

INFORMATION REPORT

TO:	Chair and Members Healthy and Safe Communities Committee
COMMITTEE DATE:	April 23, 2018
SUBJECT/REPORT NO:	Hamilton Paramedic Service 2017 Annual Report (HSC18020) (City Wide)
WARD(S) AFFECTED:	City Wide
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SIGNATURE:	

Council Direction:

Not applicable

Information:

The Hamilton Paramedic Service 2017 Annual Report (attached as Appendix A to Report HSC18020) highlights include the following:

- Paramedics performed 83,928 individual responses to 67,712 events during the year, and transported 49,763 patients to hospital.
- The number of 911 events that we are required to send an ambulance to continues to increase at a rate higher than population growth. In 2017, we experienced a 5% increase in demand. Age and social demographics are a significant factor in this rate of growth.
- While our service met the provincially reported response time standards as established by Council in accordance with legislation, the city wide emergency response time performance at the 90th percentile was 11 minutes 26 seconds, a deterioration of 12 seconds, or 2%.
- Hospital offload delays during the year continued to increase. The Provincial guideline for hospital offload is 30 minutes 90% of the time. Our Transfer of Care (TOC) software reports all adult patient main receiving sites as having deteriorated TOC performance as compared to the previous two years and significantly

OUR Vision: To be the best place to raise a child and age successfully.

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

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

exceeding the Provincial guideline. Internal measurement results are supported by hospital reported performance measures.

- We experienced 119 Code Zero events during the year, 59 more than we encountered the prior year. The average Code Zero event duration was 1.1 hours. The frequency of Code Zero events is directly correlated to hospital offload delays greater than two (2) hours.
- In October 2017, Council supported the implementation of one additional ambulance, staffed 24 hours a day, 7 days a week, for a 5 month period to mitigate against operational pressures.
- Selection, training, and activation of a paramedic based Critical Incident Support Team led by experienced mental health professionals was achieved during the year with the cooperation and assistance of the unions (OPSEU 256 and CUPE 1041).
- Community Paramedic activities continued to be enhanced and refined with the support of HNHB LHIN funding. The Remote Patient Monitor process was implemented for select frequent users. Frequent users in this group had a 30% reduction in ambulance requests following this intervention.
- Our Professional Development team provided more than 11,000 hours of formal classroom education to our paramedics, provided orientation training to 17 new recruits, and successfully guided 26 paramedics through the return to clinical practice process after long term absences.

During the year we also experienced a significant unexpected loss with the passing of a Deputy Chief. On behalf of the men and women of the Hamilton Paramedic Service, and his family, thank you to Council and the corporate senior leadership team for your support as we worked our way through that difficult time.

Over the next year our primary objectives include continued integration of real time information into performance management, quality improvement, and public reporting processes. We will be focussing work with our internal and external partners to reduce hospital offload delays and improve performance and we will be continuing to develop mechanisms to mitigate against the growth in demand for service. Demand mitigation activity potentials are expected to be enhanced with the recent passage of amendments to the Ambulance Act which will allow alternative approaches to responding appropriately to caller needs.

Appendices and Schedules Attached

Appendix A to Report HSC18020: Hamilton Paramedic Service 2017 Annual Report