



Committee of the Whole Report

Report Number EMS2020-001

Meeting Date: October 6, 2020

Title: **2021** Response Time Performance Plan

Author and Title: Andrew Rafton, Chief, Paramedic Service

Recommendation(s):

That Report EMS2020-001, 2021 **Response Time Performance Plan**, be received;

That Council approve the 2021 Response Time Performance Plan for submission under part VIII of Ontario Regulation 257/00 made under the Ambulance Act; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

The purpose of this report is to provide City Council with analysis and recommendation for the approval of the Land Ambulance Service Response Time Performance Plan (RTPP) for 2021 as mandated by the Ambulance Act.

Rationale:

Part VIII of Ontario Regulation 257/00 made under the Ambulance Act, mandated a change to the ambulance response time standards that came into effect January 1, 2013. Contrary to the earlier standard which was based on local ambulance service performance, the legislation now requires annual approved RTPP for sudden cardiac arrest (SCA) and Canadian Triage Acuity Scale (CTAS) 1, 2, 3, 4, and 5 patients requiring emergency response.

CTAS is an international medical triage standard utilized by hospitals, ambulance communication centers, and paramedics to identify how urgently a patient requires medical care.

Specifically, in providing performance plans and reports to the Ministry, each municipality must report on:

- The percentage of times that SCA patients received assistance from a person equipped to provide defibrillation (i.e. paramedic, fire, police, or other first responder) **within six minutes from the notification of a call by an ambulance communication center.**
- The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to SCA patients or other patients categorized as CTAS 1 **within eight minutes of the time the call is received respecting such services.**
- The percentage of times that a paramedic arrived at the location of a patient determined to be CTAS 2, 3, 4, or 5 within a period of time **determined appropriate by the municipality.**

All municipal RTPPs are posted on the Ministry of Health and Long Term Care public website (www.health.gov.on.ca/enq/shipubliciproqramiehs/land/responsetime.html) and are to be accompanied by performance results from the previous year.

Municipalities may adjust individual performance plans at will, subject to timely notification of the Ministry. Annually, and no later than October 1st, municipalities are required to approve their RTPP for the upcoming calendar year and submit the plan to the Ministry by October 31st.

The number one priority of Kawartha Lakes Paramedic Service (KLPS) is to provide the best possible prehospital clinical care to the residents and visitors of Kawartha Lakes and to do so in the most effective and efficient method possible. In order to achieve this, KLPS administration continually analyses paramedic service call volumes, response times and patient outcomes.

With respect to the RTPP, KLPS prioritizes the response time data in relation to the targets set out within the plan. A summary of this data is provided in Figure 1 below. Based on a review of performance targets and achievements, KLPS Administration has maintained the response time targets set out within the plan while implementing several deployment adjustments over the past several years in an effort to consistently meet those targets. These deployment strategies include:

- Allocating existing ambulance staffing to the Lindsay west side ambulance post, and through mobile deployment
- Enhanced northern 24/7 coverage of Coboconk
- Enhanced southern coverage seasonally in Pontypool

The result of these deployment strategies, as demonstrated in Figure 1 below, have assisted in maintaining RTPP performance despite increasing call volume and other system pressures. However, our ability to meet the standard set forth by the Ministry of Health for high acuity calls; SCA and CTAS 1 patients has been steadily decreasing, with response times to CTAS 1 patients this year to date barely achieving targets.

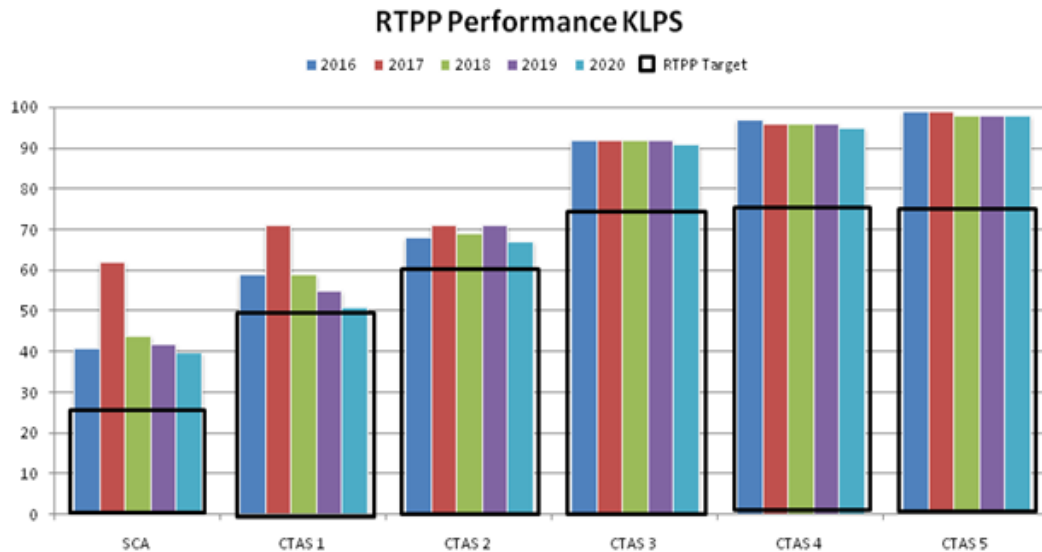


Figure 1: (2020 data: January 1 to August 31, 2020)

In summary, KLPS remains committed to continual analysis of performance and seeks system improvement opportunities. Current operating conditions and trends suggest that the proposed response time targets are reasonable, pending further review of the deployment plan. Therefore, administration recommends maintaining the response time targets as set out and previously endorsed by City Council and the submission of the 2021 RTPP.

Other Alternatives Considered:

No other alternatives considered as this is prescribed annual reporting and achievable based on service resources.

Alignment to Strategic Priorities

Through establishing and monitoring response targets we are better able to understand and meet the needs of those we serve within our available resources. With the increasing demands and 911 system pressures, there is a need to support innovative strategies and community partnerships to ensure community safety and wellness.

Financial/Operation Impacts:

N/A

Attachments:

Appendix A - Notification Letter, 2021 Response Time Performance Plan



Response Time
Performance Plan 20

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Department Head: Andrew Rafton, Chief

Department File: