
HALDIMAND COUNTY

Report EMS-04-2020 Temporary Community Paramedic Program For Consideration by Council in Committee on December 8, 2020



OBJECTIVE:

For Haldimand County Paramedic Services to be able to temporarily deploy two Community Paramedics to assist with the High Intensity Supports at Home (HISH), currently being operated by the Hamilton Niagara Haldimand Brant, Local Health Integration Network (HNHB LHIN).

RECOMMENDATIONS:

1. THAT Report EMS-04-2020 Temporary Community Paramedic Program be received;
2. AND THAT the one time funding received by the HNHB LHIN to be able to fund the initiative temporarily until March 31, 2021 be approved;
3. AND THAT the 2021 Tax Supported Operating Budget include a One-time Council approved Initiative at an estimated cost of \$171,300 with grant funding of the same amount as outlined in Report EMS-04-2020.

Prepared by: Jason Gallagher, Manager, Emergency Services/Fire Chief

Respectfully submitted: Mike Evers, MCIP, RPP, BES, General Manager of Community & Development Services

Approved: Craig Manley, MCIP, RPP, Chief Administrative Officer

EXECUTIVE SUMMARY:

The Haldimand County Community Paramedicine (CP) Program, and in partnership with the HNHB LHIN Home and Community Care, (HCC) Services, will have one CP paramedic available 7 days a week to respond and attend to scheduled and unscheduled requests for CP program services. These services will be for High Intensity Supports at Home, (HISH) program clients. The CP paramedics will also have the ability to respond to 911 dispatch calls if they are the closest resource to a life threatening call, as well as low acuity 911 dispatch calls for known HISH clients for unscheduled requests for service. Funding for this additional service is being provided 100% by the HNHB LHIN and is recommended to be accepted by the County to allow this needed service to be provided.

BACKGROUND:

Haldimand County Paramedic Services, (HCPS) is one of 4 Paramedic Services in the province of Ontario that currently does not have a full time Community Paramedicine Program, despite multiple attempts to achieve funding through LHIN supported Health Care Teams. Community paramedicine is recognized internationally as a best practise to help manage increased demands for paramedic services, as well as the demand on hospital visits and therefore decreasing the need for “Hallway Medicine”. This is done through paramedic’s visits taking place at the source of the need – e.g. the

patient's home. This project has the potential to reduce emergency calls, emergency department visits and hospitalizations, demand for long term care beds and will ultimately increase patient satisfaction.

ANALYSIS:

Haldimand County Paramedic Services (HCPS), has taken an active role in developing the temporary Community Paramedic role which will be funded by the LHIN. Specifically, it incorporates a HCPS Temporary Community Paramedic Program Proposal, (refer to Attachment #1). The Haldimand County Program, if supported by Council, will be coordinated through a partnership between HCPS and the HNHB LHIN. This program will be 100% funded by the LHIN for a period of up to 5 months.

It is specifically required that a community paramedic program utilize certified paramedics (as opposed to other health care providers) in response to Provincial direction. Paramedics are identified as the preferred provider due to their level of training, autonomous skill set and the current medical direction system they operate under. This way, a paramedic working with the family physician, might be able to adjust medication, administer treatment, arrange tests, and make medical appointments, etc. In essence, the patient receives much of the same care they would receive in the hospital except that it's in the living room of their home. In addition to working with physicians and other health care providers and relaying information back to them, paramedics will have access to patient's records.

The process for HCPS is as follows:

Upon receiving the Home and Community Care (HCC) referral, the Community Paramedic (CP) will review the request and schedule the appropriate follow up in 24 hours. The CP will provide High Intensity Supports at Home (HISH) clients with the following services, but not limited to:

- Diagnostic procedures, assessment and testing during routine home visits, (blood pressure, blood glucose, other) under supervision of a regulated health professional as applicable and in compliance with all other laws
- Education/chronic disease management
- Referral to service (primary care, urgent care, other care services and community social service partners)
- At home treatment under the supervision of a physician
- CP Remote Monitoring enrollment and vital sign alert follow-ups
- Visits may be in-person or virtual, based on role of Community Paramedicine in the client's care plan:
 - Opportunity to leverage unscheduled/responsive visits based on the mobility of Community Paramedicine
 - Opportunity to leverage frequent virtual check-ins as well as or follow up in-person visits.

The CP program will leverage health partners, such as real-time alerts/communication to care teams/professionals delivering other services to the client. Operational processes will be in place to engage and work closely with home and community care and OHT health partners. The CP program will be part of regular communications with care teams/professionals delivering other services to the client. The CP will contribute to the client's care plan via documentation within the client's record.

The program targets to serve 40 to 70 patients per month.

Implementations Timeline:

It is anticipated that the Haldimand CP program will be ready to service clients February 1st, 2021.

The following are steps that need to be taken by Haldimand County Paramedic Service in order to ensure a smooth CP Program implementation:

- Funding Approval - November 2020 (complete – to be confirmed for receipt by Council)
- CP Program policy and procedure development - November 2020 (underway)
- CP Paramedic Internal Job Posting - Completion Date November 2020 (underway)
- Labour Relations and paramedic union consultations - November/December 2020 (underway)
- Paramedic Selection and agreement signed - December 2020
- Committee and Council Briefing - December 2020
- Health and Safety consultations - December 2020
- Partner Consultation - start November 2020 (ongoing until March 31, 2021)
- Premergency Education - start January 2021

Haldimand County Paramedic Services does not have any other CP funding source at this time. This proposal is a new program implementation. The target population for the CP program are High Intensity Supports at Home Program clients requiring supplemental Community Paramedic services beyond home and community care. Seniors/others with similar needs in the community at high risk of hospital admission and becoming designated Alternate Level of Care patients (ALC), including individuals, experiencing frequent hospital re-admissions and those frequently discharged who are at risk of hospital re-admission.

The service delivery partners who are committed to integrated care delivery are:

- HNHB LHIN Home and Care Community Services
- Haldimand Norfolk Social Services
- Haldimand Family Health Team
- Family Doctors
- West Haldimand General Hospital
- Haldimand War Memorial Hospital
- Mental Health Association
- Community Addictions

FINANCIAL/LEGAL IMPLICATIONS:

If approved, this program and offsetting funding of \$171,300 would be included as a One-time Council Approved Initiative in the 2021 Tax Supported Operating Budget.

All costs for this program are funded by the LHIN and no cost of the program will be billed to the County.

STAKEHOLDER IMPACTS:

Not applicable.

REPORT IMPACTS:

Agreement: Yes

By-law: No

Budget Amendment: No

Policy: No

ATTACHMENTS:

1. EMS-04-2020 Attach1 Temporary Community Paramedic Proposal