

The County of Peterborough  
Joint Services Steering Committee

To: Chair and Members of Committee  
From: Bob English, Chief, Emergency Medical Services  
Date: February 10, 2011

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**Subject: EMS Year End Report - 2010**

**Recommendation:**

**Financial Impact:** 2010 EMS Budget

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**Background/Analysis:**

In 2010 EMS has had a very busy and rewarding year. A record number of initiatives and projects were brought forward in the past year with the majority coming to fruition. These were all made possible by the hard work and dedication of our EMS Management Team and Paramedic Staff.

The following is a summary of our past year:

- ▶ Establishment of a Special Operations ESU trailer to enhance our response capabilities in the field. This new trailer funded by federal JEPP funding and the County of Peterborough enables EMS to have a very functional facility to respond to emergencies, special events, allied agency responses and a back-up to our Mobile Command Unit (COMM 1). This new trailer is a multi-use facility that has the ability to provide additional medical resources and equipment, mobile assessment and treatment centre for paramedics to work out of and a full range of communication equipment including: laptop/internet and printing capabilities; cell and satellite phone systems; EMS FleetNet and allied agency radio communications. The trailer has its own power generator, large capacity fuel storage, lighting and heat/air conditioning control. The trailer is also ready for deployment immediately with conveyance being provided by three outfitted ERV's. In 2010 the trailer responded to 18 requests for service totalling 326 hours of deployment in the field. The most significant deployment was our involvement in the G8 Summit in Huntsville, Ontario this past spring.



Special Operations ESU

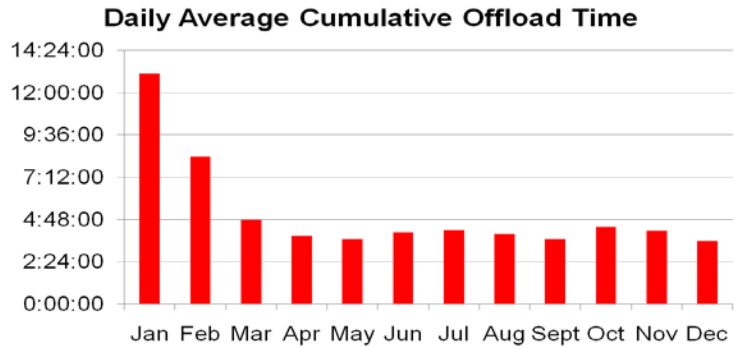
- ▶ Interior renovations to the Mobile Command Unit were carried out following a significant amount of planning and decision making to enable the unit to be much more functional in providing on-scene unified command capabilities during larger scale emergencies and events. This unit can now provide the necessary accommodation for various allied agencies to work together remotely in one location when unified command is required. The unit now has the capability to provide sufficient area for the gathering of multi-agency information, conducting emergency management scrums, full communication abilities similar to the Special Operations ESU trailer including contact with the EOC via radio or cell/satellite phone. This unit was also deployed to the G8 Summit in Huntsville, Ontario this past spring but more significantly provides an emergency command post for the Havelock Jamboree, a major EMS deployment for five days each summer.



Mobile Command Unit

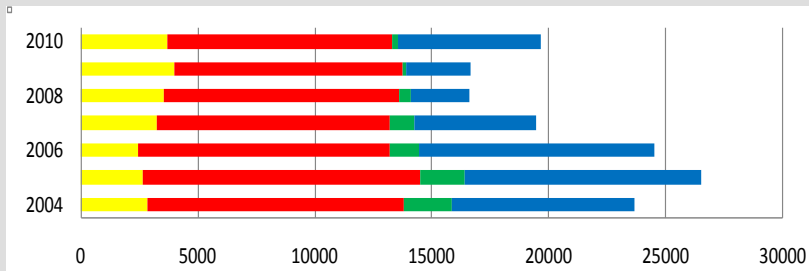
- ▶ Through the combined efforts of the County Warden, City Mayor and EMS, an ambulance was donated to the relief effort in Haiti following their catastrophic earthquakes that took place in that country in January. This was the third donation, and the largest donation, made to the relief effort in Haiti. The first two donations included emergency medical supplies and equipment to assist with the treatment of the sick and injured citizens of Haiti. Our donations and efforts have been internationally recognized and gratefully received by relief workers.
- ▶ The Peterborough County Public Access Defibrillator (PAD) Program that is administrated by EMS through the funding of the Ontario Heart & Stroke Foundation continues to be enhanced annually. Our current deployment of PAD units throughout the County under this program now totals 53. This is a very large undertaking for EMS as our commitment involves identifying sites and seeking approval from OH&S; securing the hardware and signage for each site; arranging and providing the required training to the site management and employees; ensuring the installation of the hardware and signage as per specifications; developing and monitoring a quality assurance program including maintaining the status of trained personnel for each site.
- ▶ A contract with Northern Communications in Sudbury, Ontario to provide full communication and answering services for EMS was established early in 2010. This new vendor has the capability of accessing our Time Manager scheduling software "live" that enables the correct personnel are notified at the correct times of the day on a 24 hour basis and the changes to the schedule are done "live". This has made a significant improvement in keeping scheduling revisions, availability submissions and backfilling all current and up to date.
- ▶ Continued efforts of the PRHC/EMS Working Group saw tremendous improvements to the off-load delay situation we have been experiencing at PRHC-ER in recent years. EMS went from one of the worst months in January 2010 to one of the best months in June 2010. Contributing factors included many new initiatives within the PRHC-ER department with staffing and policy/procedure changes; enhanced funding level by the Ministry of Health & Long Term Care to enable 12 hour shifts - 7 days per week and the determination and dedication of Shift Superintendents to ensure that stretchers are cleared in a timely fashion and that paramedics are returned to service forthwith. I also want to acknowledge the strong support of Warden Jones and CAO Gary King who were very instrumental in initial meetings with PRHC Senior Management. A report outlining the above in further detail will be presented to County Council on February 2<sup>nd</sup>.

**Offload Delay Times- 2010**



62

**CALL VOLUMES**



	2004	2005	2006	2007	2008	2009	2010
■ 3	2850	2637	2438	3258	3547	3987	3675
■ 4	10942	11844	10769	9923	10048	9787	9646
■ 1&2	2066	1929	1262	1079	508	138	226
■ 8	7799	10118	10033	5190	2490	2769	6116

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

59

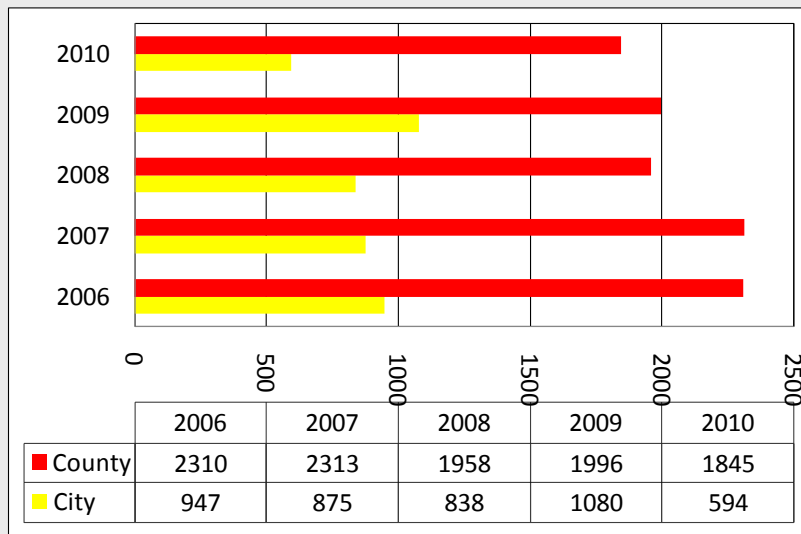
## 90<sup>th</sup> Percentile Response Times



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

60

## Emergency Calls (Code 3 & 4) Apsley, Norwood and Lakefield Stations

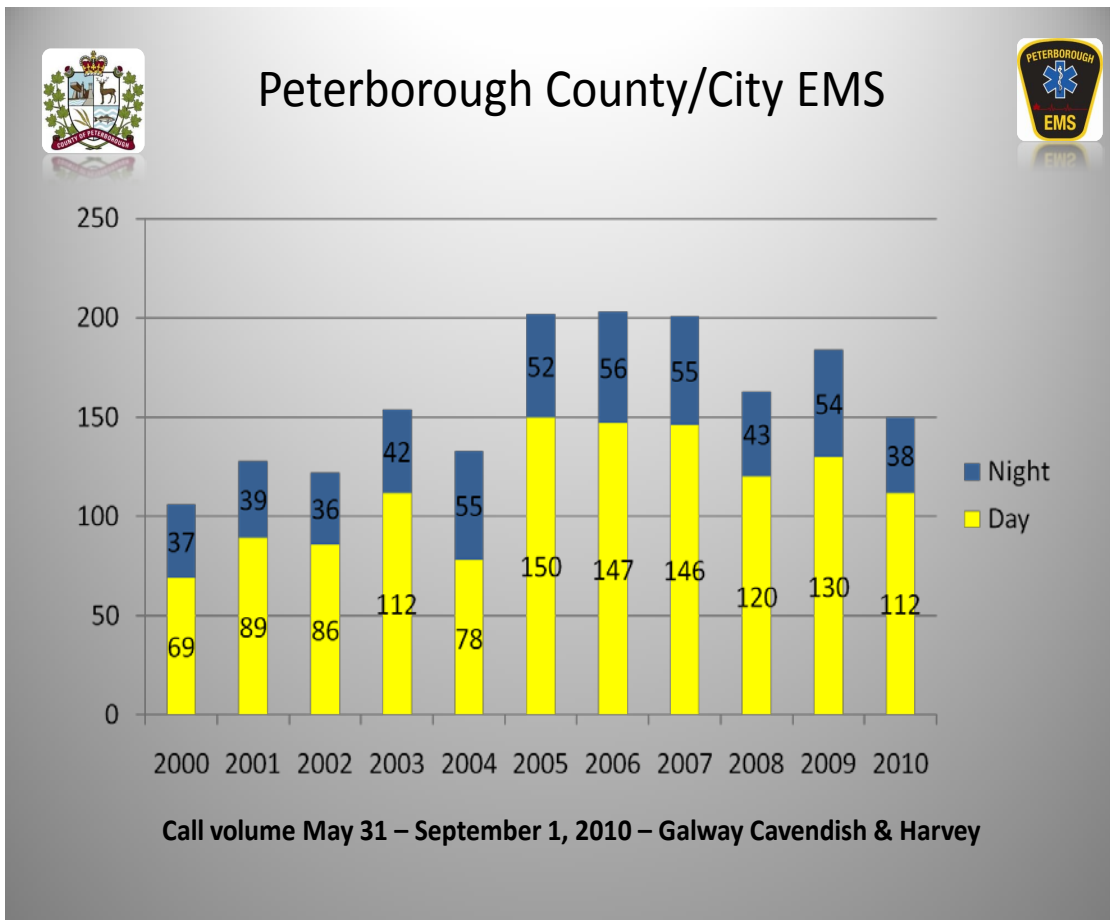


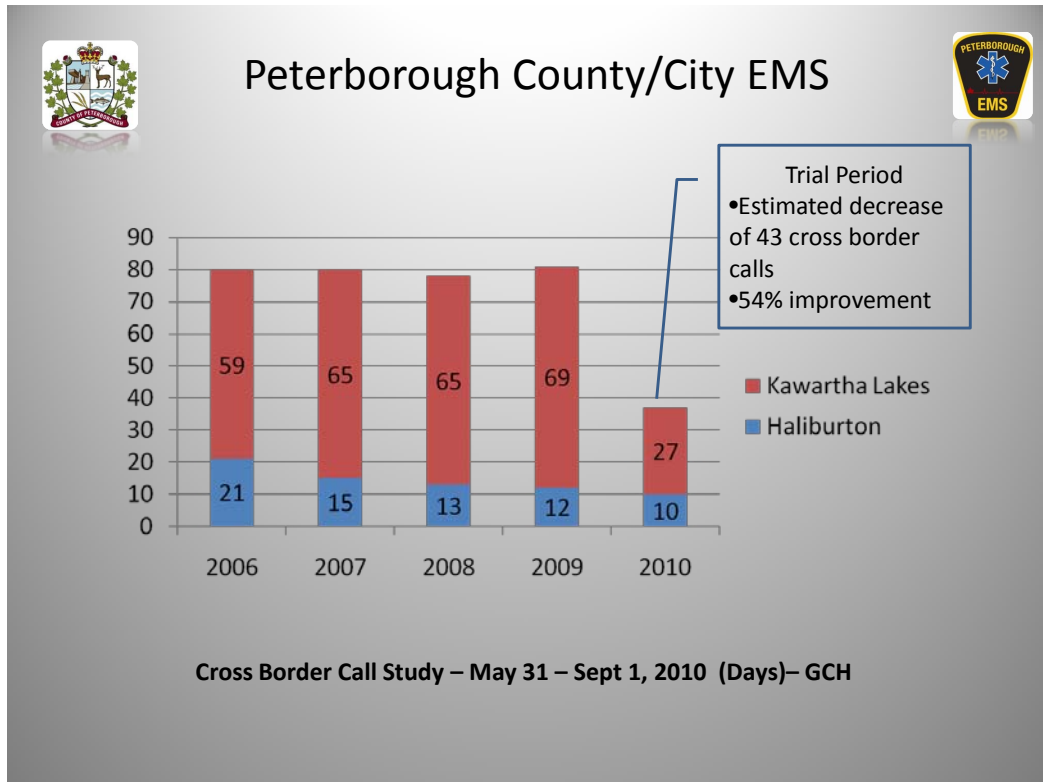
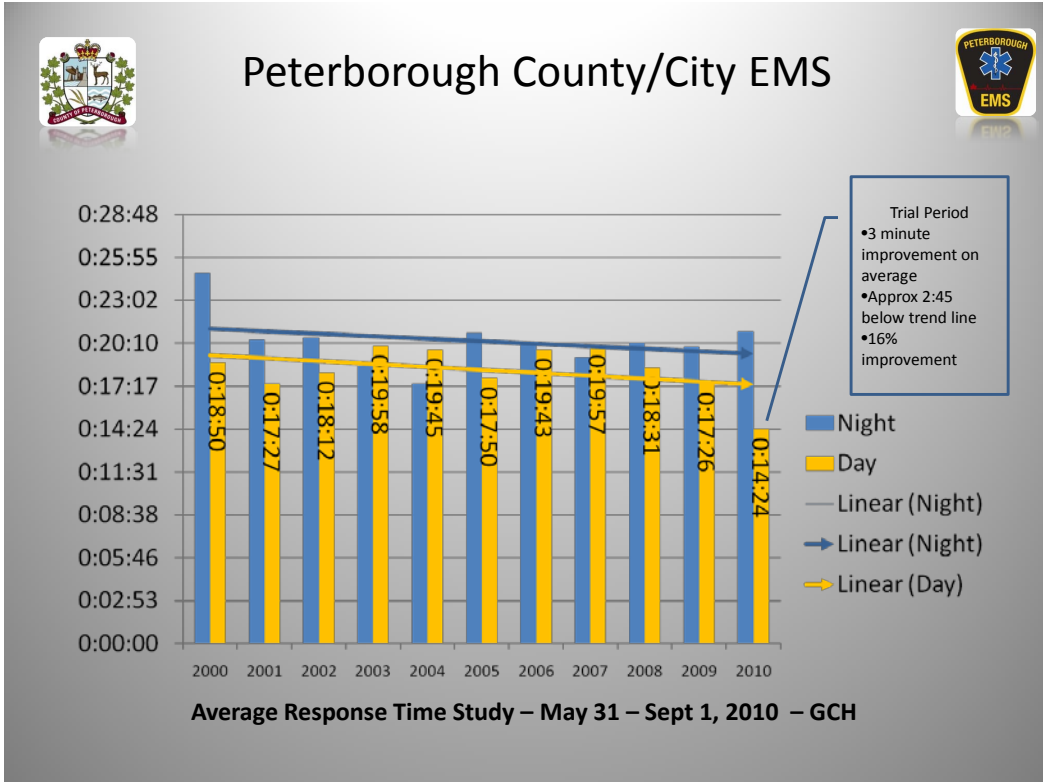
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- In an effort to reduce our mandated response times and better serve our residents and visitors of Peterborough County, a survey of related data indicated that EMS coverage improvements may be warranted within the Township of Galway-Cavendish and Harvey. The approval of the 2010 EMS budget included a three month pilot program for a day car to be located in Buckhorn for a three month period (June-August), 7 days per week. Results of the pilot program indicated:

  - 16% Improvement in response time for study period;
  - 90<sup>th</sup>% response time reduction of 2:24 (based on a 10 year trend);
  - Average Response time reduction of 2:45 (based on a 10 year trend);
  - 54% reduction in Cross Border Calls serviced by other EMS Services.

The project did prove to be successful in improving service delivery to the subject area during the study period and an extension of the project for the same time period in 2011 is included in the 2011 EMS budget proposal.





- ▶ In 2006, in consultation with AMO, the province established a Land Ambulance Committee (LAC) to review ambulance response time standards. On July 31, 2008, changes were made to the Ambulance Act, Ontario Regulation 267/08, amending Ontario Regulation 257/00 with the heading Section 22: Part VIII, Response Time Performance Plans, Section 22 and 23. These changes were to be phased in over three years and fully in effect in 2011 with reporting requirements to start this past October. As the majority of EMS Services in Ontario do not have the capability to gather data other than through the ADDAS system provided by the MOHLTC that has proven to be incomplete and non-reliable, a two year extension has been granted in order for the collection of data and the development of their local response time standards. Through the collection of data provided by our iMedic software program, Deputy Chief Mellow was able to develop a local response time plan for PCCEMS however; it will be filed until the expiration of the approved extension.
- ▶ Results from our most recent MOHLTC Service Review conducted in June 2009 were finalized in February. The Review Team identified only six recommendations that were legislated requirements. The provincial average is 22.5 recommendations per Service. Our Service is now documented as one of the most compliant EMS Services in Ontario. This we can be very proud of.
- ▶ As the result of a MOHLTC investigation concerning an ambulance call that took place on February 13, 2010 and a subsequent supplemental investigation, the evidence obtained during those investigations identified that our Service *may* not have been fully ensuring that the patient care provided and the documentation of the patient care and contact provided by all employees was completed in accordance with the *Basic Life Support Patient Care Standards* and the *Ambulance Service Documentation Standards* as required by The Ambulance Act, Part V of Regulation 257/00. In our defence we undertook a very comprehensive seven week audit and review of our Quality Assurance Program and presented our findings to the Senior Management of the MOHLTC on September 2<sup>nd</sup>. A report outlining the audit and review will be presented to County Council on February 2<sup>nd</sup>.
- ▶ Each spring the EMS Chief and Deputy Chief attend regular municipal Council meetings to present a report of the past year's operational and administrative components. In each presentation data information/analysis, call volume, response times and comparisons to past years of performance respective to each municipality are included followed by an opportunity for a Q and A session. Each presentation is well received and will continue annually.



- ▶ The compliment of EMS full-time personnel was increased in 2010 with the addition of a Shift Superintendent that enabled field supervision and related management responsibilities to be enhanced from twelve hours per day to twenty hours per day. This additional position was instrumental in providing task realignment, streamlining and expansion of responsibilities to further meet MOHLTC mandated requirements. This is an area that EMS is looking closely at furthering coverage to attain twenty-four hour field supervision.
  
- ▶ With regards to Health and Safety initiatives and enhancements, EMS increased training and safety equipment that included new safety helmets required to be worn while responding to certain calls, personal floatation devices to provide safety when working in proximity to water and ice surfaces, and winter snow pants to provide protection from winter elements during calls whereby personnel are away from their vehicle for extended periods of time.  
Health & Safety planning that commenced in 2010 and is nearing completion includes revised policies regarding Bill 168; violence in the workplace, responding to violent calls and water/ice rescue responses. EMS Management continues an excellent relationship with the Health & Safety Committee that meets and conducts inspections on a regular basis.
  
- ▶ In addition to deployment at major annual events such as the Havelock Country Jamboree and the Dragon Boat Races, deployment to the 2010 G8 Summit held in Huntsville this past June required many hours of meetings and planning for EMS. This is the first time Peterborough EMS has been deployed outside of our catchment area for an extended period of time (6 Days - 24 hours per day) where responsibilities included exclusive emergency coverage of a geographical area utilizing PCP and ACP Paramedics, Superintendents and Senior Management. The exercise proved to be very beneficial from both an operational and administrative perspective. No major problems or shortfalls were encountered and our deployment was deemed very professional and beneficial to the health and safety of the event by MOHLTC Senior Management.



Emergency Command Location – Frost Centre – Dorset, Ontario.

- ▶ Associations, Working Groups, Steering Committees and EMS related commitments:
  - Regular County Council Meetings
  - County/City Joint Services Steering Committee
  - Management Team Meetings (County)
  - Management Team (EMS)
  - EMS Labour/Management Meetings
  - Peterborough County Tri-Services Committee
  - Lindsay CACC Advisory Committee
  - PRHC/EMS Working Group
  - Trent Sector Emergency Management Committee
  - Eastern Ontario AMEMSO Chiefs Committee
  - Assoc. of Municipal Emergency Medical Services of Ontario
  - EMS Chiefs of Canada
  - Central East Prehospital Care Program Committee (Base Hospital)
  - Annual Lower Tier Municipal Presentations (8)
  - CUPE 4911 Collective Agreement Negotiations
  - Annual EMS/HR Recruitment Searches (Paramedics)
  - EMS/HR Grievance-Discipline and Investigation Meetings
  - Various County inter-departmental meetings (HR, Finance)

Respectfully submitted,  
Robert S. English, Chief