

EMERGENCY MEDICAL SERVICES (EMS)



VALUE PROPOSITION

I expect if I have a medical emergency, the ambulance will arrive in a timely manner; and I will be assessed, cared for and/or delivered to an appropriate destination, promptly and safely, as required.

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

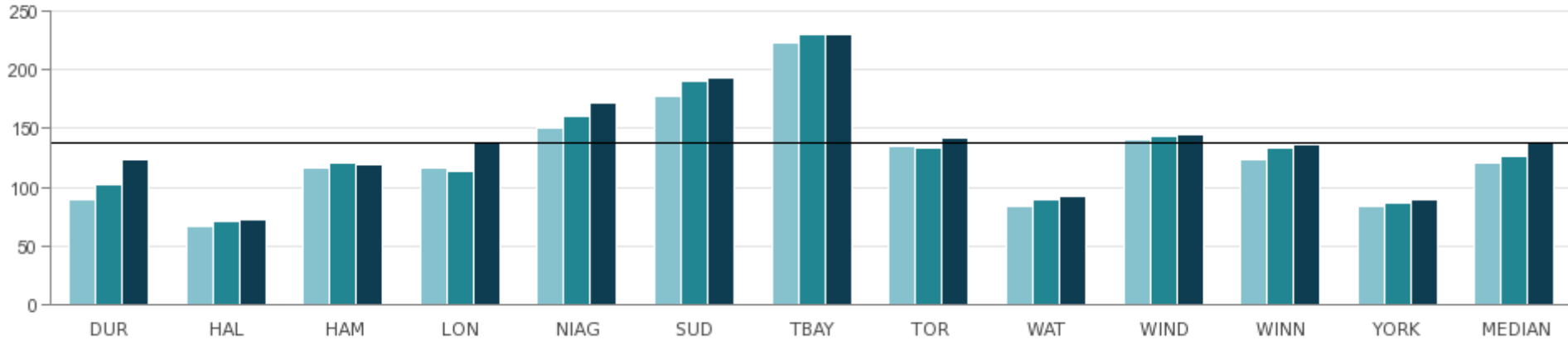
Vehicle type and staffing requirement

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

Emergency Medical Services (EMS)

Figure 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.



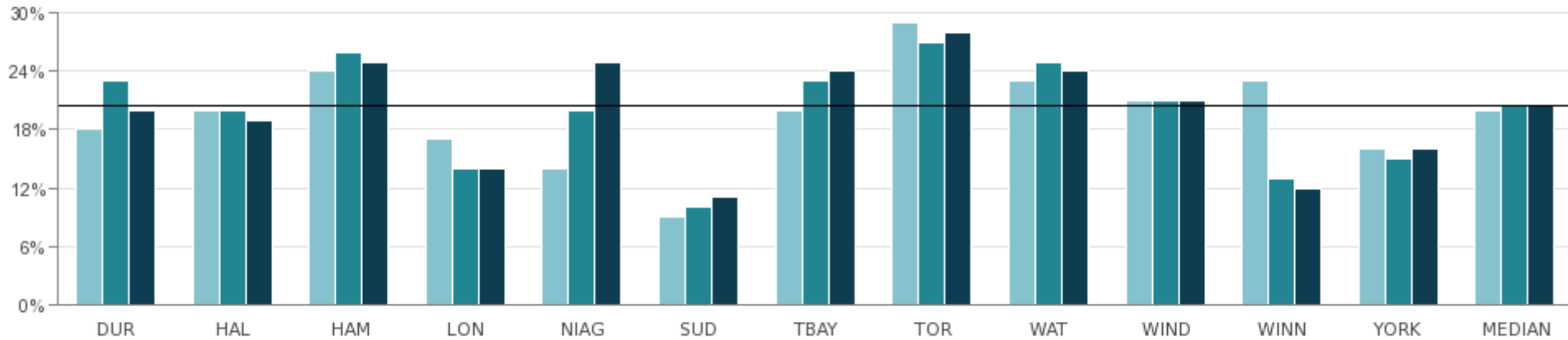
2016	90	67	116	117	151	177	223	135	84	140	123	83	120
2017	102	71	120	114	161	190	231	134	90	143	133	86	127
2018	124	72	119	138	172	194	230	142	92	145	137	89	138

Source: EMDS229 (Service Level)

Emergency Medical Services (EMS)

Figure 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.



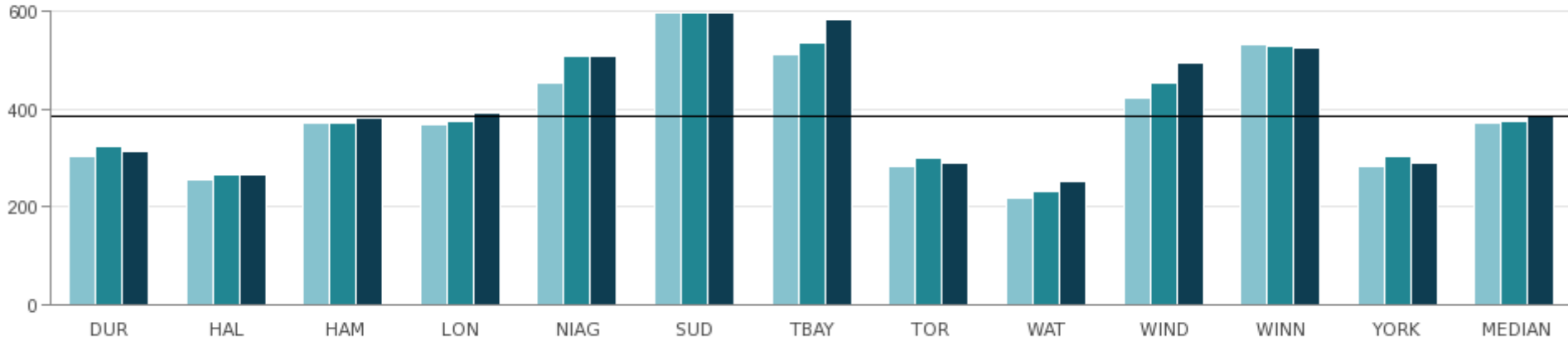
2016	18%	20%	24%	17%	14%	9%	20%	29%	23%	21%	23%	16%	20%
2017	23%	20%	26%	14%	20%	10%	23%	27%	25%	21%	13%	15%	21%
2018	20%	19%	25%	14%	25%	11%	24%	28%	24%	21%	12%	16%	21%

Source: EMDS150 (Community Impact)

Emergency Medical Services (EMS)

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

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



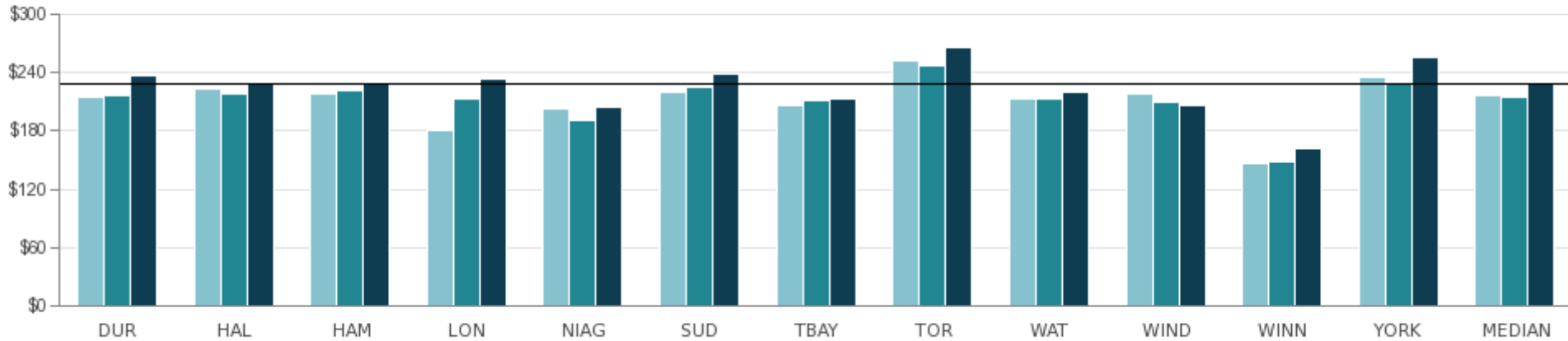
2016	303	255	373	370	455	596	511	284	219	422	531	283	372
2017	325	265	373	375	507	596	536	299	232	455	530	303	374
2018	314	266	382	391	507	596	584	289	251	494	527	288	387

Source: EMDS226 (Service Level)

Emergency Medical Services (EMS)

Figure 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.



2016	\$215	\$223	\$218	\$180	\$203	\$220	\$207	\$252	\$213	\$219	\$146	\$235	\$217
2017	\$217	\$219	\$221	\$213	\$191	\$226	\$212	\$248	\$213	\$209	\$149	\$228	\$215
2018	\$237	\$230	\$229	\$234	\$205	\$239	\$214	\$267	\$220	\$207	\$162	\$256	\$230

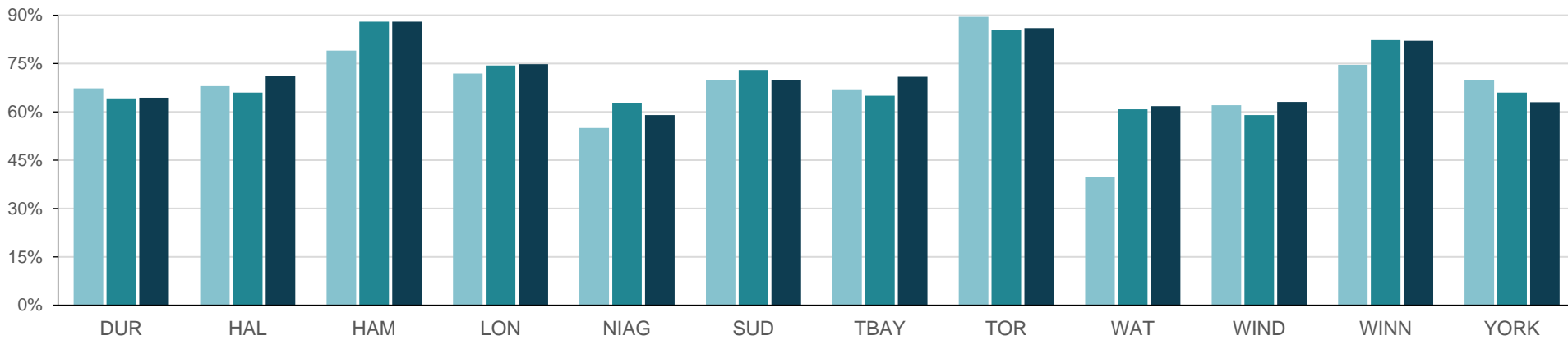
Source: EMDS306T (Efficiency)

Emergency Medical Services (EMS)

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

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

Annually, each service may determine and set the percentage of compliance for this measure, which is identified in the table as a **target**. 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 as 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.



Target	60.0%	55.0%	75.0%	N/A	55.0%	70.0%	60.0%	75.0%	50.0%	55.0%	90.0%	60.0%
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%	60.8%	59.0%	82.3%	66.0%
2018	64.4%	71.2%	88.0%	74.8%	59.0%	70.0%	70.9%	86.0%	61.8%	63.1%	82.1%	63.0%

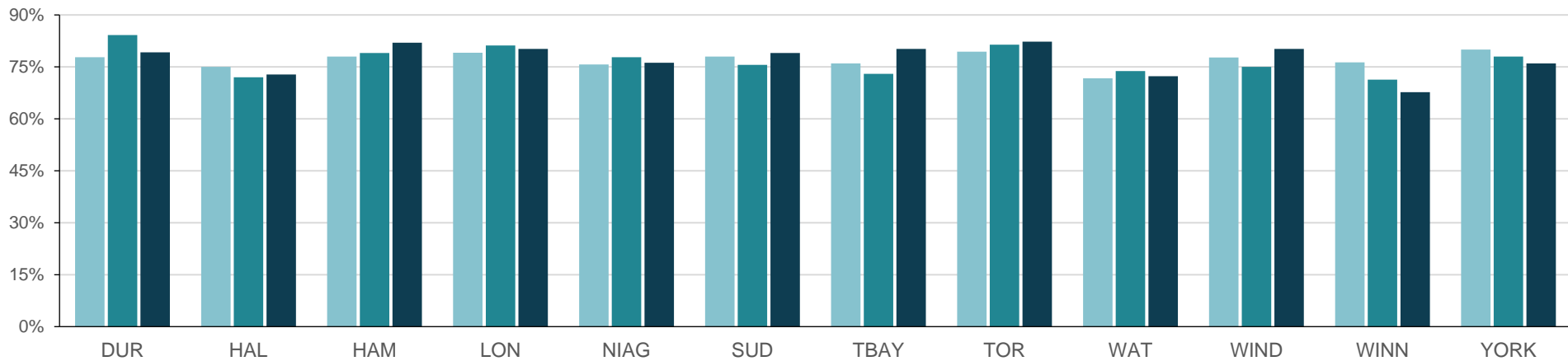
Source: EMDS430 (Customer Service)

Emergency Medical Services (EMS)

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

This measure reflects the **actual** percentage of time 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. 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.

Annually, each service may determine and set the percentage of compliance for this measure, which is identified in the table as a **target**. 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.



Target	75.0%	75.0%	75.0%	N/A	80.0%	80.0%	70.0%	75.0%	70.0%	75.0%	90.0%	75.0%
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%
2018	79.2%	72.8%	82.0%	80.2%	76.2%	79.0%	80.2%	82.3%	72.3%	80.2%	67.7%	76.0%

Source: EMDS431 (Customer Service)

Emergency Medical Services (EMS)

Figure 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 (AMPDS 1 and 2/DE, optional in C) (min:sec)		
	2016	2017	2018
DUR	3:21	3:29	3:39
HAL	3:02	3:21	3:27
HAM	3:07	3:19	3:17
LON	3:11	3:28	3:23
NIAG	2:03	2:10	2:19
SUD	2:44	2:51	2:42
TBAY	2:32	2:57	3:13
TOR	2:53	3:04	2:46
WAT	3:09	3:06	3:00
WIND	3:19	3:15	3:10
WINN	2:45	2:59	3:00
YORK	3:05	3:40	3:53
MEDIAN	3:03	3:10	3:11

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 graph.

