

Central Ambulance Communications Centre

Paramedic Service



Core Service Review



What are we doing now?

- The Central Ambulance Communications Centre (CACCC) is operated and funded by the Ministry of Health and Long-Term Care
- Lindsay CACCC serves Kawartha Lakes, Haliburton, Peterborough and Northumberland Counties

What are we doing now?

- Ambulance Communication Officers (ACOs) receive incoming 911 and non-urgent inter-facility transportation requests and dispatch Paramedics
- CACC also tiers Fire and Police to a subset of medical calls

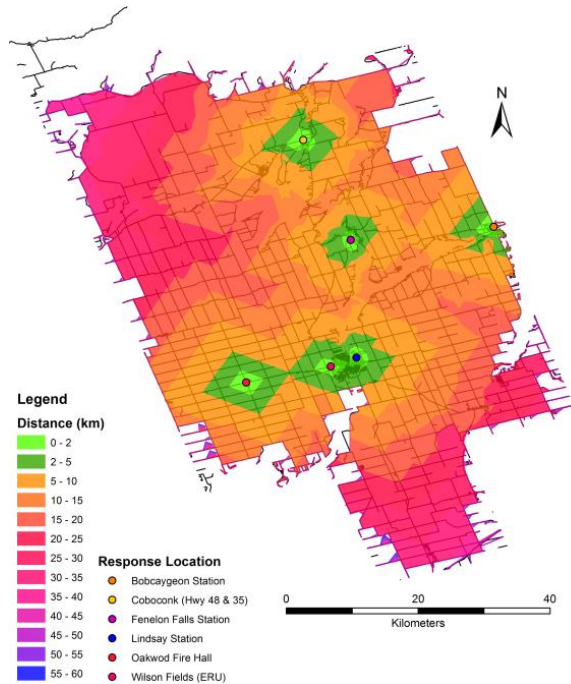
Deployment

- Local Paramedic response times have improved since 2011 due to increasing the number of paramedics and implementing a dynamic deployment plan
- The deployment plan is provided to CACC but they do not report back or provide information on system performance

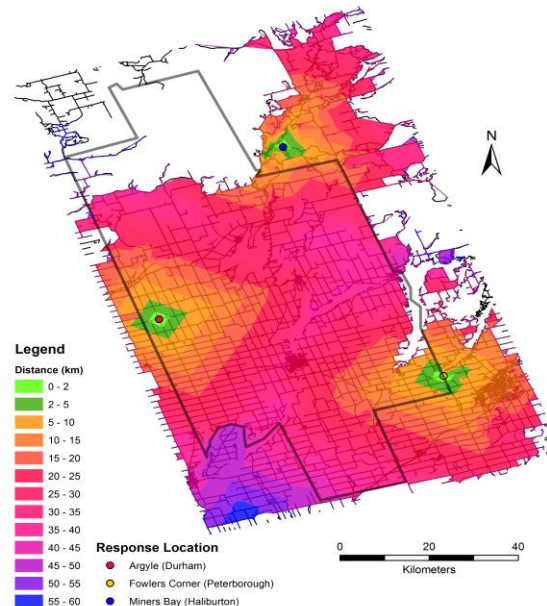
Deployment

- Paramedic Superintendents (Supervisors) have few tools to monitor CACC adherence to our deployment plan

City of Kawartha Lakes EMS Deployment Plan - 6 Vehicles



City of Kawartha Lakes EMS Deployment Plan - 0 CKL Vehicle



Deployment

- Rely on Paramedics to provide information on deployment.
- The Superintendent works with CACC retroactively



Concerns with the current model

- Directly impacts the ability of Kawartha Lakes (and our neighbours) to deliver effective and responsive Paramedic Services
- Limits opportunities to assess and implement system improvements
- Inhibits the ability to proactively address operational issues in real time

Concerns with current model

- Potentially depletes resources by failing to appropriately prioritize calls for service
- Over prioritizes calls leading to increase call shares with Fire and Police (tiered response costs)
- ‘silos’ paramedic operations from CACC

Legislation

- The Ambulance Act, 2000 (the “Act”) as amended, provides in Part II (4), that the Minister of Health and Long-Term Care has the “duty and power” to establish and maintain ambulance (paramedic) communications services “alone or in cooperation” with others, and to fund such services.
- Thus, the Minister has the power to transfer operations of the CACC to a municipality and the duty to fund at 100%

Provincial Landscape

- There are 22 land ambulance CACCs located throughout the province
 - 11 CACCs are operated directly by the Ministry of Health & Long-Term Care
 - 5 are operated by hospitals
 - 4 are operated by municipalities: Toronto, Ottawa, Niagara Region & Timmins
 - 3 are locally-based Ambulance Communications Services (ACS)

Triage Tool

- Every CACC except Toronto and Niagara use a triage tool known as the Dispatch Priority Card Index II (DPCI II) which was developed by the Province of Ontario
- Methodology to triage incoming calls and assign to paramedics
- No independent studies assessing the quality, efficacy or accuracy of this tool

Triage Tool

- Niagara and Toronto use the Advanced Medical Priority Dispatch System (AMPDS) triage tool
- This is an internationally recognized and independently studied system

Ontario Association of Paramedic Chiefs

- The OAPC have identified that land ambulance dispatch requires significant system improvements to meet Ontario's needs
- OAPC position is that the Province should adopt an independently validated triage tool and operational program

Ontario Association of Paramedic Chiefs

- The triage tool needs to provide the Paramedic system with:
 - Real time management and oversight
 - Accurate and timely system data
 - Seamless and unencumbered access to information related to the provision of service and
 - Improved quality of performance that meets or exceeds international benchmarks.

Next Steps

1. Create a task force of area Paramedic Chiefs to look at the most effective way to operate CACC and report back to their municipal councils by Q4 2016
2. Increase front line Paramedic supervision to manage and monitor CACC issues in real time

Investigate Cooperative

Haliburton, Kawartha Lakes,
Northumberland and Peterborough
Paramedic Chief task force objective:

- Status Quo
- MOH run CACC with advanced triage tool
- One municipality manages the CACC or a cooperative of four municipalities
- Contract CACC to another provider

Increase Supervision

- Increase front line supervision to better manage:
 - Over commitment to calls
 - Effective/efficient 911 response
 - Supervisor at tiered incidents
 - Offload delays at hospital
 - Medical transfer utilization



Conclusion

- This presentation will be formalized in a council report with recommendations and completion timelines