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**Efficiencies & Service Delivery Excellence**

**A Position Paper in Support of Service Funding &  
Peterborough County-City Community Paramedicine**



# Executive Summary

## Service Funding for 2019—Required Service Enhancements

Peterborough County City Paramedics (PCCP) is operated by Peterborough County as the service delivery manager for land ambulance services throughout Peterborough County and City. PCCP is recognized as being an innovative leader, having implemented efficiency and technology strategies that improve our ability to provide the highest quality paramedical services to our community.

Peterborough County City Paramedics (PCCP) are passionate about the communities we serve. We have a population base of 138,236 and have 3,848 square kilometers of area to cover.

→ At maximum staffing, there are 10 ambulances on the road and the annual on-the-road staffing hours for one year is approximately 68,082.

→ We have five (5) full time and one seasonal ambulance station located throughout the County and City of Peterborough.

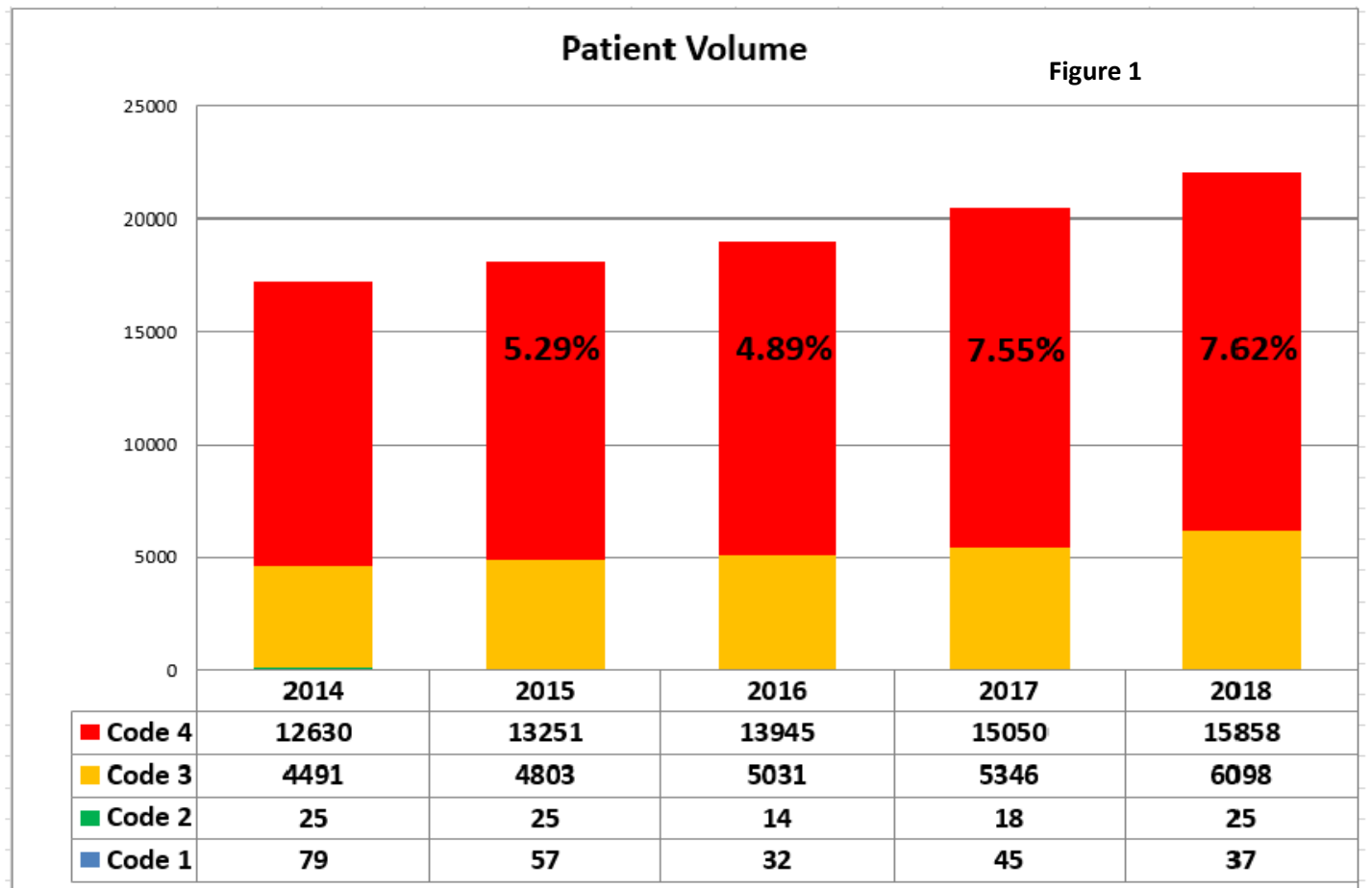


PCCP is proud of our ability to work within such a tight budget while maintaining a high quality standard and being a benchmark for other Paramedic Services - Provincially, Nationally and even Internationally. Over the past fiscal years, the PCCP budget increase has been lower than most other paramedic services in Ontario (below the average for many years). This has been achieved through the various efficiencies we have implemented.

However, based on our annually increasing call volumes, lack of response vehicle availability at times and our aging population and call volume forecasts our Council approved a service enhancement in the 2019 budget. The recent *Provincial funding freeze* means that this required service enhancement will be unfunded by the Province and borne solely on the backs of the municipal taxpayers.

**Patient Call Volume**

An analysis of individual patient call volume (2014-2018) is represented in Figure 1.. While deployment strategies have reduced vehicle movement associated with service demand, the actual volume of patient responses continues to increase at an accelerating rate (**7.62% increase in 2018**).



# Projection Results

Figure 2

## Future Projections

In 2016, the County commissioned a 10 Year Facility and Resource Plan which included Call Volume analysis and projection.

In this report call volume was projected to increase at a compounding rate of approximately 5% per year. (Figure 2)

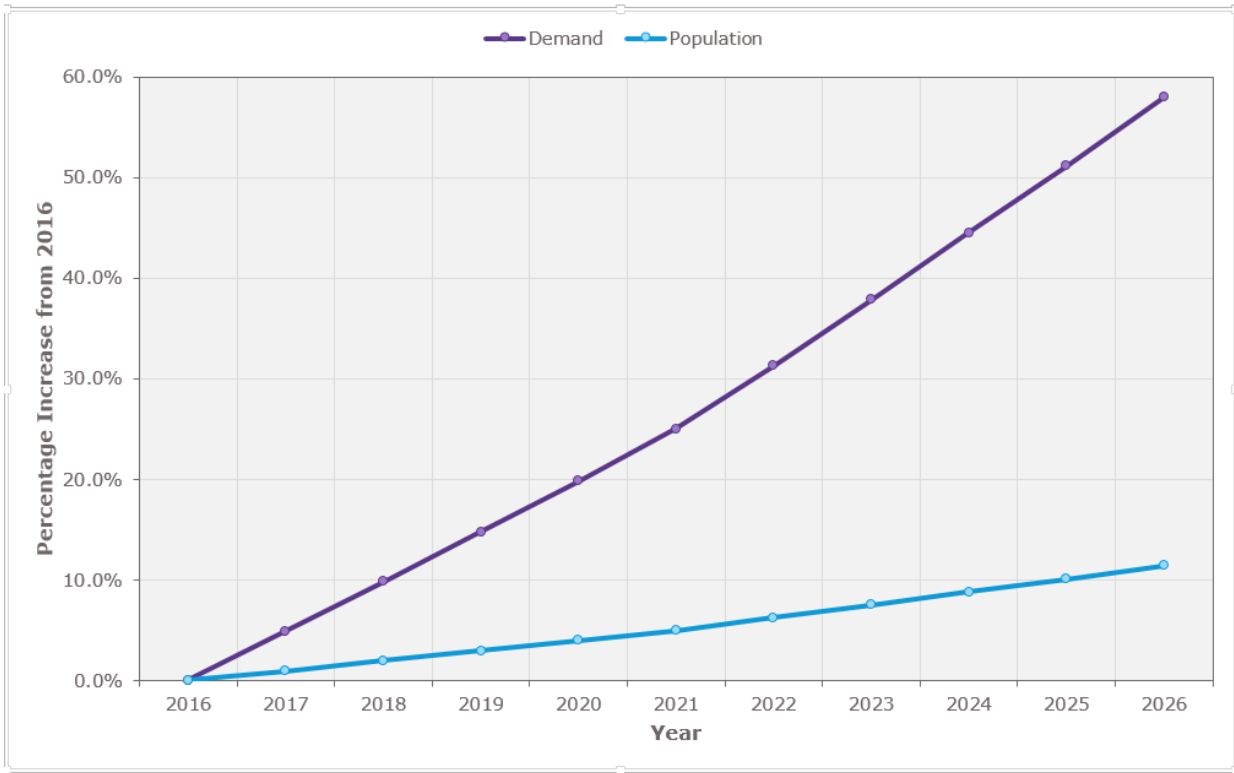
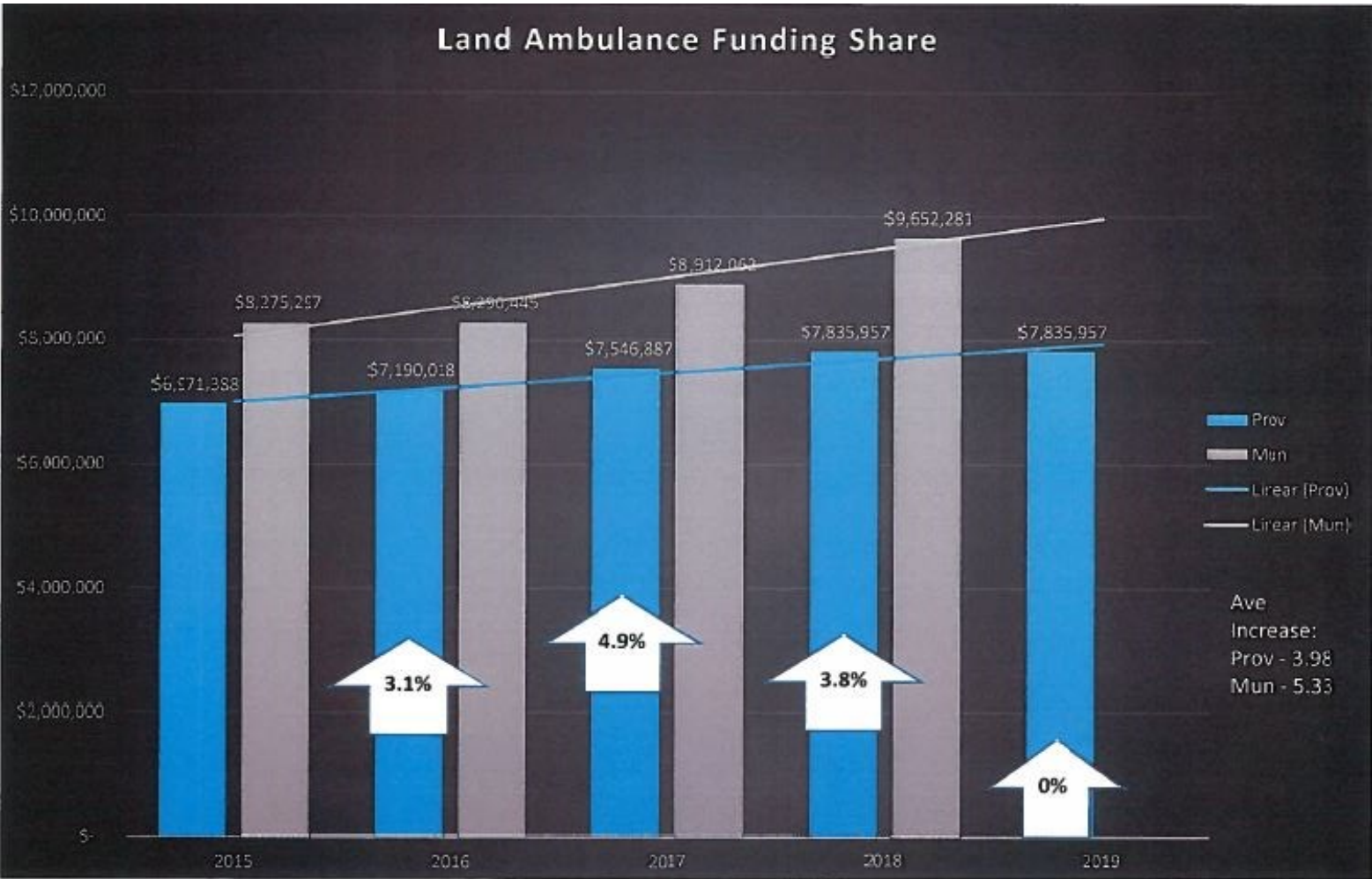
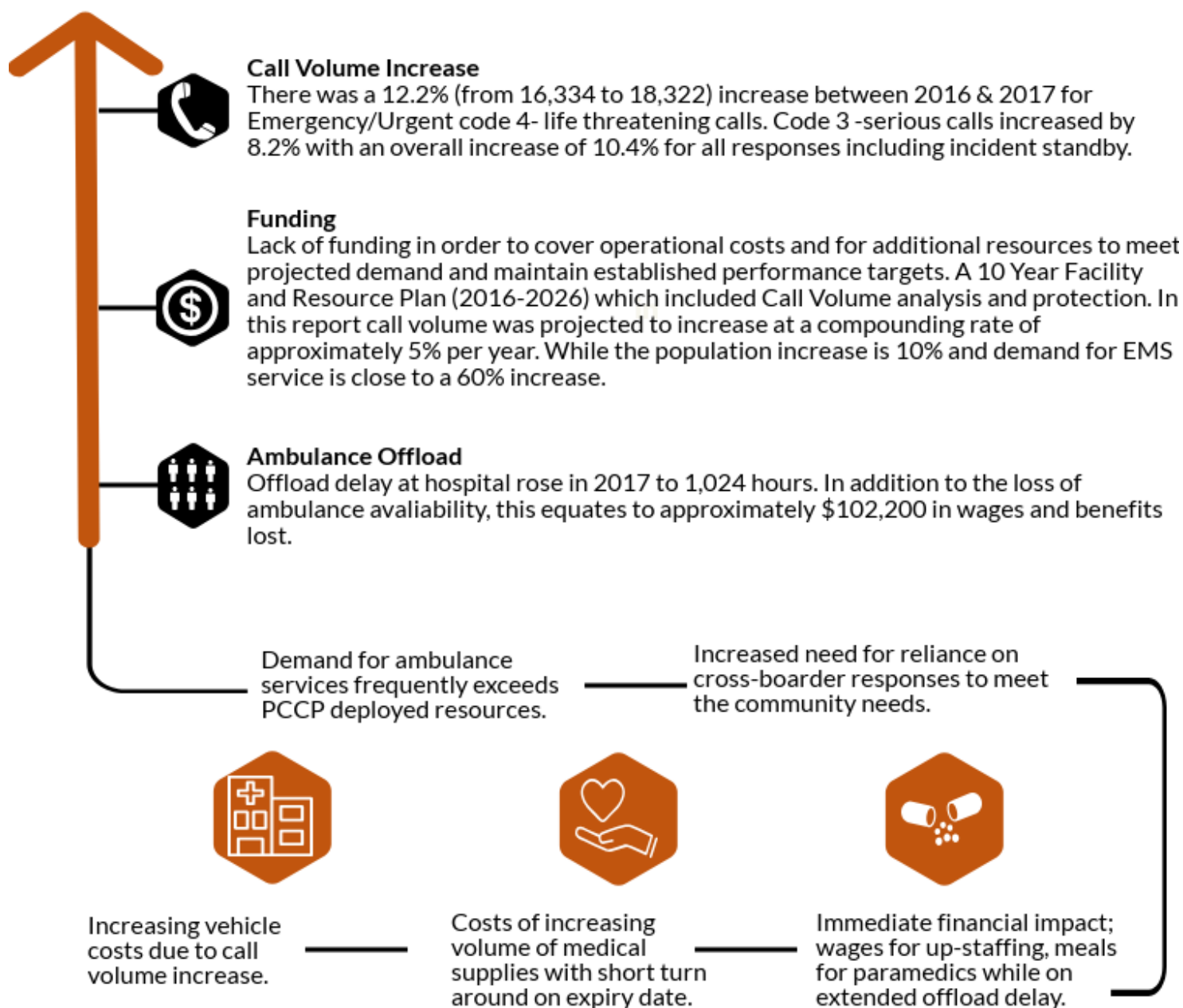


Figure 3





Peterborough County-City Paramedics continue to be forward-thinking and operate an efficient and responsive service. Our priority is our community's health and delivery of high standards of excellence in care. Peterborough County doesn't have the financial base nor the tax-payer base to carry neither the financial burden of the approved 2019 required service enhancements, nor the projected future demands for the services.

**Peterborough County-City Paramedics (Peterborough County) would like to respectfully request the Province to fund fifty percent (50%) of costs for 2019 (which include the required service enhancement).**

## Funding for Call Mitigation

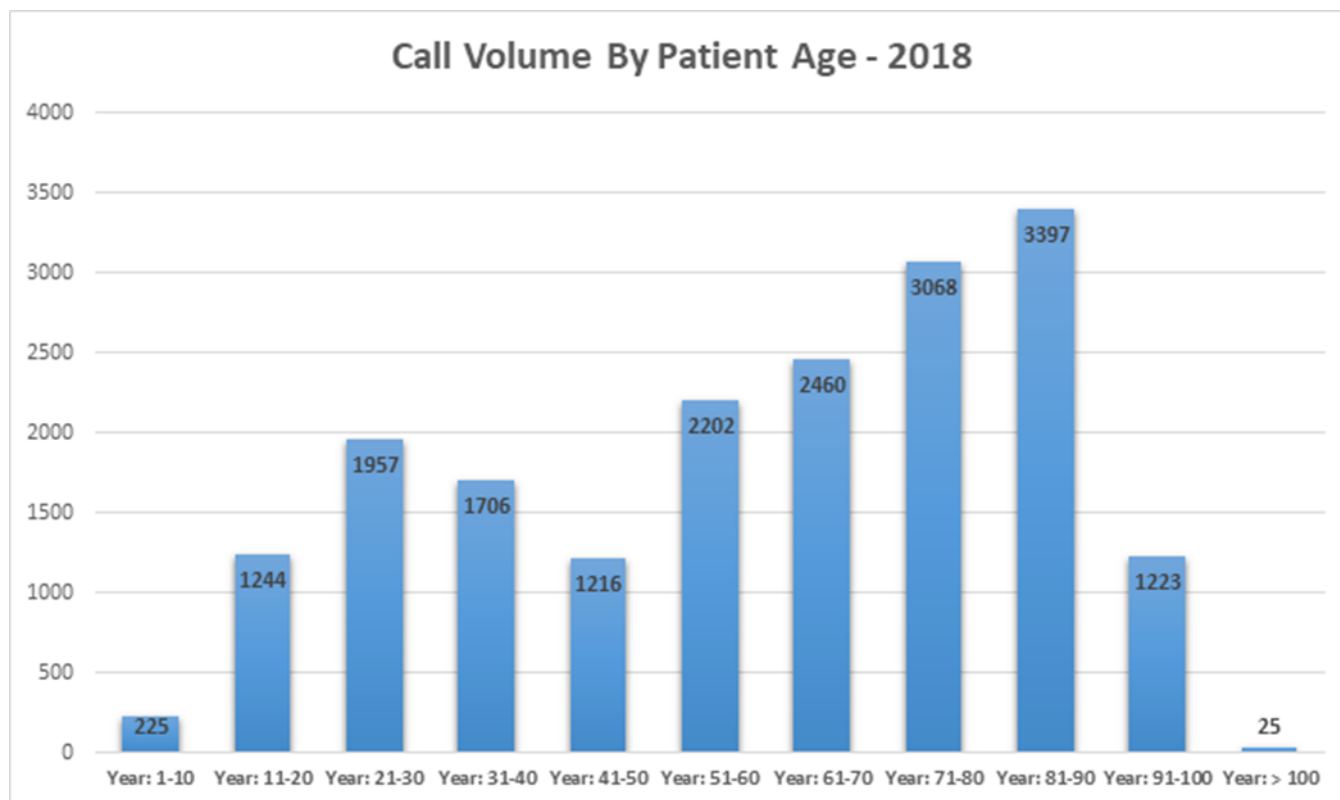
### The Peterborough County/City Need for Community-Based Paramedicine

The 2017 Central East LHIN Health Link Community Profiles data indicates that Peterborough City and County has 27,065 adults over age 65 living in the region. <sup>(1)</sup> Within the CELHIN, Peterborough County ranked amongst the highest in patients identified with high risk chronic conditions of COPD, Ischemic Heart Disease, CHF, Asthma, and Diabetes <sup>(2)</sup>

*This population is estimate to grow by 27% over the next 10 years.*

The chart (Figure 5) below shows the disproportionate affect an aging population has on requests for service.

Figure 5



1. (Central East Local Health Integration Network, 2017)

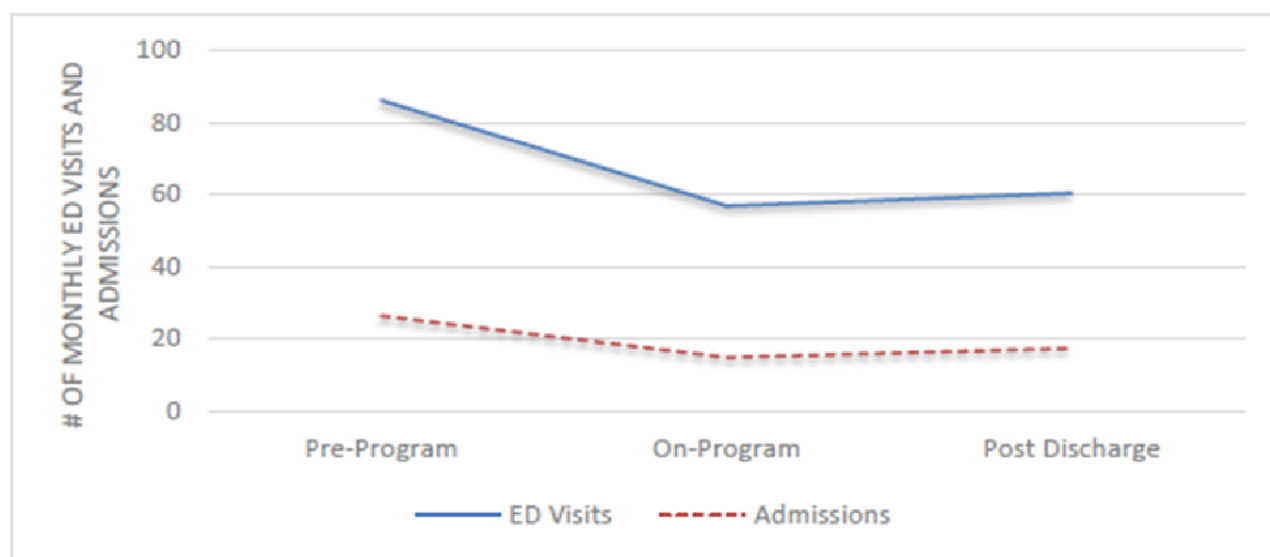
2. (Central East Local Health Integration Network, 2017)

## Peterborough County-City Paramedics—Community Paramedicine (Call Mitigation)

In seeking out evidence based initiatives to reduce or mitigate call volumes Peterborough County City Paramedics implemented a Community Paramedic Remote Patient Monitoring program (CPRPM) which provided education and monitoring of persons living with congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD).

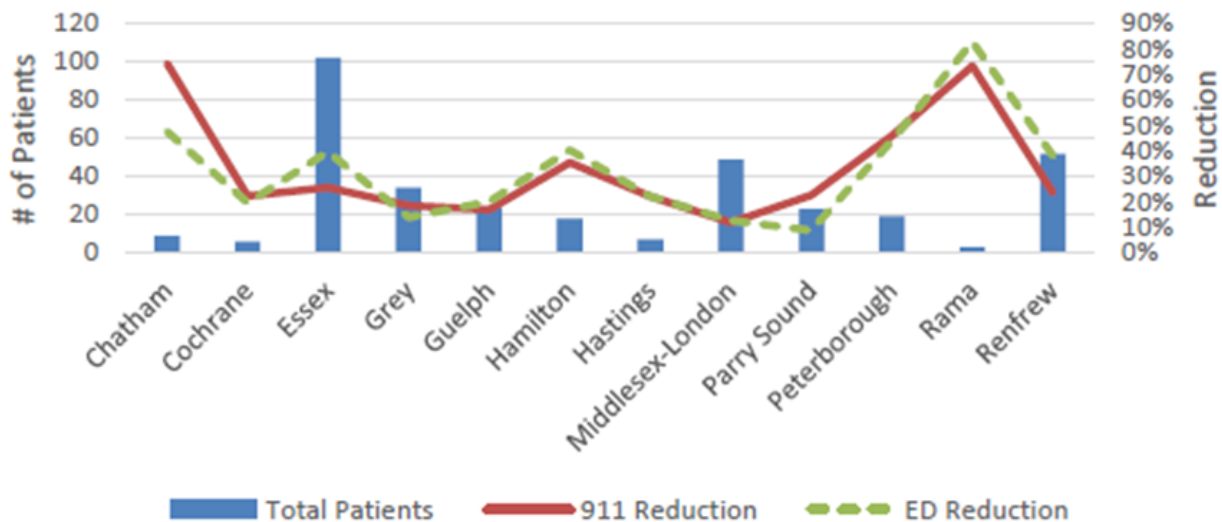
The goal was to reduce costs and burden on the health care system through reduced 911 calls, Emergency Department (ED) visits and hospitalizations. Through this program we experienced a significant reduction in ED visits and readmission of patients, thereby achieving significant cost savings to the health care system as a whole. ***Unfortunately the funding for this program ended and we were unable to fund its continuation, however we do see this type of program as one that would be invaluable to the region and to mitigate future call volume increases.***

Figure 6



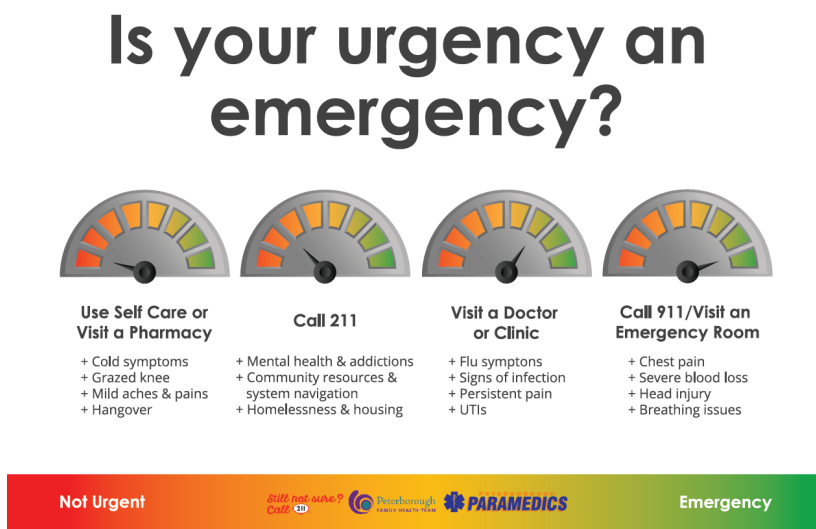
Pre-On-Post Discharge Trend (ICES analysis)

Figure 7





Recently we implemented a social and traditional media campaign that encourages residents to consider the scale of their emergency and reflect upon community services as optional outlets of support as opposed to the use of 911 services. This campaign is called “Is Your Urgency an Emergency” it promotes the consideration of self-care (pharmacy), accessing of community services through the use of 2-1-1 and/or consideration of the services available through the Peterborough Family Health team, prior to calling 911. Although too early to evaluate the impacts of this initiative, the information shared through our agencies collaborative efforts is an example of our desire to benefit our entire community.



The healthcare system is fragmented, allowing “at risk patients” to fall through the cracks after Emergency Department (ED) discharge. Evidence indicates, post ED discharge, many patients have preventable return visits to ED.

*Investigators have analyzed the discharge of patients from Ontario EDs, following an acute exacerbation of congestive heart failure (CHF), chronic obstructive lung disease (COPD) or diabetes, (all conditions where follow-up visits are recommended). They found that 15–31% of patients saw no physician within 30 days of ED discharge. About 65% of patients saw only their primary care physician; the proportion seeing both a primary care physician and a relevant specialist varied from 3% (COPD) to 14% (CHF).*

*Peterborough Regional Health Centre emergency department (ED) sees an average of 230 patients per day. Thirty-seven (37) of these patients are at least 65 years of age and not admitted. On average, 11.3 % of these patients have a repeat ED visit within 7 days and 21.3 % of those are admitted. Additionally, at the 30 day mark, 19.2 % have had repeat ED visits, with 22.4 % of those being admitted.*

Peterborough County/City Paramedics is uniquely positioned to support patients transitioning to home after an ED visit. The implementation of our proposed Transitional Care Paramedic (TCP) Program, will provide patient centered strategies, supporting patients with linked pathways to available services. It will mitigate return ED visits and hospital admissions. This will contribute to the sustainability of Ontario’s healthcare system and promote patients living at home and reduce hallway medicine.

**With funding, the Peterborough County/City Paramedics community paramedicine program would bring together providers and organizations from across the continuum of care, TCP’s will ensure complementary and coordinated services, share information between providers with greater accuracy, and be better equipped to manage patients with chronic disease and multiple illnesses. This strategy will address clinical issues related to the patient’s condition as well as the social care needs of patients and families.**

**Funding and implementing the community paramedic programs has potential to offset paramedic call volume growth and would mitigate the need for future rate of service level growth or enhancement.**