

## 2018 YORK REGION PARAMEDIC SERVICES RESPONSE TIME PERFORMANCE PLAN FINAL RESULTS

This attachment provides details on the following Paramedic Services performance results for 2018:

- Response times
- Demand for York Region's Paramedic Services
- Transfer of care times

### Paramedic Services exceeded all response time targets in 2018

Response times for sudden cardiac arrests and Canadian Triage Acuity Scale (CTAS) Levels 1 to 5 are based on the CTAS, a five level assessment tool used to determine the severity of a patient's condition and the need for timely care. CTAS level 1 is the most severe (resuscitation) and CTAS level 5 is the least severe (non-urgent).

The Ministry sets the response times for Sudden Cardiac Arrests and CTAS level 1. The *Ambulance Act* permits each municipality to set its own response times for CTAS levels 2 to 5.

Table 1 provides the 2018 response time targets and actual performance for sudden cardiac arrests and each CTAS level. The table lists the response time set for each level, the targeted percentage of responses for achieving response times and the Region's actual performance in 2018. 2017 response time results are provided for comparison.

As shown in Table 1, Paramedic Services exceeded response time targets for each category in 2018, despite a 6.12 per cent increase in demand from 2017. For example, the targeted response time for CTAS 1 is to arrive within eight minutes 75 per cent of the time. In 2018, the Region exceeded this target by arriving within eight minutes 76 per cent of the time, as compared to 78 per cent of the time in 2017.

**Table 1**  
**2018 Response Time Performance**

Category and Examples	Target response time from Dispatch to arrival on scene	Targeted percentage to meet response times (%)	2018 Performance (%)	2017 Performance (%)
<b>Sudden Cardiac Arrest</b> Absence of breathing, pulse	Community Target: Arrival of any person equipped with an AED within 6 minutes  Set by the Ministry	60%	63%	66%
<b>CTAS 1</b> - Includes sudden cardiac arrest or other major trauma	8 minutes Set by the Ministry	75%	76%	78%
<b>CTAS 2</b> - Chest pain, stroke, overdose	10 minutes Set by York Region*	80%	84%	85%
<b>CTAS 3</b> - Moderate pain or trauma	15 minutes Set by York Region*	90%	92%	92%
<b>CTAS 4</b> - Minor trauma, general pain	20 minutes Set by York Region*	90%	95%	96%
<b>CTAS 5</b> - Minor ailments, repeat visits	25 minutes Set by York Region*	90%	98%	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.

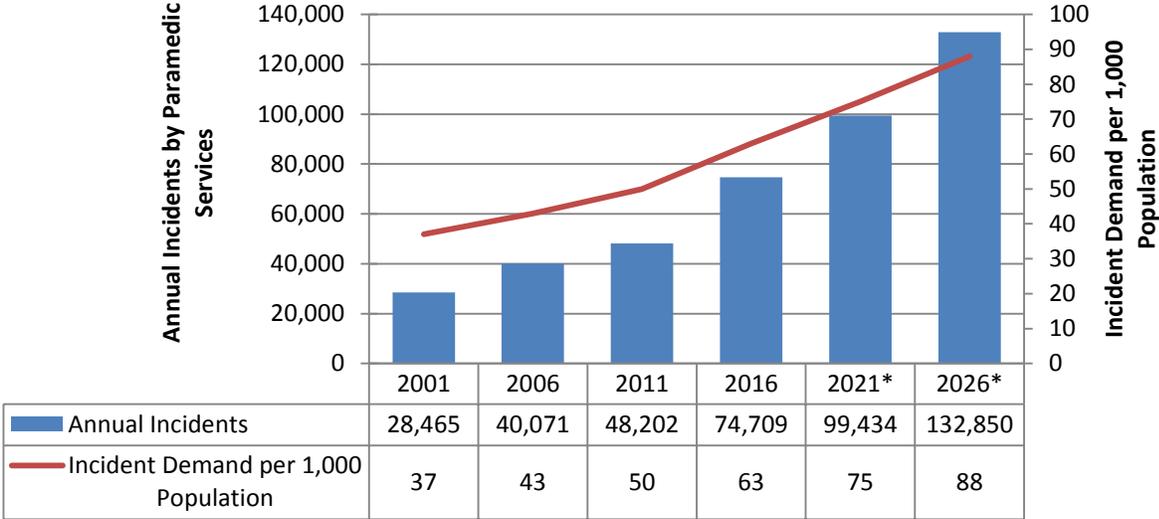
Response time performance decreased slightly in 2018 from 2017 for sudden cardiac arrests and CTAS levels 1, 2 and 4. Increasing demand, vehicular traffic and increased urbanization, particularly in the Region's southern corridors and centres, may be a factor impacting response times for Paramedic Services.

### **Demand for Paramedic Services continues to increase**

As shown in Figure 1, the incident demand per 1,000 residents has increased from 37 incidents per 1,000 residents in 2001 to 63 incidents per 1,000 residents in 2016, with an average annual growth rate of 5 per cent.

In 2018, York Region Paramedic Services responded to 83,204 incidents, a 6.1 per cent increase from 78,407 incidents in 2017. The increasing number of incidents each year is on pace with the projected growth shown in Figure 1 and is expected to result in an estimated 99,400 incidents in 2021.

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



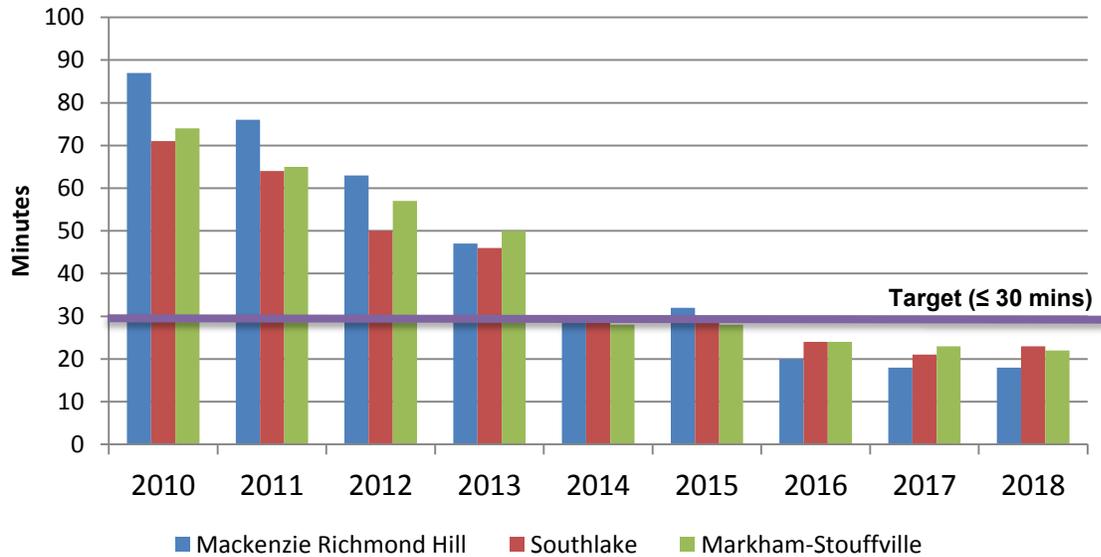
\*Predicted based on Paramedic Services 10 Year Resources and Facilities Master Plan

Two factors contribute to the increased demand: overall population growth and the needs of the Region’s aging population. According to 2016 Statistics Canada Census data, seniors (65 years and older) accounted for 14.6 per cent (161,925) of York Region’s population, compared to 11.7 per cent (120,935) in 2011. This increase of 33.9 per cent is higher than the growth rate for children, youth and adults of working age. By 2031, one in five York Region residents will be 65 years or older.

**Hospital transfer of care times were below the target of 30 minutes in 2018**

As displayed in Figure 2, the average time taken to transfer patients to York Region hospitals has decreased at all three York Region hospitals since 2010, and has dropped below the Region’s target of 30 minutes since 2014. In 2018, the average transfer of care times was 18 minutes for Mackenzie Health, Richmond Hill, 22 minutes for Markham-Stouffville Hospital and 23 minutes for Southlake Regional Health Centre.

**Figure 2**  
**Average Transfer of Care Time by York Region Hospital**



Source: York Region Paramedic Services Ambulance Dispatch Reporting System

**Summary**

In 2018, York Region Paramedic Services exceeded all response time targets while managing increasing demand for services from a growing and aging population. This success was achieved in part with the assistance of local municipal fire services in responding to sudden cardiac arrests and Paramedic Services’ collaboration with local hospitals to keep average transfer of care times below 30 minutes.

Future response time performance depends on several critical elements: ongoing implementation of the Paramedic Services 10-year Master Plan, updating the Master Plan in 2020 to consider and address the Region’s needs beyond 2026 and implementation of the Province’s new dispatch technologies for the Georgian Central Ambulance Communication Centre and health system improvements.