EMERGENCY MEDICAL SERVICES (EMS)

SNAPSHOT MEDIANS FOR 2017

RESPONSE TIME

3:17

911 CALL TO DISPATCH

EMDS480 (CUSTOMER SERVICE)

Ambulances spend 21% of operational time at the hospital

EMDS150 (COMMUNITY IMPACT)

Ambulance service cost: $215/hour

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

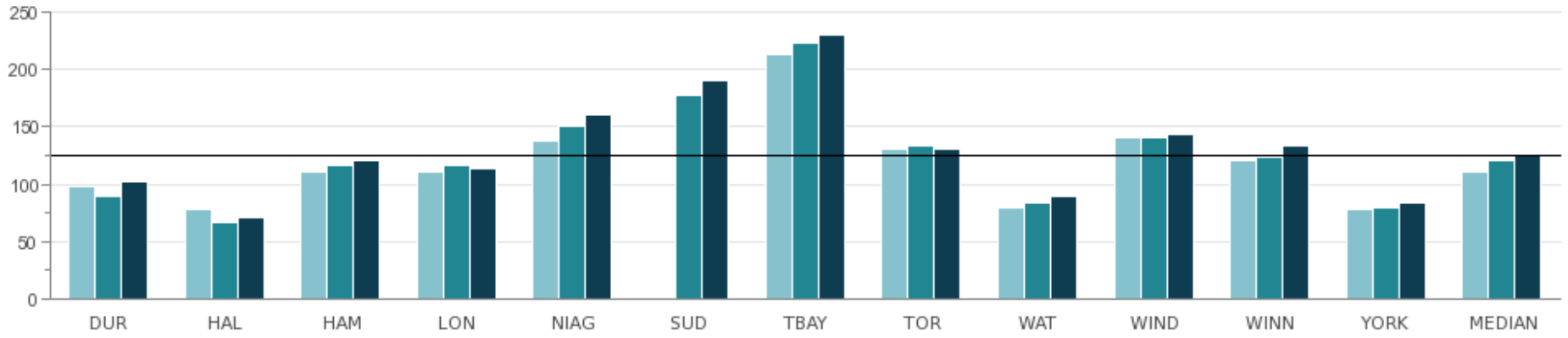
Non-Residents
Measures are based on municipal population and do not include non-residents

Vehicle Mix
Vehicle type and staffing requirement

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

Fig. 7.1 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.

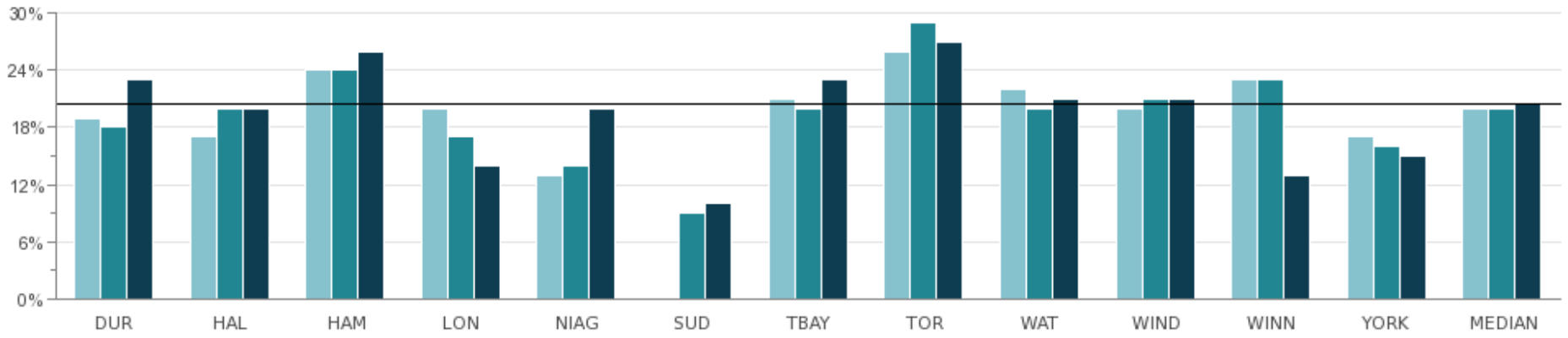


2015	98	78	110	111	138	N/A	213	130	79	140	120	78	111
2016	90	67	116	117	151	177	223	133	84	140	123	80	120
2017	102	71	120	114	161	190	231	131	90	143	133	83	126

Source: EMDS229 (Service Level)

Fig. 7.2 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.

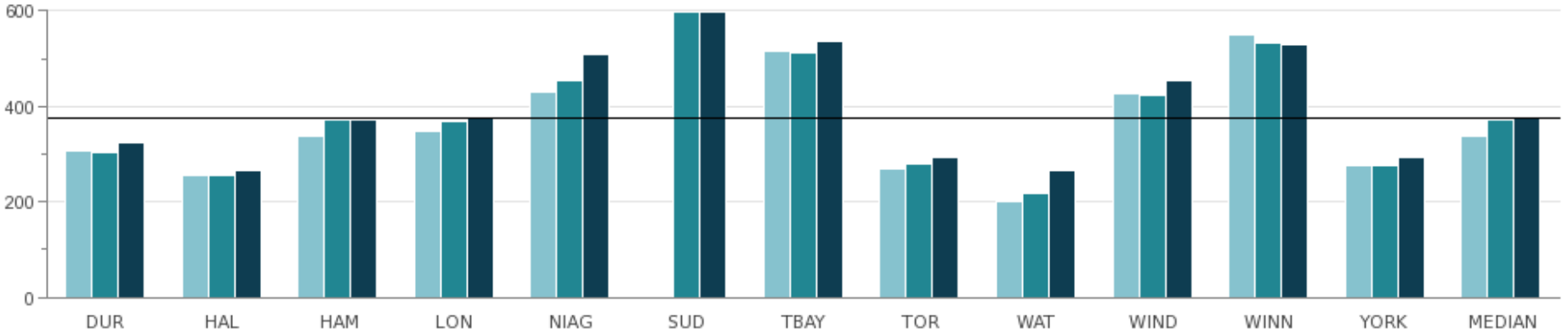


2015	19%	17%	24%	20%	13%	N/A	21%	26%	22%	20%	23%	17%	20%
2016	18%	20%	24%	17%	14%	9%	20%	29%	20%	21%	23%	16%	20%
2017	23%	20%	26%	14%	20%	10%	23%	27%	21%	21%	13%	15%	21%

Source: EMDS150 (Community Impact)

Fig. 7.3 EMS Weighted Vehicle In-Service Hours per 1,000 Population

'In-Service Hours' refers only to the hours that vehicles are available for service.

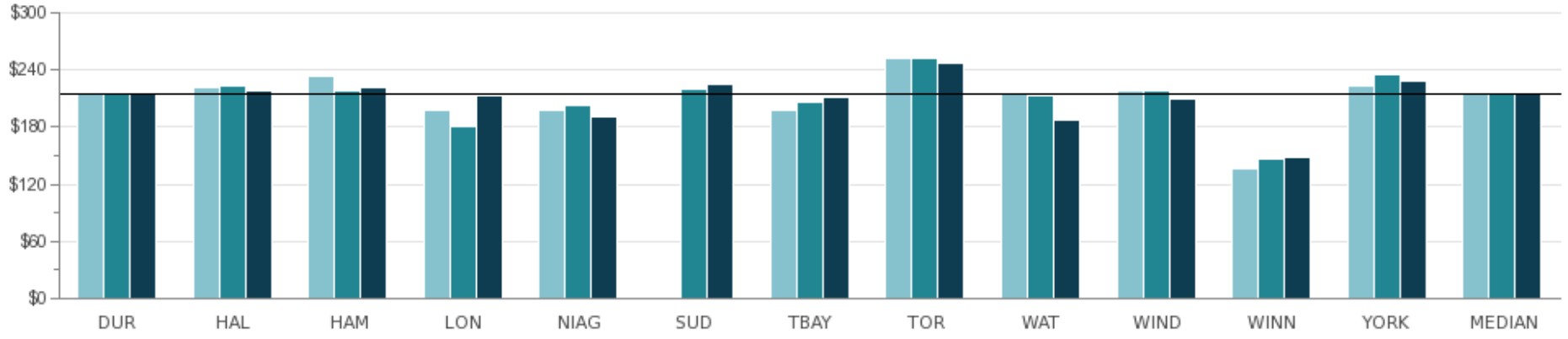


2015	307	254	338	349	431	N/A	514	269	199	427	551	276	338
2016	303	255	373	370	455	596	511	279	219	422	531	275	372
2017	325	265	373	375	507	596	536	294	264	455	530	293	374

Source: EMDS226 (Service Level)

Fig. 7.4 EMS Total Cost per Weighted Vehicle In-Service Hour

This measure represents total costs to provide Emergency Medical Services on an 'In Service Hour' basis. 'In Service Hour' refers to the hours that vehicles are available.



2015	$215	$221	$234	$197	$198	N/A	$198	$253	$217	$219	$137	$223	$217
2016	$215	$223	$218	$180	$203	$220	$207	$252	$213	$219	$146	$235	$217
2017	$217	$219	$221	$213	$191	$226	$212	$248	$187	$209	$149	$228	$215

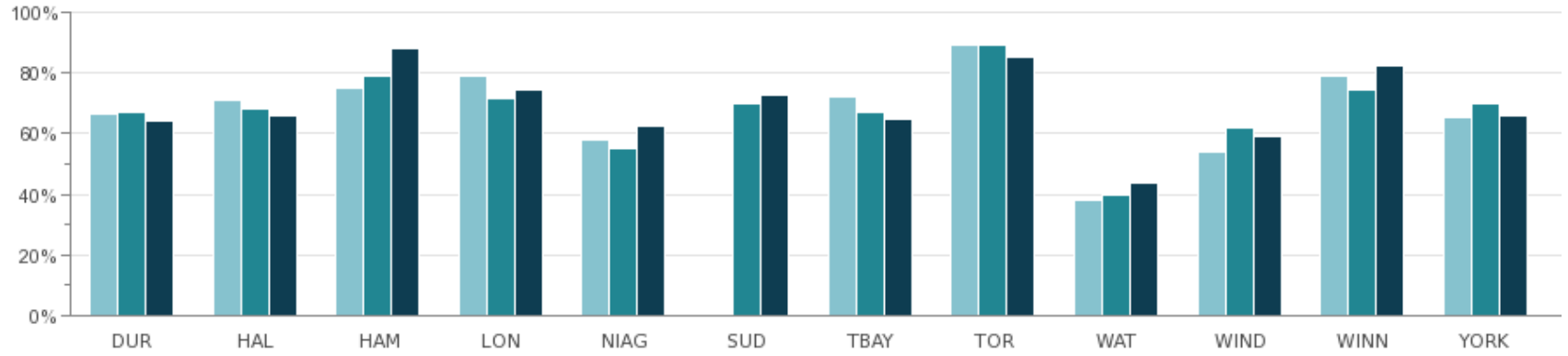
Source: EMDS306T (Efficiency)

Fig. 7.5 Response Time Performance Standard - Sudden Cardiac Arrest Within 6 Minutes

The percentage of time any person equipped with a defibrillator arrives on scene to a sudden cardiac arrest patient within six minutes of the time notice is received from dispatch.

Target: 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: The percentage of time that any 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.



Target	60.0%	55.0%	75.0%	75.0%	55.0%	70.0%	60.0%	75.0%	50.0%	55.0%	90.0%	60.0%
2015	66.3%	71.0%	75.0%	78.8%	57.7%	N/A	72.0%	89.6%	37.9%	54.0%	79.1%	65.5%
2016	67.3%	68.0%	79.0%	71.9%	55.0%	70.0%	67.0%	89.5%	39.9%	62.1%	74.6%	70.0%
2017	64.2%	66.0%	88.0%	74.4%	62.7%	73.0%	65.0%	85.5%	43.8%	59.0%	82.3%	66.0%

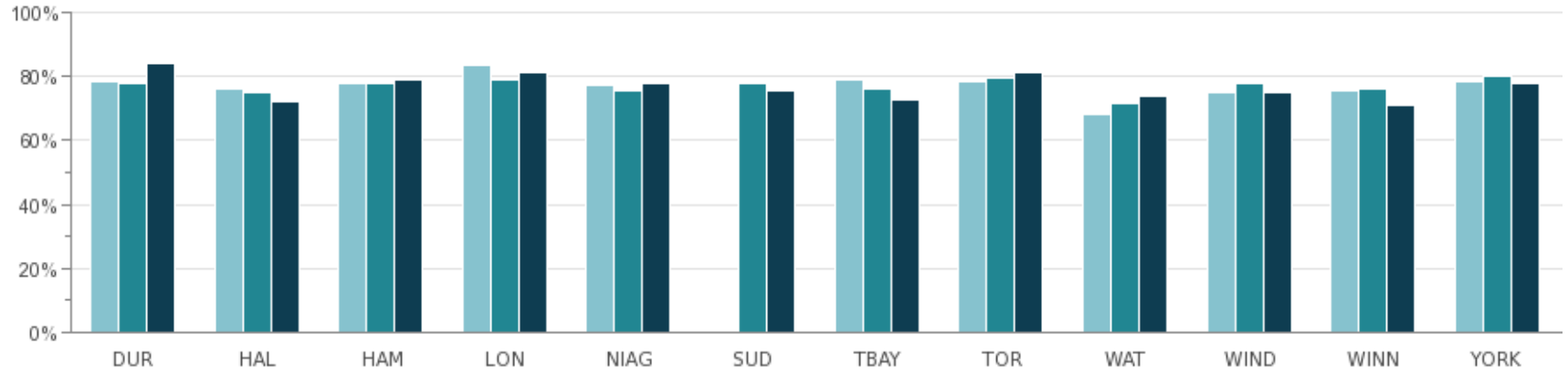
Source: EMDS430 (Customer Service)

Fig. 7.6 Response Time Performance Standard - Canadian Triage & Acuity Scale 1

The percentage of time an ambulance crew arrive on scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as Canadian Triage & Acuity Scale 1 (CTAS 1), within eight minutes of the time notice is received respecting such services. 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.

Target: Each service is able to determine and set the percentage of compliance for this measure. 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: 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.



	DUR	HAL	HAM	LON	NIAG	SUD	TBAY	TOR	WAT	WIND	WINN	YORK
Target	75.0%	75.0%	75.0%	75.0%	80.0%	80.0%	70.0%	75.0%	70.0%	75.0%	90.0%	75.0%
2015	78.5%	76.0%	78.0%	83.8%	77.2%	N/A	79.0%	78.7%	68.0%	75.0%	75.4%	78.7%
2016	77.8%	75.0%	78.0%	79.1%	75.7%	78.0%	76.0%	79.4%	71.7%	77.7%	76.3%	80.0%
2017	84.2%	72.0%	79.0%	81.2%	77.8%	75.6%	73.0%	81.4%	73.8%	75.0%	71.3%	78.0%

Source: EMDS431 (Customer Service)

Fig. 7.7 90th Percentile Call Processing time (Dispatch) - EMS TO-2 Code 4 (AMPDS 1 and 2/DE, optional in C)

MUNICIPALITY	Actual 90th Percentile Call Processing Time (Dispatch) EMS TO-2, Code 4 (AMPDS 1 and 2/DE, optional in C) (min:sec)		
	2015	2016	2017
DUR	03:17	03:21	03:29
HAL	02:49	03:02	03:21
HAM	03:01	03:07	03:19
LON	03:06	03:11	03:28
NIAG	02:00	02:03	02:10
SUD	N/A	02:44	02:51
TBAY	02:46	02:32	02:57
TOR	02:57	02:53	03:04
WAT	04:08	04:11	04:02
WIND	03:13	03:19	03:15
WINN	02:36	02:45	02:59
YORK	02:56	03:05	03:40
MEDIAN	02:57	03:04	03:17

Source: EMDS480 (Customer Service)

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.

Dispatch time is the time from a phone call being received to the EMS unit being notified.

Code 4 refers to the highest priority calls.

90th percentile means that 90% of all calls of the service have a dispatch time within the period reflected in the table.