



Response Time Performance Plan Results for 2019

Recommendation

That Report PSR-CW-04-20 be received for information; and

That the 2019 Paramedic Service response time performance results be submitted to the Ministry of Health by March 31, 2020.

Background

- ▶ The County of Grey Paramedic Service is committed to continuous improvements in performance and this is reflected in the response time targets that are developed and implemented annually.
- ▶ This report provides the results of the County's 2019 response time performance.

- ▶ The County sets the response time performance targets each October for the upcoming calendar year.
- ▶ The County is required to report annually to the Ministry of Health by March 31st of each year on the response time performance achieved under the previous year's plan.
- ▶ In 2012 the County determined the original response time performance targets based upon response times that the paramedic service was achieving at that time.

Response Time Targets

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six (6) minutes of the time notice is received.
2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight (8) minutes of the time notice is received respecting such services.
3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality.

CTAS is described as:

CTAS Level: The 'Canadian Triage & Acuity Scale' is used to assign a level of acuity to a patient. Acuity refers to the gravity of the situation – the potential for death and/or irreversible illness. CTAS is a tool that more accurately defines the patient's need for care. Assignment of the CTAS level is to be based upon not only the presenting complaint identified on the initial assessment made by the paramedic, but also on their examination findings, and response to treatment.

- ▶ CTAS I: resuscitation (cardiac arrest, major trauma)
- ▶ CTAS II: emergent care (head injury, chest pain)
- ▶ CTAS III: urgent care (mild to moderate breathing problems, moderate anxiety /agitation)
- ▶ CTAS IV: less-urgent care (laceration requiring stitches, upper extremity injury)
- ▶ CTAS V: non-urgent care (sore throat, dressing change)

Percentile Response Time Measurement

- ▶ An important measurement of how a paramedic system is performing is indicated in the time in which it responds to emergencies.
- ▶ The response time is measured from the time crew is first notified until the paramedic radios that they arrived at the scene of the emergency.
- ▶ A percentile response time measurement is the percentage of calls where paramedics arrive at the scene of an emergency in a specified time frame.
- ▶ For example if the response time performance plan was to arrive on scene within 15 minutes 90 % of the time and it was measured against 1000 calls, 900 calls would have to be under 15 minutes to meet the target.

Response Time Performance 2019

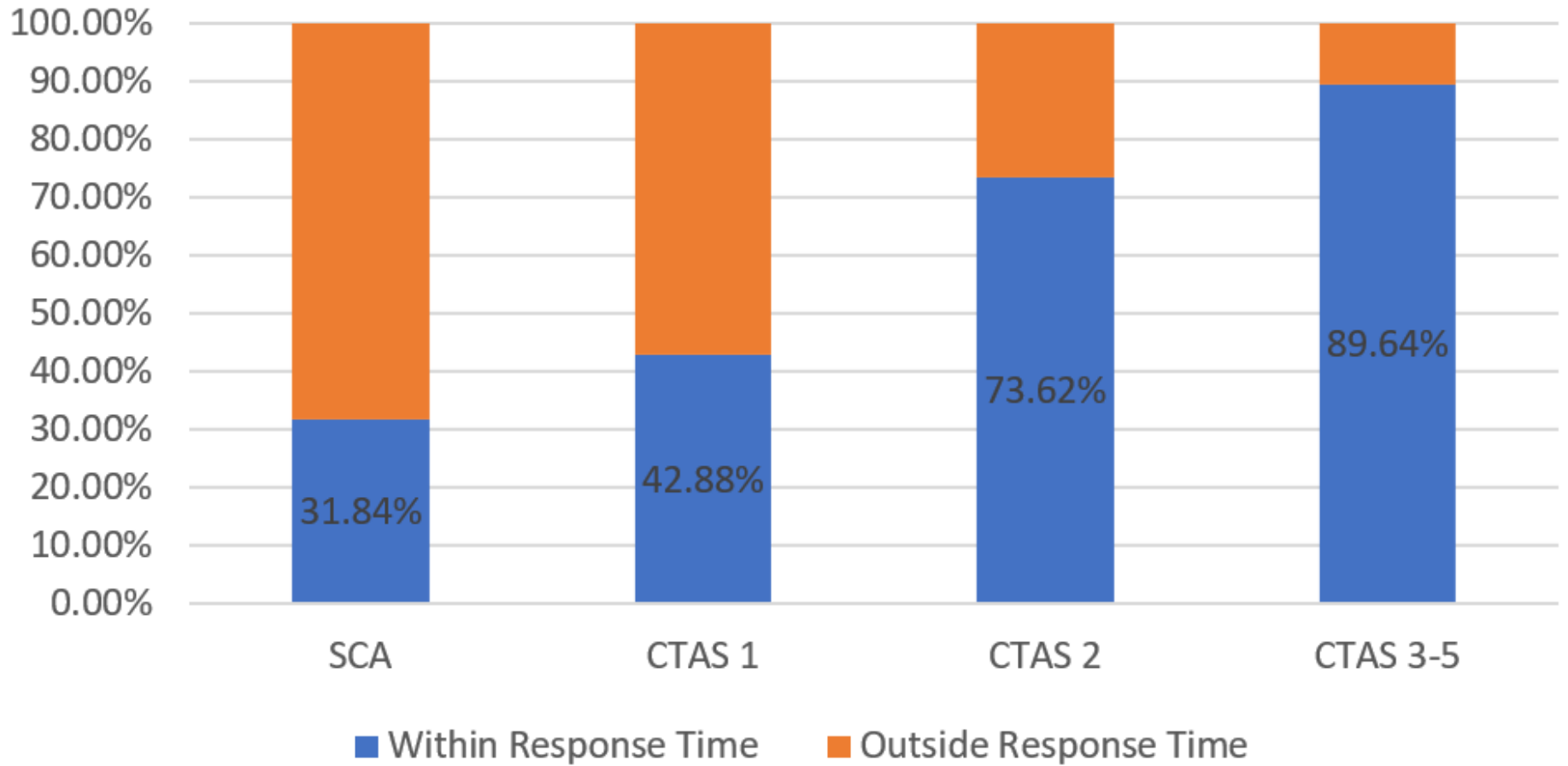
Call Type	Provider	Response Time Target	2019 Target	2019 Performance	4 Year Average
Sudden Cardiac Arrest (SCA)	Community Defibrillator or Paramedic Response	Six (6) minutes or less	40%	57.81%	44.10%
CTAS 1	Paramedic Response	Eight (8) minutes or less	60%	72.60%	66.35%
CTAS 2	Paramedic Response	Fifteen (15) minutes or less	90%	88.71%	89.13%
CTAS 3	Paramedic Response	Twenty (20) minutes or less	90%	97.16%	97.14%
CTAS 4	Paramedic Response	Twenty (20) minutes or less	90%	97.30%	97.03
CTAS 5	Paramedic Response	Twenty (20) minutes or less	90%	96.34%	96.41%

- ▶ For the 2019 calendar year, the County met all response time criteria other than the response time target set for CTAS 2. This is the fourth year in a row that the County was under the response time target for CTAS 2 call types.
- ▶ 2019 90th Percentile All Code 4 Calls – 14:51
- ▶ 2019 Average Response Time Code 4 Calls – 7:43

Challenge of Meeting Targets in Rural Ontario

- ▶ Across the Province call volumes for high priority life threatening calls (CTAS 1) make up a small portion of the overall call activity for paramedic services.
- ▶ Response to Sudden Cardiac Arrest and CTAS 1 calls make up less than 2 % of the total call volumes performed by Grey County Paramedic Services.
- ▶ Provincial targets are designed for a 4 to 5 minute travel time to a sudden cardiac arrest call and a 6 to 7 minute travel time to a CTAS 1 call.
- ▶ The low population density and large geography makes it difficult to meet response time target criteria outside of the urban areas where the ambulances are located.

Population within response times



Staffing Considerations

- ▶ For the 2020-year, Paramedic Services will undergo a change of deployment modelling to match resource allocation during peak call timeframes.

Legal and Legislated Requirements

- ▶ Land Ambulance Response Time Standard Reg 257/00 Part VIII
- ▶ Upper tier municipalities are responsible, either directly or through selected operators, for ensuring that patient care and transport are carried out in accordance with applicable legislation, standards and procedures.
- ▶ They are also responsible for the supervision of staff, maintenance of vehicles and equipment and the provision of a quality assurance program.



Grey
County

Questions?