

Haldimand County Paramedic Services
2018 Ambulance Response Time Performance

Type of Call	2018 Ambulance Response Time Targets	<u>2018 Benchmark</u> Percentage of Time that Ambulance Response Time Target is to be Achieved	<u>2018 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%	44.83% (13 of 29 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%	59.15% (42 of 71 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%	89.00% (688 of 773 calls) Missed by 8 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%	89.39% (1,306 of 1,461 calls) Missed by 9 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%	94.29% (990 of 1,050 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%	91.78% (268 of 292 calls)