

# Paramedic Service

## 2024 Proposed Budget Department Overview

October 17, 2023

# Paramedic Services

## Organizational Chart



# Department Overview

- Service delivery Manager for ambulance services throughout CKL
- 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)
- 123 staff, 7 ambulances on days, 5 on nights, 4 stations/3 posts
- Province of Ontario funds approximately 50% of budgeted costs
- Province of Ontario funds 100% of Community Paramedic Programming

# Operations

## 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

## 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
- Recruitment
- Conducts investigations into patient care issues and service complaints
- Oversight of Community Paramedicine and new models of care

# Paramedic Services

## 2023 Accomplishments

- Stabilized staffing – filling 21 vacant positions
- Provincial funding enhancements
  - \$370,000 Land Ambulance Service Grant
  - \$365,000 Permanent / Partial Base Funding for CP Program
  - \$195,000 Dedicated Offload Nurse Program
- Delivered over 4000 hours of staff training, including IV certification for 12 staff and transition of 2 staff to the Advanced Care level

# Paramedic Services

## 2023 Accomplishments

- Successful Land Ambulance Service Review
- Technological Advancements
  - Deployed Operative IQ to streamline resource and inventory management
  - Deployed swipe card system to streamline payroll processing
- Master Plan Refresh – updated growth and demand projections
- Develop and report on Key Performance Indicators

# Paramedic Services

## 2024 Priorities

- Complete Design Phase of Paramedic Service Headquarters and Begin Construction
- Onboard 4 new Paramedics to manage forecast increase and align with Paramedic Service Master Plan
- All staff education and deployment: Public Safety Radio Network (PSRN) project, and External Violence Against Paramedics (EVAP) Program



# Paramedic Services

## 2024 Budget Pressures

### System pressures

- Call volume
- Hospital transfer of care times (offload delay)

### Operating pressures

- Post pandemic inflation & Supply chain issues

## 2024 Service Levels