

Haldimand County Paramedic Services
2020 Ambulance Response Time Performance

Type of Call	2019 Ambulance Response Time Targets	<u>2020 Benchmark</u> Percentage of Time that Ambulance Response Time Target is to be Achieved	<u>2020 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%	35.29% (13 of 34 calls) Missed by 2 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%	54.41% (37 of 68 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%	88.88% (783 of 881 calls) Missed by 7 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%	86.10% (1,288 of 1,496 calls) Missed by 52 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%	91.83% (877 of 955 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%	92.98% (212 of 228 calls)