

Council Report

Report Number: EMS 2021-003
Meeting Date: September 21, 2021
Title: 2022 Response Time Performance Plan
Description: Response Time Performance Plan
Author and Title: Sara Johnston, Deputy Chief Professional Standards

Recommendation(s):

That Report EMS2021-003, **2022 Response Time Performance Plan**, be received;
and

That staff be authorized to submit the 2022 RTPP to the Ministry, including the following response targets for 2022:

CTAS level	Target elapsed time from paramedic notified until on scene (min.)	Target percentage to achieve response time target
Sudden Cardiac Arrest	6	25
CTAS 1	8	50
CTAS 2	10	60
CTAS 3	20	75
CTAS 4	25	75
CTAS 5	30	75

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 2022 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 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 attempted to maintain 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 response time 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 projected to not achieve the target set in the previously approved RTPP. While the Ministry of Health mandates a response within 8 minutes for CTAS 1, the municipality is responsible to set the target percentage; 50% in 2020. As of the beginning of September 2021, KLPS is below that target responding to CTAS 1 patients within 8 minutes approximately 48% of the time. We recommend maintaining the 50% target while continuously monitoring department performance and reviewing deployment options to improve performance.

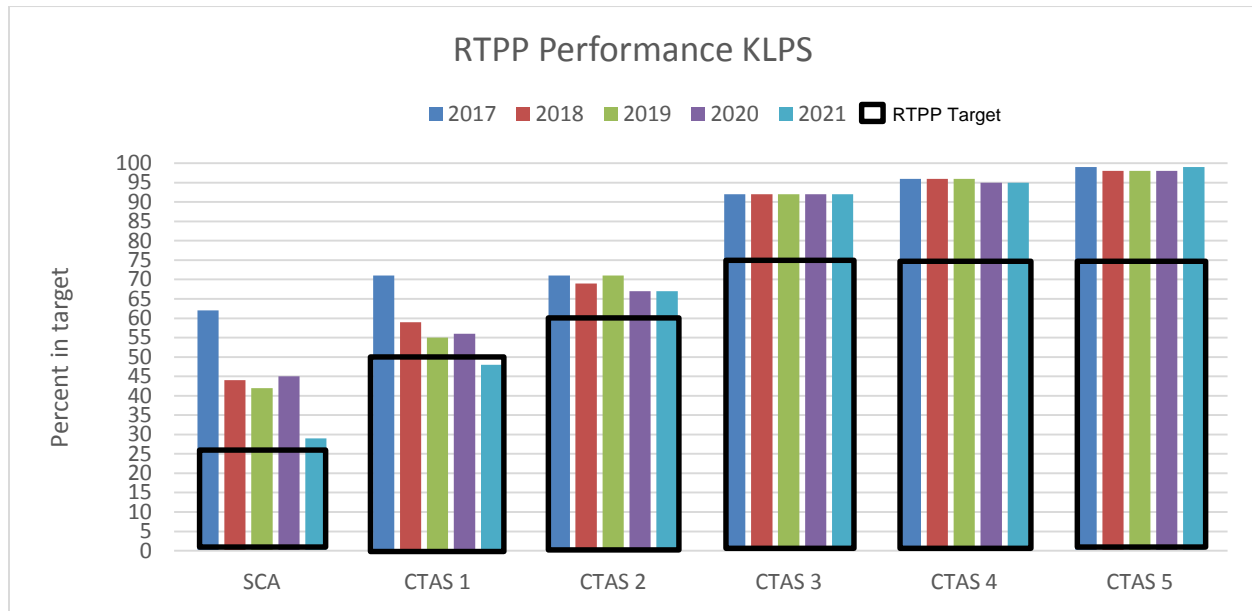


Figure 1: (RTPP data for KLPS January 1, 2017 to September 6, 2021)

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 2022 RTPP.

Other Alternatives Considered:

No other alternatives considered, as this annual reporting is a mandated requirement by the Ministry of Health.

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.

Department Head email: rmellow@kawarthalakes.ca

Department Head: Randy Mellow, Chief