

# 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

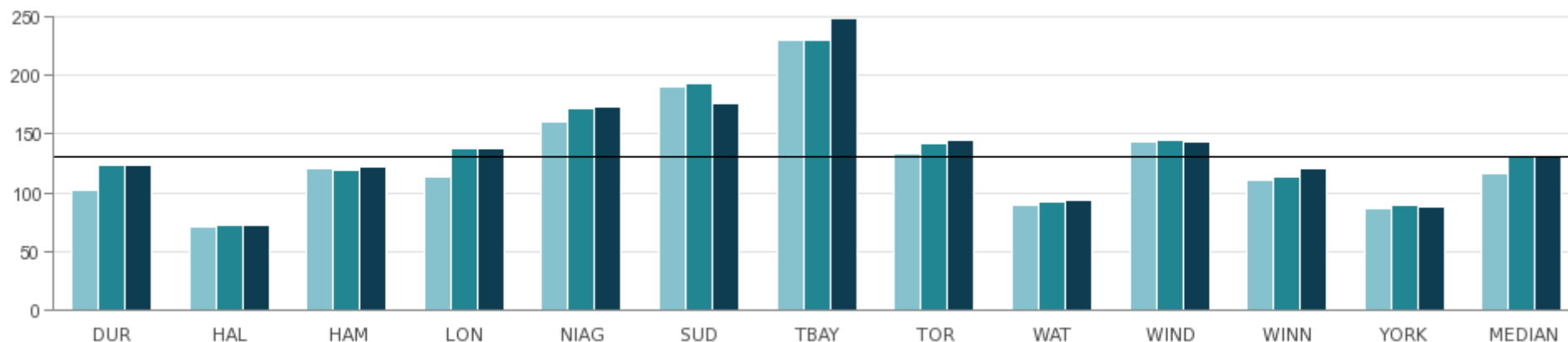
*Vehicle type and staffing requirement*

For a full description of influencing factors, please go to: [www.mbncanada.ca](http://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.



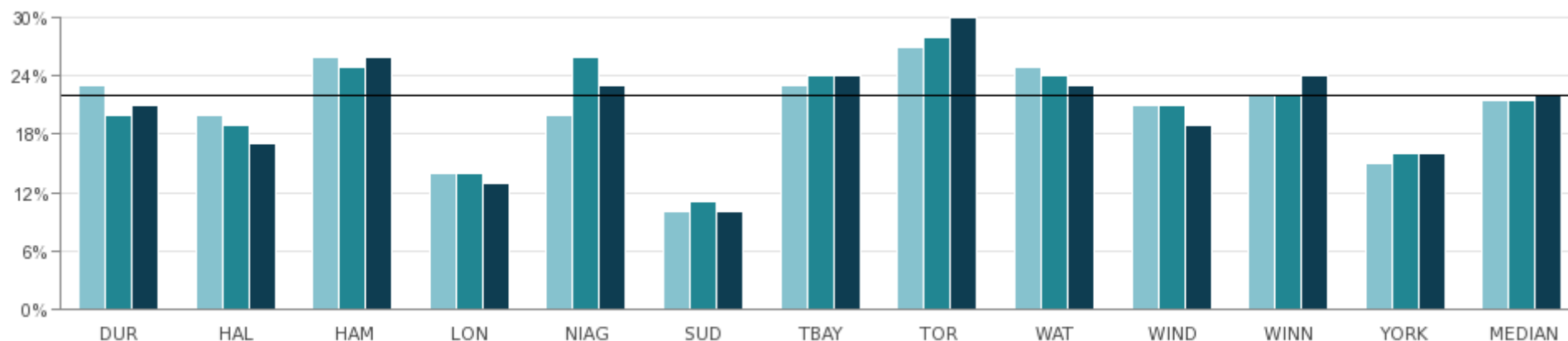
2017	102	71	120	114	161	190	231	134	90	143	111	86	117
2018	124	72	119	138	172	194	230	142	92	145	114	89	131
2019	124	72	122	138	173	176	249	145	94	144	120	88	131

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.



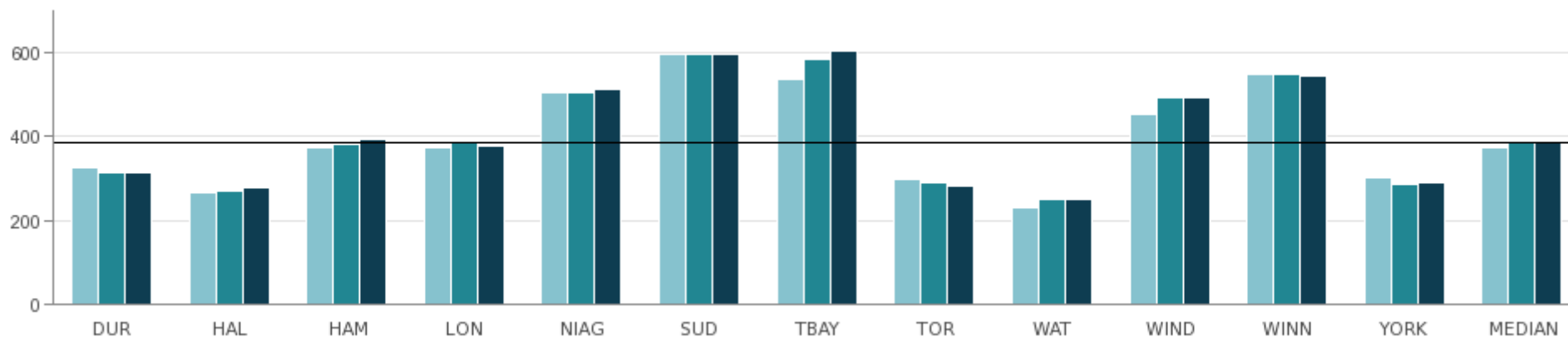
2017	23%	20%	26%	14%	20%	10%	23%	27%	25%	21%	22%	15%	22%
2018	20%	19%	25%	14%	26%	11%	24%	28%	24%	21%	22%	16%	22%
2019	21%	17%	26%	13%	23%	10%	24%	30%	23%	19%	24%	16%	22%

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.



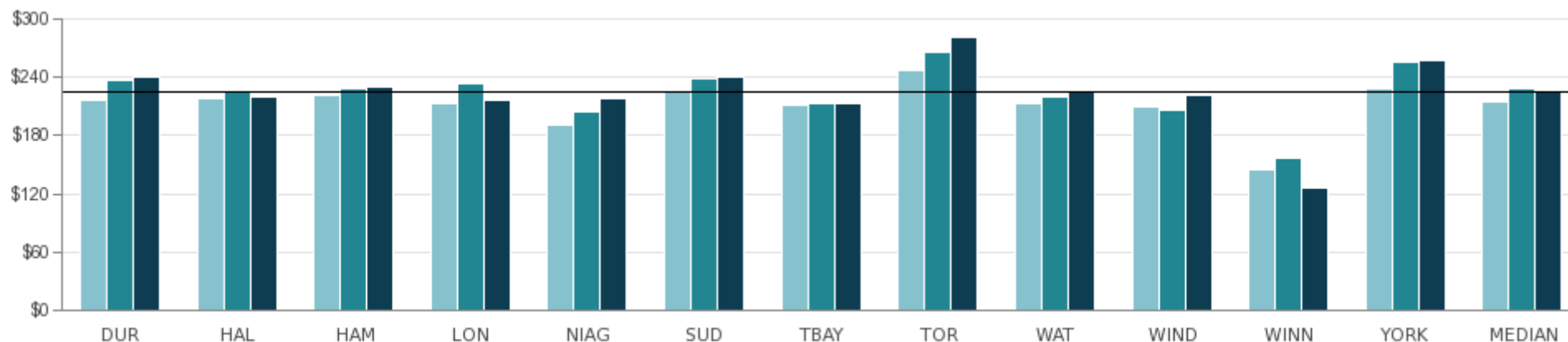
2017	325	265	373	375	507	596	536	299	232	455	548	303	374
2018	314	270	382	391	507	596	584	289	251	494	549	288	387
2019	314	278	393	379	512	596	606	284	251	493	547	291	386

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.



2017	\$217	\$219	\$221	\$213	\$191	\$226	\$212	\$248	\$213	\$209	\$145	\$228	\$215
2018	\$237	\$227	\$229	\$234	\$205	\$239	\$214	\$267	\$220	\$207	\$156	\$256	\$228
2019	\$241	\$220	\$231	\$217	\$219	\$240	\$213	\$282	\$227	\$222	\$126	\$258	\$225

Source: EMDS306T (Efficiency)

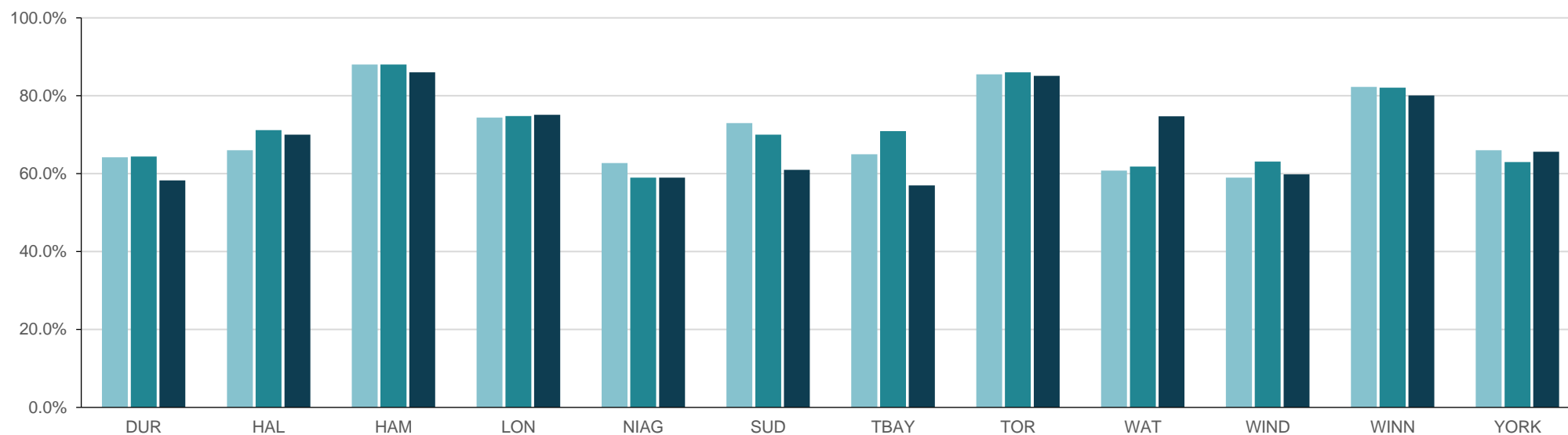
Winnipeg: The decrease in 2019 is based on the movement of costs from Medical Services to Fire Rescue and Response.

## 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. 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.

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



Target	60.0%	55.0%	75.0%	75.1%	55.0%	70.0%	60.0%	75.0%	50.0%	55.0%	90.0%	60.0%
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%
2019	58.3%	70.0%	86.0%	75.1%	59.0%	61.0%	57.0%	85.1%	74.7%	59.8%	80.1%	65.6%

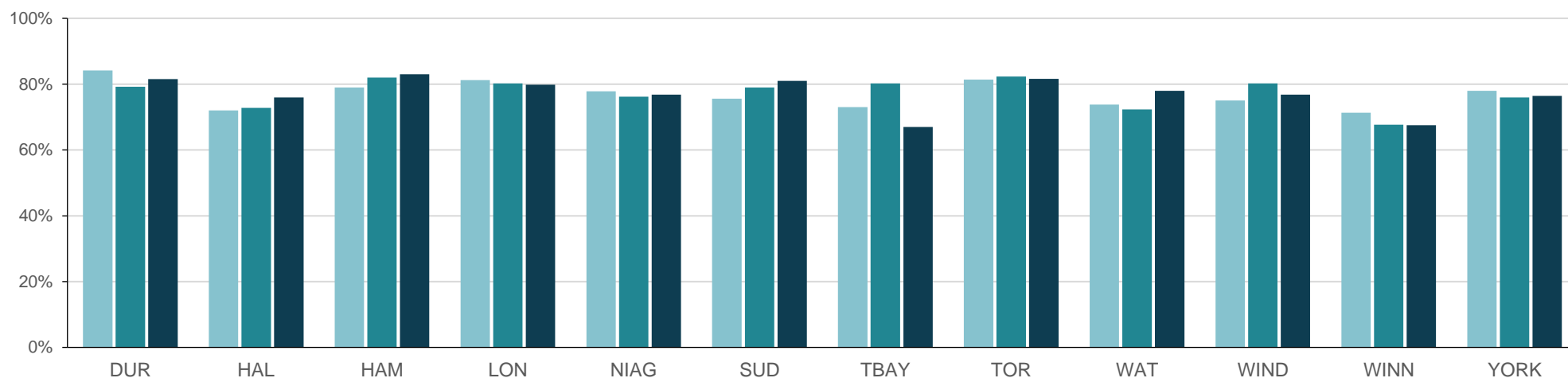
Source: EMDS430 (Customer Service)

## 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. 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.

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



Target	DUR	HAL	HAM	LON	NIAG	SUD	TBAY	TOR	WAT	WIND	WINN	YORK
75.0%	84.2%	72.0%	79.0%	81.2%	77.8%	75.6%	73.0%	81.4%	73.8%	75.0%	71.3%	78.0%
75.0%	79.2%	72.8%	82.0%	80.2%	76.2%	79.0%	80.2%	82.3%	72.3%	80.2%	67.7%	76.0%
75.0%	81.5%	76.0%	83.0%	79.8%	76.8%	81.0%	67.0%	81.6%	78.0%	76.8%	67.5%	76.4%

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)		
	2017	2018	2019
DUR	3:29	3:39	3:54
HAL	3:21	3:27	3:18
HAM	3:19	3:17	3:15
LON	3:28	3:23	3:31
NIAG	2:10	2:19	2:25
SUD	2:51	2:42	2:38
TBAY	2:57	3:13	3:13
TOR	3:04	2:46	2:46
WAT	3:06	3:00	3:18
WIND	3:15	3:10	3:05
WINN	2:59	3:00	3:12
YORK	3:40	3:53	3:22
MEDIAN	3:11	3:12	3:14

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.



