



The County of Peterborough
Joint Services Steering Committee

To: Chair and Members of Committee
From: Randy Mellow, Chief of Paramedics
Date: October 24, 2019

Subject: Paramedic Service Operational Key Performance Indicators

Recommendation: Receive the report for information only.

Overview

The purpose of this report is to provide an overview of a suite of operational key performance indicators (O-KPIs) to be collected by Peterborough County/City Paramedics (PCCP) for the purpose of performance reporting to the Peterborough City and County Joint Services Steering Committee.

Background

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 performs annual analysis of paramedic service call volumes, response times and patient outcomes (where possible). The demonstrated result of this analysis is evidenced by the services ability to meet and exceed response time targets while facing disproportionately higher call volume increases and with rates of service expansion and operating costs which fall below the regional average.

While PCCP remains committed to continual response time and deployment analysis and reporting, the department has now broadened the scope of its performance measurement by introducing an expanded suite of operational key performance indicators (O-KPI) that look well beyond traditional (and legislated) response time performance. The intent of O-KPIs is to provide the City, County and public a detailed view of the paramedic service operational efficiency and to provide benchmarking that will form the basis of ongoing evaluation and performance strategy.

Analysis

Building on the Performance Measures Inventory created by the EMS Chiefs of Canada (now Paramedic Chiefs of Canada), PCCP has initiated data collection and analysis to inform the following reportable O-KPIs. These operational measures have been selected and prioritized based on universality, ease of defining and perceived funding value. The proposed measures will be collected and analyzed on an annual basis with year over year comparison and, where possible, performance will be evaluated against a selection of comparator Paramedic Services. Summary of O-KPI Measure will be reported to JSSC annually.

In addition to O-KPIs, a suite of Clinical Key Performance Measures (C-KPI) is currently being developed by the Paramedic Chiefs of Canada. PCCP has representation on the C-KPI working group and as universally applicable C-KPIs are developed, PCCP will be working to incorporate the relevant C-KPI Measures into the annual Performance Reporting.

The current proposed Operational Key Performance Indicators include the following:

Response Time Performance

- RTP-1 Response Time Performance Plan (RTPP) RTPP Urban
- RTP-2 RTPP Suburban/Rural
- RTP-3 RTPP Remote (in development)
- RTP-4 90th% Response Time Urban
- RTP-5 90th% Response Time Suburban/Rural
- RTP-6 90th% Response Time Remote (in development)

Volume Measures

- V-1 Paramedic Service Emergency Events (C-3,4) per 1000 Population
- V-2 Paramedic Service Non-Emergency Events (C-1,2) per 1000 Population

Utilization Measures

- U-1 System Utilization Rate (UHU)
- U-2 Ambulance Resource Level Zero Rate

System Design/Deployment Measures

- SD-1 Average at Hospital Time
- SD-2 Average Offload Time
- SD-3 90th% at Hospital Time
- SD-4 90th% Offload Time
- SD-5 Advanced Care Paramedic Capture Rate

Finance/Funding Measures

- F-1 Operating Cost per Capita
- F-2 Operating Cost per Event
- F-3 Operating Cost per Unit Hour

Fleet Measures

- FL-1 Fleet Maintenance Cost per Kilometer
- FL-2 Vehicle Collisions per Kilometer
- FL-3 Fleet Operating Cost per Kilometer

Carbon Emissions Measures

- CE-1 Total Annual Fleet Carbon Emissions
- CE-2 Total Output per Response
- CE-3 Total Carbon Emissions per Capita

Satisfaction Measures

- S-1 Complaints Received
- S-2 Customer Commendations Received
- S-3 Time for Complaint Investigation

Occupational Health & Safety

- OHS-1 Injury Frequency Rate
- OHS-2 Lost Time Injury Frequency Rate
- OHS-3 Average Lost Time Rate

Human Resource Measures

- HR-1 Paramedic Practitioners per Capita
- HR-2 Advanced Care Paramedics per Capita
- HR-3 Paramedic Service Training Hours

Financial Impact

No additional costs are anticipated related to annual evaluation of KPIs. It is expected however that cost could be incurred related to development of data analytics through the current electronic patient charting software. This cost is expected to fall within the current PCCP budget.

Anticipated Impacts on Local and/or First Nations Communities

None

Link to County of Peterborough Strategic Plan Priorities

Financial Sustainability and Fiscal Responsibility

Collaboration Shared Services

In consultation with:

1. CAO Troy Speck
2. Deputy Chief Chris Barry, PCCP Operations
3. Deputy Chief Don Oettinger, Professional Standards
4. Sheridan Graham, Director Corporate Projects and Services

Communication Completed/required:

None at this time.

Attachments:

PCCP 2018 Operational Key Performance Indicator Report

Respectfully Submitted,
Original Signed by
Randy Mellow
Chief of Paramedics

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