

Haldimand County Paramedic Services
5 YEAR Ambulance Response Time Performance

Type of Call	Targets	2014	2015	2016	2017	2018
Sudden Cardiac Arrest	Defibrillator response in six (6) minutes or less *Set by the MOHLTC 40%	41.9%	45% (18 of 40 calls)	43.48% (10 of 23 calls)	41.09% (16 of 39 calls)	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%	57.3%	49.28% (34 of 69 calls)	55.41% (41 of 74 calls)	56.10% (46 of 82 calls)	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%	90.6%	91.48% (601 of 657 calls)	92.58% (674 of 728 calls)	91.04% (610 of 670 calls)	89.00% (688 of 773 calls)

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CTAS Level III Patients. Requires urgent care. (i.e. mild asthma)	Paramedic response in seventeen (17) minutes or less *Set by Haldimand County 90%	93.7%	90.59% (1,165 of 1,286 calls)	89.83% (1,245 of 1,386 calls)	90.22% (1,190 of 1,319 calls)	89.39% (1,306 of 1,461 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%	95.1%	95.88% (768 of 801 calls)	95.14% (841 of 884 calls)	93.11% (932 of 1,001 calls)	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%	94.3%	95.22% (239 of 251 calls)	97.39% (224 of 230 calls)	93.84% (259 of 276 calls)	91.78% (268 of 292 calls)

****2014 are stats directly from the Ministry of Health. Due to upgraded provincial reporting in 2015, more information is available to Staff****