



Hamilton



# Hamilton Paramedic Service 2016 Annual Report



Events in 2016  
**64,675**

Responses in 2016  
**79,150**



Transports in 2016  
**49,610**

**1 7 2 7 3 2 1 kms**

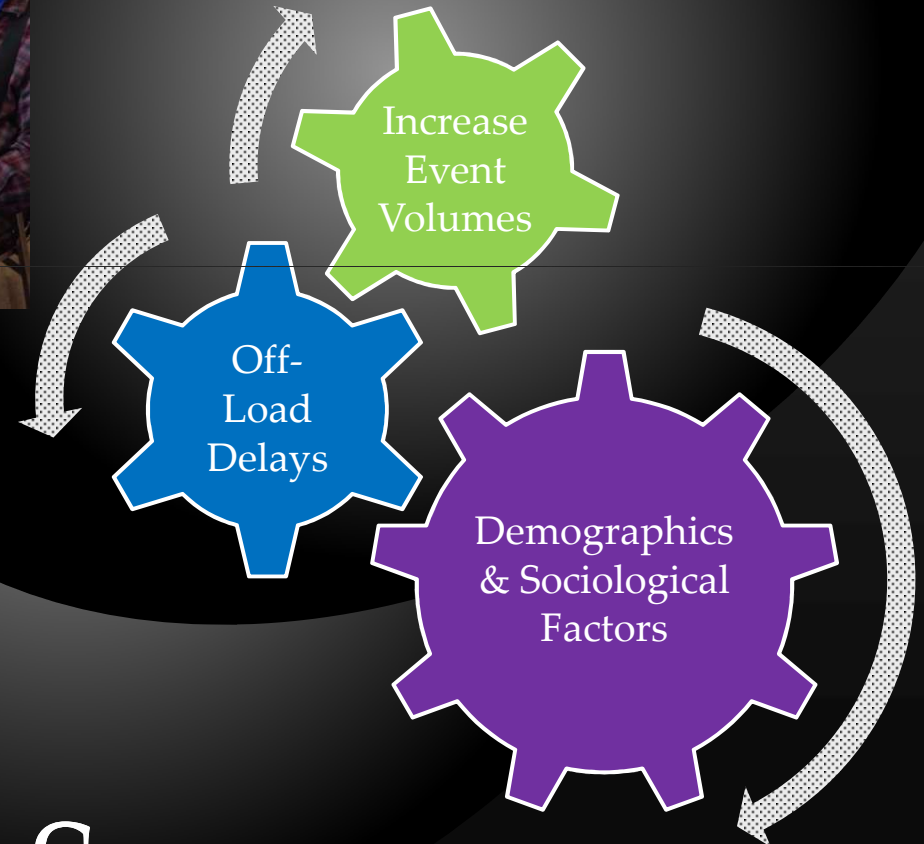
# Call Volume Summary



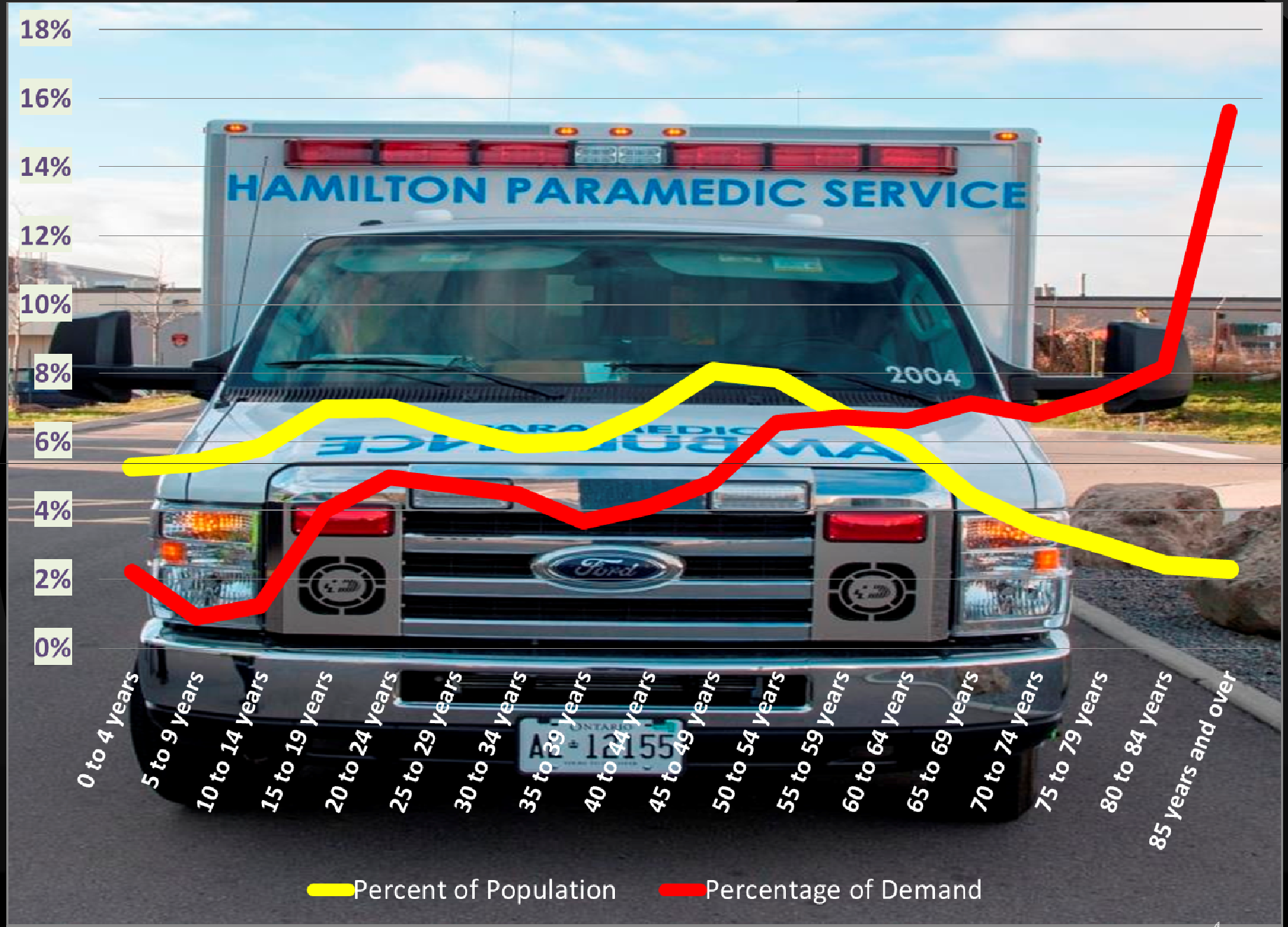
**“Province targets ambulance off-load delays”,** *Peter Criscione, Mississauga News*



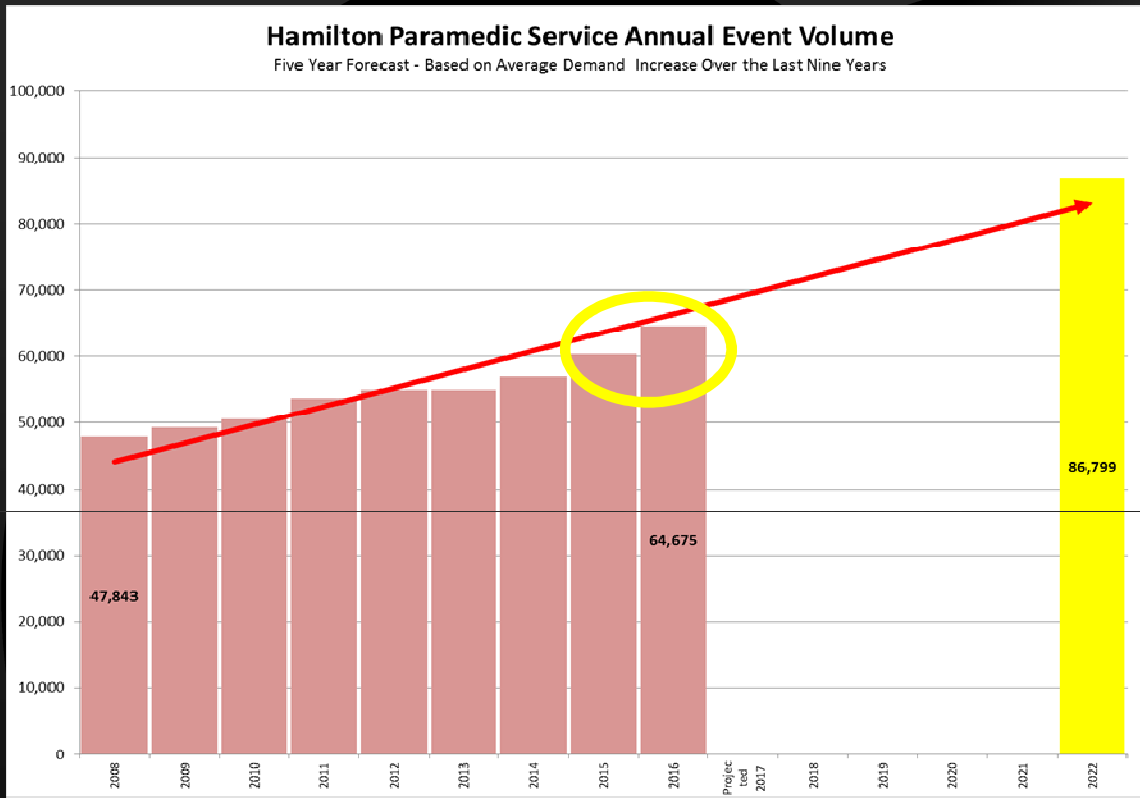
**“EMS patient off-load delays costing city”,** *Matthew Van Dongen, Hamilton Spectator*



# System Pressure Summary



— Percent of Population    
 — Percentage of Demand



## Historical

7 year average almost 5% per year

## Current

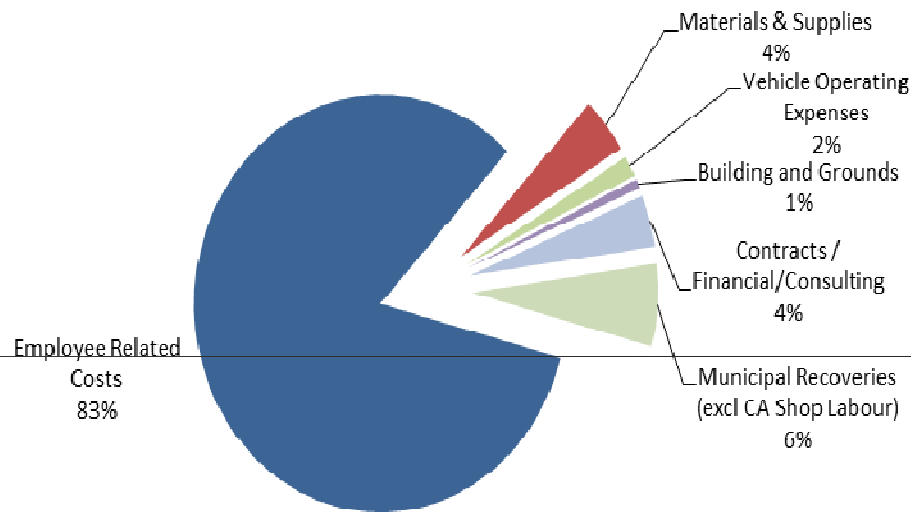
In 2016, a 7% increase in events occurred over 2015

## Linear 5 Year Projection

22,000 more events  
5.6% per year

# Annual Event Summary

## Hamilton Paramedic Service 2016 Operating Costs



Average cost per response = \$542.44

83% directly related to employee cost

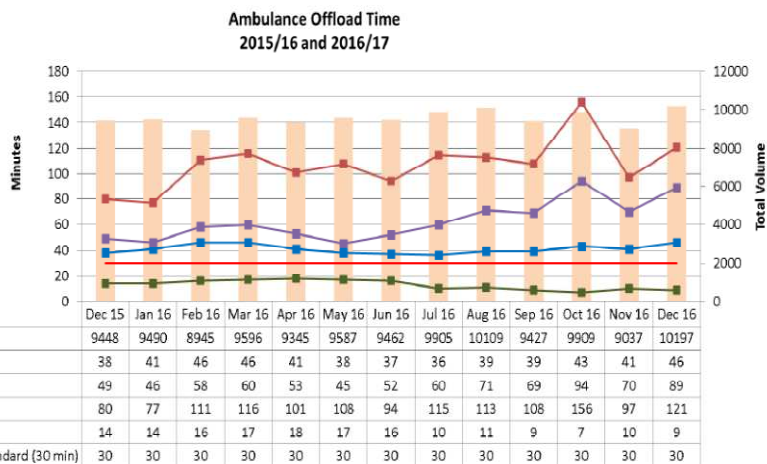
6% for material, supplies and operating expenses

1.7 million kilometres travelled

Fuel, maintenance and repairs = 0.62¢/km

# Financial Summary

# Ambulance Off-Load Times



Recommended  
90% within 30 minutes  
December Provincial 90<sup>th</sup>  
Percentile Provincially

46 minutes

December COH Hospitals  
90<sup>th</sup> Percentile

General – 107 minutes

Juravinski – 112  
minutes

St. Josephs – 91 minutes

Recommended time is 30 minutes	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16
Province	38.00	41.00	46.00	46.00	41.00	38.00	37.00	36.00	39.00	39.00	43.00	41.00	46.00
Brantford General Hospital	31.00	28.00	36.00	42.00	31.00	31.00	33.00	26.00	32.00	33.00	31.00	37.00	45.00
Haldimand War Memorial Hospital	14.00	14.00	16.00	17.00	18.00	17.00	26.00	14.00	16.00	14.00	13.00	16.00	NC
HHS - Hamilton General Hospital	67.00	66.00	75.00	90.00	72.00	63.00	75.00	86.00	86.00	77.00	148.00	92.00	107.00
HHS - Juravinski Hospital	80.00	77.00	111.00	116.00	101.00	108.00	94.00	115.00	102.00	74.00	156.00	80.00	112.00
HHS - McMaster Children's Hospital	19.00	23.00	30.00	24.00	19.00	20.00	16.00	10.00	11.00	9.00	7.00	10.00	9.00
HHS - West Lincoln Memorial Hospital	67.00	28.00	37.00	47.00	35.00	33.00	29.00	29.00	30.00	58.00	36.00	55.00	21.00
Joseph Brant Memorial Hospital	37.00	47.00	52.00	45.00	30.00	33.00	26.00	30.00	37.00	32.00	41.00	45.00	69.00
NHS - Greater Niagara General Site	33.00	35.00	40.00	38.00	50.00	34.00	40.00	44.00	53.00	47.00	62.00	58.00	70.00
NHS - St. Catharines General Site	65.00	55.00	51.00	55.00	50.00	46.00	49.00	45.00	77.00	91.00	113.00	97.00	121.00
NHS - Welland Hospital Site	30.00	31.00	42.00	40.00	34.00	33.00	36.00	46.00	53.00	36.00	62.00	51.00	86.00
Norfolk General Hospital	20.00	20.00	19.00	19.00	19.00	20.00	22.00	20.00	19.00	18.00	20.00	20.00	21.00
St. Joseph's Healthcare	46.00	44.00	85.00	79.00	72.00	41.00	85.00	99.00	113.00	108.00	96.00	85.00	91.00
HNHB	49.00	46.00	58.00	60.00	53.00	45.00	52.00	60.00	71.00	69.00	94.00	70.00	89.00

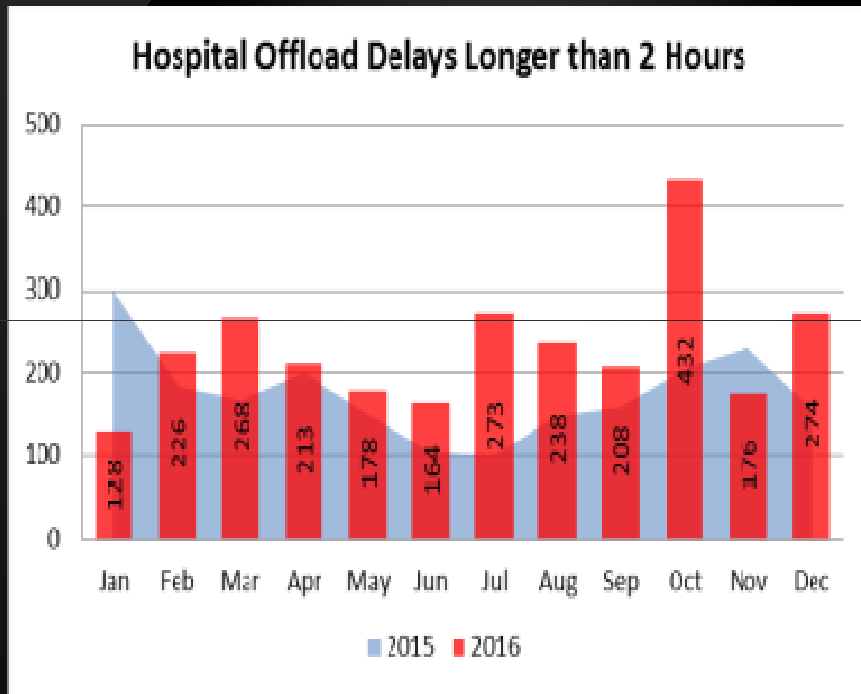
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Data Source: ER Fiscal Year Report, ER Analytics, Access to Care, CCO

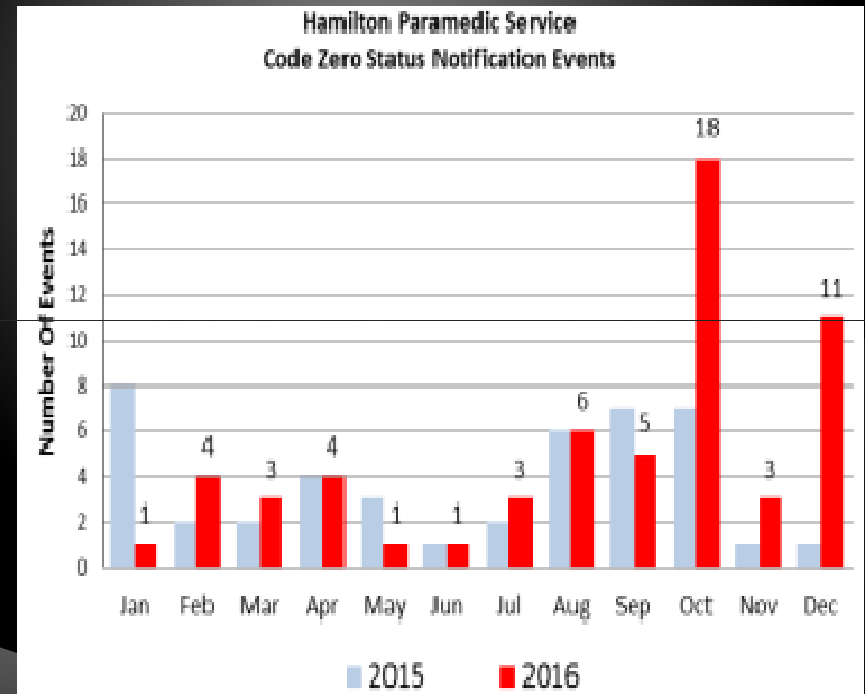
# Off-Load Delay Summary

7

## Off-Load Delays >2 Hours



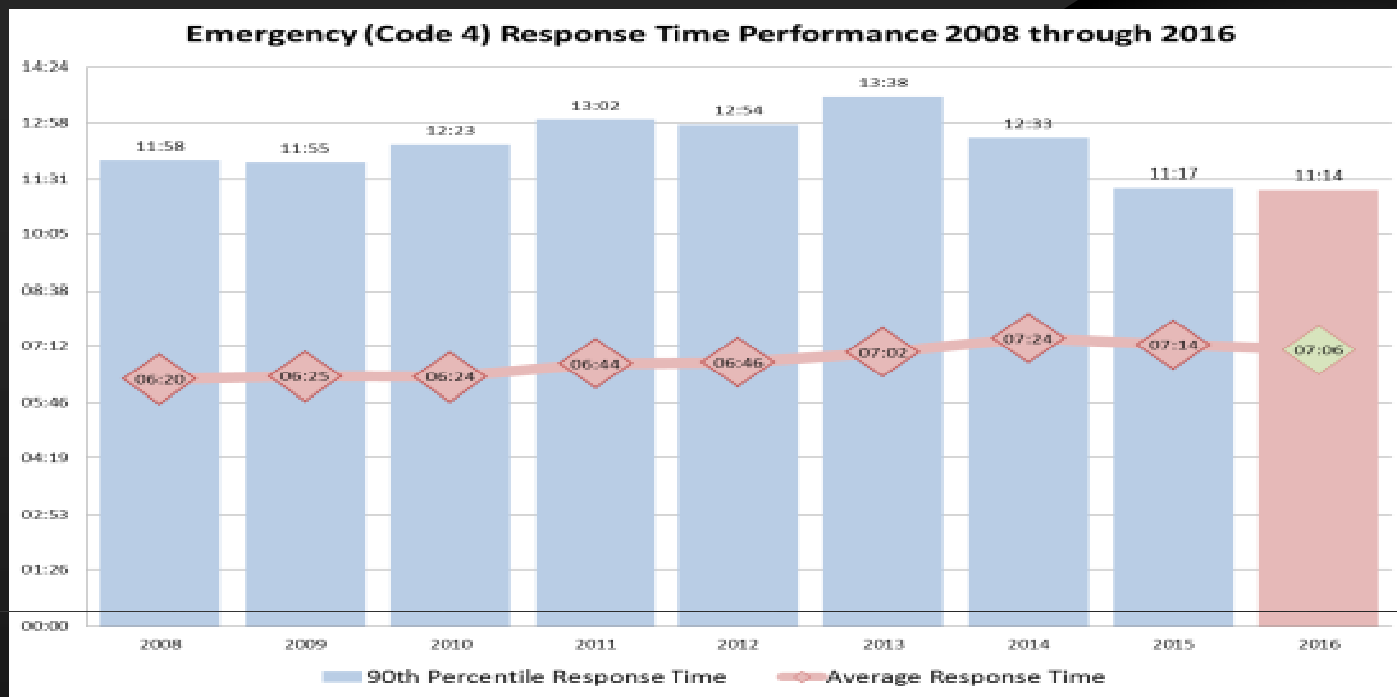
## Code 0 Events – 2015 vs. 2016



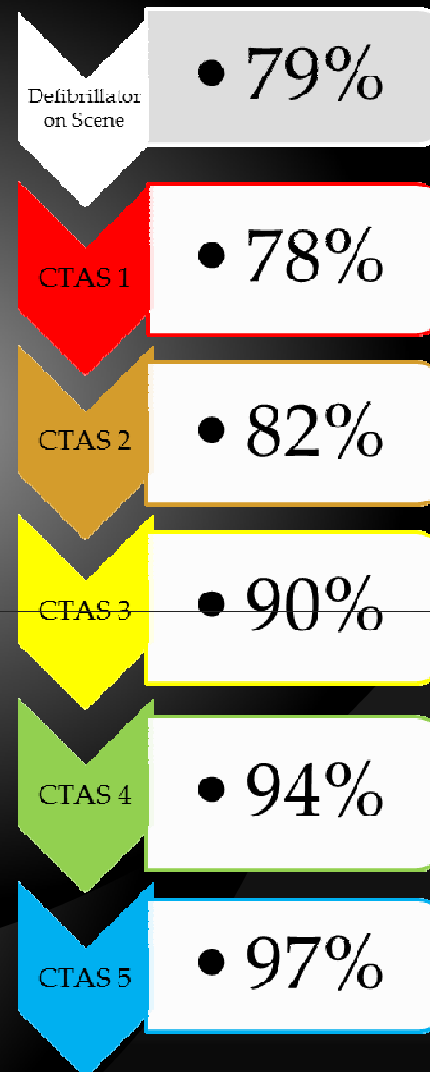
# Code 0 Events Summary



## Historical Performance



## MOH Report



### Historical Performance

Emergency Response Time Performance  
Average 7:06 minutes, 90<sup>th</sup> Percentile 11:14

### MOH Legislated Report – following assessment at scene

COH Council Approved Target Response Times  
Compliant in 2016

# Response Time Summary



*CHAP - "percentage decrease in high user patients = 59%"*



*"blood pressure dropped by 5 points which was clinically significant to decrease comorbidities like stroke and heart attack"*

## Objectives

Provide care in alignment with the Ontario's "Patient First: Action Plan for Health Care"

Reduce transports to hospitals of "frequent user" clients

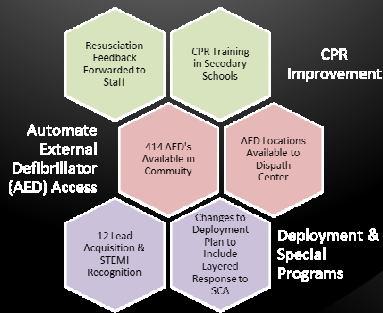
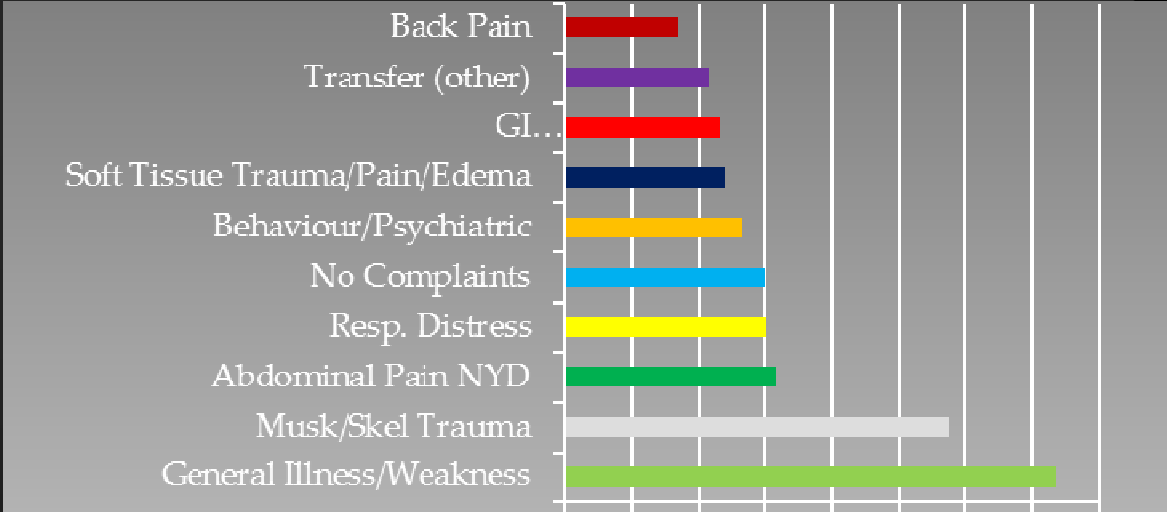
Decrease in paramedic usage

Decrease ER visits

Decrease admissions

# Community Paramedicine Summary

# Top 10 Clinical Problems



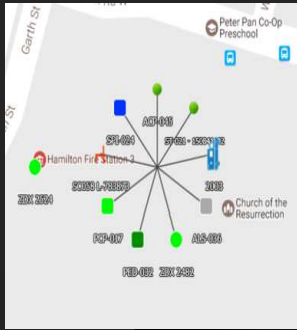
## Sudden Cardiac Arrest

1,184 occurred in 2016

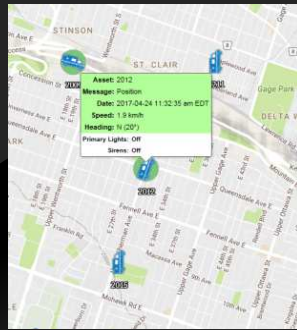
20% occurred outside a persons residence

Focus on AED and CPR education

# Clinical Summary



AVL and Asset Tracking Implementation



Vehicle & Equipment Standardization



Data Sourcing & Collection



Mental Health Initiatives

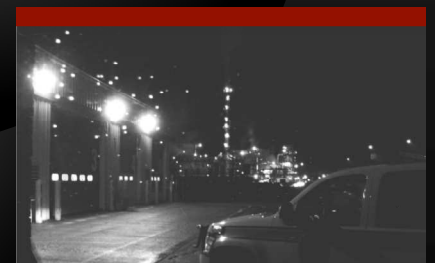
***“Congratulations on successfully meeting the legislated requirements for certification as a land ambulance operator in the Province of Ontario”***



ePCR Implementation



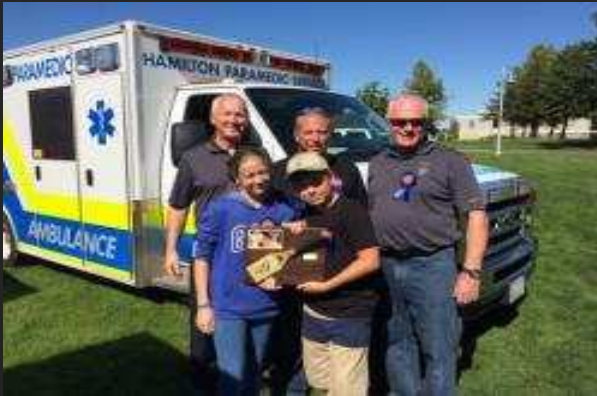
Employee Feedback Cycle



Deployment Plan

Deployment Plan Optimization

# Achievement Summary



*"Through fundraising efforts, our survivors and HPS paramedics raised a total of approximately \$6,000"*



*"on average the community garden produces 1,500lbs of produce per year that is contributed to local food banks for distribution"*



**Sirens For Life**  
CONGRATULATIONS  
**Hamilton Fire Department**

TEAMS	UNITS DONATED	%
Hamilton Police	34	3%
Hamilton Fire Department	70	14%
Hamilton EMS	22	5%
<b>TOTAL</b>	<b>126</b>	



# PR & Volunteer Summary

Jan 6/16

Dear Paramedics & all staff  
of ambulance services, and  
all staff of the Rescue/Medical Services  
(Ed + J) Thank you so very much  
for your timely, competent, compassionate  
assistance you gave Ed Dec 26/16,  
in helping to save his life.

It was extremely reassuring to see  
you here in our home.

We are so appreciative of your service.  
You are truly miracle medical angels!



71 formal feedback  
recognitions last  
year

