



Committee Report

To:	Warden Hicks and Members of Grey County Council
Committee Date:	August 11, 2022
Subject / Report No:	PSR-CW-04-22
Title:	Grey County Paramedic Services Response Time Performance Plan for 2023
Prepared by:	Kevin McNab, Director of Paramedic Services
Reviewed by:	Kim Wingrove, Chief Administrative Officer & Mary Lou Spicer, Director of Finance
Lower Tier(s) Affected:	All
Status:	

Recommendation

1. That the 2023 Response Time Performance Plan, as outlined in the report PSR-CW-04-22, be approved and submitted to the Ministry of Health.

Executive Summary

This report presents the following updates:

1. **Grey County Response Time Performance By CTAS**
All aspects of the services response time performance for 2022 to June 30th exceed targets, except for CTAS 1 and CTAS 2.
2. **Increase in Emergency Call Volumes**
Call volume for the 2022 year to June 30th has seen an overall increase of 15.0% over 2021. Continual increases to call volumes will require additional resources, targets, or system service delivery changes.
3. **Response Time Performance Recommendation for 2023**
Based on the 2021 response time performance and the 2022 response time performance to June 30th, 2022, the same targets continue to be recommended for the 2023 year.

Background and Discussion

Under current legislation, Grey County Paramedic Services (GCPS) must annually submit a Response Time Performance Plan to the Ministry of Health regarding ambulance response time targets within the County. The 2022 submission will cover the 2023 operational year.

Response Time Targets

There are six set criteria that will be measured under the Response Time Target Plans. Five of the performance targets are measured by response times relating to patient presentation as indicated by the Canadian Triage and Acuity Scale (CTAS). However, one of the six criteria is based on community response to patients in cardiac arrest.

The response time targets and criteria are described below:

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six (6) minutes of the time notice is received.
2. The percentage of times an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight (8) minutes of the time notice is received respecting such services.
3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4, and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2). O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (2).

Grey County Response Time Performance By CTAS

The following chart reflects the set service response time targets, service performance for the 2021 calendar year, service performance for 2022 to June 30th and a 5-year average.

Call Type	Response Time Target	2021 Target	2021 Results	2022 Results to June 30th	5 Year Average
Sudden Cardiac Arrest	Six (6) minutes or less	40%	50.57%	47.73%	45.69%
CTAS 1	Eight (8) minutes or less	60%	60.82%	58.02%	64.90%
CTAS 2	Fifteen (15) minutes or less	90%	88.77%	89.39%	89.21%

Call Type	Response Time Target	2021 Target	2021 Results	2022 Results to June 30 th	5 Year Average
CTAS 3	Twenty (20) minutes or less	90%	97.58%	97.02%	97.06%
CTAS 4	Twenty (20) minutes or less	90%	95.83%	97.64%	96.81%
CTAS 5	Twenty (20) minutes or less	90%	94.48%	97.70%	95.66%

All aspects of the services response time performance for 2022 to June 30th exceed the targets except for CTAS 1 and CTAS 2.

County Percentile Response Time - All Code 4 Calls

2022 to June 30th – 15:32 minutes

2021 – 15:29 minutes

County Average Response Time - All Code 4 Calls

2022 to June 30th – 7:59 minutes

2021 – 7:56 minutes

Response Time Performance Recommendation for 2023

Based on the 2021 response time performance and the 2022 response time performance to June 30th, 2022, the same targets continue to be recommended for the 2023 year.

The following table provides the 2023 response time targets recommended for Grey County Paramedic Services:

Target	Call Type	Provider	Response Time Target	Percentage of Time Achieved
1.	Sudden Cardiac Arrest	Community Defibrillator Response	Six (6) minutes or less	40%
2.	CTAS 1	Paramedic Response	Eight (8) minutes or less	60%

Target	Call Type	Provider	Response Time Target	Percentage of Time Achieved
3.	CTAS 2	Paramedic Response	Fifteen (15) minutes or less	90%
4.	CTAS 3	Paramedic Response	Twenty (20) minutes or less	90%
5.	CTAS 4	Paramedic Response	Twenty (20) minutes or less	90%
6.	CTAS 5	Paramedic Response	Twenty (20) minutes or less	90%

Emergency Call Volumes

Call volume for the 2022 year to June 30th has seen an overall increase of 15.0% over 2021. In 2022 to June 30th, there were 7,267 calls for service compared to 6,319 in 2021. The 2021 calendar year recorded our highest call volume to date at 13,366 calls which is over 2,432 more calls than in 2012 when the response time standards were established. To meet response time targets in the setting of continual yearly increases in call volumes will require additional resources, changes in targets, or system service delivery.

As approved in the 2022 budget, Paramedic Services is undertaking a comprehensive deployment review being completed by Operational Research in Health Limited (ORH), with results to be presented to County Council in October 2022.

The review will include:

- i) Projected ambulance call volumes and considering opportunities for alternate response options;
- ii) Recommended response time performance plans, including key performance indicators linked to measurable clinical outcomes;
- iii) Recommended resources required to achieve item ii above, including frontline and support services;
- iv) Recommended base facility model and current and future locations;
- v) Identify and recommend broader Emergency 911 and Community Paramedic Service considerations for overall service efficiencies; and,
- vi) Provide a predictive modeling tool.

Legal and Legislated Requirements

Financial and Resource Implications

Implementing the Response Time Performance Plans will have no immediate effect on budgets, staffing, legal, or information technology issues.

Relevant Consultation

External:

Internal: CAO, Finance

Appendices and Attachments

Canadian Triage and Acuity Scale Description

Detailed Description of Response Time Targets

Canadian Triage and Acuity Scale (CTAS) is described as:

CTAS Level: The 'Canadian Triage & Acuity Scale' is used to assign a level of acuity to a patient. Acuity refers to the gravity of the situation – the potential for death and/or irreversible illness. CTAS is a tool that more accurately defines the patient's need for care. Assignment of the CTAS level is to be based upon not only the presenting complaint identified on the initial assessment made by the paramedic but also on their examination findings and response to treatment.

CTAS I: requires resuscitation and includes conditions that are threats to life or imminent risk of deterioration, requiring immediate aggressive interventions (for example, cardiac arrest, major trauma, or shock states).

CTAS II: requires emergent care and includes conditions that are a potential threat to life or limb functions, requiring rapid medical intervention or delegated acts (for example, head injury, chest pain, or internal bleeding).

CTAS III: requires urgent care and includes conditions that could potentially progress to a serious problem requiring emergency intervention, such as mild to moderate breathing problems, resolved seizure with normal level of alertness, or moderate anxiety/agitation.

CTAS IV: requires less-urgent care and includes conditions related to patient age, distress, or potential for deterioration or complications that would benefit from intervention or reassurance, such as urinary symptoms, laceration requiring stitches, or upper extremity injury.

CTAS V: requires non-urgent care and includes conditions in which investigations or interventions could be delayed or referred to other areas of the hospital or health care system, such as sore throat, minor bites, or dressing change.

Detailed Description of Response Time Targets

Sudden Cardiac Arrest

The Community Defibrillator Response to sudden cardiac arrest targets the percentage of times that a defibrillator will be at a patient's side in a cardiac arrest call situation within a six (6) minute timeframe as set by the Ministry of Health and Long-Term Care. This percentage of calls and how the clock stops is determined not only when an ambulance arrives to the patient's side but also includes any time a first responder also arrives (fire fighters and/or civilians at sites equipped with defibrillators). This patient is also determined to be part of the CTAS 1 Target. The target of 40 percent is representative of the rural nature of paramedic services delivery in Grey County, with difficult driving conditions during inclement weather and increased driving distances. Grey County has implemented the Public Access Program to assist with meeting this target and has over 150 automated external defibrillators located throughout the County.

CTAS 1

Paramedic response to CTAS 1 calls target the percentage of times an ambulance responds to patients presenting with life-threatening injuries or illnesses in eight (8) minutes or less as set by the Ministry of Health and Long-Term Care. This is an ambulance-only target but does include ambulance response to patients suffering from sudden cardiac arrest.

CTAS 2

Paramedic response to CTAS 2 calls target the ambulance responses to patients presenting with serious injuries or illnesses in fifteen (15) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.

CTAS 3

Paramedic response to CTAS 3 calls target the ambulance responses to patients presenting with moderate injuries or illnesses in twenty (20) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.

CTAS 4

Paramedic response to CTAS 4 calls target the ambulance responses to patients presenting with non-serious injuries or illnesses in twenty (20) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.

CTAS 5

Paramedic response to CTAS 5 calls target the ambulance responses to patients presenting with very minor injuries or illnesses in twenty (20) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.