



Dispatch Modernization Update: Implementing the Medical Priority Dispatch System in November 2024

Presented to
York Regional
Council

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Agenda



**Why current
911 and ambulance
systems require
modernization**

**Update on
implementation of
Medical Priority
Dispatch System and
expected changes**

**Implications of
Medical Priority
Dispatch System
and future
opportunities**

How current 911 and Ambulance Dispatch Systems Work

Components of a Paramedic Response

1 2 3 4 5 6 7 8

- 911 call:** Someone calls 911 for an emergency and response time begins
- York Region dispatch:** Call transferred from York Regional Police to Georgian CACC
- Provincial Dispatch:** Georgian CACC prioritizes urgency level of the call
- Paramedics assigned:** CACC assigns closest paramedics to respond
- Paramedics arrive:** Patient assessed and treated based on CTAS level and standard of care
- Hospital arrival:** Transfer of care to hospital or may treat and release/refer
- Paramedics assigned to post by CACC:** CACC assigns paramedics to post to maintain coverage across the region
- Paramedics deployed to next call:** CACC deploys paramedics to the next call

Challenges with the Current System

Key Challenges

- 911 calls over-prioritized as 'life threatening emergencies', leading to inefficient use of paramedic resources impacts ability to respond to true emergencies
- Limited ability to separate low acuity patients receiving same response times as critically ill patients
- Current system impacts ability to maintain response time targets
- Operational pressures (end of shift overtime)





New Dispatch Experience in Ontario

Key Insights

- Appropriate triage of 911 responses anticipated to reduce number of 'lights and sirens' calls from 70% to a projected 50%
- Maintained response time capacity as paramedics are diverted to highest priority calls
- Potentially increased patient wait times for paramedic response to lower acuity patients
- Improved management of paramedic workload and end of shift overtime

Implementation Dates Across Ontario

Toronto: 1995

Niagara: 2005

Peel and Halton: December 2022

Kenora: 2023

Thunder Bay: January 2024

Ottawa and Cornwall: April 2024

Renfrew County: May 2024

Simcoe County and York Region: Fall 2024

Implications for the System

Expected Outcomes



Better call prioritization

to critical patients who are most in need of help

Balanced workloads

with reduced overtime for paramedics

System optimization

allows more efficient use of resources

Public safety

reduces need for paramedics to drive with lights and sirens

Reduced cross border calls

with Peel and Toronto; only responding to reds and purples outside of Region

Innovations in secondary medical triage with nurses in dispatch centres, providing triage to broader health system (e.g. Urgent Care, Mental Health and Addictions centres)

Next Steps

Key Actions Underway



January 2024

Regular touchpoints and status updates with Ministry of Health

July 2024

Finalize Response Time and Deployment Plan

November 2024

Implement Medical Priority Dispatch System (MPDS) at Georgian CACC

November 2026

Report back to Council on Master Plan based on evaluation of new Dispatch System

June 2024

Consult external partners in advance of the go-live date
Finalize Response Plan Matrix

September 2024

Provide training resources and support to paramedics
Execute York Region's public awareness campaign

November 2025

Review and Assess MPDS impact on the system

Key Changes and Mitigations



Changes

Priority Response reserved for the most urgent calls

Non-urgent conditions may wait longer for paramedic response

More call details from 911 dispatchers

Mitigations

Master Plan 2021 – 2031 provides necessary resources to maintain optimal performance

Public Awareness Education Campaign

Continue to provide clinically safe paramedic response