

Haldimand County Paramedic Services
2021 Ambulance Response Time Performance

Type of Call	2020 Ambulance Response Time Targets	<u>2021 Benchmark</u> Percentage of Time that Ambulance Response Time Target is to be Achieved	<u>2021 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%	33.33% (13 of 39 calls) Missed by 2.5 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%	46.88% (30 of 64 calls) Missed by 2 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%	90.00% (936 of 1040 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%	85.67% (1339 of 1563) Missed by 70 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%	91.57% (585 of 937 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%	90.43% (170 of 188 calls)