



HAMILTON PARAMEDIC SERVICE 2020 ANNUAL REPORT

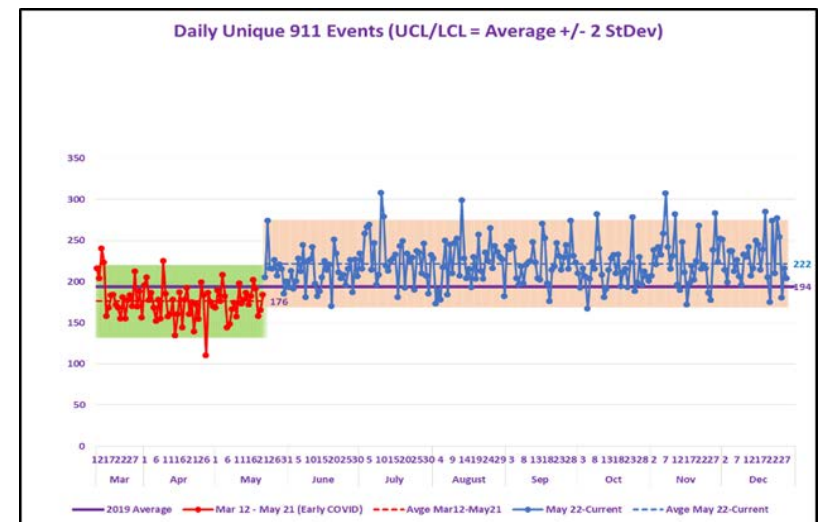


Emergency and Community Services Committee

June 17, 2021

How Much Did We Do?

Activity	Early COVID (March 12 – May 22, 2020)	Economy Reopening (Post May 22, 2020)
911 Events	176 ↓ 9% Below Average	222 ↑ 14% Above Average
Responses	211 ↓ 11% Below Average	261 ↑ 10% Above Average
Transports	105 ↓ 20% Below Average	134 ↓ 8% Below Average



How Much Did We Do?



EVENTS
67,864
185/day

RESPONSES
84,731
232/day

TRANSPORTS
48,412
132/day

How Much Did We Do?

27
Code Zero
Events

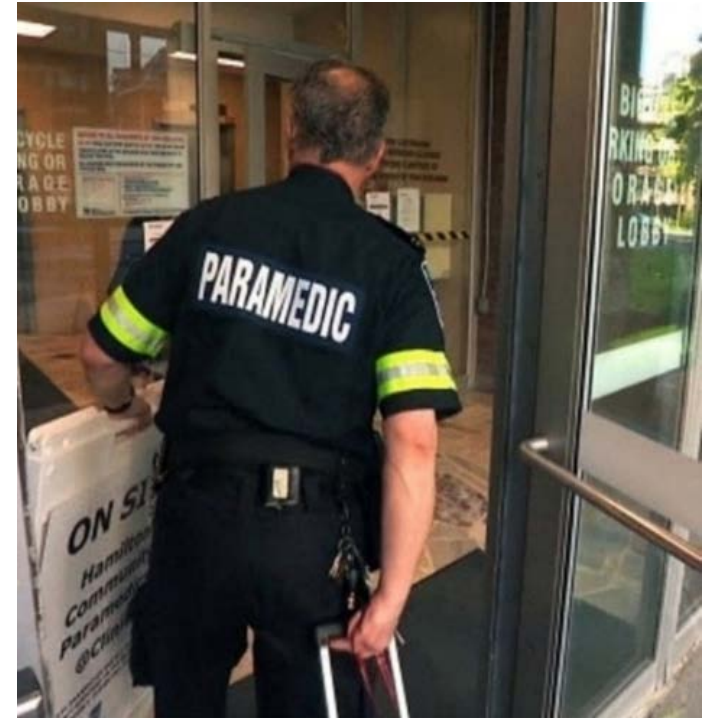
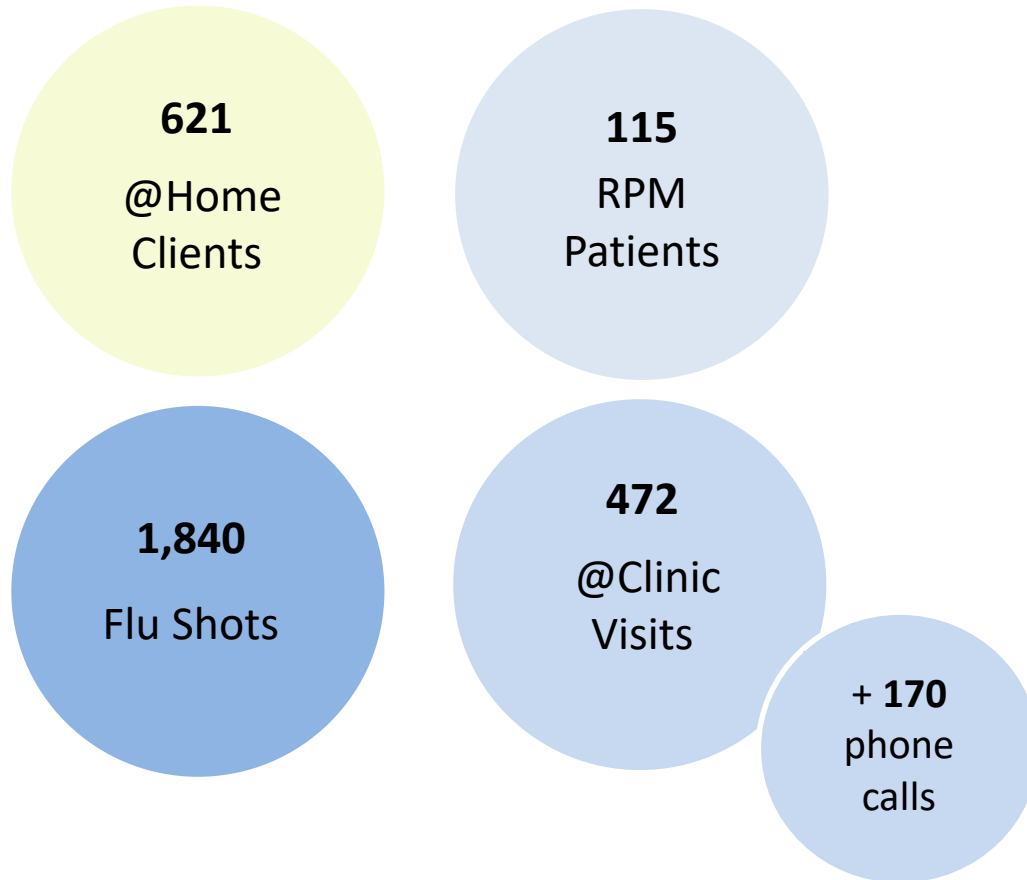
47%
Transfer of Care
 ≤ 30 mins

20,997 hrs
Off-load delay
> 30 mins



How Much Did We Do?

Mobile Integrated Health



How Much Did We Do?



+ 512
People
Assisted

77
SNP
Clients

334
Referrals to
Support
Services

443
AEDs

8
Palliative
Care
Patients

19
Clients to
MASH and
Womankind

How Much Did We Do?

COVID-19 Response

12

Paramedics
Trained as
COVID-19
Testers

9,504

COVID-19
Swabs

2

Mass
Evacuations

9,138

Suspected
COVID-19+
Patients

6

Paramedic
Crews
Provided
Aftercare at
HHS Vaccine
Clinic



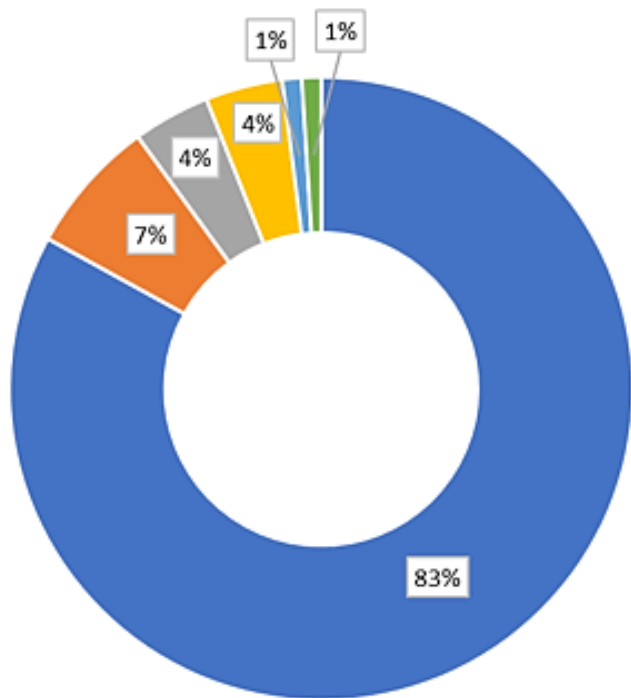
How Well Did We Do?

Response Times

CTAS Category	Acuity Level	Target Time	Standard % of Time Target Time to be Achieved	% of Time HPS Achieved Target Time
Vital Signs Absent	VSA Confirmed	6 minutes	75	88
1	Resuscitation	8 minutes	75	81
2	Emergent	10 minutes	75	86
3	Urgent	15 minutes	75	92
4	Less Urgent	20 minutes	75	98
5	Non-Urgent	25 minutes	75	99

Operating Budget

How Well Did We Do?



- Employee Related Cost
- Municipal Recoveries (excludes CA Shop Labour)
- Material and Supply
- Contractual/Consulting/Financial
- Vehicle Expenses
- Building and Ground

\$688.69
per
Response

\$28.36
Materials
Supplies
per
Response

\$.66
per KM

How Well Did We Do?

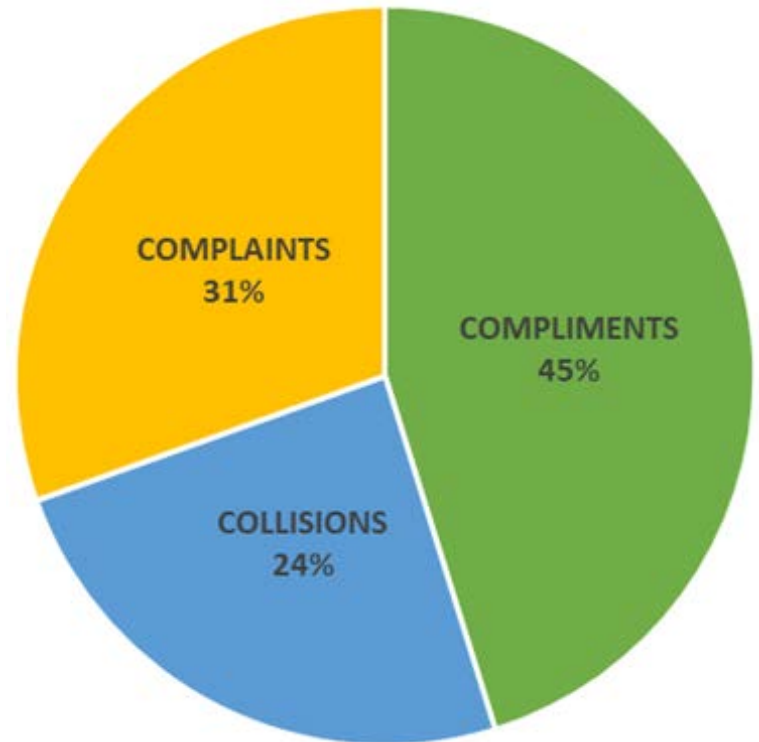
Quality Assurance Reviews

“We weren’t allowed in the hospital. The paramedic called twice before her shift ended to let us know they were still with my Dad.”

“My mother fell and was stuck. I am an hour and a half away. Thanks to the paramedics for going into a window for my mom’s rescue.”

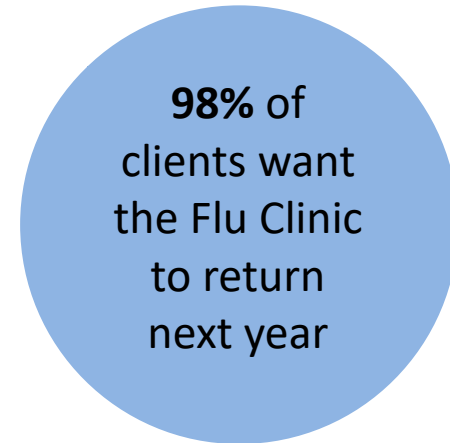
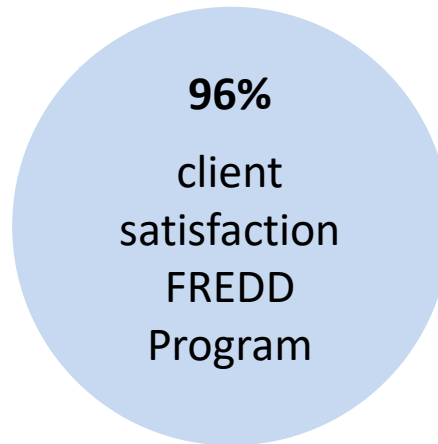
“The call was at the end of their shift, but the paramedics did not desert me at the hospital. They were an advocate for me.”

“While paramedics were at our house they mentioned they were also going to talk to somebody regarding my husband’s mom. We’ve already had a call from the Paramedic Service and the process has started!”



How Well Did We Do?

MIH Customer Feedback



“I am amazed at the consistent level of commitment and efforts the SNP team makes to collaborate with my clients.”

“The engagement, compassion and empathy displayed by the SNP team was nothing short of perfection.”

“Thank you to the awesome paramedics for helping with swabbing. They were AMAZING!”

How Well Did We Do?



Shannon Weston
@sweston26

@HPS_Paramedics thank you to the amazing, kind, compassionate paramedics that took my Dad to the hospital yesterday. So grateful for their care <3
#hamont



Sarah
@amber062499

This is long overdue (I wasn't using Twitter then), but we wanted to thank @HPS_Paramedics, especially Jeff, for their great care when E broke both bones in her arm last July while playing at the park. ❤️



Susan Clairmont ✓ @susanclairmont · May 4

So @HPS_Paramedics came to care for my elderly neighbour. They geared up in #COVID19 gowns/gloves and rather scary looking masks. I was struck by how much kindness and warmth they were still able to show my neighbour from underneath all that equipment. Thank you. #HamOnt



Brandon Williamson @XBrandonEdwardX · May 18

Thank you to the @HPS_Paramedics who showed up at my house early this morning in downtown #Hamilton to assist my mother. Great work. 🙌



Tom Flood
@tomflood1

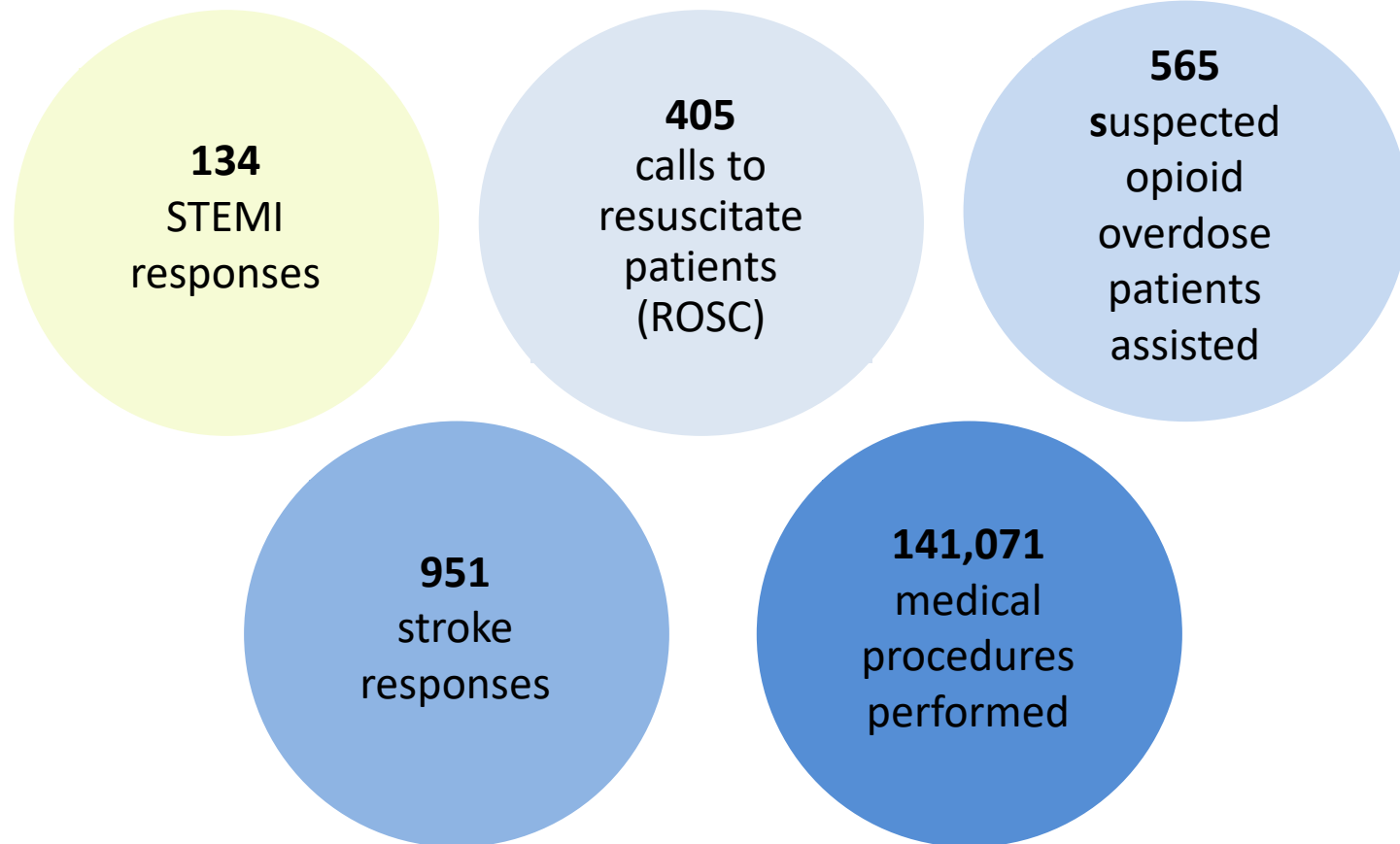
Very grateful for a system that can get paramedics to bring my kid from a bike trail to the ER and repair his arm in a couple of hours with an amazing team of doctors/nurses. Sometimes hear rhetoric of disaster wait times and terrible conditions, that's not been my experience.



9:24 PM - Jul 8, 2020 - Twitter for iPhone

Is Anyone Better Off?

Emergency Response



Is Anyone Better Off?

MIH Programs

@Home

716 home visits

31% reduction in 911 calls

Flu Clinic

50% clients would not have been able to get the shot without this clinic

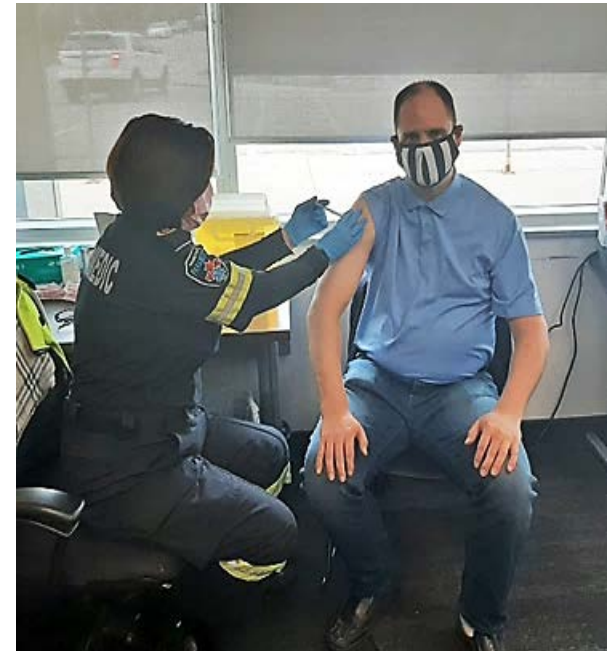
Remote Patient Monitoring

3,473 alerts

4 transports to hospital

Social Navigator Program

55% decrease in negative police interaction



Is Anyone Better Off?



When this resident had a heart attack paramedics swift response to resuscitate him saved his life and today he is well.



This 3-week old baby was in medical distress but with paramedics' immediate and skillful care is now doing well.

Is Anyone Better Off?



10,050 lbs
food
+
\$5,000
to N2N

\$11,720
+
Toys
to CityKidz



Continuous Improvement

- Technological Advancements
 - Virtual access to St Joe's ED physicians
 - Expanded remote patient monitoring to include COVID-19+ patients
 - Automated Chest Compression devices pilot
 - Automated COVID-19 testing
 - Online screening tool for paramedics
 - Virtual training
 - Plans developed for online exams and recruitment
 - Hybrid Ambulances
- Secured funding to contribute to the establishment of a Paramedic Bike Unit



Continuous Improvement

- Established Infectious Disease Paramedic Team
- Developed programs to manage PPE inventory and enable the reuse of isolation gowns for City medical staff
- Developed and implemented an enhanced cleaning and disinfecting program for HPS response vehicles
- Conducted COVID-19 simulation with St. Joe's



Plans for 2021

- Increased efforts of Mobile Integrated Health
 - Paramedic palliative care
 - Support for people awaiting long-term care placement
- Expanded COVID-19 Response
 - CoVax training of paramedics
 - Vaccinate priority populations
 - Homebound vaccinations
 - Interregional facility transfers
 - Increase community testing
 - Provide vaccine aftercare
- Operationalize Paramedic Bike Unit
- Resume 10-Year Master Plan







QUESTIONS?