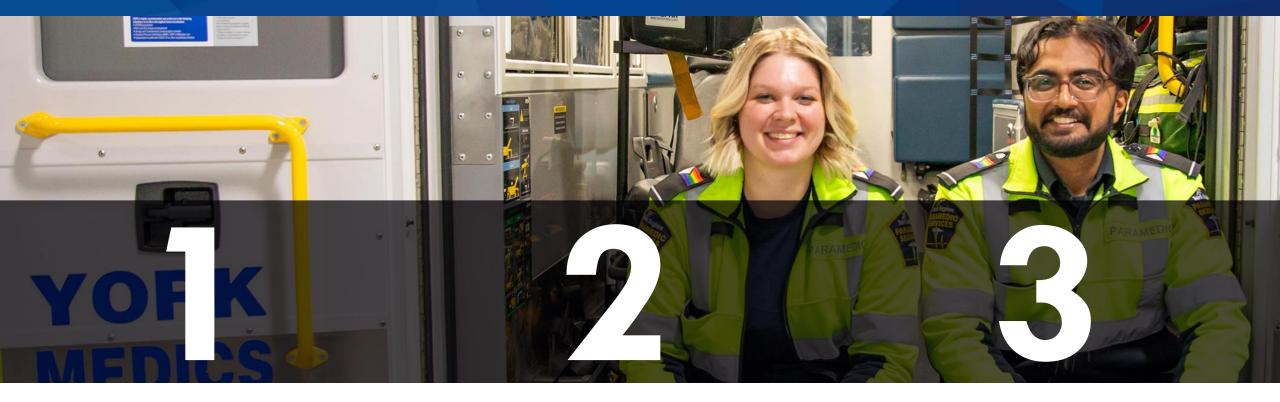


Dispatch Modernization Update: Implementing the Medical Priority Dispatch System in November 2024

Presented to York Regional Council Presented by Chris Spearen, General Manager (A), Paramedic & Seniors Services Jeremy Watts, Chief (A), Paramedic Services Presented on September 5, 2024







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

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

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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

Reduced cross border calls

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

Public safety

reduces need for paramedics to drive with lights and sirens **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



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