

Haldimand County Paramedic Services

2017 Ambulance Response Time Performance

Type of Call	2017 Ambulance Response Time Targets	<u>2017 Benchmark</u> Percentage of Time that Ambulance Response Time Target is to be Achieved	<u>2017 Actual Performance</u> Percentage of Time that Ambulance Response Time Target was Achieved
Sudden Cardiac Arrest	Defibrillator response in six (6) minutes or less *Set by the MOHLTC	40%	41.09% (16 of 39 calls)
CTAS Level I Patients. Severely ill, requires resuscitation (i.e. major trauma, choking etc.)	Paramedic response in eight (8) minutes or less *Set by the MOHLTC	50%	56.10% (46 of 82 calls)
CTAS Level II Patients. Requires emergent care and rapid medical intervention. (i.e. head injury, heart attack)	Paramedic response in seventeen (17) minutes or less *Set by Haldimand County	90%	91.04% (610 of 670 calls)
CTAS Level III Patients. Requires urgent care. (i.e. mild asthma)	Paramedic response in seventeen (17) minutes or less *Set by Haldimand County	90%	90.22% (1190 of 1319 calls)
CTAS Level IV Patients. Requires less urgent care. (i.e. earache)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County	90%	93.11% (932 of 1001 calls)
CTAS Level V Patients. Requires non-urgent care. (i.e. sore throat)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County	90%	93.84% (259 of 276 calls)