



# 2017 ANNUAL REPORT

## HAMILTON PARAMEDIC SERVICE

April 23, 2017



In memory of  
**Richard Douglas**  
**“Doug” Waugh**

July 5, 1955 – July 17, 2015

**\*Husband\***  
**Father\***  
**Paramedic\***  
**Leader\***  
**Mentor\***  
**& Friend\*\***

# How Much Are We Doing?



Events in 2017  
67,712

Responses in 2017  
83,928



Transports in 2017  
49,763

- Events
  - 5% increase
- Responses
  - 6% increase
- Transports
  - 0.31% increase

1 7 9 3 2 1 9

Kilometres travelled

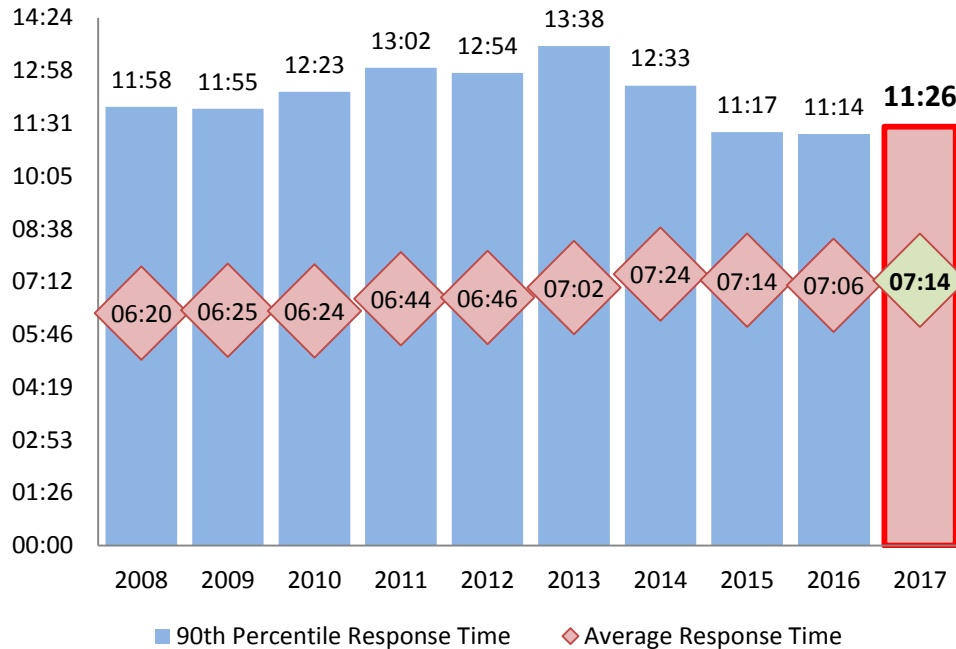
(Hamilton Paramedic Service, 2018)

# How Much Are we Doing

- 26,942 hours of Hospital Offload Delay
- \$1.3M flow through to Hospitals for Offload Nurses
- 11,000 + hours Continuing Education
- 19 new paramedic recruits oriented
- 26 Employees return to clinical practice
- 150 Quality Reviews completed
- 60 Public Relations Events
- 432 Public Access Defibrillators maintained

# How Well Are We Doing It?

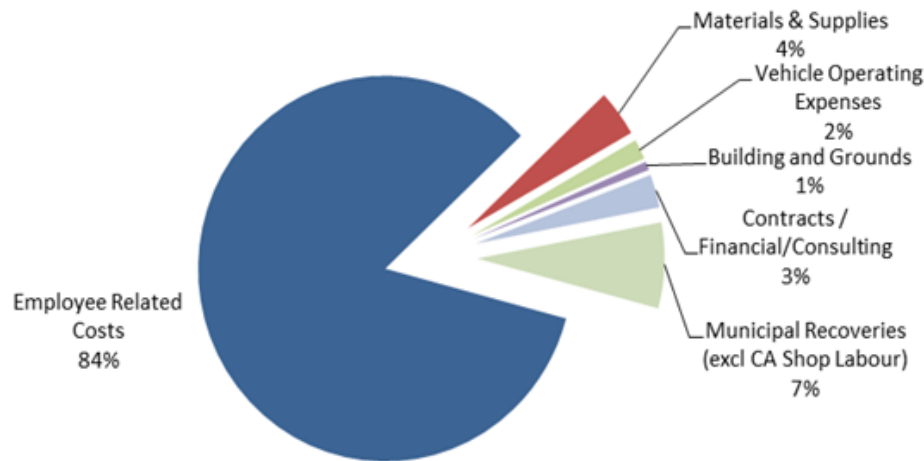
**Emergency (Code 4) Response Time Performance 2008 through 2017**



- Met MOHLTC reporting criteria met
- Despite challenges only a few seconds change in emergency response
- Significant pressure on paramedics

# How Well are we Doing - Finances

## Hamilton Paramedic Service 2017 Year End Operating Costs



Total Cost/Response

**\$530.97**



Materials & Supplies /Response

**\$20.68**



Vehicle Cost/Kilometre

**\$00.54**

# Is Anyone Better Off?

Clinical Care

**187**  
Patients

Heart Attack Patients Direct to Cath Lab

Community Paramedicine

**197**  
PATIENTS PLACED

INTO THE COMMUNITY PARAMEDIC PROGRAM

**37% REDUCTION**

IN CALLS TO 911 BY REPEAT CALLERS

CP@Clinic

**52%**

IDENTIFIED WITH MODERATE TO HIGH RISK OF DEVELOPING DIABETES

**47%**

IDENTIFIED WITH ELEVATED BLOOD PRESSURE ON FIRST VISIT

**53%**

IDENTIFIED WITH HIGH RISK OF FALLING

## A program worth preserving

RE: Remote Patient Monitoring Program

Almost a year ago I was diagnosed with heart failure, and understandably, as a 92 year old woman living alone, and after 91 years of excellent health, I was never so frightened in my life. Can't believe how fortunate I was to be included in the Community Paramedic's Remote Patient Monitoring program through the Ontario Ministry of Health and City of Hamilton and also connected with Queen's University.

Apparently this is a one-year pilot project ending January 1, 2018. I am able to check my vitals daily and they are transmitted to my trusty paramedics on Nebo Road. They have come to my rescue several times in the past, resulting in several necessary trips to the E.R. and the eventual implant of a pacemaker.

The total number of days spent in hospital for my three or four trips was a two-day stay for the pacemaker and an approximate 10-hour stay the other times

All I want for Christmas is to learn that this fantastic service is renewed for at least another year.

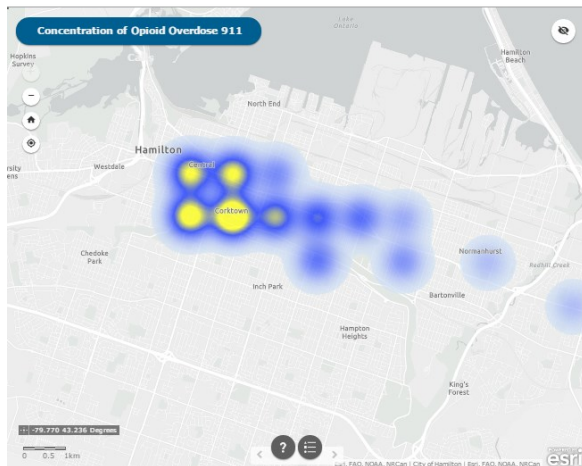
“This wonderful system brings comfort to the patients who long to be at home and saves literally thousands of dollars in avoiding lengthy stays”

## Opioid Reporting Collaboration

- Partnership with COH Public Health (COH-PH) and HPS
- COH-PH uses HPS data to monitor opioid emergencies

### Map of paramedic incidents related to opioid overdose

Note: This map shows the approximate location (within a 1.5 km radius) and density of paramedic incidents related to opioid overdoses since January 10, 2017. The exact locations of the calls may differ from what is shown on this map. To protect the privacy of cases, clusters of fewer than 5 calls have been removed.



## Medical Venturers

- Partnership with Scouts Canada and HPS
- Allows youth to evaluate paramedicine as a future employment opportunity





## Remote Patient Monitoring

- Part of the Community Paramedicine Program
- Allows CP's to monitor at risk clients remotely using technology



## National Paramedic Competition

- “Excellence Through Challenge”
- Paramedics directly apply experiences to patients in COH

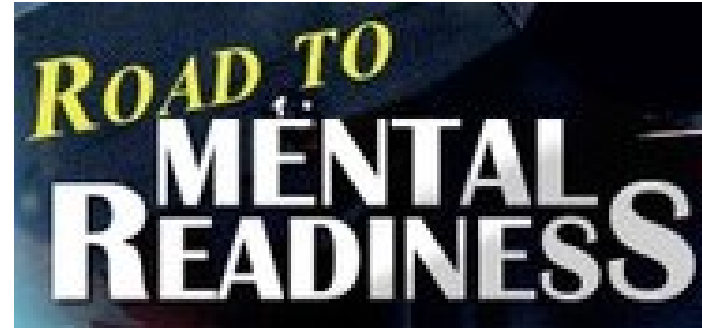


- Breast Cancer Research
  - \$1000
- Prostate Cancer Research
  - \$1000
- Community Garden
  - 1800lbs of food
- Christmas Toy Drive\*
  - Partnership with OPP
  - 1,184 toys
  - \$3,356
- Christmas Food Drive\*
  - Partnership with OPP
  - 19,414lbs of food
  - \$18,180



# Employee Mental Health

- Peer Support Team started in 2017
- Augments R2MR
- Collaborative with HPS and labour unions
- 15 active members



# What is up for 2018

- Decrease hospital offload delays
- Bill 160:
  - Treat and Release; Treat and Refer; Treat and Alternative
- Public Dashboard
- Real Time Dispatch Data facilitating change
- Our People Survey Follow Up
  - Continuous Improvement; Career Progression; Staffing and Attendance; Resources and Supplies
- 10 Year Pathway – Inform the Future



# Questions

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