

EMERGENCY MEDICAL SERVICES (EMS)

SNAPSHOT MEDIANS FOR 2015

RESPONSE TIME



911 CALL TO DISPATCH

fig. EMDS480 (COMMUNITY IMPACT)

Ambulances spend

20.3%
of operational time at the hospital

fig. EMDS150 (COMMUNITY IMPACT)

Ambulance service cost:
\$218/hour

fig. EMDS306T (EFFICIENCY)



KEEP IN MIND: Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Demographics

Age and health status of population have an impact on calls



Dispatch

System, processes and governance impact effectiveness and efficiency



Geography

Urban vs. rural areas



Governance

Local strategy and Provincial regulations



Hospital Delay

Lengths of delays off-loading patients



Non-Residents

Measures are based on municipal population and do not include non-residents



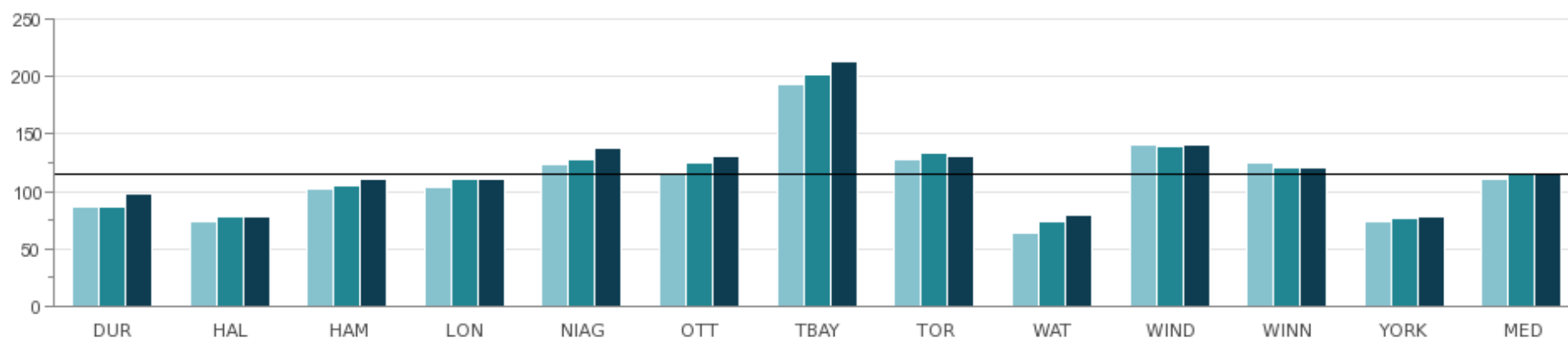
Vehicle Mix

Vehicle type and staffing requirement

For a full description of influencing factors, please go to: www.mbnccanada.ca

Fig. 8.1 Unique Responses per 1,000 Population

This measure refers to the number of unique events responded to by Emergency Medical Services (EMS). This does not reflect the total number of EMS vehicles responding to events.

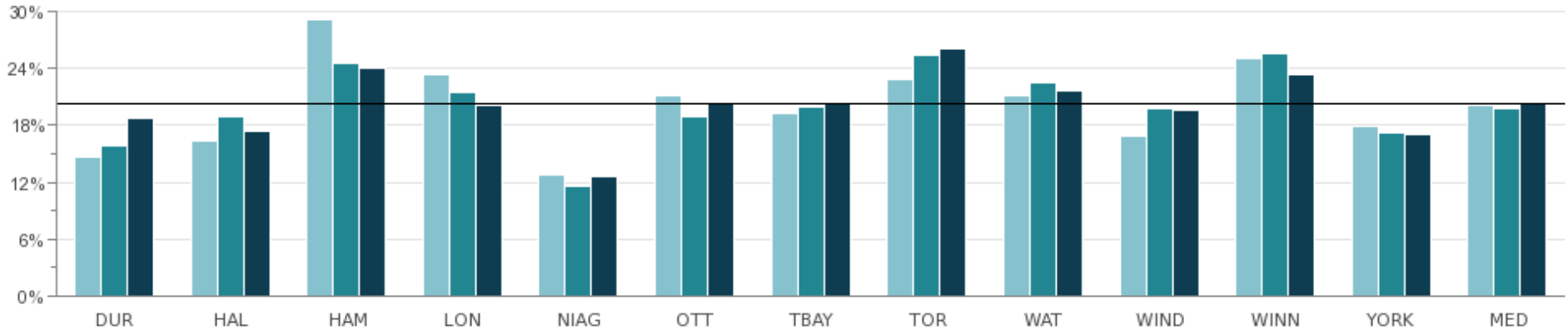


2013	87	74	102	103	123	117	193	128	63	140	125	74	110
2014	87	78	105	110	128	125	202	133	74	139	121	77	116
2015	98	78	110	111	138	131	213	130	79	140	120	78	116

Source: EMDS229 (Service Level)

Fig. 8.2 Percent of Ambulance Time Lost to Hospital Turnaround

Time spent in hospital includes the time it takes to transfer a patient, delays in transfer care due to lack of hospital resources (off-load delay), paperwork and other activities. The more time paramedics spend in the hospital process equates to less time they are available to respond to calls.

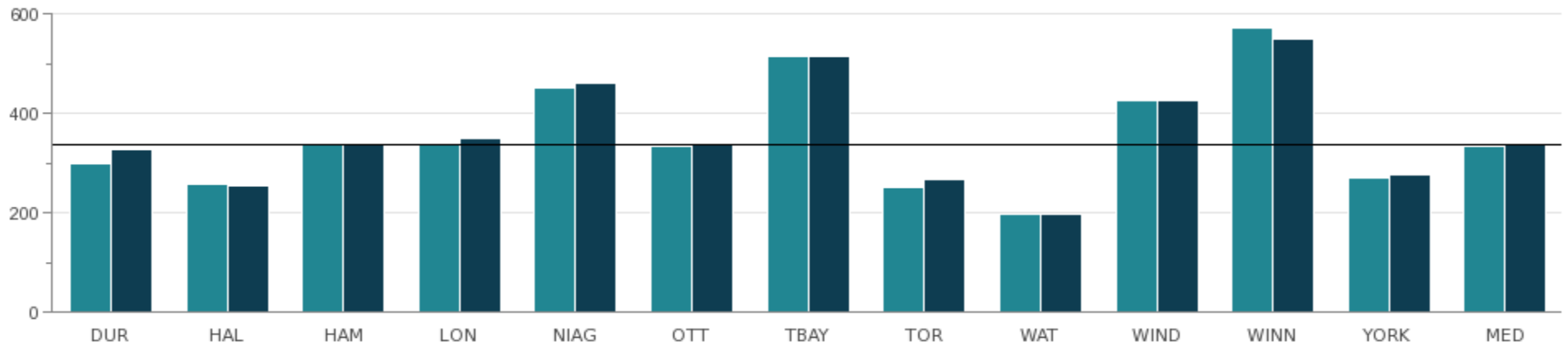


2013	14.7%	16.4%	29.2%	23.3%	12.8%	21.2%	19.2%	22.9%	21.1%	16.9%	25.1%	17.9%	20.2%
2014	15.9%	19.0%	24.5%	21.5%	11.5%	18.9%	19.9%	25.5%	22.5%	19.7%	25.6%	17.3%	19.8%
2015	18.7%	17.4%	24.1%	20.1%	12.6%	20.4%	20.5%	26.1%	21.6%	19.6%	23.4%	17.0%	20.3%

Source: EMDS150 (Community Impact)

Fig. 8.3 EMS Weighted Vehicle In-Service Hours per 1,000 Population

“Hours” refers only to the hours that vehicles are available for service.

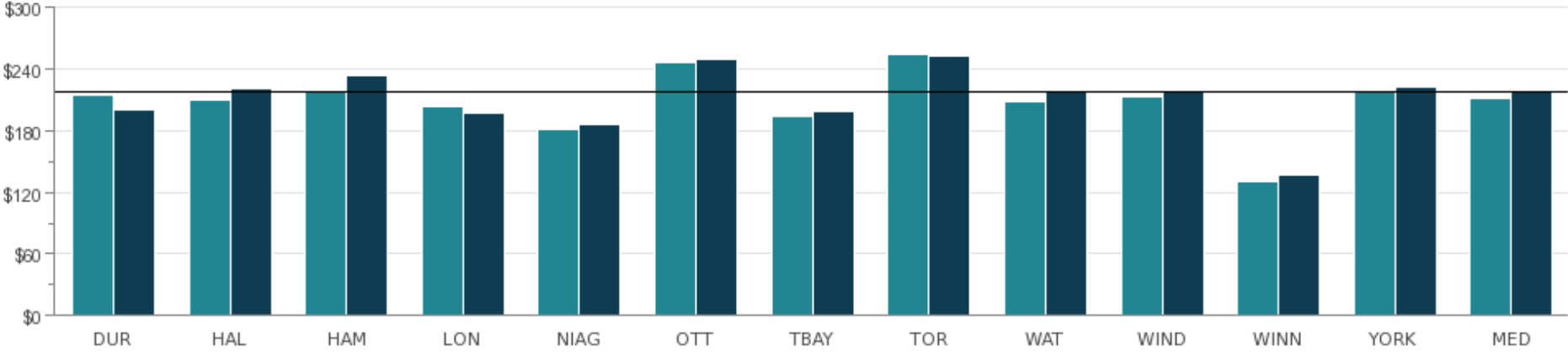


2014	300	257	336	337	451	333	515	253	198	427	571	272	335
2015	327	254	338	349	460	337	514	269	199	427	551	276	338

Source: EMDS226 (Service Level)

Fig. 8.4 EMS Total Cost per Weighted Vehicle In-Service Hour

“Hour” refers only to the hours that vehicles are available for service. Costs include paramedic, administrative, medical supply, building, operating, supervision and overhead.



2014	\$214	\$210	\$217	\$203	\$182	\$247	\$194	\$254	\$209	\$213	\$131	\$220	\$212
2015	\$201	\$221	\$234	\$197	\$186	\$250	\$198	\$253	\$217	\$219	\$137	\$223	\$218

Source: EMDS306T (Efficiency)

Fig. 8.5 Response Time Performance Standard–Canadian Triage & Acuity Scale 1

Response Time Performance Standard: CTAS 1				
Municipality	Target Percentage	Actual Percentage 2014	Actual Percentage 2015	
DUR	75%	77.28%	78.52%	<p>The Canadian Triage & Acuity Scale is a standardized tool that enables emergency departments and Paramedic services to prioritize care requirements according to the type and severity of the presenting signs and symptoms. Patients are assigned a CTAS level between 1 – more severe, life threatening; and 5 – least severe.</p> <p>Target Percentage: Each service is able to determine and set the percentage of compliance for this measure.</p> <p>The response time is calculated based on the crew notified (T2) time of the first vehicle being notified of the call and the arrived scene (T4) time of the first vehicle to reach the scene.</p> <p>Actual Percentage: The percentage of time that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.</p> <p>Source: EMDS431 (Customer Service)</p>
HAL	75%	73.50%	76.00%	
HAM	75%	76.00%	78.00%	
LON	50%	82.59%	83.78%	
NIAG	80%	72.10%	77.15%	
OTT	75%	79.50%	72.50%	
TBAY	70%	81.00%	79.00%	
TOR	75%	77.40%	78.70%	
WAT	70%	66.00%	68.00%	
WIND	75%	77.00%	75.00%	
WINN	90%	75.06%	76.29%	
YORK	75%	76.00%	78.70%	

Fig. 8.6 Response Time Performance Standard: Sudden Cardiac Arrest Within Six (6) Minutes

Response Time Performance Standard: SCA Within Six (6) Minutes			
Municipality	Target Percentage	Actual Percentage 2014	Actual Percentage 2015
DUR	60%	66.67%	66.32%
HAL	55%	52.90%	71.00%
HAM	75%	74.00%	75.00%
LON	50%	79.25%	78.82%
NIAG	55%	58.80%	57.72%
OTT	65%	63.00%	63.70%
TBAY	50%	69.00%	72.00%
TOR	60%	87.30%	89.60%
WAT	50%	39.00%	37.90%
WIND	55%	58.00%	54.00%
WINN	90%	73.33%	79.09%
YORK	60%	67.00%	65.50%

Target Percentage: Each service is able to determine and set the percentage of compliance for this measure. Any person with a defibrillator stops the clock on this measure so the paramedic (service) is required to capture the time of arrival for any defibrillator by a non-paramedic party. These times are reflected at procedure code 385 with a soft time (best estimate) provided by the attending paramedic. The response time is calculated based on the crew notified (T2) time of the first vehicle being notified of the call and the arrived scene (T4) time of the first vehicle to reach the scene.

Actual Percentage: The percentage of time that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received from dispatch. Refer to Ministry Guidelines to see what is included and/or excluded.

Source: EMDS430 (Customer Service)

Fig 8.7 90th Percentile Call Processing Time (Dispatch) – EMS TO-2 Code 4 (AMPDS 1 and 2/DE, optional in C)

90th Percentile: Call Processing Time (Dispatch)			
EMS TO-2, Code 4 (min:sec)			
Municipality	2014	2015	
DUR	3:07	3:17	<p>The Ministry of Health and Long Term Care (MOHLTC) directly operates all land ambulance dispatch service in Ontario with the exception of Niagara and Toronto.</p> <p>Dispatch time is the time from a phone call being received to the EMS unit being notified.</p> <p>Code 4 refers to the highest priority calls.</p> <p>90th percentile means that 90% of all calls of the service have a dispatch time within the period reflected in the graph.</p> <p>Source: EMDS480 (Customer Service)</p>
HAL	2:49	2:49	
HAM	2:59	3:01	
LON	2:59	3:06	
NIAG	1:58	2:00	
OTT	N/A	N/A	
TBAY	2:50	2:46	
TOR	3:04	2:57	
WAT	3:53	4:08	
WIND	2:47	3:13	
WINN	2:41	2:36	
YORK	2:57	2:56	
MED	2:57	2:57	