




INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	December 1, 2022
SUBJECT/REPORT NO:	2022 Ministry of Health Ambulance Service Review (HSC22055) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Michael Sanderson (905) 546-2424 Ext. 7741
SUBMITTED BY:	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
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.

The Ministry of Health Review Team conducted the most recent mandatory scheduled periodic review of the Hamilton Paramedic Service with all required materials and processes completed by June 1, 2022.

On July 12, 2022, the Ambulance Service Review Team Leader conducted an “exit interview” with Hamilton Paramedic Chief Michael Sanderson and senior members of the Paramedic Service management team. The meeting was very 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.

SUBJECT: 2022 Ministry of Health Ambulance Service Review (HSC22055) (City Wide) – Page 2 of 2

On September 26, 2022, the City of Hamilton received the draft “Ambulance Service Review Preliminary Draft Report” containing a detailed description of the service review observations. Accompanying correspondence from the Senior Manager, Inspections and Certifications, provided the following introduction and comments:

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

“Hamilton Paramedic Service is to be commended for its efforts in the following areas:

- Preparation for the certification inspection
- Quality Assurance/CQI”

The MOH advised that “opportunities for improvement” were 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 October 19, 2022.

The draft report identified three observations that were minor in nature. There were no critical observations or findings of deficiency.

A response was provided October 12, 2022 addressing all three observations.

Subsequent to receipt of our response on October 29, 2022, the MOH issued a renewed Certificate authorizing continued operation of a land ambulance service in accordance with the Ambulance Act.

It is expected that the Hamilton Paramedic Service will next undergo the certification process in the spring of 2025.

Managers, supervisors, paramedics, and support staff of the Hamilton Paramedic Service deserve significant recognition for their excellent performance through the review process which occurred in the midst of the major ongoing pandemic response.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report HSC22055: Ambulance Service Review Preliminary Draft Report, September 26, 2022

Appendix “B” to Report HSC22055: Hamilton Paramedic Service Response to September 26, 2022 Service Review Preliminary Draft Report, October 12, 2022