



## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	July 13, 2020
<b>SUBJECT/REPORT NO:</b>	Hamilton Paramedic Service 2019 Annual Report (HSC20021) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Linda Button (905) 546-2424 Ext. 3104
<b>SUBMITTED BY:</b>	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

The Hamilton Paramedic Service (HPS) 2019 Annual Report (attached as Appendix "A" to Report HSC20021) includes the following highlights:

- Service demand continued to increase in 2019, with paramedics performing 87,037 individual responses to 70,656 events during the year and transporting 53,248 patients to hospitals, an average of 146 patients per day.
- HPS performance as reported annually on the Ministry of Health (MOH) website continues to be better than the Council approved response time standards (Report HES12014).  
([http://www.health.gov.on.ca/en/pro/programs/emergency\\_health/land/responsetime.aspx](http://www.health.gov.on.ca/en/pro/programs/emergency_health/land/responsetime.aspx))

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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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- Response time to calls dispatched as a life-threatening (Code 4) emergency at the 90<sup>th</sup> percentile was 11 minutes and 18 seconds. This reflects the time period from when the MOH Central Ambulance Communications Centre (CACC) assigns the call to paramedics until paramedics arrive on scene.
- Hospital offload delays continued to be a challenge. The provincial guideline for hospital offload is 30 minutes 90% of the time. In 2019, only 41% of transfer of care from paramedics to hospital staff took place in 30 minutes or less. A total of 30,549 staffed ambulance hours were consumed waiting for transfer of care beyond the first 30 minutes after arrival at hospital, an increase from 2018.
- Despite the increasing time spent in offload delay, there were 16 fewer Code Zero events than in 2018 with a total of 80 events in 2019. Through ongoing collaboration with hospital partners, introduction of new programs and improvements to practice, a downward trend in the rates of Code Zero events is emerging.
- One additional staffed ambulance for 24 hours a day, 7 days a week service was implemented in April following Council approval during the 2019 annual operating budget process. This additional resource helped meet service demands amidst growing operational pressures.
- A second additional staffed ambulance, 100% funded through MOH grant funding, was added in July to support the McMaster Children's Hospital (MCH) Neonatal Transport Team in the regional transportation of critically ill babies. When the ambulance is not assigned to MCH neonatal transfers it is used for response to other emergency calls. The arrangement with the MOH for annual funding has been renewed for 2020.
- The Community Paramedicine Program was expanded with the introduction of three new initiatives in the latter part of 2019: Paramedic Palliative Outreach Support Team (PPOST), Flu Response for Emergency Department Diversion (FREDD) and Emergency Department Diversion to Withdrawal Management (EDWIN). All three initiatives aim to divert patients away from the hospital to ease the burden of crowded emergency departments by either treating patients in their place of residence (PPOST, FREDD) or taking them to the appropriate facility (EDWIN).
- Existing Community Paramedicine Programs continued to be successful. For example, the Home Visit program had 653 clients in 2019 and experienced a 50% reduction in ambulance use after clients were enrolled in the program. Also, the Remote Patient Program had an additional 51 patients enrolled in 2019 bringing the total to 74 patients. Analysis conducted by Queens University shows that this program results in a 26% reduction in both 911 calls and emergency department visits.

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- Paramedics underwent an aggregated total of over 25,000 instructional hours in 2019. This training ensures that paramedics achieve and maintain the ability to provide excellent clinical care to their patients.
- A variety of continuous improvement initiatives were undertaken in 2019. These projects were aimed at improving processes, policies and services to ensure the provision of optimal care to the community. Staff were engaged for their expertise in a review of the Tiered Response Agreement, equipment upgrade, policy and procedure manual update and user profile development among other initiatives.
- In 2019, paramedics continued to volunteer their time for a range of community events and charities. Their efforts have resulted setting a record for CityKidz Christmas Toy Drive and significant donations of money, food, and clothing for families in need. They also participated in numerous fund and awareness raising activities that benefit the community such as Tim Horton's Camp Day, McDonald's McHappy Day and autism awareness.

In 2019, proposed changes to the provincial structure of healthcare led to uncertainty with regard to the structure of land ambulance service. Although no decision has yet been made the Paramedic Chief's participation on the Hamilton Health Team ensures that the issues and capabilities of the paramedic service will inform the development of a more integrated healthcare system.

Also, in 2020, the Community Paramedicine Program will continue to be enhanced as new initiatives are explored and existing ones are expanded to reach more people in need. In addition, HPS will continue to work with internal and external partners to mitigate offload delays. Public reporting and continuous improvement will also remain a focus to ensure the effective and efficient delivery of quality service and transparency of performance measurements. Furthermore, in 2020, the Hamilton Paramedic ten-year Master Plan will be finalized and shared with this Committee.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" to Report HSC20021: Hamilton Paramedic Service 2019 Annual Report