

Paramedic Services Response Time Performance

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Paramedic and Seniors Services
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Agenda

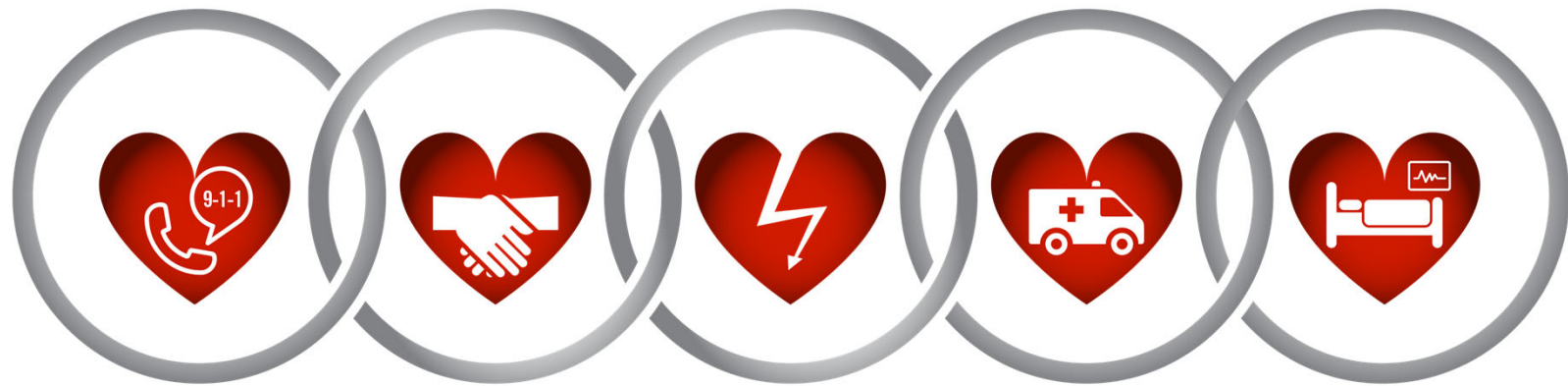
- How the current 9-1-1 system and Ambulance dispatch system works
- How we deploy ambulances to ensure equal access to service across the Region
- 2018 response time performance and critical elements of responding to Sudden Cardiac Arrest
- Changes coming to Provincial ambulance dispatch and potential benefits

2018 Response Time Performance Plan

Category and Examples	Target response time from Dispatch to arrival on scene	Targeted percentage to meet response times (%)	2018 Performance (%)
Sudden Cardiac Arrest Absence of breathing, pulse	Community Target: Arrival of any person equipped with an AED within 6 minutes	60%	63%
CTAS 1 - Includes sudden cardiac arrest or other major trauma	8 minutes	75%	76%
CTAS 2 - Chest pain, stroke, overdose	10 minutes	80%	84%
CTAS 3 - Moderate pain or trauma	15 minutes	90%	92%
CTAS 4 - Minor trauma, general pain	20 minutes	90%	95%
CTAS 5 - Minor ailments, repeat visits	25 minutes	90%	98%

Note: In September 2012, Council adopted the *York Region Emergency Medical Services Response Time Performance Plan 2013*, which identified targeted response times from Dispatch to arrival on scene.

Chain of Survival of Cardiac Arrest



Components of a Paramedic Response

9-1-1 call

Someone calls 9-1-1 for an emergency and response time begins



9-1-1 call is placed to a residence for a male in cardiac arrest

Components of a Paramedic Response

9-1-1 call

Someone calls 9-1-1 for an emergency and response time begins



Provincial Dispatch

9-1-1 call is transferred to the Georgian Central Ambulance Communications Centre (CACC)



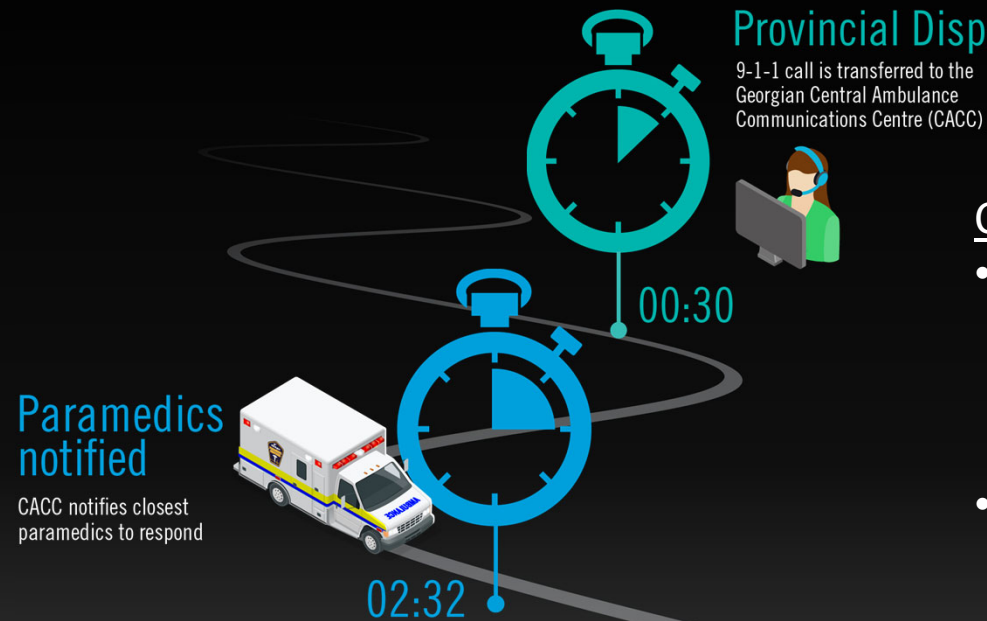
Current State

- Dispatcher takes information and triages the response as “Life Threatening”
- Dispatcher notifies the paramedics of the response
- Fire Department is also notified

Future State

- Paramedics and Fire are notified as soon as the call is identified as a cardiac arrest while the call taker continues to gather information
- Call is prioritized as “Level 1”

Components of a Paramedic Response



Current State

- Paramedics receive response information through verbal overhead page if they are in the station
- Response information is also sent to the paramedics iPhones and mobile data terminal in the ambulance

Components of a Paramedic Response

Paramedics notified

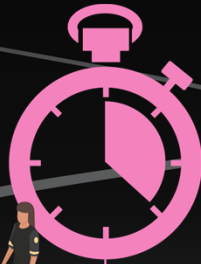
CACC notifies closest paramedics to respond



02:32

Current

- Paramedics arrive on scene to provide care and transport the patient to the hospital



09:54

Paramedics arrive, provide medical care and transport

Paramedics assess the patient based on CTAS level



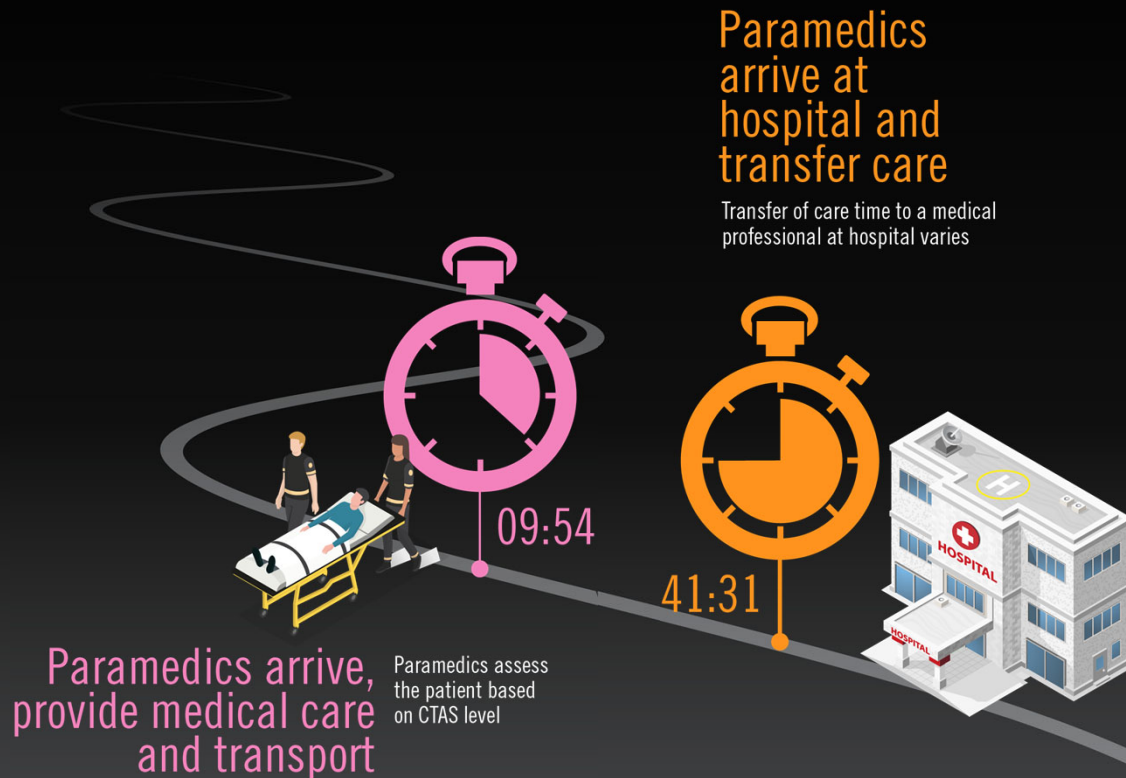
Future

- Pending changes to the *Ambulance Act* will allow treatment on scene and non-transport or transport to alternative destinations

Components of a Paramedic Response

Current

- All patients are transported to the Emergency Department or other specialty centre, if required



Future

- Patients could be transported to other facilities such as a Mental Health and Addictions Hub or Urgent Care

Components of a Paramedic Response

Paramedics
arrive at
hospital and
transfer care

Transfer of care time to a medical
professional at hospital varies



41:31

Paramedics leave
hospital and
deployed for
next call

Paramedics are
deployed by
dispatch based on
data from ORH and
are ready for the
next call



1:31:44

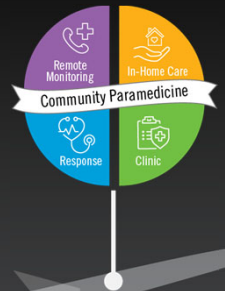
Current/Future

- Paramedics clear the hospital and are deployed to areas that require coverage across the Region

Components of a Paramedic Response

Current /Future

- Patients who paramedics have treated and transported may be referred to community agencies for ongoing support by paramedics



The Role of Community Paramedicine

- Intake assessments
- Health surveillance
- Early detection and intervention
- Tele/video assessment
- Predictive analytics
- Chronic disease management

Remote
Monitoring



In-Home Care



Community Paramedicine

- Assessment
- Diagnostics
- Point of care testing
- Treatment
- Medication administration
 - Intravenous therapy
 - Immunization
 - Wound care
 - Dialysis support

- Assessment
- Treatment
- Diversion
- Long-term care support
- Palliative care
- 9-1-1 surge capacity



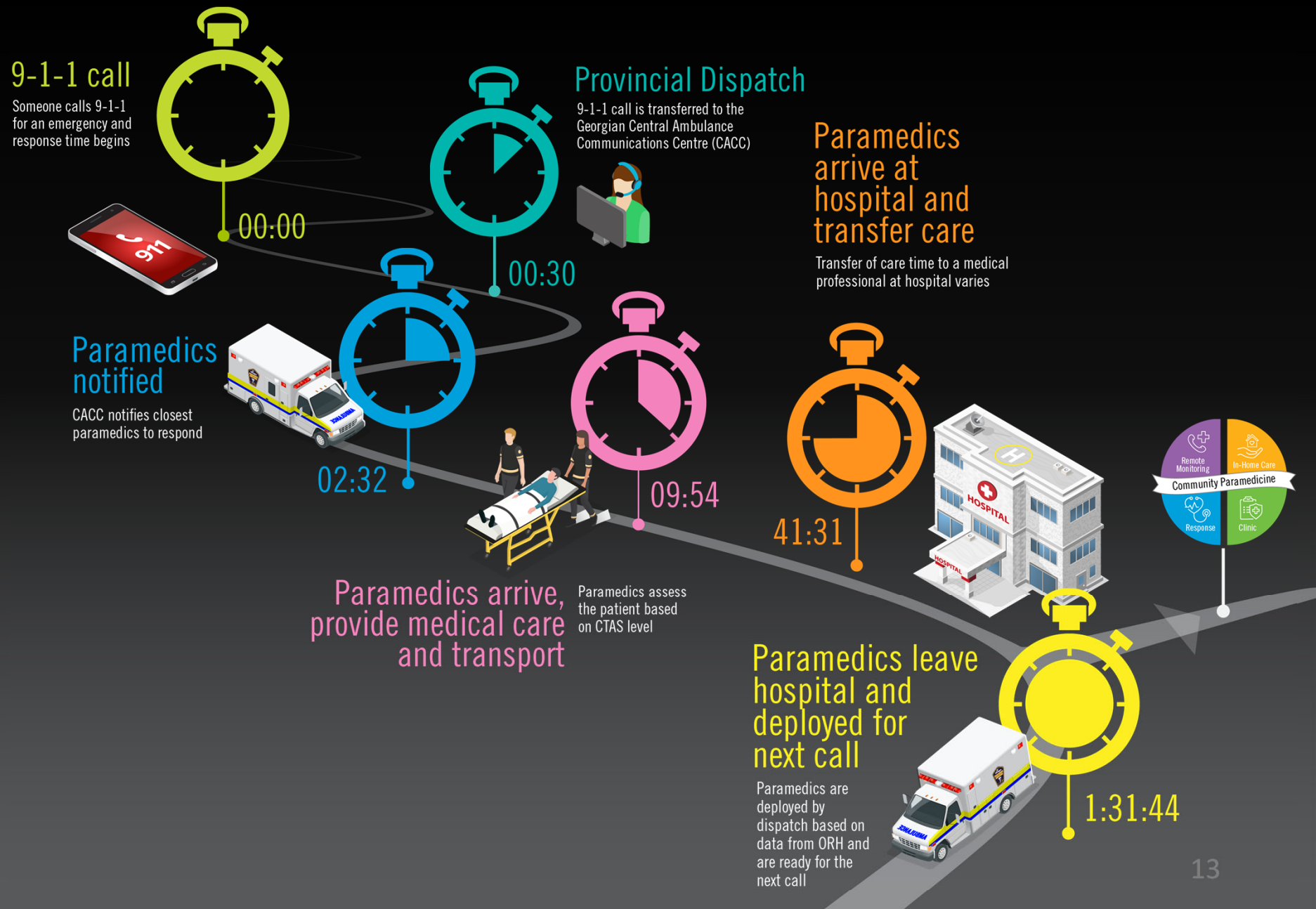
Response



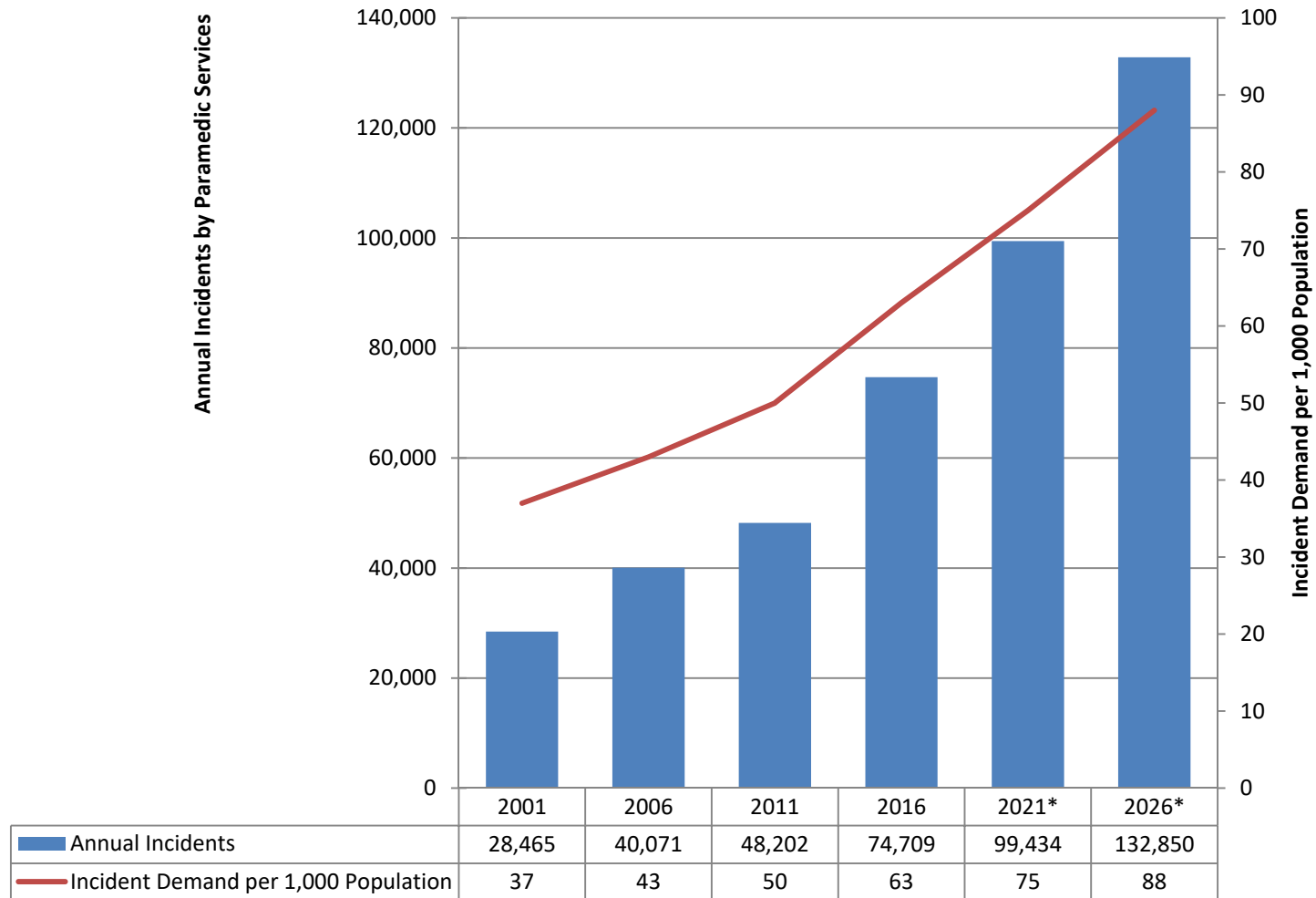
Clinic

- Risk assessment
- Treatment
- Immunization
- Case finding and referral
- Medication management
- Health promotion

Components of a Paramedic Response



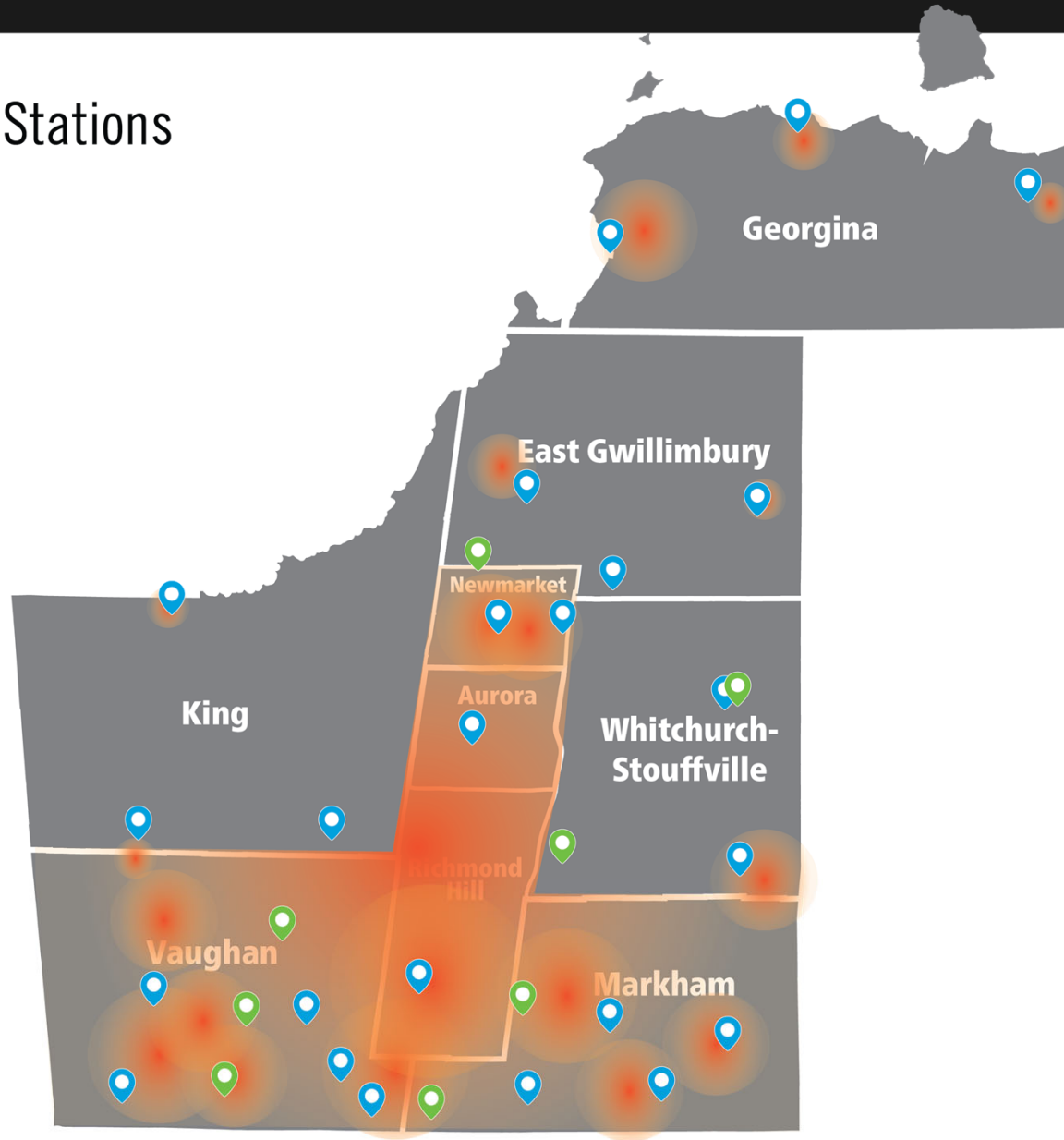
Paramedic Incident Demand per 1,000 Residents, 2001-2026



Response Demand

Paramedic Stations

- Existing
- Proposed



Recap

- In 2018, Paramedic Services, met and exceeded all response time targets
- Modernization of Provincial dispatch and triage has the ability to address inefficiencies in the current dispatch system
- The Paramedic Services 10-Year Master Plan supports a balanced emergency response across the Region

THANK YOU

For more information

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