

If you require this information in an alternate format, please contact the Accessibility Coordinator at [accessibility@northumberland.ca](mailto:accessibility@northumberland.ca) or 1-800-354-7050 ext. 2327



## Report 2023-121

**Report Title:** Response Time Performance Plan

**Committee Name:** Community Health Committee

**Committee Meeting Date:** October 30, 2023

**Prepared by:** Susan Brown  
Chief  
Northumberland Paramedics

**Approved by:** Jennifer Moore, CAO

**Council Meeting Date:** November 15, 2023

**Strategic Plan Priorities:**  Economic Prosperity and Innovation  
 Sustainable Growth  
 Thriving and Inclusive Communities  
 Leadership in Change

---

### Recommendation

“That the Community Health Committee, having considered Report 2023-121 ‘Response Time Performance Plan’, recommend that County Council approve the Response Time Performance Plan.”

---

### Purpose

To bring forward Northumberland Paramedic’s current response time performance plan and make a recommendation to Council to maintain the current Northumberland Paramedic response time targets for 2024.

### Background

The Ministry of Health (MOH) under Regulation 257/00 Part VIII of the Ambulance Act sets out key performance indicators (KPI’s) that all Paramedic services must set, monitor, evaluate and report to the MOH and the public for transparency. One of the KPI’s is the response time performance plan.

The Response time performance plan measures the ability (time) for a service to respond to the patients categorized as CTAS 1 to 5, and Sudden Cardiac Arrests (SCA). CTAS is the Canadian Triage Acuity Scale which measures the acuity of the patient. The CTAS levels and their corresponding acuity is outlined in the chart below:

CTAS Level	Acuity Level
SCA	Sudden Cardiac Arrest
CTAS 1	Resuscitation
CTAS 2	Emergent
CTAS 3	Urgent
CTAS 4	Less Urgent
CTAS 5	Non-Urgent

The concept of the CTAS system is prioritizing response, assessment, and treatment to the sickest person the fastest. The paramedics' report the CTAS level of a patient three times during a call. CTAS is assigned upon arrival of the patient, departure of scene, and lastly upon arrival at the hospital. Hospitals also utilize the CTAS system and will assign to patient upon arrival at hospital to determine their room location and the "time to see a physician" and the percentage of time that will occur.

Annually in October, each ambulance service must set its response time targets and report them to the Ministry of Health Emergency Health Services Branch (MOH ESHB) for the following year. The new response targets require ambulance services to report on the six different priority levels as outlined in the chart above. The Ministry sets the time standards for SCA and CTAS 1, and the services must set the percentage of the time that they will meet the two high priority patient response times (SCA, and CTAS 1) as well as setting the percentage of time and the time interval that they will meet in lower priority patient categories (CTAS 2, 3, 4, and 5).

Northumberland County Paramedics Current Response Time Performance Plan is outlined below:

CTAS Level	Northumberland
SCA	6 min 45%
CTAS 1	8 min 55%
CTAS 2	10 min 65%
CTAS 3	10 min 65%
CTAS 4	15 min 65%
CTAS 5	20 min 65%

Northumberland County's population is 90,039 with a corresponding land area of 1,905 sq km. It's comprised of a blend of rural and urban areas which causes some challenges in setting response time standards. It is common to see urban centers meet response times whereas rural areas present challenges due to the distances of travel involved in the responses.

In 2022, we adjusted the response time targets for 2023 by increasing the timelines for response to CTAS 4 from 10 minutes to 15 minutes and CTAS 5 from 10 minutes to 20 minutes. At present time we have approximately 8 months of data, and many other variables that have been introduced such as off load nursing funding, and minimizing our mobile standbys for neighboring services, thereby maintain our immediate County coverage, and a current budgetary recommendation for and additional 12 -hour crew Q3 and Q4 of 2024.

### **Consultations**

Ambulance Act; Regulations 257/00, Part VIII

Interdev Analytics dashboard

Ministry of Health – Response Time Performance Plans - Ontario

### **Legislative Authority / Risk Considerations**

Mandated to follow the Ambulance Act and the regulations, and standards contained within. Response Time Performance Plans are one of the key performance indicators that we must set/establish every October and report on the actuals of the year prior to March annually.

The ability of the service to meet their response time performance plan is reviewed once again every 3 years during their Ministry Review certification and licensing. The County/Paramedic service must outline their plan, provide the analytics to support meeting the targets, and/or a plan to meet the targets if not obtaining them currently.

The most significant consideration in terms of risk is ensuring the County continues to meet or exceed established response time requirements. This includes meeting the public's expectations with respect to level of service.

## **Discussion / Options**

The paramedic department works diligently to meet or exceed the County approved response time standard as well as legislation as it relates to our response time plan.

## **Financial Impact**

N/A

## **Member Municipality Impacts**

The response time performance plan is one of the key performance indicators measured, monitored, and mandated by the MOHLTC Emergency Services Branch. It is a publicly reportable performance indicator/benchmark to ensure accountability, transparency, and excellence with regards to service delivery. Reduced response times ultimately results in reduced time to definitive medical care, which has the potential to decrease morbidity and mortality.

All municipalities of the County benefit from a service delivery that meets the targeted evidence-based response time performance plan. This response time performance plan is focused on the health and safety of the Community. Prioritizing response times to the sickest, most acute patients first, efficiently, and effectively.

## **Conclusion / Outcomes**

Staff recommend that Council maintain the current Northumberland Paramedic response time performance targets for 2024.

## **Attachments**

N/A