• 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

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

**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 is placed to a residence for a male in cardiac arrest.
Components of a Paramedic Response

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

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

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

Current/Future
• Paramedics clear the hospital and are deployed to areas that require coverage across the Region
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

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

In-Home Care

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

Community Paramedicine

Response

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

Clinic
Components of a Paramedic Response

9-1-1 call
Someone calls 9-1-1 for an emergency and response time begins
00:00

Provincial Dispatch
9-1-1 call is transferred to the Georgian Central Ambulance Communications Centre (CACC)
00:30

Paramedics arrive at hospital and transfer care
Transfer of care time to a medical professional at hospital varies
09:54

Paramedics notified
CACC notifies closest paramedics to respond
02:32

Paramedics arrive, provide medical care and transport
Paramedics assess the patient based on CTAS level
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
Paramedic Incident Demand per 1,000 Residents, 2001-2026

<table>
<thead>
<tr>
<th>Year</th>
<th>Annual Incidents</th>
<th>Incident Demand per 1,000 Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>28,465</td>
<td>37</td>
</tr>
<tr>
<td>2006</td>
<td>40,071</td>
<td>43</td>
</tr>
<tr>
<td>2011</td>
<td>48,202</td>
<td>50</td>
</tr>
<tr>
<td>2016</td>
<td>74,709</td>
<td>63</td>
</tr>
<tr>
<td>2021*</td>
<td>99,434</td>
<td>75</td>
</tr>
<tr>
<td>2026*</td>
<td>132,850</td>
<td>88</td>
</tr>
</tbody>
</table>
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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