

Haldimand County Paramedic Services
2022 Ambulance Response Time Performance

Type of Call	2020 Ambulance Response Time Targets	<u>2022 Benchmark</u> Percentage of Time that Ambulance Response Time Target is to be Achieved	<u>2022 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%	38.46% (15 of 39 calls) Missed by 1 call
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%	48.68 (37 of 76 calls) Missed by 1 call
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%	90.76% (1061 of 1169 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%	87.82% (1680 of 1913) Missed by 35 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%	93.57% (960 of 1026 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%	90.97% (252 of 277 calls)