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Report 2024- 029

Report Title: Response Time Standards – Performance Actuals for 2023

Committee Name: Community Health

Committee Meeting Date: March 5, 2024

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Northumberland Paramedics - Chief

Approved by: Jennifer Moore, CAO

Council Meeting Date: March 20, 2024

Strategic Plan Priorities: Innovate for Service Excellence
 Ignite Economic Opportunity
 Foster a Thriving Community
 Propel Sustainable Growth
 Champion a Vibrant Future

Recommendation

“That the Community Health Committee receive Report 2024-029 ‘Response Time Standards – Performance Actuals for 2023’ for information; and

Further That the Committee recommend that County Council receive the report for information.”

Purpose

The purpose of this report is to provide the Community Health Committee with the actual response time performance of Northumberland Paramedics for 2024. The Response Time Standards are one of the Key Performance Indicators (KPI's) required by the Ministry of Health Emergency Services and reported annually on March 31st under Regulation 257/00 of the Ambulance Act.

Background

The Ministry of Health 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 MOHLTC 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

Service providers are mandated by the Ministry of Health - EHSB to submit their Response Time Performance Plan targets annually in October for the following year performance target, as well annually in March the Service Provider reports on their actual performance in obtaining those targets in the preceding year.

In 2023, we fell short of the Response Time Standards in our response time targets of sudden cardiac arrests (SCA) and CTAS 2 and CTAS 3 calls, respectively.

CTAS	Plan in Minutes	Plan in Percentage	Actual Performance in Percentage
SCA	6 min	40%	33 %
CTAS 1	8 min	55%	57 %
CTAS 2	10 min	65%	61.63 %
CTAS 3	10 min	65%	61.19 %
CTAS 4	15 min	65%	78.79 %
CTAS 5	20 min	65%	85.79%

Our target for SCA was 6 min 40% of the time and our actuals report that we obtained a 6 min response 33% of the time thereby falling short by 7%. It is also important to note that SCA are less than 1% of our call volume.

Our target for CTAS 1 (Resuscitation) was 8 min 55% of the time, the data demonstrates successfully obtaining the target response with an actual performance of 8 min response 57% to CTAS 1 patients.

Our target for CTAS 2 (Emergent) and CTAS 3 (Urgent) patients are 10 min 65% of the time the data demonstrated we fell just short of these performance targets. Our performance response to CTAS 2 calls were 10 min 62% and CTAS 3 patients 10 min 61%

Our target for CTAS 4 (Less Urgent) was 15 min 65% of the time, and target for CTAS 5 (Non-Urgent) was 20 min 65% of the time. We successfully obtained these performance measures obtaining CTAS 4 patients 15 min 79% of the time, and CTAS 5 patients 20 min 86% of the time.

Consultations

Ambulance Act; Regulation 257/00, Part VIII

Ambulance Dispatch Reporting System (ADDS)

Interdev Analytics Dashboard

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 report on every October, and 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. There are many factors that affect our response times such as but not limited to:

- geography of the County with both rural and urban areas,
- time on task/ call
- off-load delays at hospitals.
- code 4 response to neighboring municipalities

The 2024 budget approved the addition of a 12- hour vehicle. This additional 12-hour resource will be implemented in Q3 of 2024 and will theoretically assist us in striving to meet the target response time plan in 2024.

We will continue to observe our response through 2024 to identify and investigate those calls that fall out of our response time standard targets.

Financial Impact

There is no fiscal impact connected directly to this report at this time.

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

It is recommended by staff that Council receive Northumberland County's Paramedic response time performance plan for information.

Attachments

N/A