
HALDIMAND COUNTY

Report EMS-04-2021 Temporary Community Paramedic Program Update For Consideration by Council in Committee on December 7, 2021



OBJECTIVE:

For Haldimand County Paramedic Services to be able to continue to temporarily deploy two Community Paramedics, to assist with the High Intensity Supports at Home (HISH); expand its temporary program to assist with community care clinics, flu vaccine administration, and working with the community's homeless; and to obtain funding from the Ministry of Health and Long Term Care to extend our Community Paramedic Program for an additional 2.5 years using grant funding.

RECOMMENDATIONS:

1. THAT Report EMS-04-2021 Temporary Community Paramedic Program Update be received;
2. AND THAT the Community Paramedic Long Term Care Program, as outlined in EMS-04-2021 be included in the 2022, 2023 and 2024 Tax Supported Operating Budget as a Council Approved Initiative, pending final funding approval from the Ministry of Health and Long Term Care;
3. AND THAT the one time funding provided by the HNHB LHIN flowed through the Alzheimer's Society and funding received from the Haldimand Norfolk Health Unit, be received to be able to fund the initiative temporarily until March 31, 2022;
4. AND THAT the 2021 Tax Supported Operating Revised Budget, as outlined in EMS-04-2021 be approved;
5. AND THAT the Homeless Care Initiative, as outlined in EMS-04-2021 be included in the 2021 Tax Supported Operating Budget as a Council Approved Initiative;
6. AND THAT the capital purchases related to the Community Paramedic Long Term Care Program, as outlined in EMS-04-2021 be included in the 2022, 2023 and 2024 Tax Supported Capital Budgets, pending final funding approval from the Ministry of Health and Long Term Care.

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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, has been providing one CP paramedic 7 days a week to respond and attend to scheduled and unscheduled requests for CP program services, since February 1, 2021 as a pilot program funded from grants. These services are for High Intensity Supports at Home, (HISH) program clients. This program has been very successful and has assisted many residents within the community. Due to our successful program, staff worked with the HNHB LHIN to continue funding past the March 31, 2021 deadline. After consultation and approval of a proposed

budget, staff were able to confirm funding until March 31, 2022. Funding for services between March 31, 2021 and current was funded from operational budgets, until the HNHB LHIN provided the current budget, defined in the report. 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 continued. Also, the Haldimand Norfolk Health Unit has partnered with Haldimand County Community Paramedics to provide support for our homeless community. This new initiative is also funded 100% and recommended to be accepted. Finally, Haldimand County has submitted a proposal requested from the Ministry of Health and Long Term Care (MOHLTC) for a Community Paramedic initiative supporting our senior residents which is also 100% funded over the next 2.5 years. While a decision on funding is awaited, staff are proposing that this program initiative be considered for approval at this time, such that staff can advance with their planning and roll-out should the funding decision be positive.

BACKGROUND:

Haldimand County Paramedic Services (HCPS) is one of many Paramedic Services in the province of Ontario that currently has a temporary Community Paramedicine Program, which offers specific support for vulnerable residents. 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.

Back in December of 2020, Emergency Services staff brought forward Report EMS-04-2020 Temporary Community Paramedic Program which was approved by Council and was supposed to end March 31, 2021. Due to the success of the program, and the fact that LHIN observed the need for this program to continue, a budget was requested to continue the program to March 31, 2022. This request was approved and funding has now been received. Also, 2 new initiatives have been proposed: one approved, which is the Homeless Program, that will see Community Paramedics working with Health Unit experts to support the homeless with resources for shelter, food, and community supports; and second, one which could see up to \$5,000,000 of funding from the MOHLTC to assist seniors and other vulnerable residents awaiting Long Term Care over the next 2.5 years.

ANALYSIS:

Haldimand County Paramedic Services (HCPS), has taken an active role in developing, monitoring, and progressing the Temporary Community Paramedic role, ensuring its success, and demonstrating the continued need which will be funded by the LHIN, the Health Unit, and the MOHLTC respectively. Specifically, it incorporates a sustained HCPS Temporary Community Paramedic Program Budget and Proposal. 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 12 months, 8 of which have already transpired. If funding was not available, Haldimand County would have had to terminate the program, however, due to early communications prior to March 31, 2021, the HNHB LHIN, had communicated funding was continuing (i.e. there was a written commitment and assurance), however, funding letters were delayed until recently. Haldimand’s Community Paramedic Program continued due to the benefit of the program and the funding commitment that was put in place. It was funded temporarily through operating budgets.

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; and
- Opportunity to leverage frequent virtual check-ins as well as or follow up in-person visits.

Further to the above listed services, our Community Paramedics were very active during the COVID response, which included the following:

- Swabbing for COVID19;
- Multiple Roles within the Vaccination Clinics, which included vaccinating and monitoring of patients;
- Vaccinating for COVID19 (at home residents); and
- Pick-up and Delivery of COVID vaccines to multiple sites within the County for administration.

Current Community Paramedic Program

The CP program leverages health partners, such as real-time alerts/communication to care teams/professionals delivering other services to the client. Operational processes are in place to engage and work closely with home and community care and the Ontario Health Team (OHT) health partners. The CP program is part of regular communications with care teams/professionals delivering other services to the client. The CP contributes to the client's care plan via documentation within the client's record.

The program targets to serve 40 to 70 patients per month. Currently, HCPS has 33 Active Clients. All together since the program started, HCPS has had 96 clients enrolled in our CP program. Of these clients, many were able to meet the requirements of the program and achieve Long Term Care. Unfortunately however, some clients end up dying but are supported through the CP and other community group processes.

Currently, HCPS has continued the program since April 1, 2021 and sustained the program in its entirety since that time. The following are steps that need to be taken by Haldimand County Paramedic Services in order to ensure a smooth CP Program continuation:

- Funding Approval - August 2021 (Complete – to be confirmed for receipt by Council via the subject report)
- CP Program Policy and Procedure Development - November 2020 (Ongoing)
- CP Paramedic Internal Job Posting - Completion Date October 2021 (Complete)
- Labour Relations and Paramedic Union Consultations - October 2021 (Complete)
- Committee and Council Briefing - December 2021 (i.e. subject Report)
- Partner Consultation - start April 1, 2021 (Ongoing until March 31, 2022)

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

HCPS will be expanding the program through the approved funding from the LHIN, by adding Flu Vaccine clinics, which will offer clinics to vulnerable residents, County Staff, and other clients deemed necessary through the program. CP's will also be doing onsite Healthcare clinics where CP's will set up in the lobby of a seniors apartment, vulnerable occupancies, and homes to meet with clients to discuss health care needs, take vital signs and provide necessary education and communication in positive healthy lifestyles. This also adds to the prevention of injuries, and may give the client more confidence to stay at home and manage their care in a more comfortable environment.

Health Unit Homeless Care Initiative

Haldimand County Paramedic Services will also be receiving funding for a CP position that works with our local Health Unit to assess and assist homeless residents in Haldimand County. As this is a new program, and one that is not offered by many municipalities, the policies and procedures are currently being implemented. An approved budget of \$68,000 has been allotted for this program. This program is 100% funded. This program will see Community Paramedics working with Health Unit experts to support the homeless, with resources for shelter, food, and community supports. Paramedics will travel around the communities where homeless residents, and vulnerable low income residents have been identified and work with these individuals to get the assistance they require.

Future Extension of Program

On November 5, 2021, Haldimand County Paramedic Services participated in a meeting with the MOHLTC where funding was proposed to every municipality interested in expanding their Community Paramedic Programs. Each paramedic service has a specific funding amount that will be provided by the province once a proposal is submitted to MOHLTC for review and approval. This program extension will ensure every senior or vulnerable resident awaiting long term care, will get the resources they require. This will include in-home visits, referrals to our community partners in health, as well as gaining access to long term care. This funding will cover the cost of wages, operating costs, as well as capital

costs in regards to equipment, and vehicles to provide this service. Currently the funding proposal, as put forward by the MOHLTC, is described as:

*“It has been determined that the annual notional allocation for your community (Haldimand County) to administer the CPLTC program for Q3/Q4 of 2021-22 is **\$1,000,000** and for fiscal year 2022-23 is **\$2,000,000** and for fiscal year 2023-24 is **\$2,000,000**. Budget submissions should aim to utilize the indicated notional allocation, as appropriate, but not exceed the amount.”*

Based on the above, Haldimand County Paramedic Services has submitted the proposal and business case which includes:

1. 2 x Full-time equivalent Community Paramedics.
2. 4 to 6 x Part-time Community Paramedics.
3. 2 x Community Paramedic Vehicles to provide service, which would increase the Fleet compliment of Emergency Services, and also remove the new initiative being brought forth to Council for a Community Paramedic/Logistics Van for the 2022 Capital Budget. This would need to be approved by Council.
4. 2 x Cardiac Monitors to assist with the assessment and monitoring of referred clients. This is above our regular compliment found in ambulances and first response units.
5. Training for Community Paramedics.
6. Remote Monitoring devices, so Community Paramedics can monitor clients remotely, and if required, respond in person to the needs of the client. E.g. Sudden increase in blood pressure, and other symptoms that are not easily remedied over the phone.
7. All Operating costs.
8. All Administration costs.

The service being provided will align with the funding received. The \$5 million dollars was a pre-determined amount by the MOHLTC based on population and the number of seniors. Each municipality in the province will receive funding determined by those numbers. Each municipality must provide a budget of exactly how monies will be spent both for Capital and Operating purchases.

FINANCIAL/LEGAL IMPLICATIONS:

If approved, these listed programs and offsetting funding would require the following amendments to the operating and capital budgets in the years identified below. All costs for this program are funded by the LHIN, Public Health and MOHLTC, and no cost of the programs will be billed to the County.

1. Community Paramedic High Intensity program funded and supported 100% by the LHIN = \$605,740. Temporary funding to end March 31, 2022.
2. One year Homeless Initiative, funded and supported by The Haldimand Norfolk Health Unit = \$68,000.
3. Community Paramedic Long Term Care program - MOHLTC funded and supported 100%.
 - a. Year 1: \$1,000,000
 - b. Year 2: \$2,000,000
 - c. Year 3; \$2,000,000

A summary of the annual impacts on these initiatives and budget revisions required are included below:

Table 1 – 2021 Budget Amendment – Community Paramedic High Intensity Program

	2021 Approved One-time Community Paramedic Program (EMS-04-2020)	One-time Extension of Community Paramedic Program (EMS-04-2021)	Total 2021 Revised budget
Expenditures			
Operating Expenditures	171,300	605,740	777,040
Total Operating Expenditure:	\$ 171,300	\$ 605,740	\$ 777,040
Funding			-
HNHB LHIN	(171,300)	(605,740)	(777,040)
Total Funding	\$ (171,300)	\$ (605,740)	\$ (777,040)

Any eligible unused funds will be carried forward to 2022 as a Council Approved Initiative.

Table 2 – 2022 One-time Homeless Care Initiative

	2022 One-time Homeless Care Initiative (EMS-04- 2021)
Expenditures	
Operating Expenditures	68,000
Total Operating Expenditure:	\$ 68,000
Funding	
Haldimand-Norfolk Health Unit	(68,000)
Total Funding	\$ (68,000)

Table 3 – Community Paramedic Long Term Care Program

Operating:

	2022 One-time Community Paramedic Program	2023 One-time Community Paramedic Program	2024 One-time Community Paramedic Program	Total Community Paramedic Program
Expenditures				
Operating Expenditures	688,000	1,985,000	1,980,000	4,653,000
Total Operating Expenditure:	\$ 688,000	\$ 1,985,000	\$ 1,980,000	\$ 4,653,000
Funding				
Ministry of Health & Long Term Care Funding	(688,000)	(1,985,000)	(1,980,000)	(4,653,000)
Total Funding	\$ (688,000)	\$ (1,985,000)	\$ (1,980,000)	\$ (4,653,000)

Capital:

	2022 One-time Community Paramedic Program	2023 One-time Community Paramedic Program	2024 One-time Community Paramedic Program	Total Community Paramedic Program
<u>Expenditures</u>				
Community Paramedic Vehicles (2)	200,000			200,000
Medical Equipment	100,000			100,000
Computers/ Telephones	12,000	15,000	20,000	47,000
<u>Total Capital Expenditure</u>	<u>\$ 312,000</u>	<u>\$ 15,000</u>	<u>\$ 20,000</u>	<u>\$ 347,000</u>
<u>Funding</u>				
Ministry of Health & Long Term Care Funding	(312,000)	(15,000)	(20,000)	(347,000)
<u>Total Funding</u>	<u>\$ (312,000)</u>	<u>\$ (15,000)</u>	<u>\$ (20,000)</u>	<u>\$ (347,000)</u>
<u>Total Operating & Capital Funding</u>	<u>\$ (1,000,000)</u>	<u>\$ (2,000,000)</u>	<u>\$ (2,000,000)</u>	<u>\$ (5,000,000)</u>

STAKEHOLDER IMPACTS:

Not applicable.

REPORT IMPACTS:

Agreement: No

By-law: No

Budget Amendment: Yes

Policy: No

ATTACHMENTS:

1. None.