and Board Chair.
- March has been very encouraging:
 - Offload hours, daily averages, etc... decreased by 50%
 - Length of offload cases dramatically decreased
 - Response times show lowering trend with decrease in offload delays

Respectfully submitted,

Robert S. English,
EMS Chief