

# Kawartha Lakes Paramedic Service

**2022-2031 Master Plan**

Committee of the Whole Briefing

May 4<sup>th</sup>, 2021



# Master Plan Upgrades

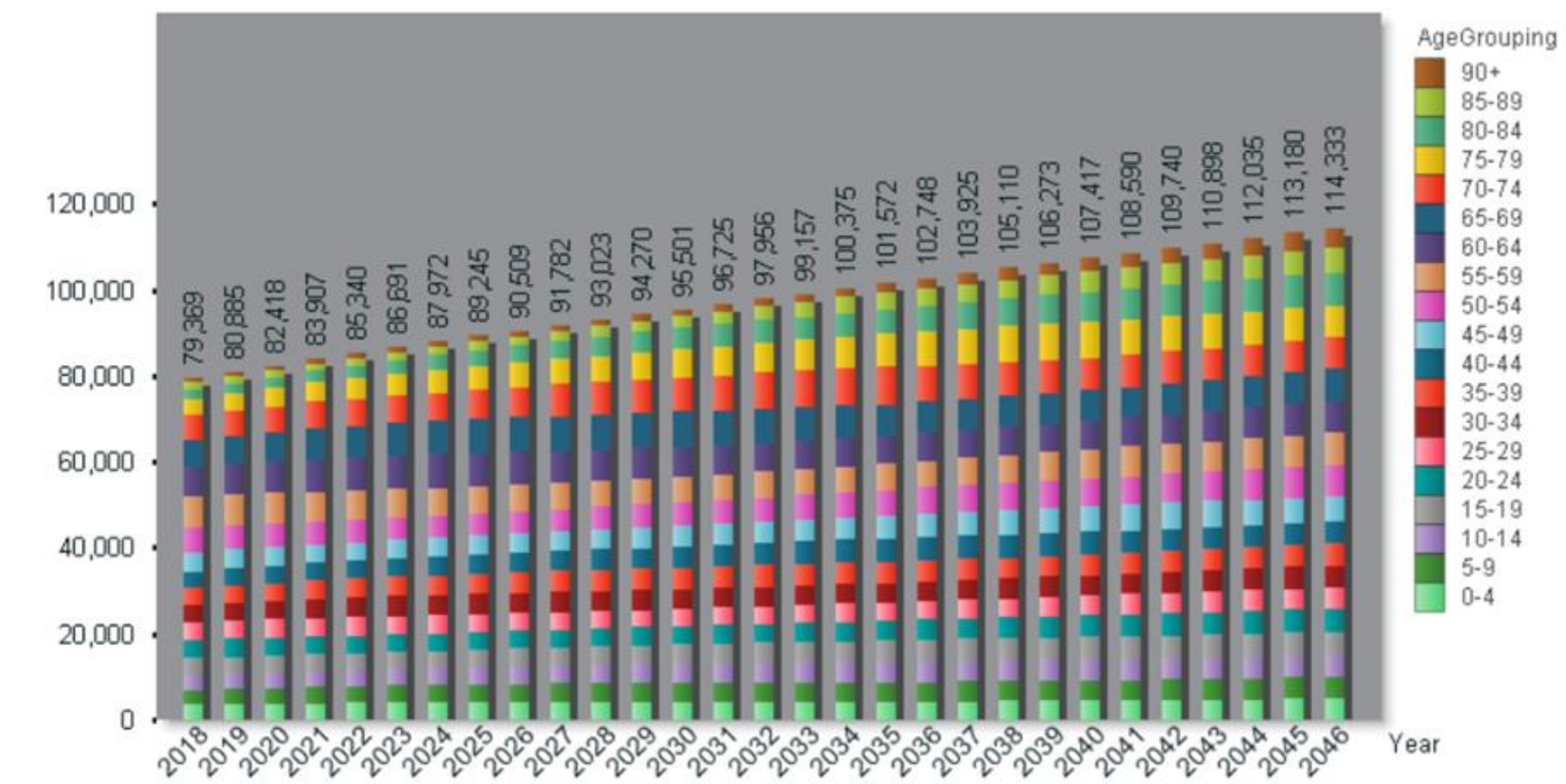
(since March 9<sup>th</sup> briefing)

1. **Demand Forecast conforms with *Places to Grow***
2. **Detailed Business Case for Facilities Consolidation**
3. **Closing Staffing Gaps**

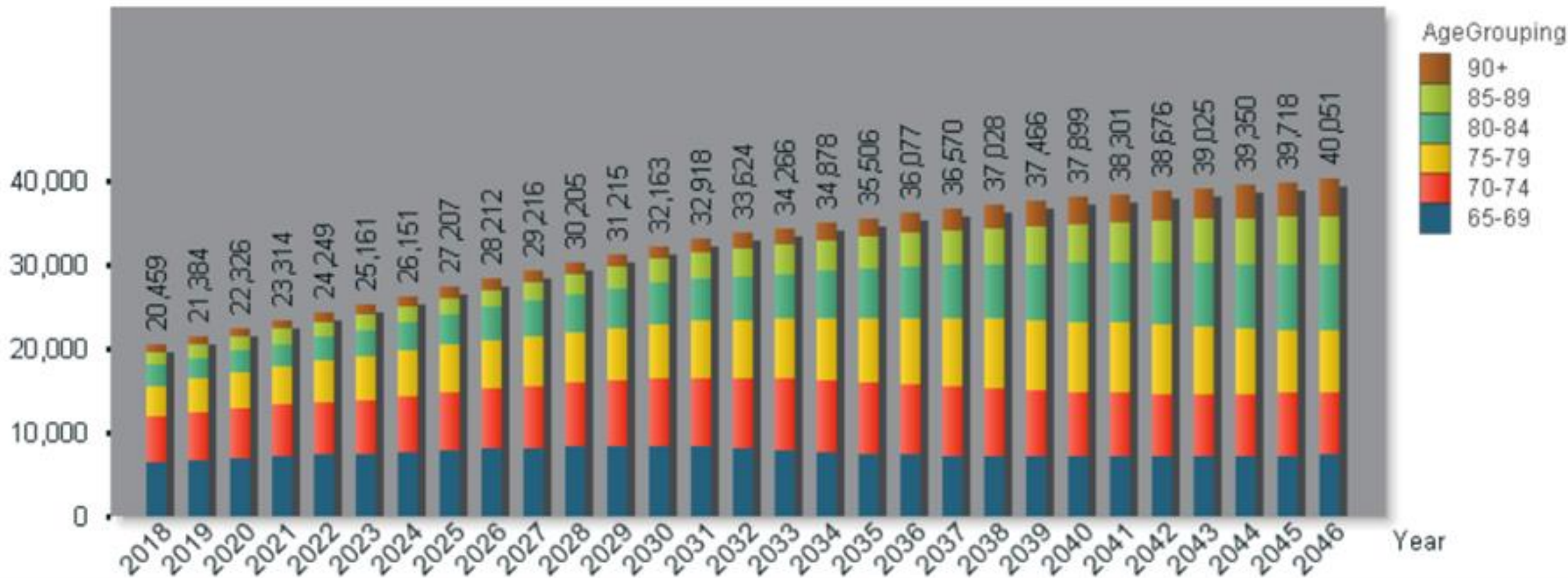


# Demand Forecast Revisions

# Population Forecast: Hybrid of Ministry of Finance + *Places to Grow*

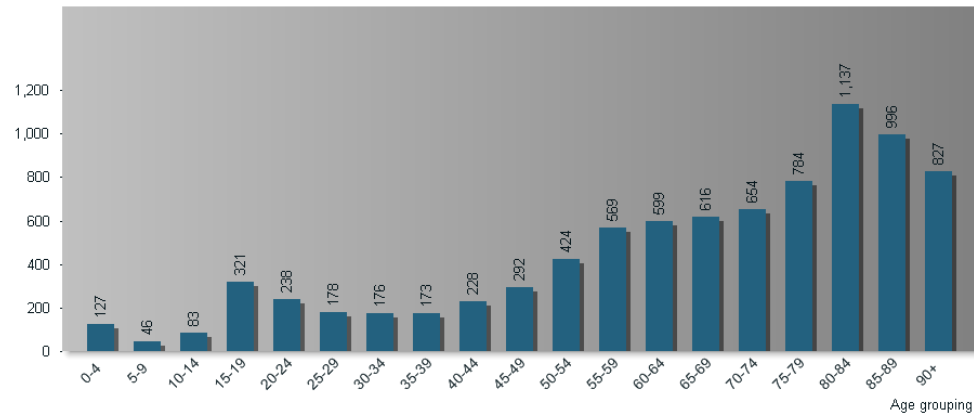


# Aging Tsunami fueling call volume growth!



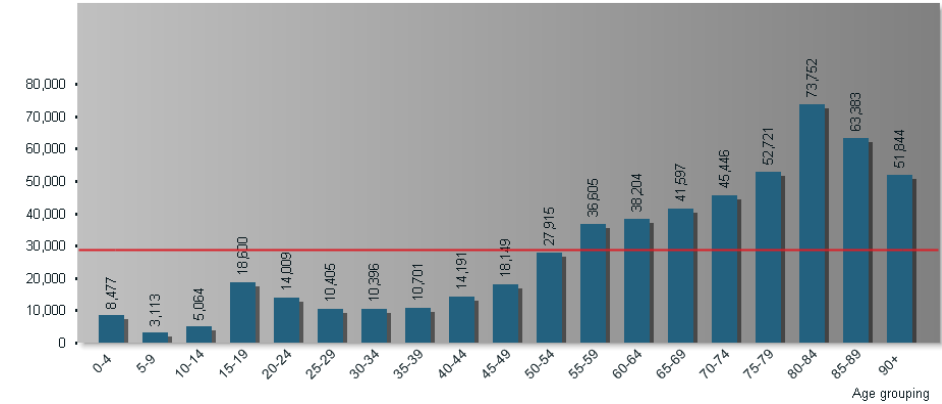
# Aging Tsunami Already Happening

Calls by age group



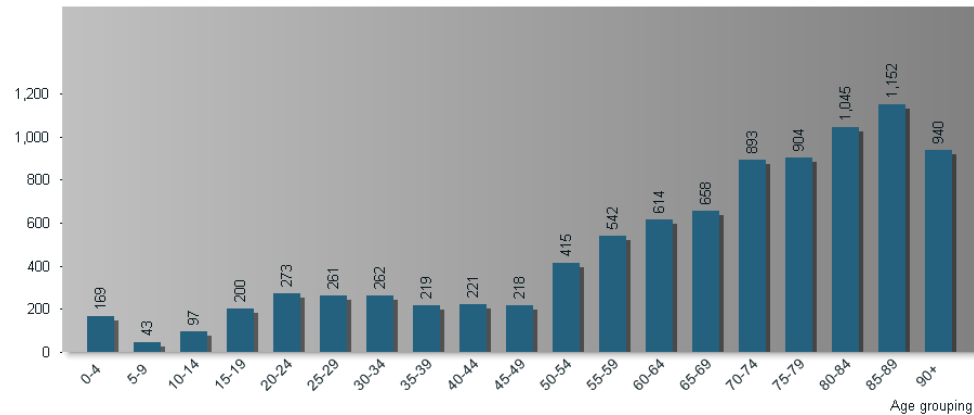
2015

In Service Time (Minutes)



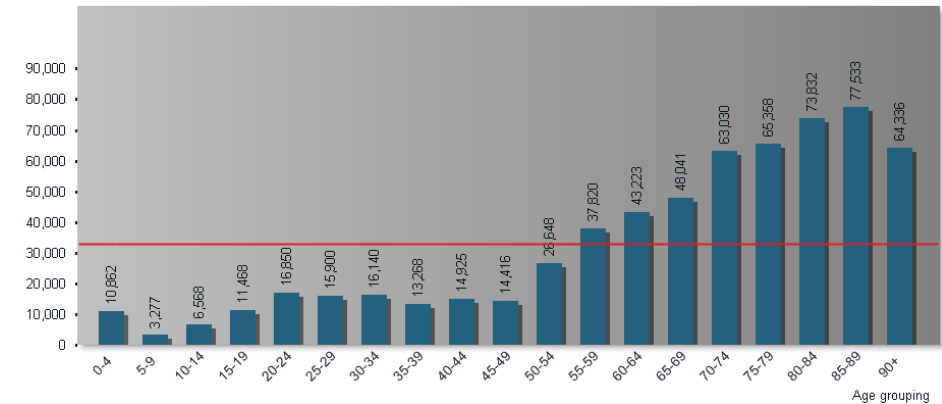
2015

Calls by age group



2019

In Service Time (Minutes)

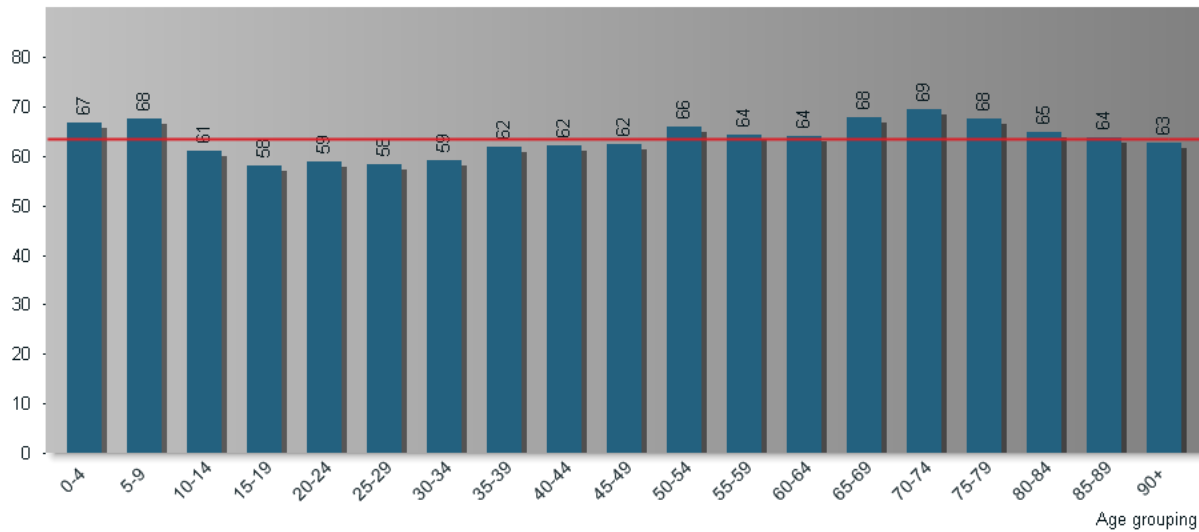


2019

# Aging Tsunami Already Happening

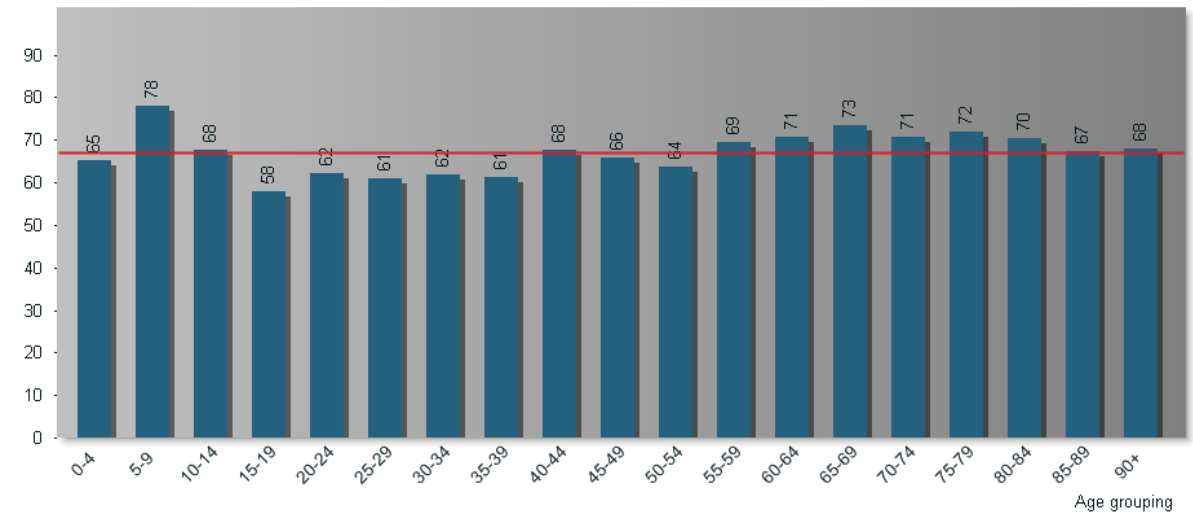
2015

Average In Service Time (Minutes)



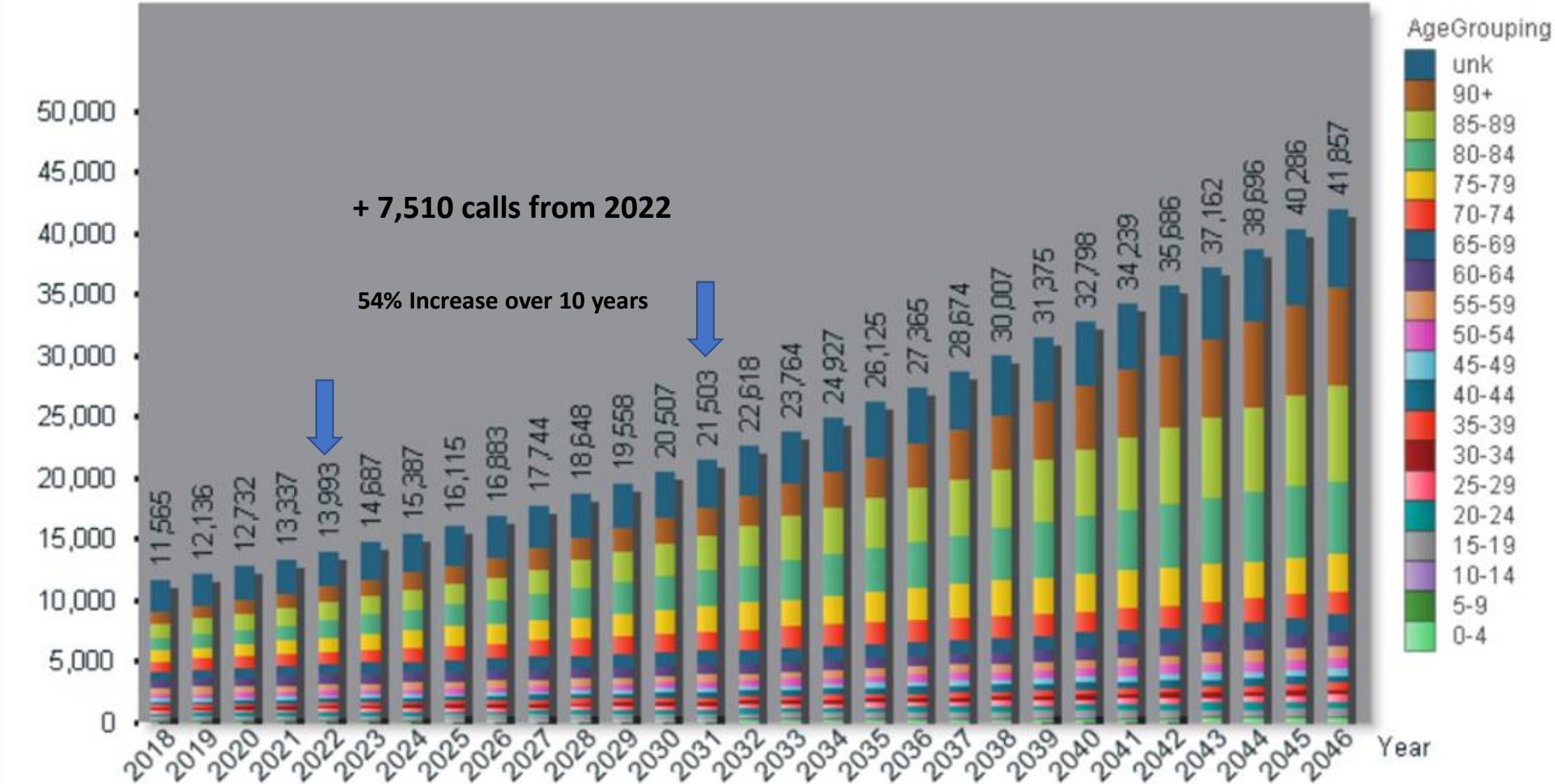
2019

Average In Service Time (Minutes)



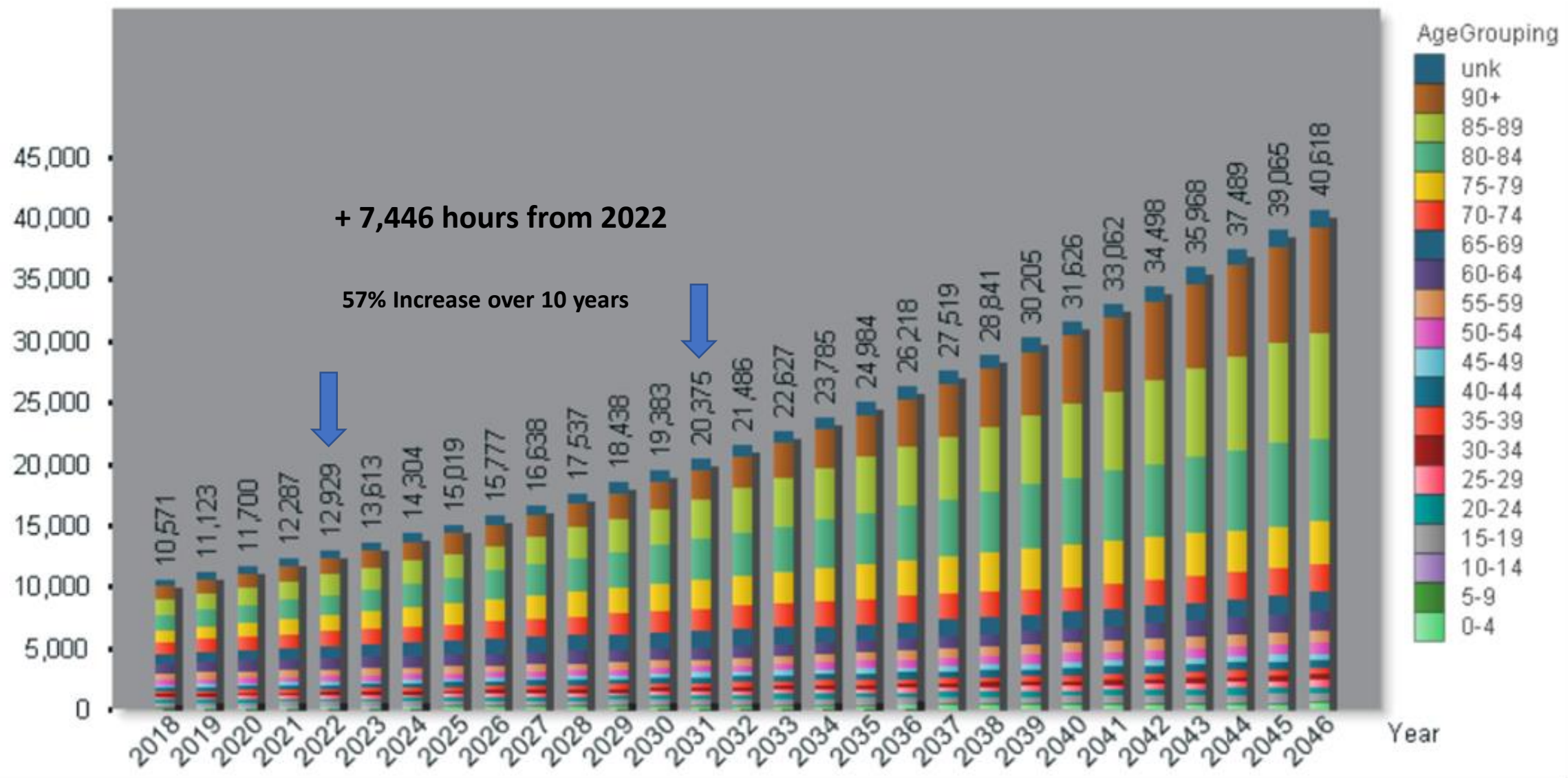


# “Base Case” Call Volume Demand Forecast: Growth + Aging Tsunami + Likelihood to Call 9-1-1





# “Base Case” In-Service Time Demand Forecast: Growth + Aging Tsunami + Likelihood to Call 9-1-1



The slide features a white central area with the title 'Analytics Summary'. The background is composed of four geometric sections: a dark gray triangle in the top-left, a light gray trapezoid in the top-right, a light gray trapezoid in the bottom-left, and a yellow triangle in the bottom-right. All sections are separated by thin white lines.

# Analytics Summary

# Analytics Performance Observations

- UHA (system busyness) has remained stable between 2015-2019
  - Peak hours of day UHA have increased from 2015 to 2019
- Average Dispatched Code 4 response times are acceptable/stable across 2015-2019
  - Peak hours of day Response Times have eroded by 30 seconds from 2015 to 2019
- Code Zero system performance risk impacts peaked as follows:
  - In 2017 when the Average Response Time for a grouping of 11 Code 4 calls **eroded to 21 minutes**
  - In 2018 when the Average Response Time for a grouping of 23 Code 4 calls **eroded to 14 minutes**
  - In 2018 when the Average Response Time for a grouping of 6 Code 4 calls **eroded to 18 minutes**
- Both Offload Delay and Code Black impacts are manageable/below levels encountered across busy Ontario ambulance services

System-wide Code  
4 Average  
Response Times for  
2017 and 2018  
were 8.7 minutes



# What Does KLPS Need to Do?

Flattening the Curve



## Flattening the Curve

- Scaling Up Community Paramedicine
- 9-1-1 Public Awareness Campaign
- Alternate Pathways
- Treat and Refer/Treat and Release
- Provincial Dispatch Enhancements - AMPDS

If Properly  
Applied, AMPDS  
Can Be a Game  
Changer...  
But Only at Mid-  
Point of Master  
Plan

The call volume projections in the 2022-2031 Master Plan reflect the Province's current approach to managing risk at the point of dispatch. ***Approximately 75% of calls are Dispatched as Code 4 emergencies - the highest risk category for patients. Therefore, Kawartha Lakes and other ambulance services across Ontario must resource themselves to deliver timely on-scene responses for an excessively large share of total calls. But the majority of Code 4 Dispatched 9-1-1 emergency calls end up not being emergencies at all. Once paramedics actually put eyes on these Code 4 emergency patients, only 10-15% are triaged as "lights and siren" transports to the hospital.***

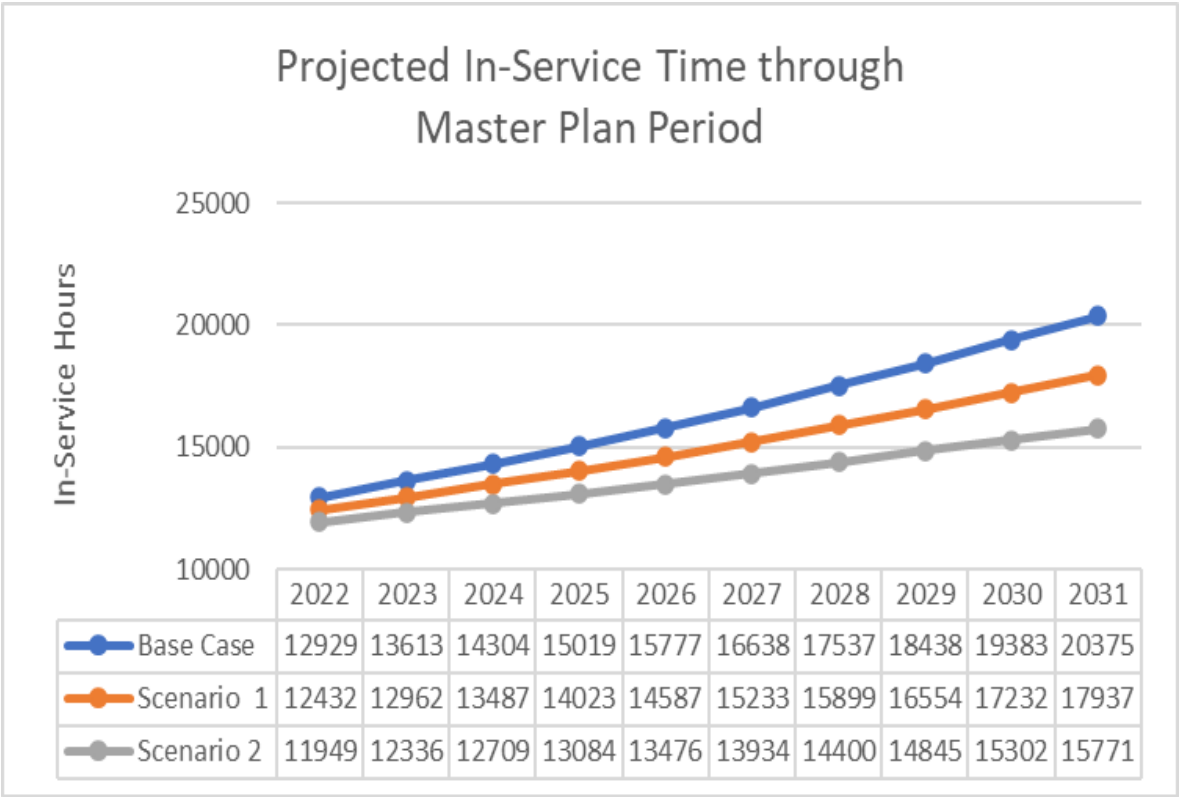
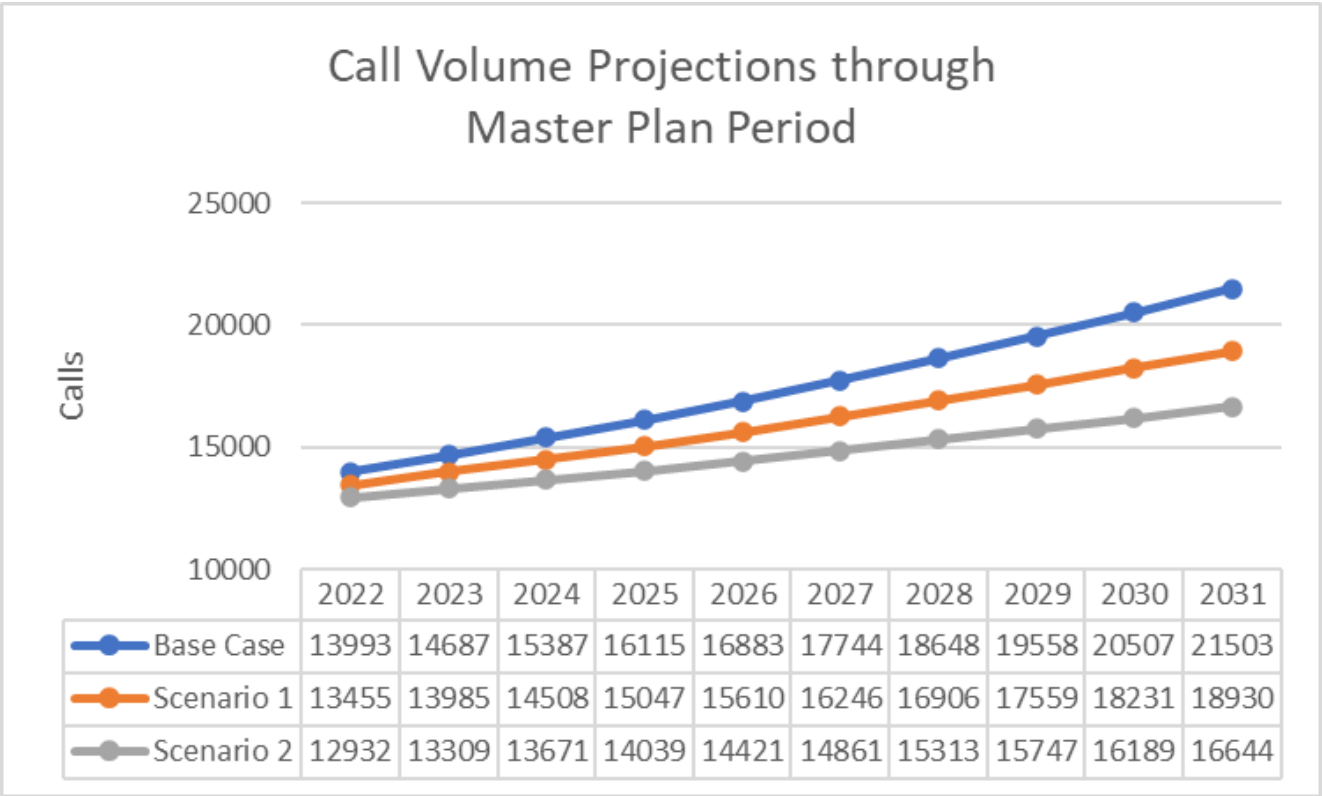
Provincial over-triaging of patient risk drives response time driven resourcing/budget decisions by Councils across Ontario.

The AMPDS triage algorithm can transform demand forecasting, resourcing requirements and municipal budgeting on a go-forward basis. ***Once the current 75% of dispatched ambulance calls classified as Code 4 "emergencies" are re-classified by AMPDS into three risk-based subsets (Echo/Delta/Charlie), differing response time standards and service types can be assigned. Visits by Community Paramedics, Assess, Treat & Release, and Assess & Refer protocols will all play an important role in redefining the paramedic service. Resourcing decisions can then be revisited as different response choices will be available beyond simply Code 4 ambulance response.***

\*AMPDS - Advanced Medical Priority Dispatch System



# Flattening the Demand Curve





# Business Case for Facilities Consolidation

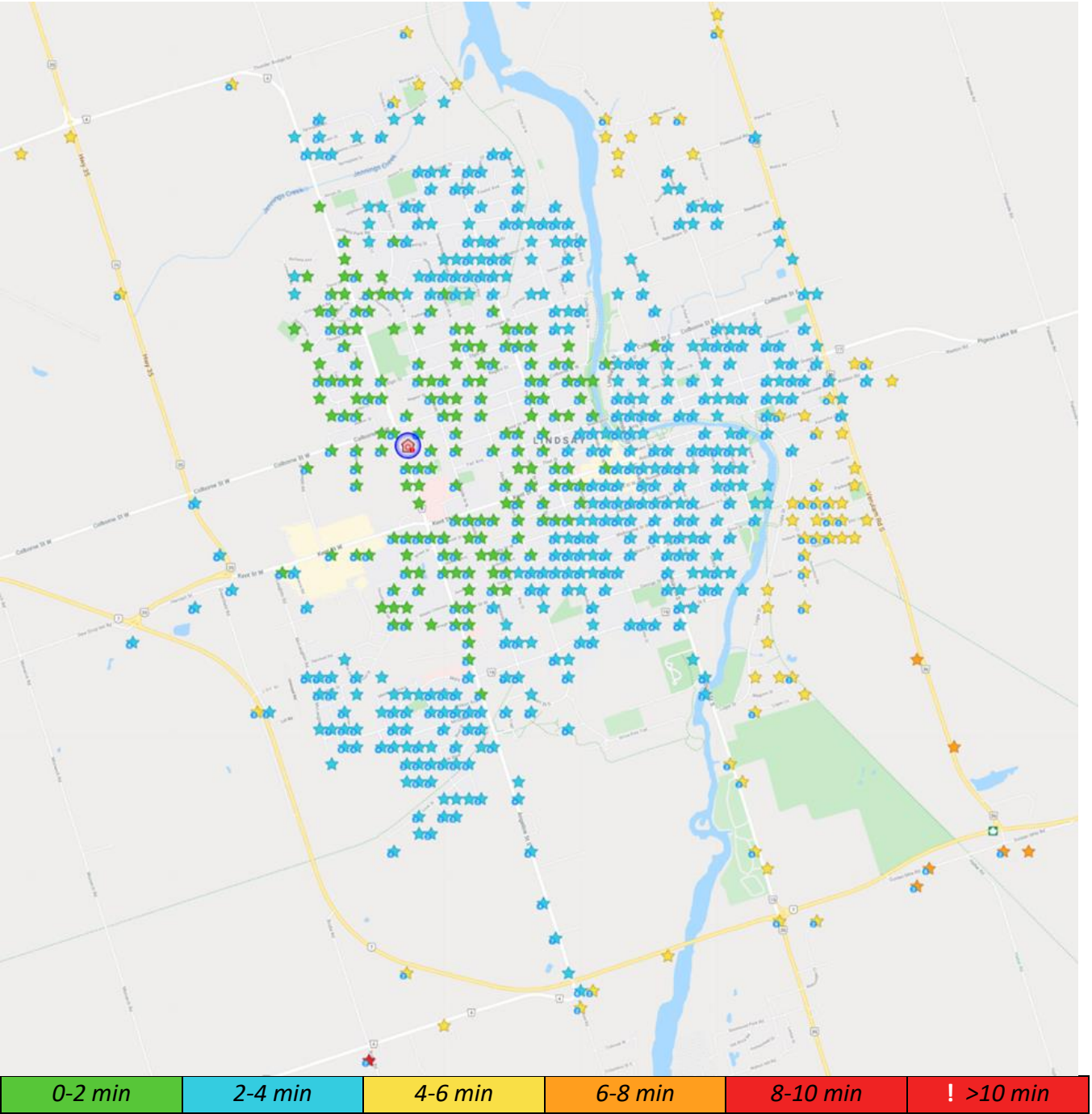
# Modelling Results Summary

## Lindsay Facility

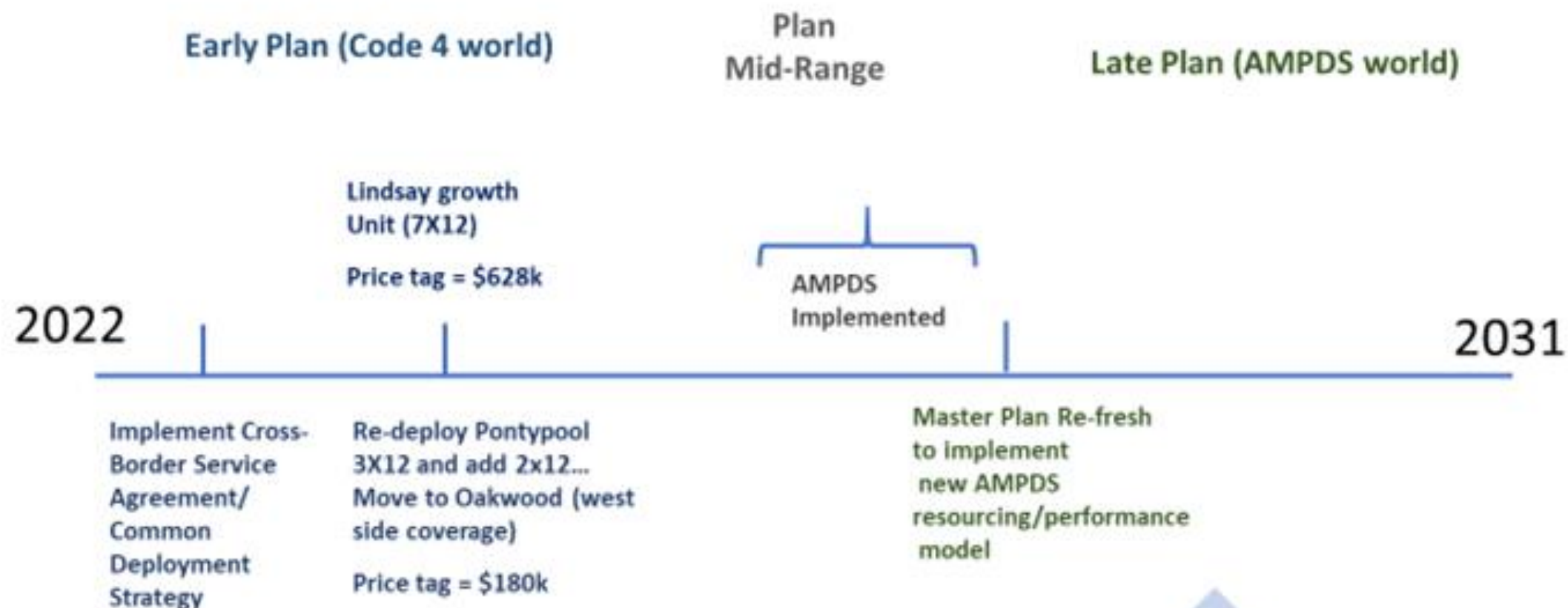
Scenario	% of Travel Times under 4 minutes	% of Travel Times under 6 minutes	Total 2019 Travel Time (hours)	Average Travel Time per call (mm:ss)	Total 2019 Driving Distance One-way (km)	Average Driving Distance (km)
Angeline St. N.	91%	99%	149	02:27	7,247	2.0
Angeline St. S.	79%	96%	177	02:54	8,962	2.5
Greenfield Ave.	30%	90%	274	04:30	11,850	3.2
Airport	14%	77%	329	05:25	17,237	4.7
Ops Arena	3%	59%	363	05:58	22,325	6.1

### Status quo

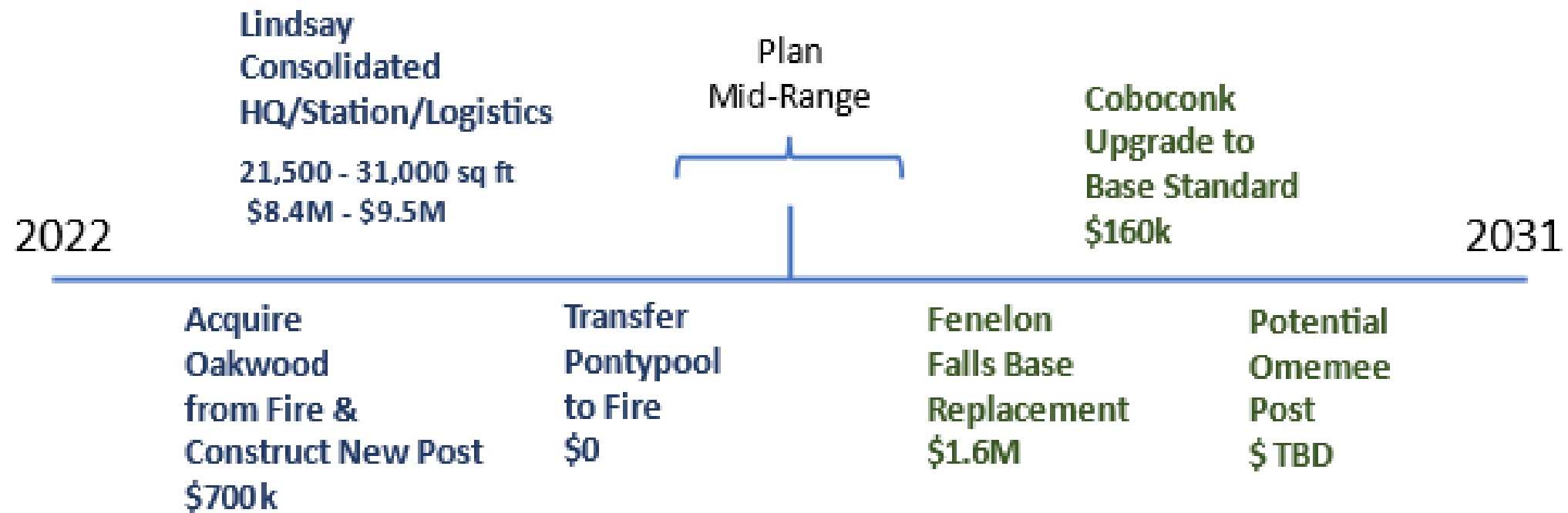
St. David St.	61%	94%	233	03:50	11,403	3.1
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# Coverage Restructuring Timeline



# Facilities “Change” Timeline





# Closing Staffing Gaps

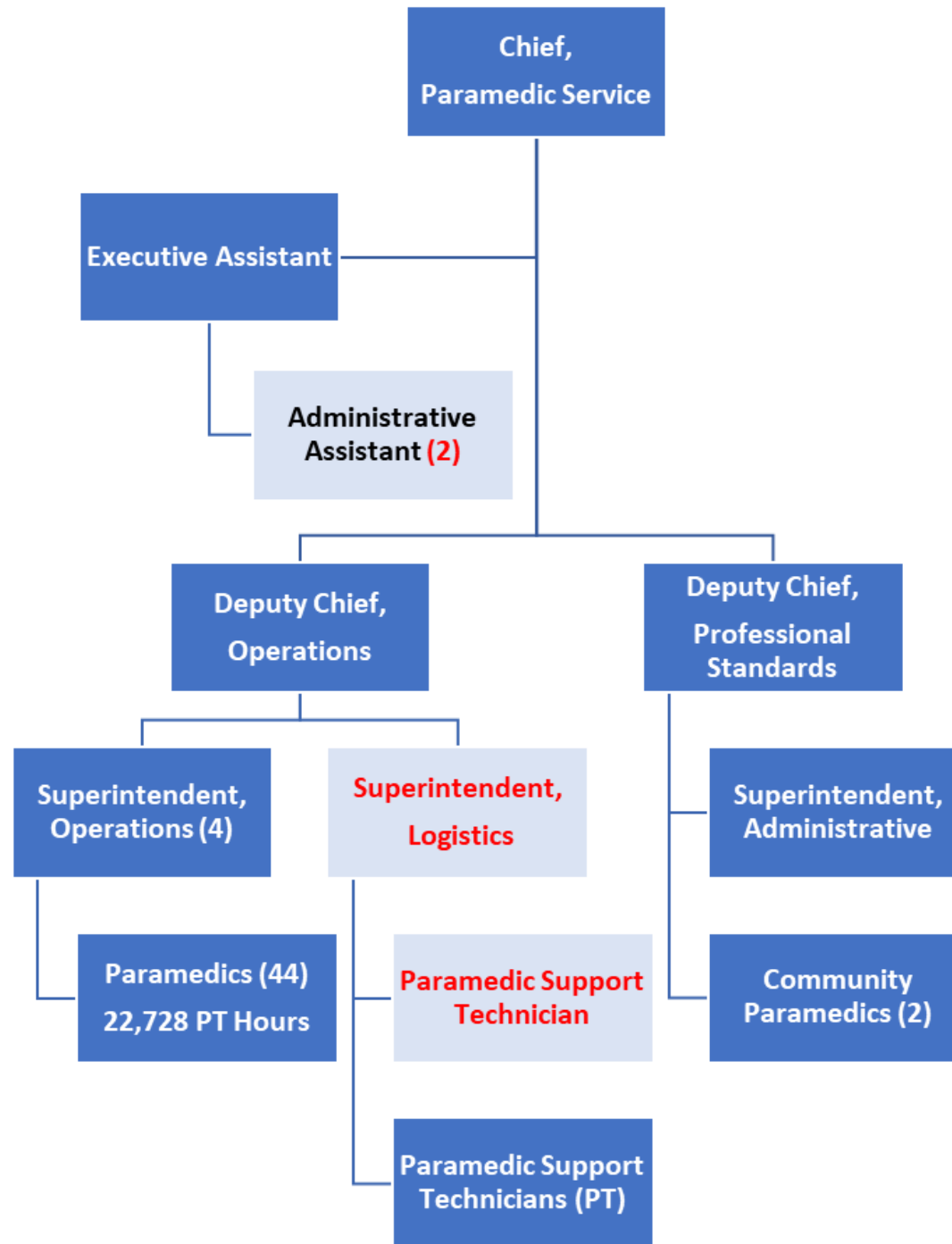




## Closing Staffing Gaps

- Enhance administrative support with an additional Administrative Assistant
- Enhance logistics support with an additional Support Technician
- Reclassify the existing logistics Support Technician to reflect actual responsibilities

# Closing Staffing Gaps



# Next Steps

