




Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	February 20, 2020
SUBJECT/REPORT NO:	2019 Ministry of Health Ambulance Service Review Findings (HSC20006) (City Wide)
WARD(S) AFFECTED:	City Wide
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SIGNATURE:	

COUNCIL DIRECTION

Not Applicable

INFORMATION

In accordance with the *Ambulance Act*, the City of Hamilton is required to undergo periodic certification by the Ministry of Health (MOH). This certification is intended to ensure the operation of its ambulance service meets all regulatory requirements and applicable standards. A certification review has been successfully completed every three years since 2001.

An 11 person review team from the MOH conducted the most recent mandatory scheduled periodic review of the operations of the Hamilton Paramedic Service on May 22 - 23, 2019.

On May 23, 2019, the senior members of the Ambulance Service Review Team conducted an "exit interview" with the Hamilton Paramedic Service Chief and senior members of the Hamilton Paramedic Service management team. The meeting was positive, and the review team provided a general overview of the service review findings.

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.

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On August 7, 2019, the City of Hamilton received the draft "Ambulance Service Review Executive Summary Report" containing a detailed description of the service review observations. Of significant note we were pleased with the inclusion in the report of the observation that "Patient care observed during ride-outs was described as professional, courteous, and compassionate". Accompanying correspondence from the Acting Manager, Inspections and Certification provided the following introduction:

"Congratulations on successfully meeting the legislated requirements for certification as a land ambulance operator in the Province of Ontario."

The MOH advised that "opportunities for improvement" have been identified in the report as "observations" and requested a response to the report within 30 days. A detailed written response to all observations was submitted on September 5, 2019.

The draft report included 12 observations, with four of these being commendations and the remaining minor in nature. There were no critical observations or findings of deficiency.

The renewed "Land Ambulance Operation Certificate", dated October 7, 2019 was received on October 29.

As a routine part of the normal follow up process, a MOH Inspector performed a follow up visit on October 24, 2019, to confirm any necessary steps in follow up to the draft report had been appropriately followed through on by the Hamilton Paramedic Service.

The Final Report from the MOH, attached as Appendix "A" to Report HSC20006, was received on January 14, 2019, confirming again that the Hamilton Paramedic Service met the certification criteria and the legislated requirements.

One observation continues to be a challenge in that the MOH Inspector determined our immunization records were not wholly in compliance with the required standards. *Ontario Regulation 257/00, Section 6(1)(h)* requires that persons employed as a paramedic:

"hold a valid certificate signed by a physician that states that the person is immunized against diseases listed in Table 1 to the document entitled "Ambulance Service Communicable Disease Standards", published by the Ministry, as that document may be amended from time to time, or that such immunization is contra-indicated"

While confirmation of all required immunizations for each employee were found to be on file, many are signed by a physician delegate such as a Registered Nurse acting on behalf of a physician rather than the physician themselves. We will continue work to

remediate this technical deficiency and anticipate it will be resolved prior to the next periodic review.

It is expected that the Hamilton Paramedic Service will next undergo the certification process in the spring of 2022.

Managers, supervisors, paramedics and support staff of the Hamilton Paramedic Service deserve significant recognition for their excellent performance through the review process and in follow up and remedy of any observations noted in the process.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report HSC20006: Ambulance Service Review Final Report –
Hamilton Paramedic Service, October 24, 2019