



The County of Peterborough
Joint Services Steering Committee

To: Chair and Members of Committee
From: Randy Mellow, Chief of Paramedics
Date: October 4, 2018

Subject: Peterborough Paramedics Response Time Plan 2019

Recommendation: That Joint Services Steering Committee receive and recommend the Response Time Performance Plan for submission under Part VIII of Ontario Regulation 257/00 made under the Ambulance Act and that the Response Time Performance Plan report be referred to County Council.

Overview

The purpose of this report is to provide the Joint Services Steering Committee with analysis and recommendation for the approval of the Land Ambulance Service Response Time Performance Plan for 2019 as mandated by the Ambulance Act

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.**

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 deployment strategies include:

- Addition of Paramedic Response Unit (PRU) 2016
- Allocating existing ambulance staffing to the west side Clonsilla Station

The result of this deployment strategy, as demonstrated in Table 1 below initially resulted in significantly improving response times on the highest acuity level responses. However, increasing call volume and other system pressures have served to adversely affect response performance. Analysis of response performance in 2018 year-to-date indicates decreased performance in each category of medical acuity.

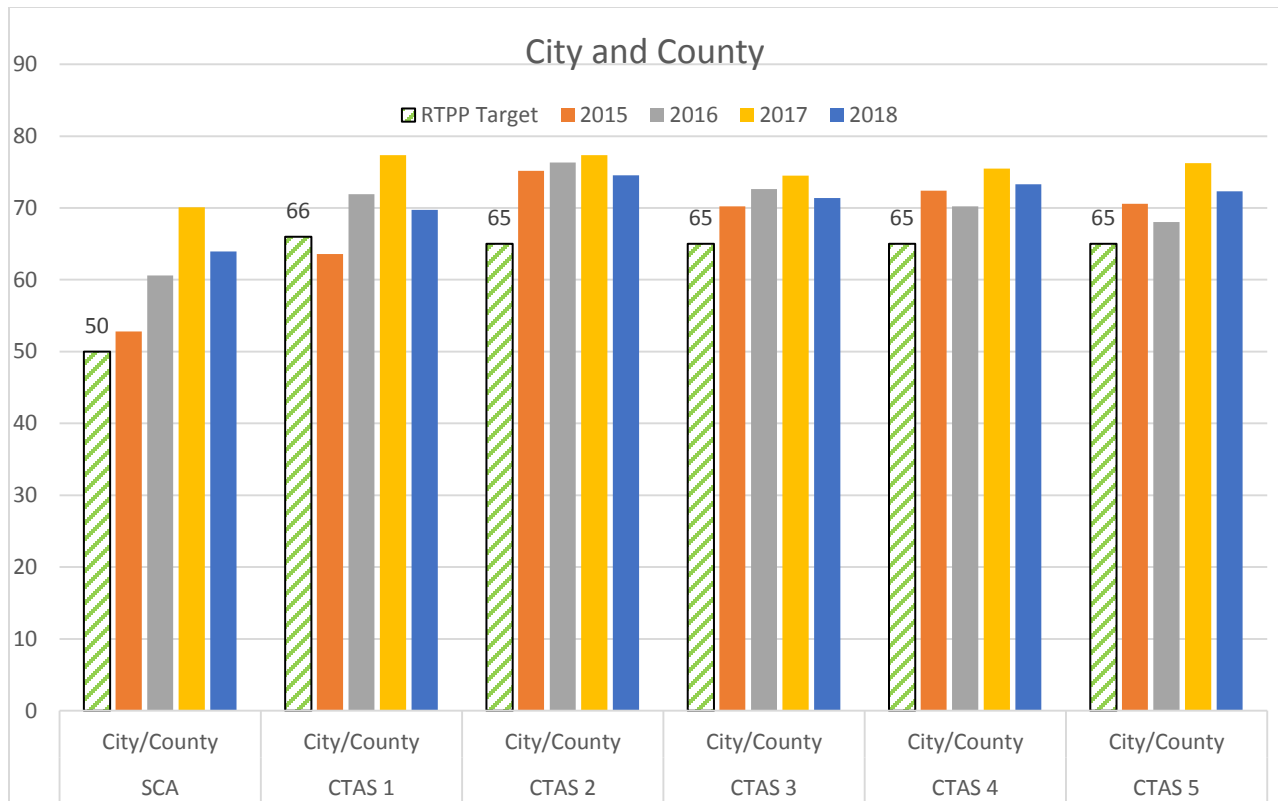
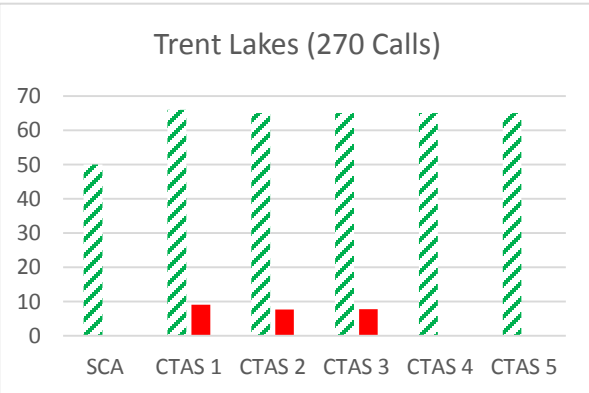
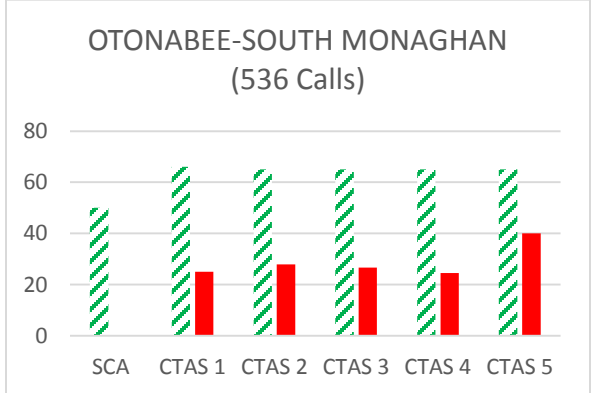
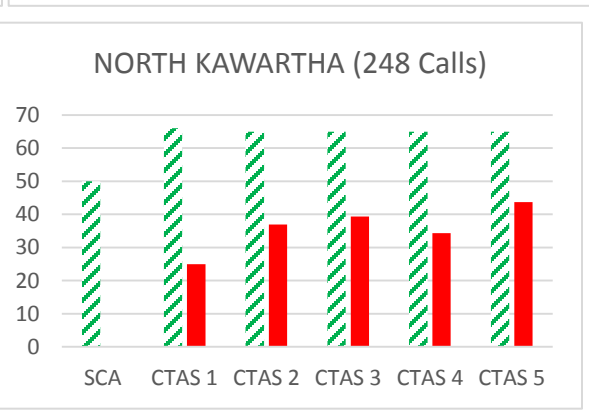
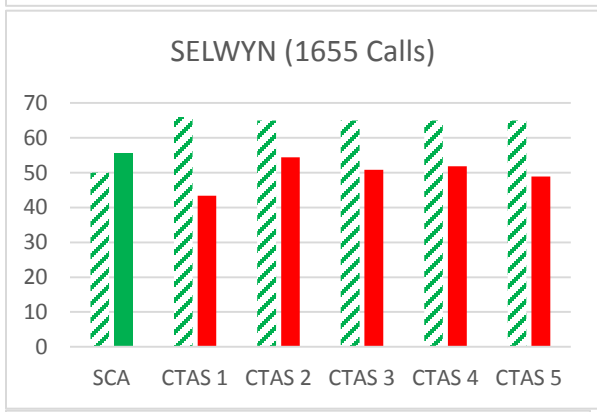
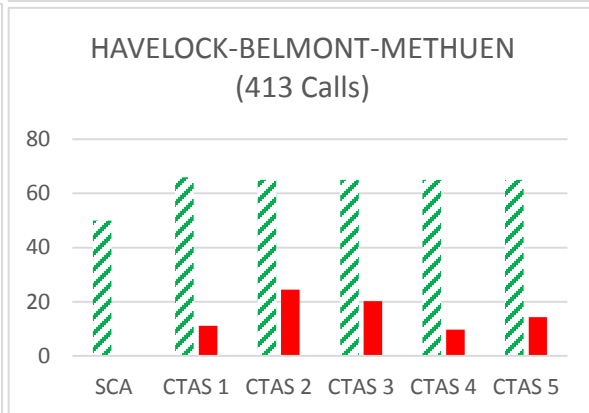
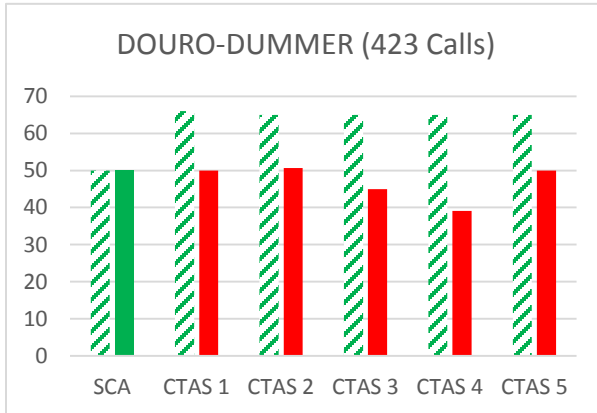
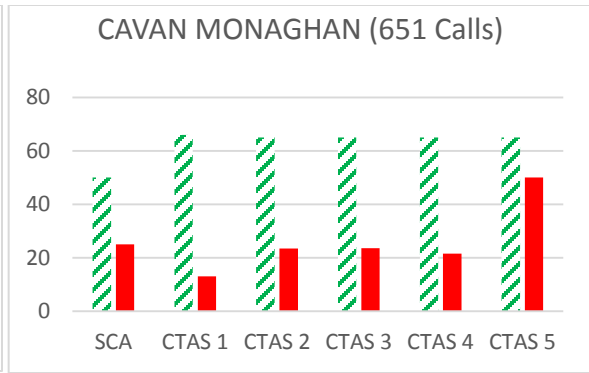
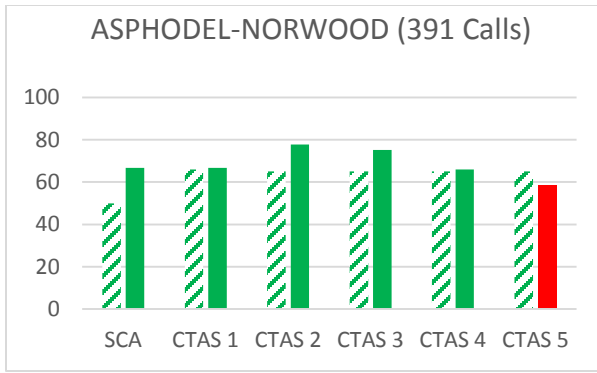


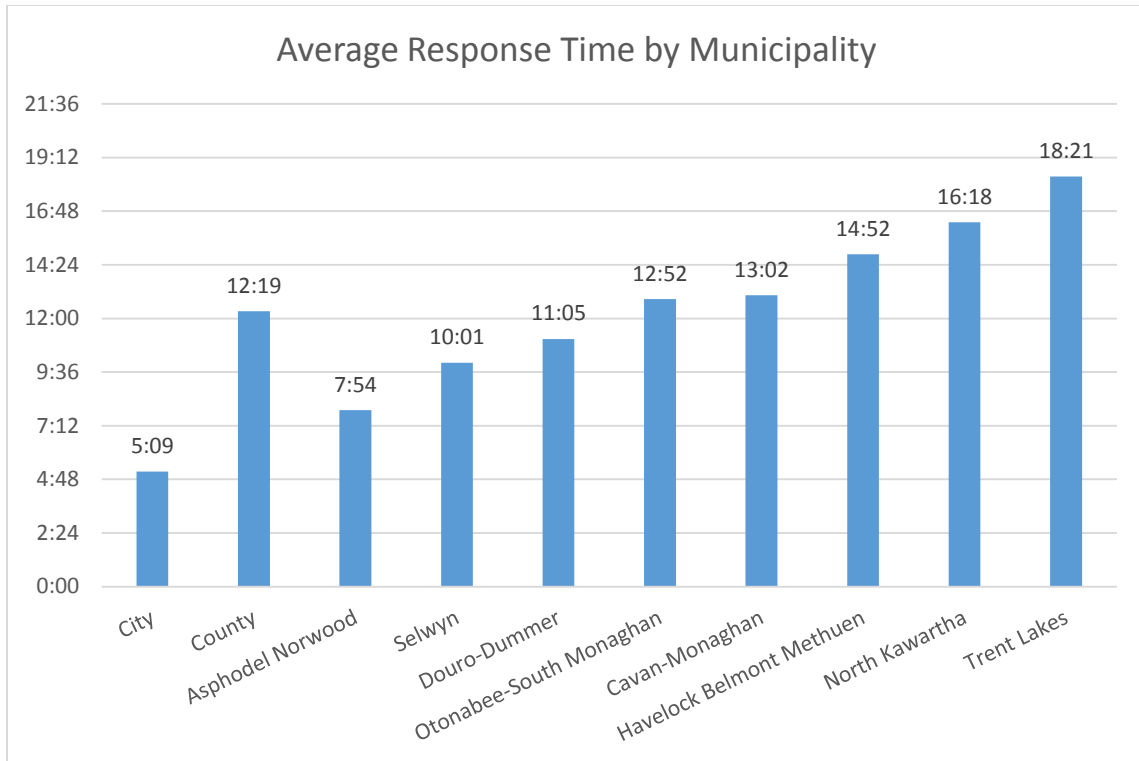
Figure 1

In an effort to address deteriorating response time performance PCCP Administration has submitted an enhancement plan included in the 2019 PCCP Budget. This plan includes additional staffing that will allow for conversion of a current seasonal ambulance deployment from 12 hours/day to a year round staffed ambulance 24 hours/day. The 2019 budget, inclusive of the proposed enhancement was received by both County Council (2018-08-15) and Joint Services (2018-09-05) and approved to be forwarded to the County and City for budget deliberations.

The enhanced level of service is anticipated to commence on April 1, 2019. PCCP Administration will continue to monitor and report back the effects of the service enhancement in 2019.

In addition to the mandatory response time analysis for the City and County as a whole, PCCP is also capturing and monitoring performance within each municipal boundary. Performance for each municipality compared to the RTPP targets for the calendar year 2017 is provided in following charts. Also included below is an analysis of average response times per municipality.





It is generally accepted within Paramedic Service system designs that response time performance will differ in rural and urban settings. Review of the local performance data at the municipal level clearly indicates a disparity between the urban and rural settings. This is a disparity not identified or recognized by the current provincially mandated response time reporting requirement.

Following implementation of the enhanced staffing level in 2019, PCCP Administration is proposing to continue analysis of response time performance in all areas (urban/rural/municipal) with a goal to recommend and establish 2020 Response Time Performance Plan. The 2020 plan is proposed to expand on the mandated County/City response time targets and to include response time performance targets for both urban and rural areas within Peterborough County.

In summary, 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 and the proposed service enhancements will allow PCCP to meet targets effectively and efficiently. Therefore, administration recommends maintaining the response time targets as set out and previously endorsed by County Council and the submission of the 2019 RTPP (Attachment 1).

Should the enhanced level of ambulance service not be approved, the RTPP would need to be reviewed as described in Reg 257, Part VIII: (4) and new targets potentially be established that take into consideration the increasing system pressures.

Financial Impact

No additional costs are anticipated

Anticipated Impacts on Local and/or First Nations Communities

None

Link to County of Peterborough Strategic Plan Priorities

Improved Essential Infrastructure

Financial Sustainability and Fiscal Responsibility

In consultation with:

1. CAO Troy Speck
2. Deputy Chief Chris Barry, PCCP Operations

Communication Completed/required:

The 2019 Response Time Performance Plan must be submitted to the Ministry of Health by October 31, 2018

Attachments

Attachment 1: 2018-10-17 Peterborough Paramedics Response Time Plan 2019

Respectfully Submitted,
Original Signed by
Randy Mellow
Chief of Paramedics

For more information, please contact
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