

Paramedic Service

2023 Proposed Budget Department Overview

January 26, 2023

Paramedic Services

Organizational Chart



Department Overview

- Service delivery Manager for ambulance services throughout CKL
- 110 staff, 7 ambulances on days, 5 on nights, 4 stations/2 posts
- Respond to 911 emergencies within the City of Kawartha Lakes and provide critical medical interventions and transportation – 14,000 calls in 2022 (1 call every 38 minutes)
- Province of Ontario funds approximately 50% of budgeted costs
- Province of Ontario funds 100% of Community Paramedic Programming

Operations Overview

- Manages deployment of ambulances and personnel
- Procures medical supplies, vehicles and uniforms
- Oversight of Logistics - ensures stations and ambulances meet Provincial standards and regulations
- Conducts labour relations, recruitment
- Oversight of Operational Superintendents

Professional Standards Overview

- Ensures service compliance with Ministry of Health standards and regulations
- Paramedic educational program development and delivery
- Call review for compliance with patient care directives and provides data analysis
- Conducts investigations into patient care issues and service complaints
- Oversight of Community Paramedicine and new models of care

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2022 Highlights & Accomplishments

- Enhanced coverage in Pontypool
- Recruitment of permanent Chief
- Successful recruitment of 4 Full and 39 Part-time Paramedics
- Recruitment of 3 Full and 7 Part-time Superintendents

2022 Highlights & Accomplishments

- Competition and selection of 2 paramedics for ACP training in 2023
- Develop and report on key performance indicators
- Expansion of new models of care
 - Community Paramedicine – Expanded Funding & Expansion
 - Treat and release directive for palliative patients

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2023 Highlights & Objectives

- Implement permanent management team structure
- Lindsay Station Design & Site Selection
- Intermunicipal Service Agreement

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2023 Highlights & Objectives

- Expand Key Performance Indicators
 - Clinical, Community Programming, Community values
- New Models of Care – what works for CKL?
- Technology Improvement – Operative IQ
 - Improve efficiencies with inventory and distribution of medical supplies

Paramedic Services

2023 Budget Pressures

- System pressures
 - Call volume
 - Hospital transfer of care times
- Operating pressures
 - Post pandemic inflation
 - Supply chain issues