



**The Corporation of the County of Northumberland
Community Health Committee
Minutes**

**April 2, 2024, 9:00 a.m.
Council Chambers
555 Courthouse Road, Cobourg, ON K9A 5J6
Hybrid Meeting (In-Person and Virtual)**

Members Present: Chair Olena Hankivsky
Warden Brian Ostrander
Councillor Lucas Cleveland

Council Members Present: (non-voting) Councillor Mandy Martin (*attended virtually*)

1. Notices

1.a Accessible Format

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.

1.b Meeting Format

This Committee Meeting was held using a hybrid meeting model. The public were invited to attend in Council Chambers, or view the meeting via the live stream, or join online or by phone using Zoom Conference Technology.

2. Call to Order

Chair Olena Hankivsky called the meeting to order at 9:00 a.m.

2.a Territorial Land Acknowledgement

3. Approval of the Agenda

Committee Resolution 2024-04-02-207

Moved by Councillor Lucas Cleveland

Seconded by Warden Brian Ostrander

"**That** the agenda for the April 2, 2024 Community Health Committee be approved."

Carried

4. Disclosures of Interest

- No disclosures

5. Delegations

N/A

6. Business Arising from Last Meeting

N/A

7. Communications

7.a Correspondence, City of Clarence-Rockland 'National Suicide and Crisis Hotline'

Committee Resolution 2024-04-02-208

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee receive the correspondence from the City of Clarence-Rockland regarding 'National Suicide and Crisis Hotline' for information; and

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

Carried

7.b Correspondence, Municipality of Port Hope 'Port Hope Walk-in Clinic Proposal'

Committee Resolution 2024-04-02-209

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee receive the correspondence from the Municipality of Port Hope regarding 'Port Hope Walk-in Clinic Proposal' for information; and

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

Carried

8. Staff Reports

8.a Report 2024-046 'Northumberland Community Paramedics - 2023 Year End Report'

Susan Brown, Chief
Kim Wilkinson, Community Paramedic Coordinator

Committee Resolution 2024-04-02-210

Moved by Councillor Lucas Cleveland

Seconded by Warden Brian Ostrander

"**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."

Carried

8.b Report 2024-047 'Northumberland Paramedics - 2023 Year End Report'

Keith Barrett, Deputy Chief of Operations
Gord Nevils, Deputy Chief of Quality Improvement & Professional Standards

Committee Resolution 2024-04-02-211

Moved by Councillor Lucas Cleveland

Seconded by Warden Brian Ostrander

"**That** the Community Health Committee receive Report 2024-047 'Northumberland Paramedics - 2023 Year End Report' for information; and

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

Carried

8.c Report 2024-048 'Golden Plough Lodge - Quarter 1, 2024 Update'

Glenn Dees, Director Health and Human Services

Committee Resolution 2024-04-02-212

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee receive Report 2024-048 'Golden Plough Lodge - Quarter 1, 2024 Update' for information; and

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

Carried

9. Other Matters Considered by Committee

9.a Youth Wellness Hub Funding - Verbal

Chair Olena Hankivsky

Committee Resolution 2024-04-02-213

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee receive the verbal update regarding 'Youth Wellness Hub Funding' for information."

Carried

9.b Haliburton, Kawartha, Pine Ridge (HKPR) District Health Unit - Board of Directors' Minutes

Committee Resolution 2024-04-02-214

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee receive the minutes from the February 15, 2024 HKPR District Health Unit Board of Health Meeting and March 21, 2024 Summary Report for information; and

Further That the Committee recommend that County Council receive the minutes and summary report for information."

Carried

9.c Proclamation, 'First Responders Day' - May 1, 2024

Committee Resolution 2024-04-02-215

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee recommend that County Council proclaim May 1, 2024 as 'First Responders Day' in Northumberland County, at the April 17, 2024 County Council meeting."

Carried

9.d Proclamation, 'National Nursing Week' - May 6 - 12, 2024

Committee Resolution 2024-04-02-216

Moved by Warden Brian Ostrander

Seconded by Councillor Lucas Cleveland

"**That** the Community Health Committee recommend that County Council proclaim the week of May 6 to 12, 2024 as 'National Nursing Week' in Northumberland County, at the April 17, 2024 County Council meeting."

Carried

10. Media Questions

11. Closed Session

N/A

12. Motion to Rise and Results from Closed Session

N/A

13. Next Meeting - Tuesday, April 30, 2024 at 9:00 a.m.

14. Adjournment

- The meeting adjourned at 9:49 a.m.

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Report 2024-047

Report Title: Northumberland Paramedics - 2023 Year End Report

Committee Name: Community Health

Committee Meeting Date: April 2, 2024

Prepared by: Keith Barrett
Deputy Chief of Operations
Northumberland Paramedics

Gord Nevils
Deputy Chief, Quality Improvement & Professional Standards,
Northumberland Paramedics

Reviewed by: Susan Brown
Chief
Northumberland Paramedics

Jennifer Moore
CAO

Approved by: Jennifer Moore, CAO

Council Meeting Date: Select Council Meeting Date

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 2024-047 'Northumberland 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 Paramedic Services inclusive of the Operations and Quality Assurance and Training departments for information purposes. All data and statistics presented include the time period of January 1 to December 31, 2023.

Background

Northumberland County with a land area of 1,905 sq Km. provides emergency responses from six (6) ambulance stations that are strategically located throughout the County in the following locations:

- Cobourg (1) 24- hour and (1) 12- hour ambulance,
- Port Hope (1) 24 -hour, (1) 12- hour ambulance,
- Colborne (1) 24- hour ambulance,
- Roseneath, (1) 24- hour Ambulance, (1) 12- hour first response unit,
- Campbellford, (1) 24- hour ambulance,
- Brighton (1) 24 -hour ambulance.

The total responses for service requests for the 2023 year was 25,622. Included in this figure are requests for emergency and life-threatening calls (Code 3 and Code 4), interfacility transfers and assessments (Code 1,2,3, and 4), standby for emergency coverage and incidents. Please refer to Appendix A showing our top 5 type of calls for 2023, as well as the number of each CTAS call responded to. CTAS is the Canadian Triage Acuity Scale which measures the acuity of the patient. The concept of the CTAS system is prioritizing response, assessment, and treatment to the sickest person the fastest.

Northumberland Paramedics drove a total of 841,838 Km in 2023. To help put this into perspective, the Earth's circumference is 40,075 kilometers. Northumberland Paramedics would have driven around the earth 21 times. This distance required approximately 230,533 litres of fuel in 2023.

Northumberland Paramedics deploys one (1) first response Emergency response Vehicle (ERV) throughout Northumberland County each day. The first response vehicle is available to respond to calls in each of the lower tier municipalities within Northumberland County, however the focus is in the central rural area of the County where we experience increased response times. In 2023 the first response vehicle responded to a total of 439 calls and arrived prior to the dispatched transporting ambulance 225 times. The deployment of the ERV saved a total of 1,964 minutes and 56 secs in response times and began an earlier assessment and treatment by the responding Paramedic. Please see appendix A for the types of high acuity calls as well as the number of calls the first response vehicle has responded to in each lower tier municipality.

With Northumberland Paramedics call volume rising both from within Northumberland County and to our neighboring Counties and services, we are also seeing an increase in off-load delays at the hospitals to which we most frequently transport our patients. The four (4) main hospitals we transport to are: Northumberland Hills (NHH), Campbellford Memorial Hospital (CMH), Peterborough Health Center (PRHC), and Trenton Memorial Hospital (TMH). The common pre-hospital measure of an off-load delay begins to count after 30 minutes on arrival at the hospital. This 30- minute delay has been accepted as a 'normal time to arrive at the hospital, register the

patient with triage nurse, be provided direction to the stretcher/ room, transfer the patient over and give a report to the nurse/doctor, clean their stretcher and equipment, return to state of readiness, and begin the required documentation for the patient. Currently Paramedics are experiencing off-load times beyond the “accepted” 30 minutes. In 2023 our total amount of off-load time was a total of 2,333 hours for the hospitals we routinely transport to. See attached appendix A to view the amount of off-load time for each hospital. Northumberland Paramedics applied for Off-load nurse funding from the Ministry of Health and Long -Term care and utilized the “Fit to Sit” programs to help with off-load delays at Northumberland Hills and Campbellford Memorial Hospitals in 2023 and have again in 2024.

Quality Assurance and Education 2023-year end

Education

In the spring of 2023, we actively recruited and onboarded sixteen (16) new Paramedics. These new Paramedics attended an orientation that included topics such as: driver training, legislative requirements, policies & procedures, County culture and values, equipment training for the provision of patient care, mental wellness and resilience.

Each year Paramedics must attend training for the maintenance of skills and knowledge for delegated medical acts (medications and procedures) as well as training on new directives and medications. This training is provided by the Central East Prehospital Care Program (CEPCP) which is a part of Lakeridge Health. In 2023 each Paramedic received 24 hours of training on these topics. CEPCP also provides training to Paramedics that are returning from extended leaves to ensure that they are comfortable and able to provide patient’s care with any of the delegated medical acts.

In addition to the CEPCP training Northumberland Paramedics provide 16 hours of training to each paramedic to ensure that the paramedics are meeting the legislative standards. This includes the Basic Life Support Patient Care Standards (BLS-PCS), Ontario Ambulance Documentation Standards, and others. In 2023 this included knowledge of changes to standards, CPR recertification and skills maintenance on use of equipment that is not used frequently. In the fall of 2023, the Ministry of Health introduced a new tool for Paramedics to use while responding to calls. Training was completed on the Mobile Computer Aided Dispatch (MCAD) which allows Paramedics to visually see the details of the calls they are responding to in real time, provide them the most efficient route based on traffic and time of day to enhance Paramedic safety, improve communication with the dispatch center, and decrease response times.

Working with our partners at Northumberland Hills Hospital paramedics attended training on caring for a patient in a mental health crisis and de-escalation techniques that can be applied to many situations that the Paramedics would encounter as part of the 16 hours of training each Paramedic received.

We provided the opportunity for three (3) classes to visit our Cobourg station and three (3) school visits where the students were able to tour the ambulance, view the equipment and discuss the situations and incidents that may require them to call 911 for an ambulance. We also had opportunities over the summer to visit public libraries and meet with the children to let them know what to expect if they were to be in an ambulance and when to call 911.

Quality Assurance

In 2023 we manually audited over 6,000 call reports completed by paramedics in addition to the software audits done in real time when the Paramedics are completing their reports.

Paramedic Supervisors also completed over 150 evaluations on calls they attended with paramedics. These evaluations provide feedback on paramedic performance during the real applications of their skills and compliance with BLS-PCS standards.

Call Data 2023

In 2023 Northumberland Paramedics attended 133 Cardiac Arrest where they were able to provide care. Of the 133 cardiac arrests, 23 of these patients resulted in the return of spontaneous circulation (ROSC- resulting in a return of the heartbeat) restored by the Paramedics with a defibrillator during their response. This resulted in a 17% save rate, whereas the Canadian statistics reports an industry save rate of 10%.

In Sept. of 2023 we held our annual survivor night to celebrate those patients where the Paramedics were able to restore heartbeats. We were honored to have 4 of the survivors of cardiac arrest join that evening as we recognized the Paramedics, Ambulance Communications Officers and Firefighters that were a part of the survival stories.

For certain types of heart attacks (STEMI's), Paramedics can by-pass the local hospital emergency department and take these patients directly to the Catheter lab for angioplasty treatment at Peterborough Regional Health Centre (PRHC). In 2023 Paramedics identified and utilized the bypass criteria thirty-five (35) times.

Patients suffering from an acute stroke (within 6 hours of onset) were transported by paramedics to regional stroke centers for definitive treatment. In 2023, 72 patients were transported to a regional stroke center under the stroke protocol bypass agreement.

These specialized bypass protocols have made significant improvements of the patient's quality of life within Northumberland County.

Consultations

ESO (Interdev) Analytics

Ambulance Dispatch Reporting Systems

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 2024-047 'Northumberland Paramedics – 2023 Year-End Report' for information.

Attachments

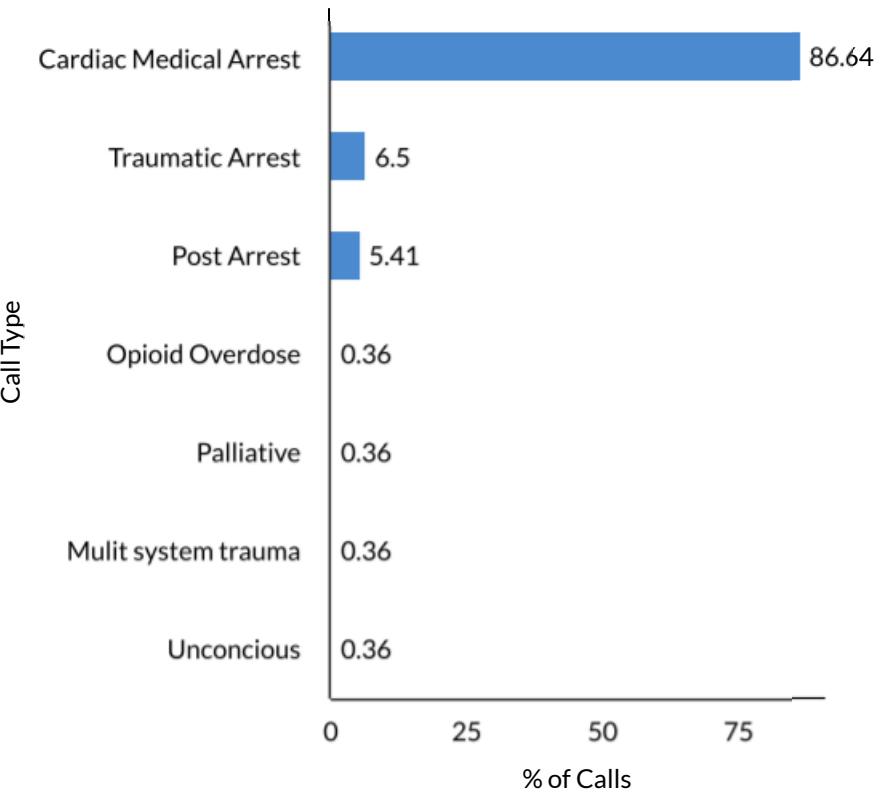
- 1) 2023 Emergency Services Year End Review

Northumberland County Paramedics 2023 Overview



Cardiac Arrest

Total number of cardiac arrest calls for 2023: **277**



of the **133** treatable cardiac arrest calls, **23 (17%)** resulted in return of spontaneous circulation (ROSC)

Bypass

Bypass protocol allows an ambulance to bypass a local hospital for definitive care.

Total number of stroke calls for 2023: **208**

Number of patients taken directly to regional stroke centre: **72**

Number of patients taken directly to cardiac care centre for emergency angioplasty: **35**

Training

116 Paramedics

24 hours each with Base Hospital - Central East Prehospital Care Program (CEPCP)

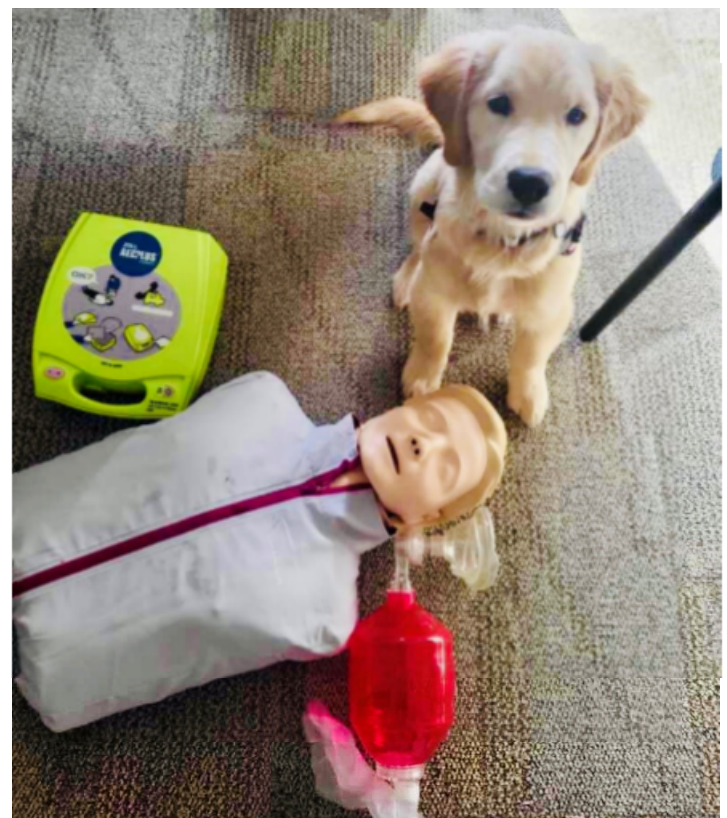
Training Highlights

- Certification by physician
- Review/train medical directives

16 hours each with Northumberland Paramedics education staff

Training Highlights

- Legislative training on updated standards
- Basic life support
- Transport & equipment standards
- CPR training
- Crisis intervention
- De-escalation training
- Mobile computer-aided dispatch (MCAD)
- Skills maintenance
- Medical standards updates

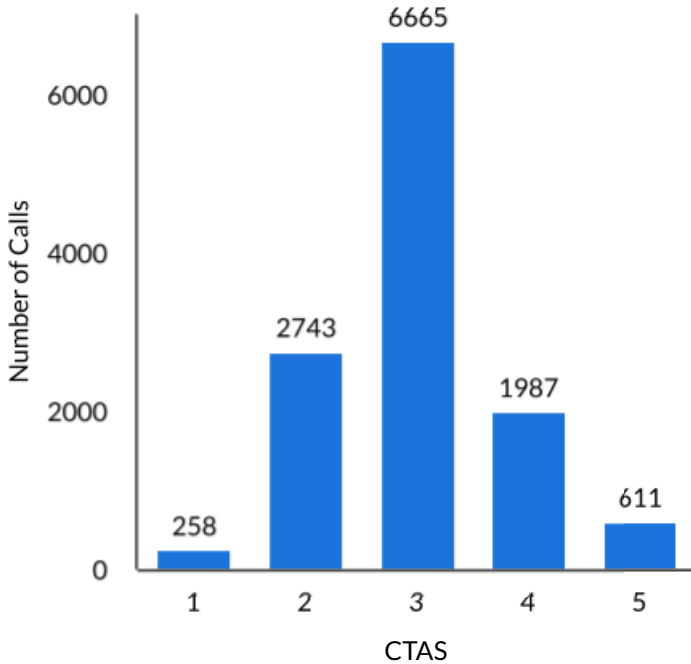


Northumberland County Paramedics 2023 Overview



Total Call Volume for 2023: 25,622

CTAS

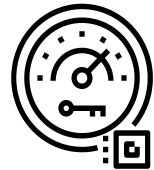


Travel



230,533

Total litres of fuel uses by vehicles in 2023.



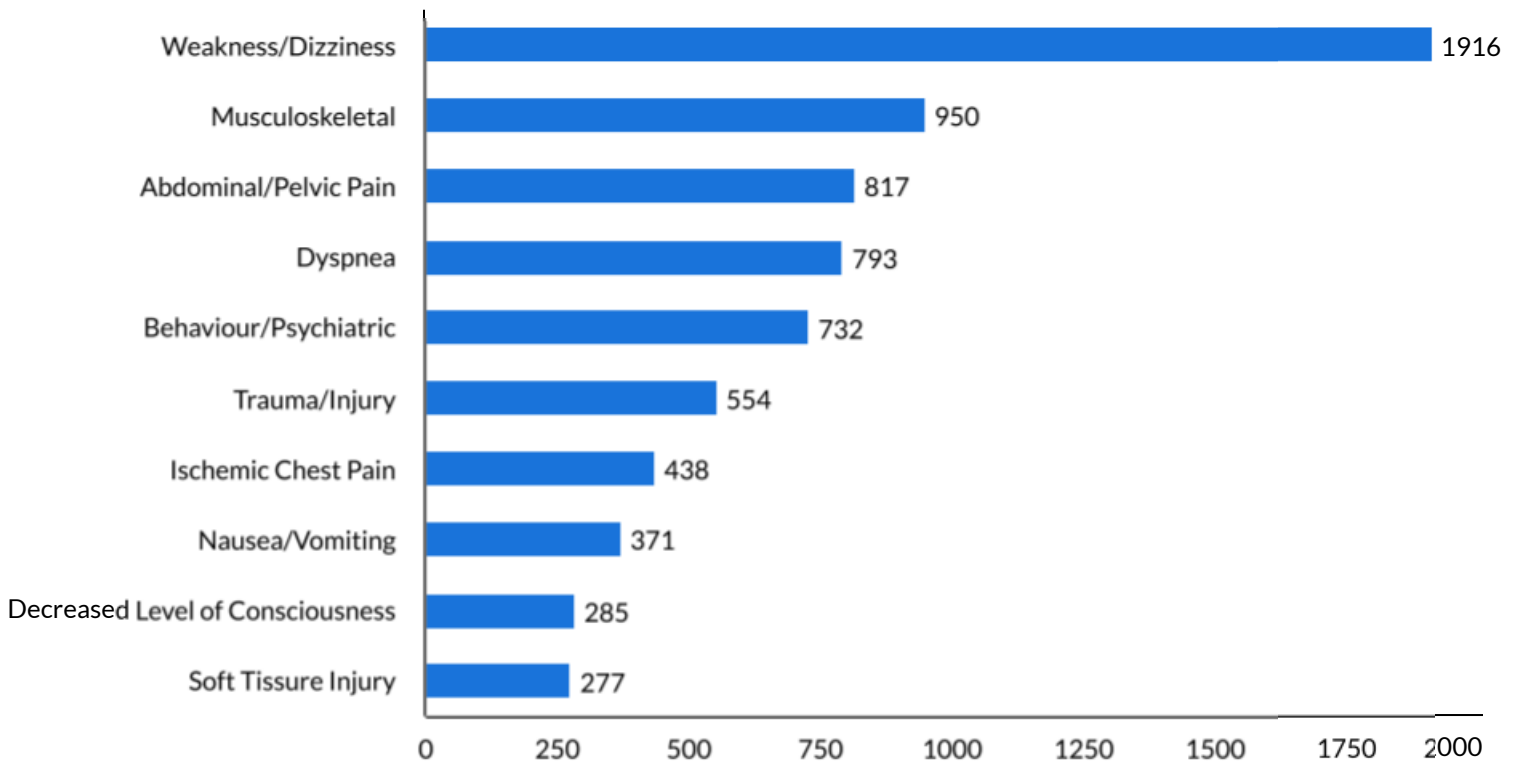
841,838

Total Kilometers travelled by vehicles in 2023.



That's equivalent to circling the Earth **21** times!

Top 10 Call Types



Northumberland County Paramedics 2023 Overview



First Response

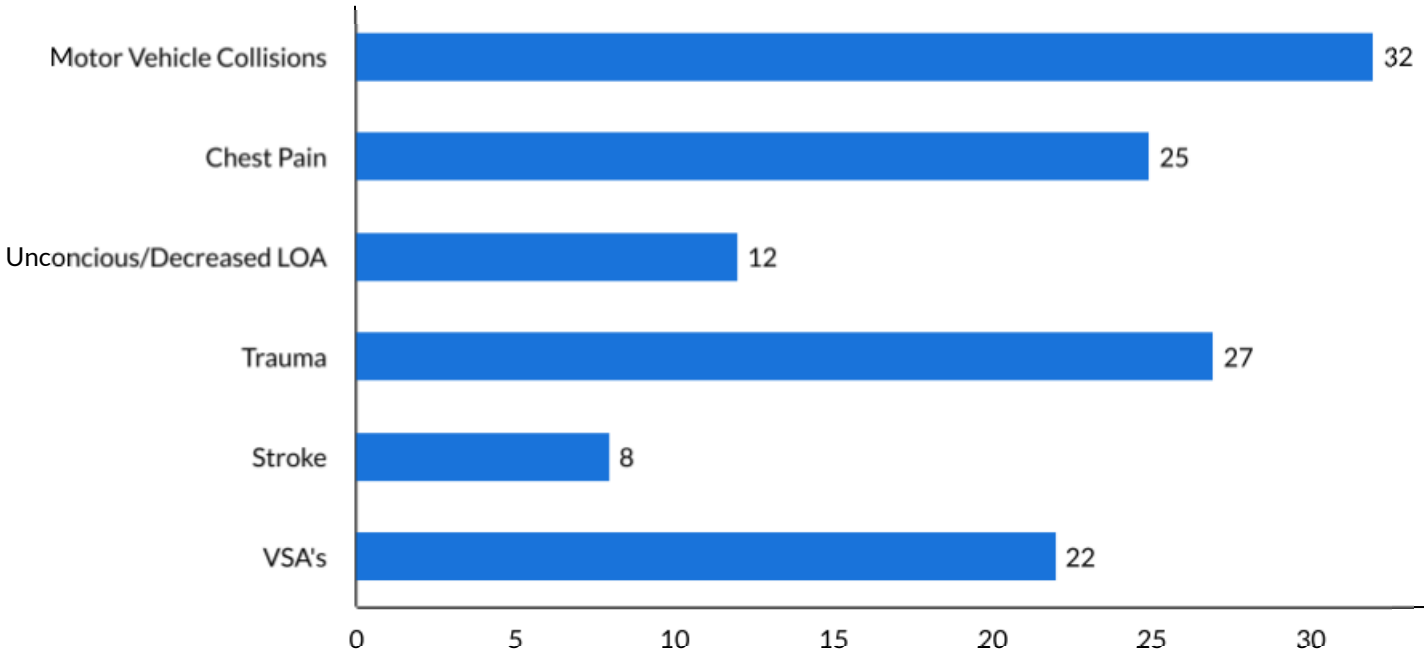
Responded to **439** calls

1964 minutes, 56 seconds

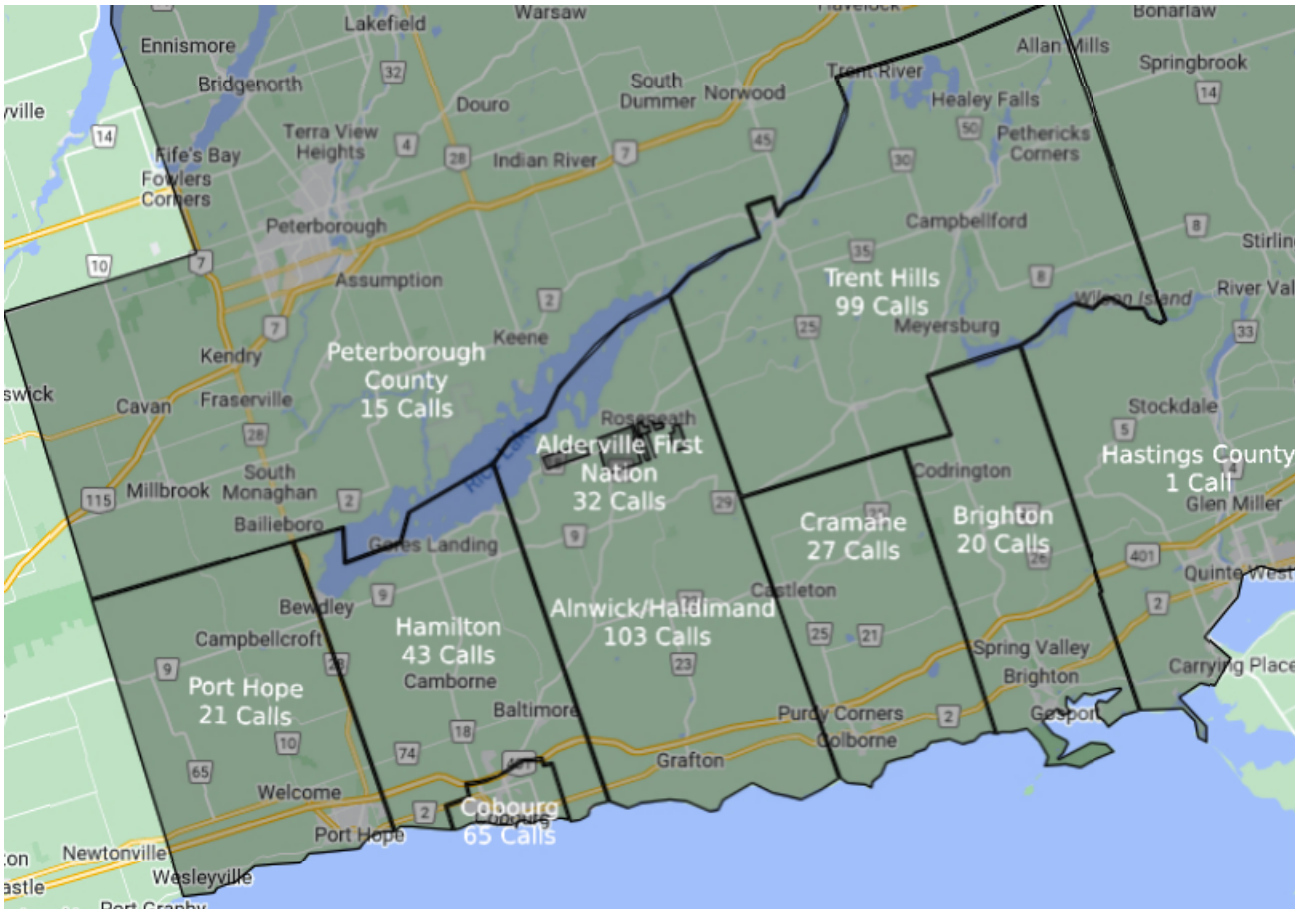
First on scene to **225** calls

First response total time on scene prior to transporting ambulance

High Acuity Call Types



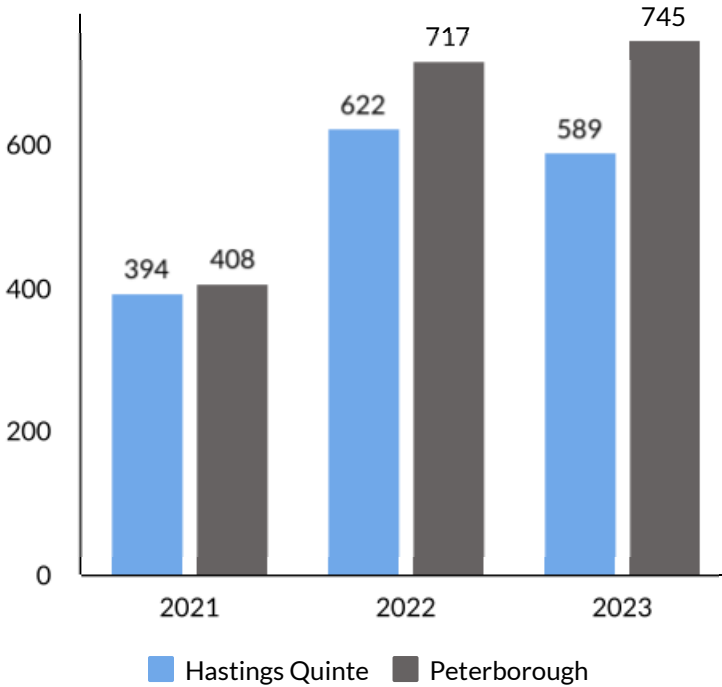
First Response Calls Per Township



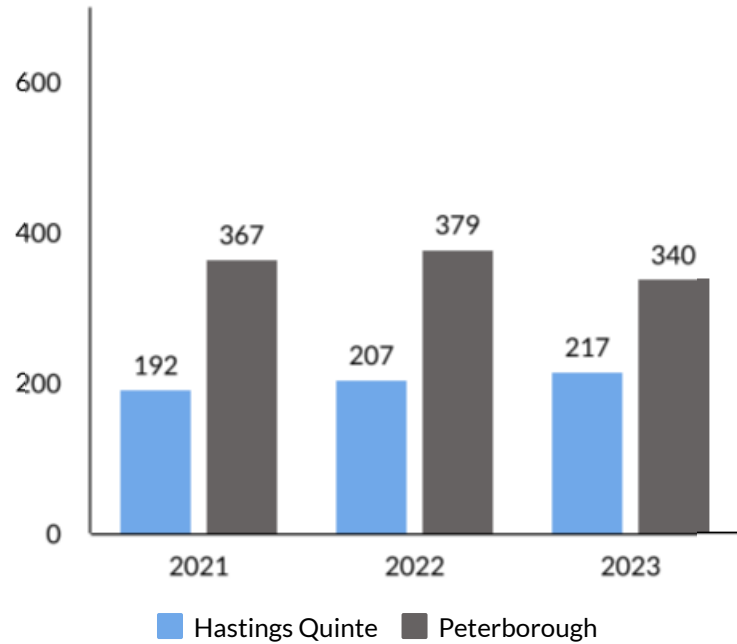
Northumberland County Paramedics 2023 Overview



Northumberland Responses to External Calls



External Responses to Northumberland Calls



Hospital Offload Delays

