

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



## Report 2024-046

**Report Title:** Northumberland Community Paramedics - 2023 Year End Report

**Committee Name:** Community Health

**Committee Meeting Date:** April 2, 2024

**Prepared by:** Kim Wilkinson  
Coordinator  
Northumberland Paramedics

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

**Approved by:** Jennifer Moore, CAO

**Council Meeting Date:** April 17, 2024

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

---

### Information Report

**That** the Community Health Committee receive Report 2024-046 'Northumberland Community Paramedics - 2023 Year End Report' for information; and

**Further That** the Committee recommend that County Council receive this report for information."

---

### Purpose

The purpose of this report is to provide a year-end review of Northumberland Community Paramedic Program services for information purposes. All data and statistics presented include the time period of January 1 to December 31, 2023.

## Background

The Northumberland Community Paramedic (CP) Program has been providing non-emergency services to the members of our community since early in 2020. In 2022, it was announced that the Ministry of Long-Term Care would be funding a pilot program to expand CP services across the province. At this time Northumberland County was awarded a temporary funding opportunity of \$3 million per year until March 31, 2024. Since then, the Ministry has extended the funding with a current end date of March 31, 2026. The primary goal of the program is to provide the right care to the right person in the right location while allowing individuals to remain at home longer, safely.

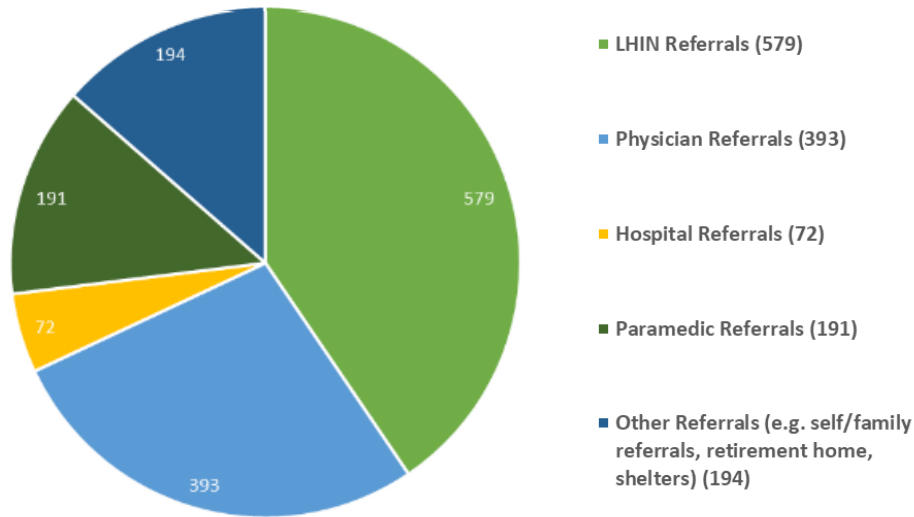
The County also receives a small amount of funding through Ontario Health; approximately \$345,000 annually. Within each funding stream there are specific requirements for services provided and to which populations. This chart summarizes the current funding structure.

	CP LTC	Ontario Health/HCCSS	OHT-N
<b>Funding</b>	3 M / year until March 31, 2026	259,000 + 50 RPM HISH - \$18,000	2024 – 0 2023 – 50 RPM 2021/22 - \$64,411
<b>Goals</b>	<ul style="list-style-type: none"> <li>• LTC waitlist</li> <li>• Assessed for admission to LTC</li> <li>• Eligible for admission to LTC</li> </ul>	<ul style="list-style-type: none"> <li>• HISH</li> <li>• Referred by HCCSS</li> <li>• Decrease 911</li> </ul>	<ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Addictions</li> <li>• Frail/co-morbid</li> <li>• Mental Health</li> </ul>

Since the inception of the CP program, we have provided services for almost 5000 community members across Northumberland County. In 2023 we enrolled 1099 new clients and at the end of the year had 1063 active clients throughout the county (see map attached). We provide Community Paramedic services to the municipalities of Alnwick/Haldimand, Brighton, Cobourg, Cramahe, Hamilton, Port Hope and Trent Hills.

Referrals are received from various community partners including Home and Community Care Support Services (HCCSS, formally known as the LHIN), family health teams, hospitals, other community partners and self / family. Last year our largest referral source was HCCSS followed by our family health teams.

### Total Referrals, 2023

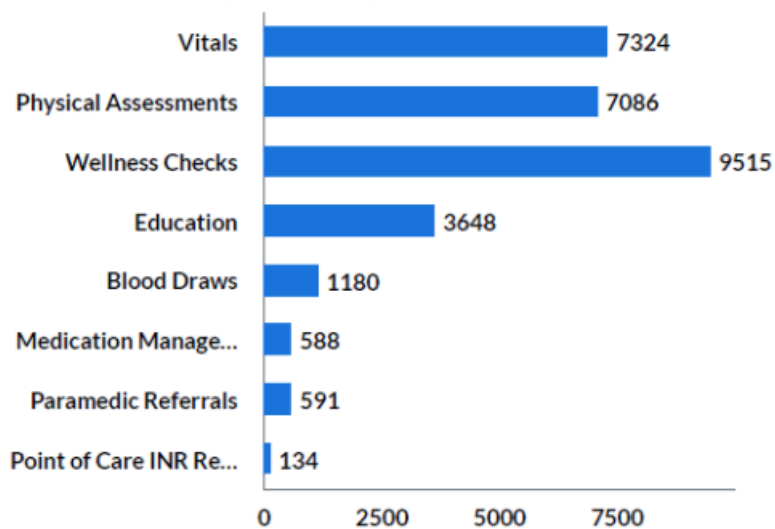


Currently, we have twelve (12) full time CP positions with four (4) stationed in Cobourg and two (2) in Campbellford who all work on a 12 hour continental shift rotation. Our full time CPs are all certified paramedics with a minimum of 108 additional hours of specialized training in geriatrics and community paramedicine to start with continued specialized education provided annually. Part time CPs participate in an introductory 12-hour geriatric and community paramedicine course as well as annual continuing medical education for CP.

CP services include both home and telephone wellness assessments, medication administration, point of care testing such as urinalysis, and blood tests, phlebotomy for homebound individuals, ECGs, vaccinations, remote patient monitoring, IV antibiotic administration, health education, and system navigation assistance. In 2023, we completed over 30,000 different tasks for our clients including almost 10,000 wellness assessments (see attached 2023 YTD infograph). We work with our community partners to identify gaps in healthcare within the community in an effort to avoid redundancy of services provided.

## Completed Tasks by CPs

Total Tasks Completed this year: 30,066



The Community Paramedic program also holds monthly wellness clinics at 7 county housing units and weekly clinics at Transition House and the warming hub (seasonal). Last year we held a total of 85 clinics over 138 hours with 231 in attendance. During these clinics we have been able to help prevent emergency department visits by connecting individuals with the resources they required. For example, finding emergency dental care for one individual with an infected tooth, and arranging for a hernia surgical consult for a second individual which led to a cardiology consult for one individual who has since had a successful surgical hernia repair. Both situations could have resulted in emergency department (ED) visits and potential hospitalization if not treated early.

Another integral part of our program is our remote patient monitoring (RPM) which allows Community Paramedics to monitor heart rate, blood pressure, oxygen saturation and weight of some of our clients remotely. In 2023 we had a total of 149 active RPM clients and performed 270 RPM assessments. During the year we actioned 2715 RPM alerts through telephone wellness checks and or home visits collaborating with primary care providers to adjust medications as required. The ability to enroll clients in the RPM program can help to facilitate earlier hospital discharge while providing peace of mind to the client, caregiver and primary care providers knowing they will be monitored daily for any changes in vital signs. Daily monitoring of an individual's vital signs allows for early intervention when / if changes are noted with a reduction in ED visits and potential hospitalization. We currently have 96 active RPM clients in our program.

Collaborating with our community partners including HCCSS, local hospitals and family health teams as well as the Ontario Health Team – Northumberland allows us to continue providing services to members of our community to assist them to stay home longer, safely. We are able to help, not just our clients, but also their caregivers and primary care practitioners. As the county's population ages the need for mobile healthcare support will continue to grow.

Through our quarterly surveys we received valuable feedback to help us improve our services. See the attached 2023 Q3 Survey results.

## Testimonials:

"We would've collapsed a lot sooner without your help" (caregiver)

"My father recently passed away. The CP program **allowed him to remain in his own home with an increased confidence and independence**. Help was a "phone call away" with a follow-up visit to check in. My father said "CP program was the **best idea the government had!**" Funding should be increased for this essential service. With sincere thanks!"  
(caregiver/client)

"I referred a **high-risk** patient with **multiple health issues** including issues with multiple medical comorbidities, problems with mobility, and social isolation to the Northumberland Community Paramedicine Program during the COVID pandemic. The patient is **thrilled with the level of support and monitoring** that has been provided by the program and **feels safer** as a result. The program has **enhanced my ability to provide care** to this patient including monitoring labs, vital signs, and checking in on how they are feeling." (primary care practitioner)

## Consultations

Prehos documentation data

Future Health Remote Patient Monitoring data

Eastern Ontario Association Paramedic Chiefs / Community Paramedic Programs

Northumberland Community Paramedic Quarterly Surveys

## Legislative Authority / Risk Considerations

N/A

## Discussion / Options

N/A

## Financial Impact

N/A

## Member Municipality Impacts

Data presented is a year-end report inclusive of Northumberland County.

## Conclusion / Outcomes

Staff request that the Community Health Committee receive Report 2024-046, Northumberland Community Paramedics '2023 Year End Report' for information.

## Attachments

- 1) Report 2024-046 ATTACH 1 'CP Client Map 2023'
- 2) Report 2024-046 ATTACH 2 'Northumberland Community Paramedic 2023 Info graph'
- 3) Report 2024-046 ATTACH 3 '2023 Quarter 3 (Oct – Dec) Survey Results'