



Committee of the Whole Report

Report Number: EMS 2023-007
Meeting Date: September 12, 2023
Title: 2024 Response Time Performance Plan
Description: Response Time Performance Plan
Author and Title: Jamie Golden, Deputy Chief Professional Standards

Recommendation(s):

That Report EMS 2023-007, **2024 Response Time Performance Plan**, be received;

That Council approves the 2024 Response Time Performance Plan (RTPP) as outlined in Table 1 to Report EMS 2023-007; That staff be authorized to submit the 2024 RTPP to the Ministry of Health under part VIII of Ontario Regulation 257/00 made under the Ambulance Act, including Response Time Performance Targets; and

That this recommendation be brought forward to 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 analyses and recommendation for the approval of the Land Ambulance Service Response Time Performance Plan (RTPP) for 2024 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 the RTPP to be annually approved 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 centres, 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 centre.**
- 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.**
- 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 to 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 will set the response time performance targets as outlined in Table 1 below, while continually monitoring paramedic service call volumes, response times and patient outcomes.

Table 1: Response Time Performance Plan Targets for 2024

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

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:

- The addition of 4 full-time paramedics in 2022, enhancing southern coverage in Pontypool 12 hours a day, 7 days a week;
- Allocating existing ambulance staffing to the Lindsay west side ambulance post, and through mobile deployment;
- Enhanced northern 24/7 coverage of Coboconk and surrounding area; and
- Implementation of the Community Paramedic Program and other outreach initiatives such as wellness clinics, in collaboration with Kawartha Lakes Housing.

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 decreasing. Additionally, we are experiencing some degradation in all acuity areas. While the Ministry of Health mandates a response within 6 minutes for SCA and 8 minutes for CTAS 1, the municipality is responsible to set the target percentage; 25% and 50% respectively in 2023. As of the beginning of September 2023, KLPS is exceeding those targets responding to SCA patients within 6 minutes approximately 40% of the time and CTAS 1 patients within 8 minutes approximately 58% of the time. We recommend maintaining response time targets while continuously monitoring department performance and reviewing deployment options to improve performance.

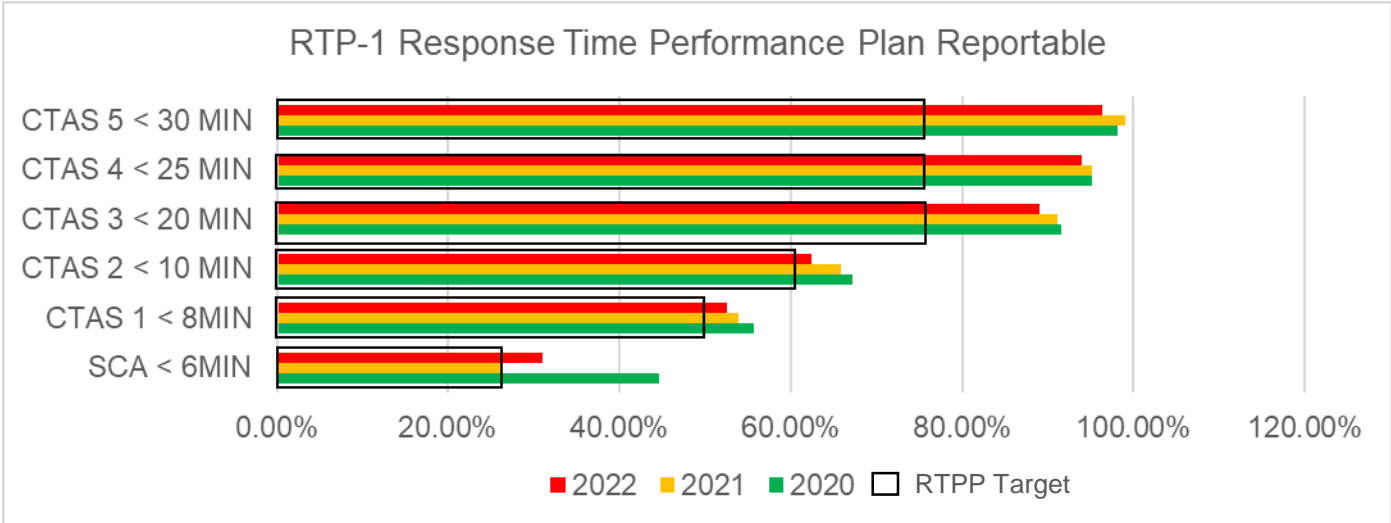


Figure 1: (RTPP data for KLPS 2020-2022)

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 2024 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: sjohnston@kawarthalakes.ca

Department Head: Sara Johnston, Paramedic Chief