



HAMILTON PARAMEDIC SERVICE 2019 ANNUAL REPORT



Emergency & Community Services Committee

July 13, 2020

How Much Did We Do?

70,656 Events

194/day



87,037 Responses

238/day



53,248 Transports

146/day



How Much Did We Do?

Community Paramedicine



3 new programs

653 @Home clients

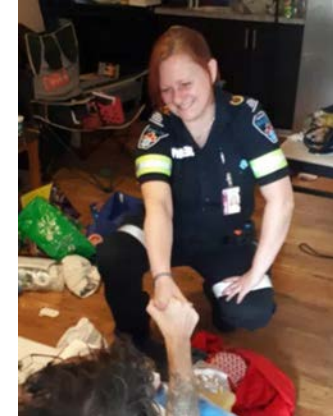
1,904 @Clinic visits

236 flu shots

51 new RPM patients

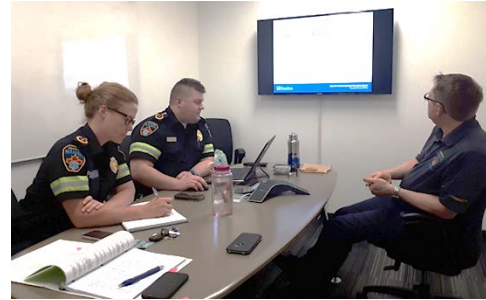
105 clients in SNP

439 AEDs



How Much Did We Do?

25,131 instructional hours



30+ community events



10+ charities



How Much Did We Do?

80 Code Zero events

41% Transfer of Care \leq 30 mins

30,549 hours in offload delay >30 mins

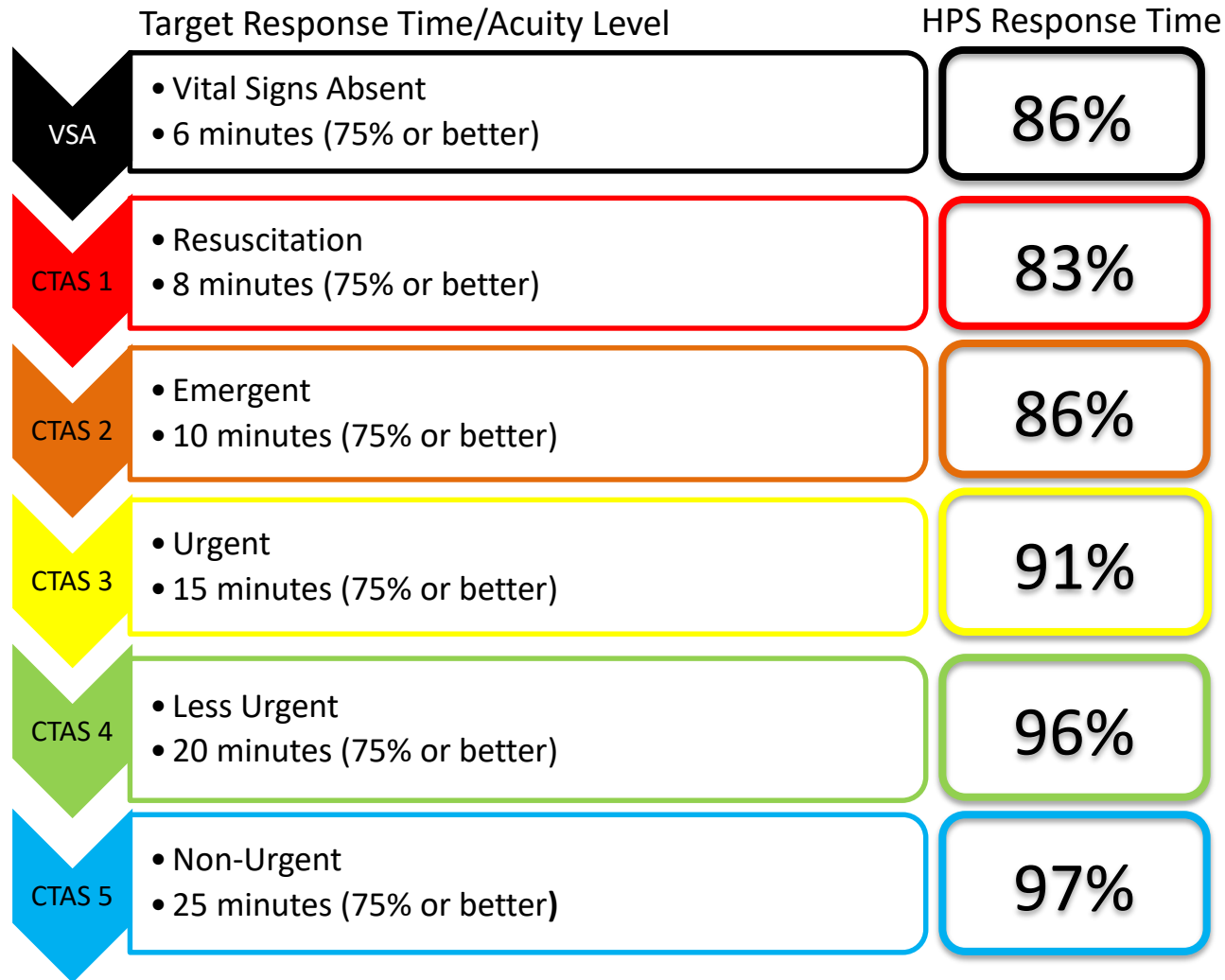


Photo: cbc.ca



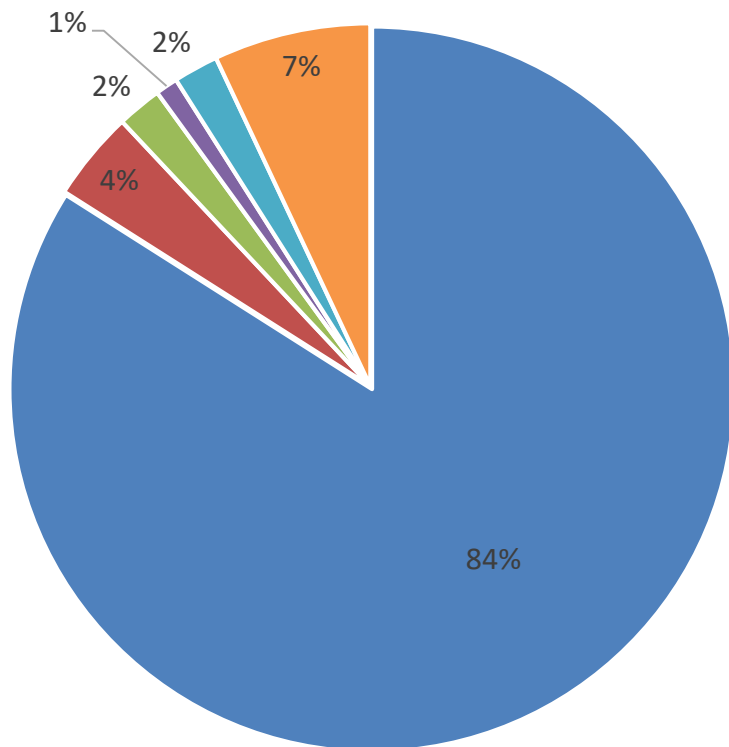
Photo: The Hamilton Spectator

How Well Did We Do?



Operating Budget

How Well Did We Do?



■ EMPLOYEE RELATED COST

■ VEHICLE EXPENSES

■ CONTRACTUAL/CONSULTING/FINANCIAL

■ MATERIAL AND SUPPLY

■ BUILDING AND GROUND

■ MUNICIPAL RECOVERIES

Materials & Supplies/Response

\$23.44



Vehicle Cost/Kilometre

\$0.67



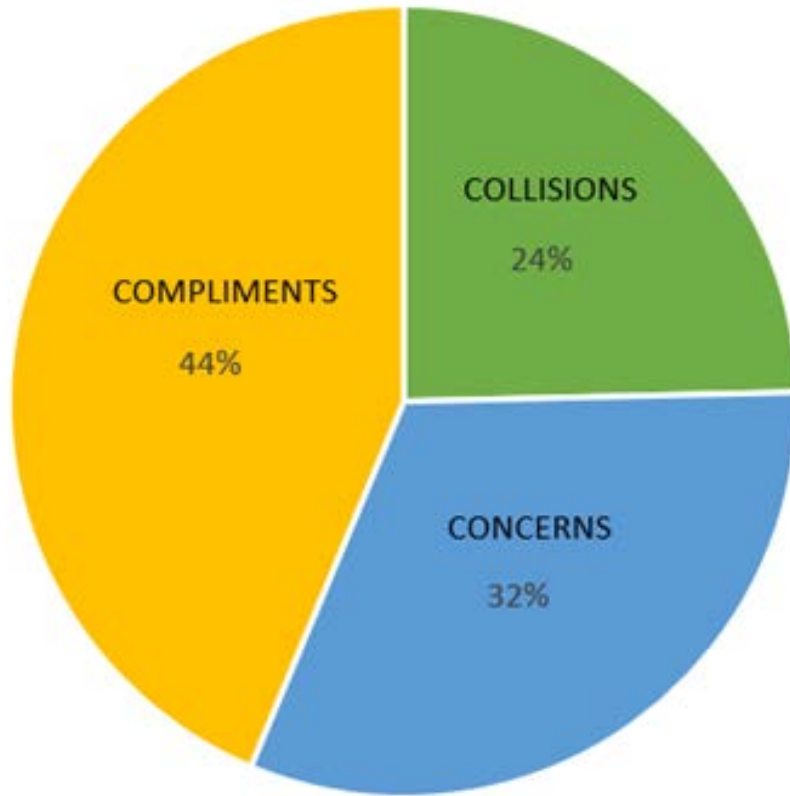
Average Cost/Response

\$587.28



How Well Did We Do?

Quality Assurance Reviews



They even made sure my parents had something to eat while waiting in the ED.

They arrived with smiles and support. They were my bright spot.

They took the best care of me and calmed down my husband.

They helped my wife cut up food for me. I spilled some and they cleaned it up.

They touched our lives and made the night easier.

How Well Did We Do?

Client Feedback

@Home

90% rated service as Excellent

@Clinic

97% rated service as Excellent

Flu Clinic

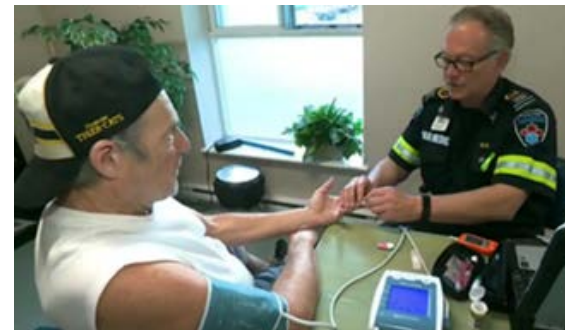
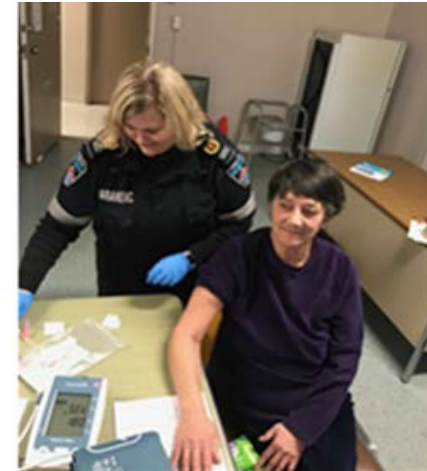
98% satisfaction rate

I got my flu shot this year because you are here.

The paramedic was nice and did a good job.

My pharmacy didn't have the seniors dose.

The paramedic was really fun.



How Well Did We Do?

Client Feedback

Sarah James @bysarahjames · Oct 2, 2019

A huge shoutout to the @HPS_Paramedics for taking great care of my Dad. You folks are amazing. #HamOnt

Brandon Archer @2014_archer · May 27, 2019

@HPS_Paramedics Thanks for all you do the city wouldn't be the way it is without the dedicated team like you guys so Well Done And Congratulations

Jeffrey Brinson, Ed.D. @JeffreyBrinson · Dec 30, 2019

Special thank you to the @HPS_Paramedics a small the doctors and nurses @mch_childrens @HamHealthSci for their care for my 10 year old earlier this month.

[Show this thread](#)

Steve Authier @steveauthier · Mar 17, 2019

@HPS_Paramedics Thanks for your great crew this morning in helping getting my wife to the hospital #Empathy & #Compassion make a big difference #HamOnt



Is Anyone Better Off?

913 stroke responses

223 STEMI responses

351 patients resuscitated from suspected Sudden Cardiac Arrest (ROSC)

596 patients assisted with suspected opioid overdose

160,870 medical procedures



Is Anyone Better Off?

@Home

347 visits

50% reduction in 911 calls

Remote Patient Monitoring

~**26%** reduction in 911 calls

~**26%** reduction in ED visits

Social Navigator Program

241 services/programs provided to clients

Public Access Defibrillator

3 uses - 9 year old successfully
resuscitated and recovered with no brain
damage



Is Anyone Better Off?



Stephanie was 6 months pregnant with this little sweetheart when she had a stroke. Thanks to a swift response from her partner, Hamilton Paramedics and the stroke team at General Hospital they are both alive and well.

Is Anyone Better Off?



Food Drive

\$26,015

12,264 lbs food



Toy Drive

\$8,873

2,100 toys

Continuous Improvement

- Update of Policy and Procedure Manual
- Expanded Community Paramedicine Program
 - Paramedic Palliative Outreach Support
 - Flu Response for Emergency Department Diversion
 - Emergency Department Diversion to Withdrawal Management
- Advancement in Equipment (e.g., Stair Chair, IO drill)
- Review of the Tiered Response Agreement
- Educating on Naloxone awareness and use



15

Continuous Improvement

- Collaboration with Public Health Services
 - Opioid Information System
 - HPS User Profile
 - Flu shots
- Certified PCPs given opportunity to administer intravenous
- Feedback to paramedics from General Hospital's HIU
- Addition of NICU transport ambulance



16

Plans for 2020

- ✓ Obtain hybrid ambulances
 - Participate on Hamilton Health Team
 - Expand Community Paramedic Program
 - Transport to addiction management facilities for women and youth
 - Increase paramedic support for palliative care patients
 - Update Tiered Response Agreement
 - Finalize 10-Year Master Plan
 - Reduce hospital offload delays
 - Expand Fit-2-Sit Program
 - Develop Alternate Destination Guidelines



COVID-19 Response

- Ensure health and safety of staff
 - Modify response plans
 - Establish Infectious Disease Paramedics team
 - Preserve, adapt, acquire PPE
 - Early screening of staff
- Facility evacuations
- Community testing
 - Hospices
 - Nursing homes
 - Retirement/seniors residences
 - Long-term care facilities
 - Residential care facilities
 - Shelters





QUESTIONS?