



# 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

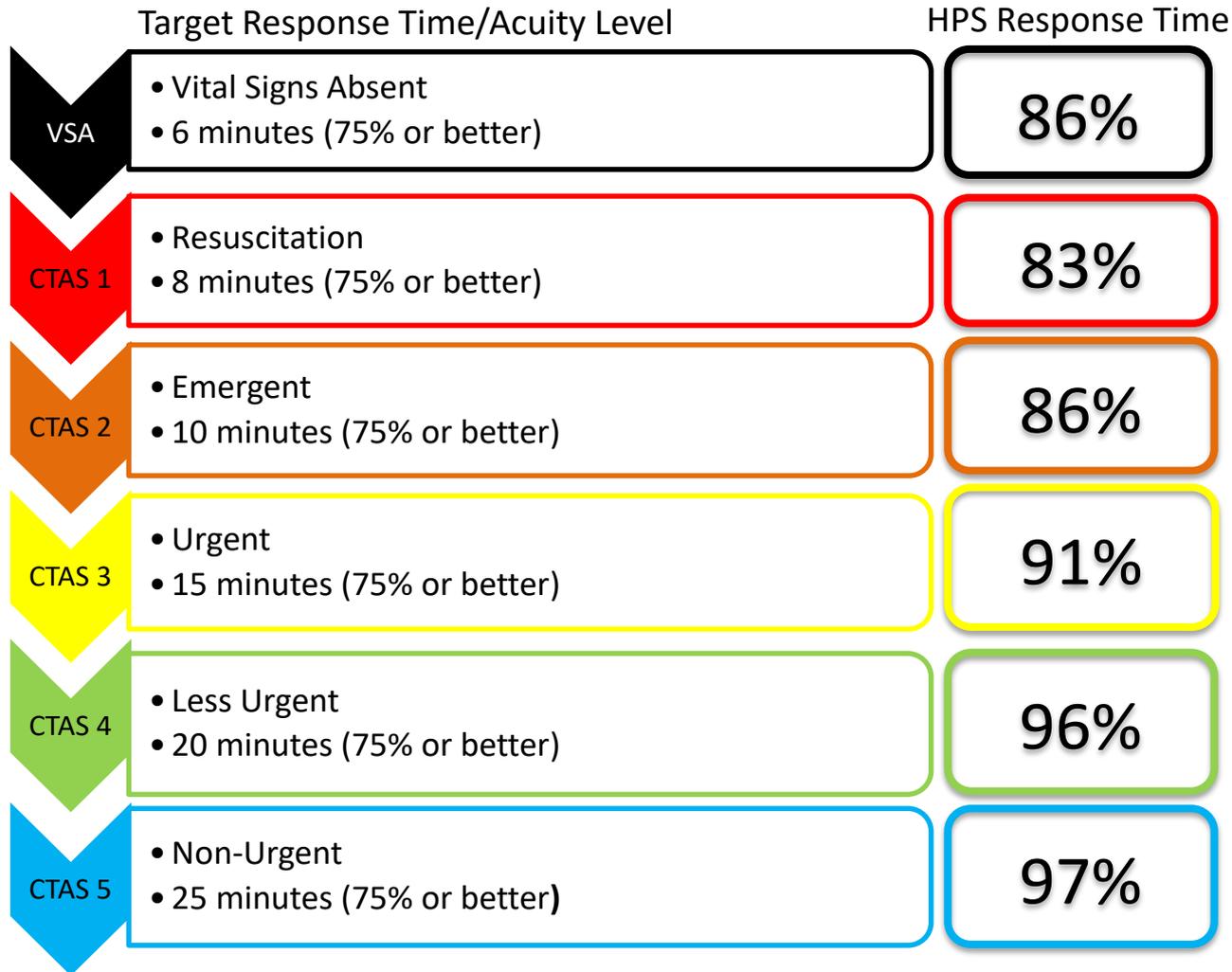


Photo: cbc.ca

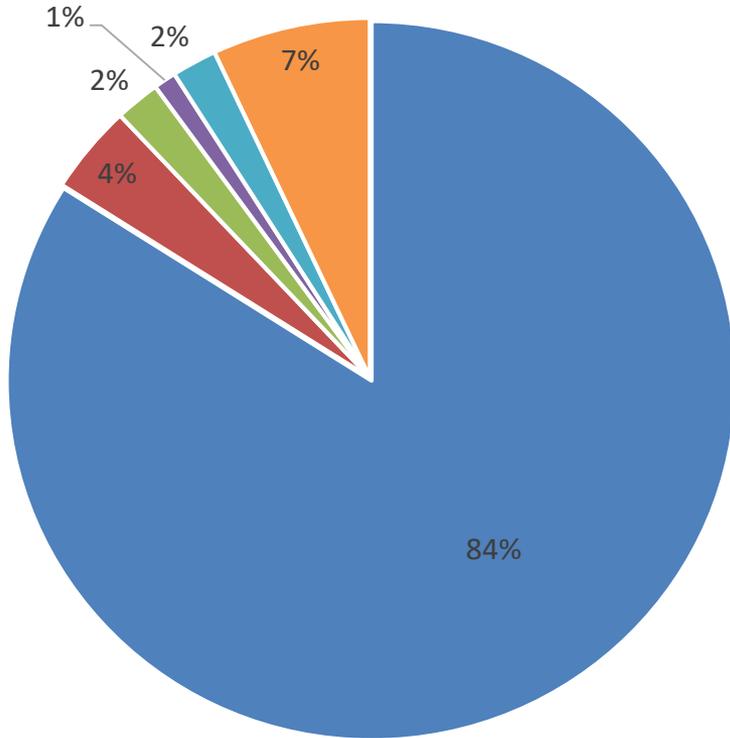


Photo: The Hamilton Spectator

# How Well Did We Do?



# Operating Budget



- EMPLOYEE RELATED COST
- MATERIAL AND SUPPLY
- VEHICLE EXPENSES
- BUILDING AND GROUND
- CONTRACTUAL/CONSULTING/FINANCIAL
- MUNICIPAL RECOVERIES

# How Well Did We Do?

Materials & Supplies/Response  
**\$23.44**



Vehicle Cost/Kilometre  
**\$0.67**

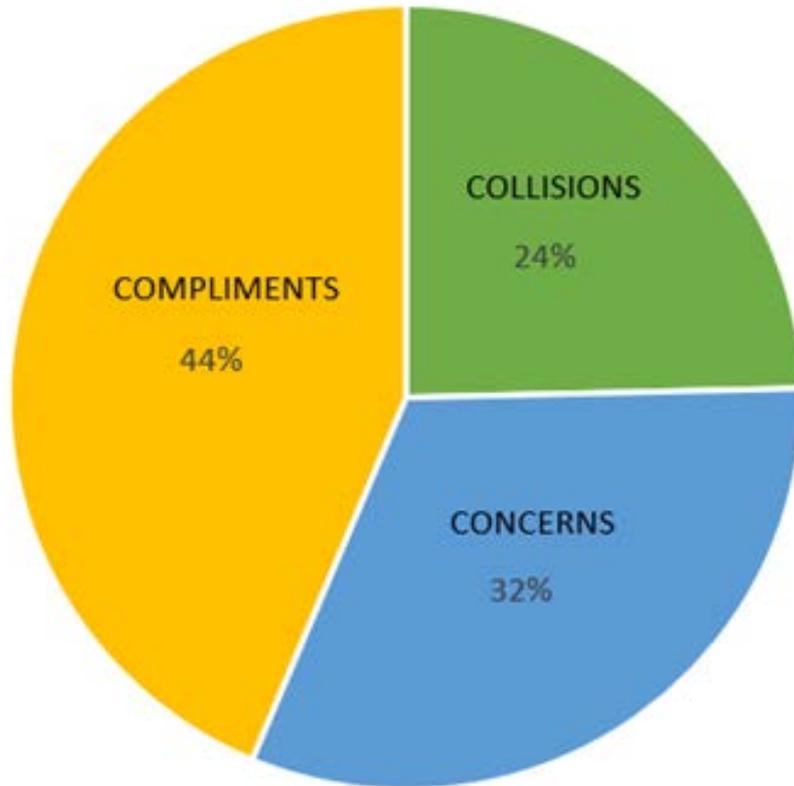


Average Cost/Response  
**\$587.28**



# 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

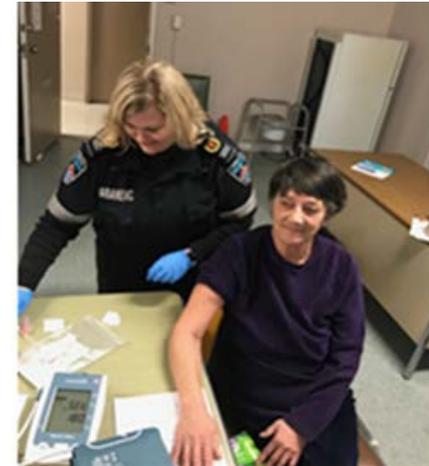
**98%** satisfaction rate

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





Hamilton

QUESTIONS?