
HALDIMAND COUNTY

Memorandum EMS-M01-2019 Ambulance Response Time Performance Plan Results for 2018



For Consideration by Council in Committee on February 26, 2019

To: Mayor Hewitt and Members of Council
From: Jason Gallagher, Manager, Emergency Services/Fire Chief

On August 22, 2017, Council in Committee received report CMS-ES-02-2017 titled 2018 Ambulance Response Time Performance Plan, which established the ambulance response time targets for the 2018 calendar year. In accordance with the ambulance response time reporting legislation, these response time targets were submitted to the Ministry of Health & Long-Term Care (MOHLTC) and made publicly accessible on their website.

The purpose of this memo is to inform Council of the 2018 ambulance response time performance plan results, which is measured against the response time targets. Haldimand County Paramedic Services met all the mandatory response time standards set out by the MOHLTC.

In regards to Response Times set out by Haldimand County Paramedic Services, we were unable to meet the performance plan for CTAS II, (Head Injury, Heart Attack) and CTAS III, (Mild Asthma, Stable Fracture), responses. Determining the CTAS level is completed by measuring the acuity of a patient by using the Canadian Triage and Acuity Scale (CTAS). The system categorizes patients by both injury and physiological findings, and ranks them by severity from 1–5 (1 being highest). The inability to meet the performance plan can be attributed to increased travel times, limitations in the availability of County ambulances and equipment due to off load delays, other assignments and necessitating coverage from outside agencies. These two Response Time deficiencies were 1% or less in total for their respected areas. These numbers fluctuate from year to year, due to call volume, transport times, and delay in available ambulances, which can affect the Performance Plan numbers. Ambulances in Ontario work on a seamless system when it comes to dispatching and responding to calls. There are times when Haldimand County has zero ambulances available and neighboring municipalities provide coverage for our municipality. This will increase response times. In 2018, Haldimand County Paramedic staff have noticed that, although our call volume has not increased drastically, the availability of ambulances is becoming an issue as multiple calls are being dispatched simultaneously, and therefore, affects our ability to respond. Staff is tracking this data, to ensure we are providing the most affective deployment plan. Staff are also in the process of reviewing resources in order to determine if an increase in staffing/ambulances would be beneficial. This information has been submitted to the MOHLTC and will be made publically accessible on their website.

The 2018 ambulance response time performance is presented as Attachment 1 to this memo. Also, staff have included Haldimand County's Response Time Performance Plan Results for the past 5 years as Attachment 2 to this memo.