



Committee Report

To:	Warden Hicks and Members of Grey County Council
Committee Date:	January 28, 2021
Subject / Report No:	PSR-CW-02-21
Title:	Ministry of Health Service Review Final Report
Prepared by:	Kevin McNab
Reviewed by:	Kim Wingrove, Kevin Wepler
Lower Tier(s) Affected:	All
Status:	Recommendations adopted by Committee as presented per Resolution CW27-21; Endorsed by County Council February 11, 2021 per Resolution CC16-21;

Recommendation

- 1. That Report PSR-CW-02-21 regarding ambulance service review results be received for information.**

Executive Summary

In order to meet legislated requirements in providing land ambulance services, municipal Paramedic Services (PS) departments must undergo the Land Ambulance Service Review (ASR) conducted by the Emergency Health Regulatory & Accountability Branch of the Ministry of Health every three years.

Grey County Paramedic Services (GCPS) received a total of six observations compared to the previous review in 2016, where the service received only four observations.

All observations raised in the report have been addressed with the review team to a satisfactory conclusion.

The findings outlined in the final report indicate that Grey County Paramedic Services has met the requirements of the review process, resulting in a license renewal to operate the land ambulance service. The new license is valid from May 8th, 2020, through to June 2nd, 2023. Due to COVID-19, the follow-up portion of the review took longer than in previous years.

Background and Discussion

In order to meet legislated requirements in providing land ambulance services, municipal Paramedic Services (PS) departments must undergo the Land Ambulance Service Review (ASR) conducted by the Emergency Health Regulatory & Accountability Branch of the Ministry of Health

every three years. GCPS completed its most recent review on October 16th & 17th, 2019 and received the final report on January 14th, 2021. The findings outlined in the final report indicate that GCPS has met the requirements of the review process, resulting in a license renewal to operate the land ambulance service. The new license is valid from May 8th, 2020, through to June 2nd, 2023. Due to COVID-19, the follow-up portion of the review took longer than in previous years.

The ASR consisted of a two-day on-site review conducted by a team of Ministry of Health Inspectors. The inspectors reviewed all aspects of the department including administration, operations and quality improvement. They also conducted observational ride outs with paramedic crews. The ASR did not include a review of the financial operations of the department as it isn't in the scope or mandate.

The ASR utilizes a scoring template that when completed, determines if the service has accumulated sufficient points to have "met" the requirements. Although the exact score that GCPS received is not made available, it can be inferred that based on the results of the review, the service performed well. The final report outlines observations that the review team made based on their findings related to the legislated requirements. GCPS received a total of six observations compared to the previous review in 2016, where the service received four observations.

The following chart details the areas reviewed and the number of observations associated with them. The chart also includes the 2016 results as well as the Provincial average:

Patient Care Areas	2016 Review Observations	2019 Review Observations	Provincial Average 2017 - 2019
Ambulance Call Report Review – Advanced Life Support/Basic Life Support Standards	1	1	0.98
% Patient Care Compliant based on documentation only:	95.1	98.7	95.64
Paramedic Ride-Out Observations:	0	0	0.30
% Patient Care Compliance based on Ride-Outs:	100	100	96.11
Training	0	0	0.32
ID Cards	0	0	0.30
% ID Cards on paramedics:	100	100	98.83
Communicable Disease Management	0	0	0.21
Vehicle - Equipment Restraints	0	1	1.09
Communication – Ambulance Dispatch Direction	0	0	0.02
Patient Care Equipment and Supplies	0	0	1.25
% Equipment compliant:	100	100	99.62
% Supply compliant:			
Medications	0	0	0.33
% stored as per manufacturer's specifications:	100	100	98.83

% secured from unauthorized access:	100	100	96.40
Patient Care Devices and Conveyance Equipment Maintenance	1	0	0.89
% Patient Care Devices preventative maintenance to manufacturer's specifications:	100	100	85.98
% Conveyance Equipment preventative maintenance to manufacturer's specifications:	95	100	84.07
Vehicle - Staffing	0	0	0.04
Vehicle - Maintenance/Inspection	0	2	1.65
% Vehicle preventative maintenance to manufacturer's specifications:	100	100	83.37
Collisions Reporting	0	N/A	N/A
Total number of Patient Care Observations:	2	4	7.37

Quality Assurance			
Quality Assurance/Continuous Quality Improvement Program	0	0	0.02
Employee Qualifications	1	0	1.12
% of Human Resources Information qualifications compliant:	98	100	98.50
Ambulance Call Report – Incident Report Documentation	1	1	1.32
% of ACRs compliant to Ontario Ambulance Documentation Standards:	98.2	99	98.43
% of IRs compliant to Ontario Ambulance Documentation Standards:	75	N/A	85.20
Total number of Quality Assurance Observations:	2	1	2.46

Administrative			
Response Time Performance Plan	0	0	0.23
Service Provider Deployment Plan	0	0	0.07
Ambulance Service ID Card Program	0	1	0.37
Base Hospital Agreement	0	0	0.00
Policy and Procedure	0	0	0.11
Insurance	0	0	0.00
Total number of Administrative Observations:	0	1	0.77

Total number of Observations:	4	6	10.6
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All observations raised in the report have been addressed with a review team inspector to a satisfactory conclusion.

Summary

The success of the most recent ASR of GCPS can be attributed to all staff involved within the organization as well as the support provided by County Council, CAO and other County departments including Transportation, Finance, Human Resources, GIS and Information Technology. It takes an entire team of dedicated professionals to produce these results. Although GCPS was very successful in its latest service review, continued efforts will be made to improve the delivery of this vital public service.

Legal and Legislated Requirements

Reg 257/00 PART II Certification of Operators of Ambulance Services

Land Ambulance Service Certification Standards

Financial and Resource Implications

None

Relevant Consultation

External:

Internal: CAO, Finance

Appendices and Attachments

[Ministry of Health Service Review Final Report](#)