

Report EMSR-TAPS-08-14

To: Chairman Al Barfoot and Members of the Transportation and Public Safety Committee
From: Mike Muir, Director of EMS
Meeting Date: April 17, 2014
Subject: Ambulance Service Review Results
Status: Recommendation adopted by Committee as presented per Resolution TAPS59-14; Endorsed by County Council May 6, 2016 per Resolution CC60-14;

Recommendation(s)

THAT Report EMSR-TAPS-08-14 regarding ambulance service review results be received for information.

Background

In order to meet legislated requirements in providing land ambulance services, municipal emergency medical services (EMS) departments must undergo the Land Ambulance Service Review (ASR) conducted by the Inspection, Certification and Regulatory Compliance division of the Ministry of Health and Long Term Care every 3 years. Grey County EMS completed its most recent review on November 5-6, 2013 and received the final report on February 21, 2014. The finding outlined in the final report indicates that the service has “*substantively met*” the requirements of the review process which has resulted in the County receiving a renewal of its license to operate the land ambulance service. The new certificate will run from June 3, 2014 through to June 2, 2017.

The ASR consists of a 2 day on site review program conducted by a team of 7 Ministry of Health Inspectors. Inspectors review all aspects of the EMS department including administration, operations and quality improvement. Inspectors will also ride out with paramedic crews and conduct interviews with regional field offices and dispatch centres. The ASR does not include a review of the financial operations of the department.

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 Grey County EMS received is not made available, it can be inferred that based on the results of the review, the service performed extremely well during this review. The final report outlines recommendations that the review team has made based on their findings related to the legislated requirements. Grey County EMS received a total of two recommendations compared to the previous review where the service received six recommendations.

The following list details the areas reviewed and the number of recommendations associated with them:

1. Level of Service (no recommendations)
2. Employee Qualifications (0 recommendations)
3. Staffing (0 recommendations)
4. Documentation (1 recommendation)
5. Training (no recommendations)
6. Service Review Program (no recommendations)
7. Patient Care (1 recommendation)
8. Vehicles (no recommendations)
9. Patient Care Equipment (no recommendations)
10. Policy and Procedure (no recommendations)
11. Operations (no recommendations)
12. Liaison/Communications (no recommendations)

All concerns raised in the report have been addressed with the review team to a satisfactory conclusion. Ministry staff suggested that this was one of the best reviews in the history of the Ambulance Service Review program and no other service has received only two recommendations.

Summary

The success of the most recent ASR completed by Grey County EMS can be attributed to all staff involved within the organization as well as the support provided by County Council, TAPS Committee and other county departments including finance, human resources and information technology. It takes an entire team of dedicated professionals to bring about these outstanding results. Although Grey County EMS was very successful in its latest service review, continued efforts will be made to improve the delivery of this vital public service.

Financial / Staffing / Legal / Information Technology

Considerations

None

Link to Strategic Goals / Priorities

Goal #6 Achieving Excellence in Governance and Service. The excellent outcome of the 2013 ambulance service review ensures that the level of service being provided by Grey County EMS continues to be provided at the highest of levels.

Attachments

[EMS Ambulance Service Review Executive Final Report 2013](#)

Respectfully submitted by,

Mike Muir
Director of Emergency Medical Services