



Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	May 18, 2017
SUBJECT/REPORT NO:	Hamilton Paramedic Service 2016 Annual Report (CES17025) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Michael Sanderson 905-546-2424 Ext. 7741
SUBMITTED BY:	Vicki Woodcox Acting General Manager Community & Emergency Services Department
SIGNATURE:	

Council Direction:

Not Applicable

Information:

The Hamilton Paramedic Service's 2016 Annual Report (attached as Appendix "A" to Report CES17025) highlights include the following:

- Paramedics performed 79,150 individual responses to 64,675 events during the year, and transported 49,610 patients to hospital.
- Service demand continues to increase at a rate much higher than population growth, with an increase of 7% in 2016, and an average of 5% per year over the last 7 years. Age and social demographics are a significant factor in this rate of growth.
- Our service met all mandatory public response time reporting criteria. Further, our overall average and 90th percentile emergency response times improved slightly over the prior year.
- Hospital offload delays longer than two hours are increasing. They are related to the frequency of Code Zero events and continue to challenge our ambulance response capacity.
- We experienced 60 Code Zero events over the year, with more than half occurring during the last three months of the year. While the total is up 16 events

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

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from 2015 it remained significantly lower than the levels experienced in the four years prior.

- All staff received mental health readiness training.
- The implementation of the Council power stretcher and power load system had the desired effect on reducing musculoskeletal injuries and employee wellness.
- Our Community Paramedic activities are reducing the rate of ambulance use by some high frequency, high risk, clients.
- The service successfully completed the mandatory Ministry of Health and Long Term Care Ambulance Service Review process. Very positive results were outlined within the report. We are particularly proud of the observation that *“100% of the ride-out observations demonstrated patient care provided met the ALS/BLS patient Care Standards”*.
- All ambulances and equipment were standardized, including the provision of newly designed response bags that fulfil health and safety commitments to our paramedics and meet all regulatory requirements.
- More than 11,000 hours of mandatory continuing medical education were provided to our 322 full and part time paramedics. All paramedics successfully completed their annual performance and educational requirements to maintain their certification in the performance of delegated medical acts.

For the Hamilton Paramedic Service, the year saw many successes and establishment of processes and foundations for the future. As we move forward in 2017, we will continue to focus on working with our internal and external partners to ensure service excellence, enhancing demand mitigation strategies, aligning our available resources, continue implementation of just culture principles, and develop a fulsome long range plan to ensure continued success.

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