



## COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 25, 2023
<b>SUBJECT:</b>	Code Zero and Hospital Ambulance Offload Improvements - Update (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

Over the course of 2022 and through the 2023 budget processes, we have kept Council updated on two very important and very inter-connected, key performance indicators:

- 1) the very high frequency of Code Zero events – in 2022 we recorded a record high of 381 distinct Code Zero events, situations where there were one or no ambulances available for immediate response to life threatening emergencies within the City; and
- 2) the increasing number of ambulance hours lost as result of delays in transfer of care to hospital staff following arrival at the hospital – in 2022, not including the expected first 30 minutes after arrival at hospital, we recorded a record high of 40,814 staffed ambulance hours consumed caring for incoming ambulance patients in hospital hallways.

This update is provided to inform Council of progress that has been made in both areas. For the first 20 weeks of 2023 to date (January 1 through May 21) we have seen significant improvement as noted in the following chart.

	2022 First 20 weeks	2023 First 20 weeks	Change
Code Zero Events	78 events	14 events	↓ 64 events
Offload Delay Hours	13,365 Hrs.	9,274 Hrs.	↓ 4,091 Hrs

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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These very important changes, which result in improved availability of ambulance resources for emergency response, improvements in patient care and outcomes, and improvements in working conditions for our paramedics, are the result of ongoing activities and intensive collaboration with the hospitals as well as additional funding provided by the Ministry of Health to add more dedicated hospital staff to receive incoming ambulance patients.

Particular recognition needs to be provided to the collaboration and quality improvement activity work performed at the Juravinski Hospital by their senior leadership, the Emergency Department leadership, Charge Nurses and staff in collaboration with our Operations team under the leadership of Deputy Chief Crocker. With more than a year of intensive activity culminating in major improvements over the last six months this work has shifted the Juravinski hospital from being one of the lowest performing hospitals in the Province for ambulance offload time to one of the best. The cultural and procedural changes at that site have been remarkable and now appear to be being shared across other sites.

We continue to collaborate in our positive working relationships with senior and operational leaders at the Ministry of Health, Hamilton Health Sciences, and St. Joseph's Health System as we collectively focus on continued improvement.

While ambulance offload time and Code Zero events continue to be a challenge, I am very pleased to report that they are heading in the right direction.

**APPENDICES AND SCHEDULES ATTACHED**

None