



Community and Health Services Department
Office of the Commissioner

MEMORANDUM

TO: Members of Committee of the Whole

FROM: Adelina Urbanski
Commissioner of Community and Health Services

DATE: March 2, 2017

RE: **2016 Paramedic Response Time Performance Plan
Final Results**

Paramedic response time reliability is an indicator of high level service delivery. This correspondence details the full-year performance of the 2016 Paramedic Services Response Time Performance Plan. The Region established a response time performance plan for 2013 in accordance with requirements under the *Ambulance Act*, Regulation 257/00.

Response time targets are based on the Canadian Triage Acuity Scale (CTAS). CTAS is a five-level assessment tool used in hospital Emergency Departments to determine the severity of a patient's condition. The CTAS scale is from 1 to 5 with 1 being the most critical level and 5 being the non-acute level. CTAS more accurately defines a patient's need for timely care and will be determined by the paramedic after arrival on the scene.

Table 1 sets out the targets set by either the Ministry of Health and Long-Term Care or York Region based on CTAS level, along with expected percentage of responses that achieve the target and the actual York Region Paramedic Services performance.

Table 1
2016 Response Time Performance Plan Results

Category	Condition Examples	Percent of Paramedic Annual Responses (%)	Target Set By	* Target Time (Minutes)	2016 Target (%)	2016 Performance (%)
Sudden Cardiac Arrest ^{***}	Absence of breathing and pulse	<0.5 ^{***}	MOHLTC	Community Target - arrival of any person equipped with an AED within 6 minutes	60	70 ^{**}
CTAS 1	Sudden cardiac arrest, major trauma, severe respiratory distress	1	MOHLTC	8	75	80
CTAS 2	Chest pain, head injury, overdose, stroke	25	York Region	10	80	84
CTAS 3	Moderate pain or trauma, vomiting	54	York Region	15	90	92
CTAS 4	Minor trauma, general pain	11	York Region	20	90	96
CTAS 5	Minor ailments, re-visits	6	York Region	25	90	98
Patients Not Transported to Hospital		3				

(MOHLTC) Ministry of Health and Long-Term Care
 (CTAS) Canadian Triage Acuity Scale
 (AED) Automated External Defibrillator

* Arrival of paramedics from time of dispatch notification

** Based on partial data from local fire services

*** Sudden Cardiac Arrest is a condition included in the CTAS 1 Category

Paramedic Services call volume was predicted to increase by 24% over the past five years. In actuality, call volume increased by 34%. Despite higher than predicted call volumes, Paramedic Services has out-performed in all response time targets, thanks to operational efficiencies and revising operational procedures with the hospitals which resulted in eliminating off-load delays.

The 2016 Response Time Performance Plan results in Table 1 will be submitted to the Ministry of Health and Long-Term Care in accordance with the *Ambulance Act*.

On November 21, 2013, [York Region Emergency Medical Services Response Time Performance Plan for 2014](#) was adopted, without amendment, by Council.

These targets will remain in effect until such time they are revised by Council.

York Region Paramedics Services is delivering a high level of service to the residents of York Region by meeting and exceeding the 2016 approved response time targets.

Staff will carefully monitor this year's response time performance and will report back to Council in early 2018.

Adelina Urbanski
Commissioner of Community and Health Services

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