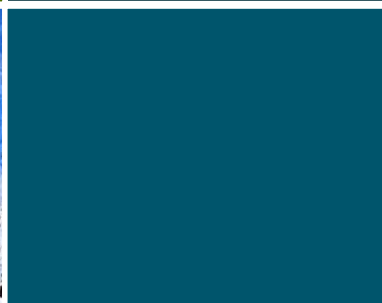


System Transformation Update 2

PHSSC
November 5, 2019



PHD 20-2019

Previous reports:

- PHD 17- 2014 - EMS System Performance Sustainability
- PHD 17- 2015 - EMS System Performance Sustainability
- PHD 05- 2016 - Niagara EMS Master Plan
- PHD 08- 2016 - Master Plan Award of RFP
- PHD 19- 2016 - Niagara EMS Mobile Integrated Health Community Paramedic Update
- PHD 21- 2016 - 2016 Update to EMS System Performance Sustainability
- PHD 05-2017 - Niagara Emergency Medical Services Pomax Master Plan Review
- PHD 17-2017 - Niagara Emergency Medical Services System Design Changes
- PHD 19-2017 - NEMS Resource Investment
- PHD 07-2019 – Response Time Performance Plan
- Presentation to PHSSC August 6, 2019 – System Transformation Update

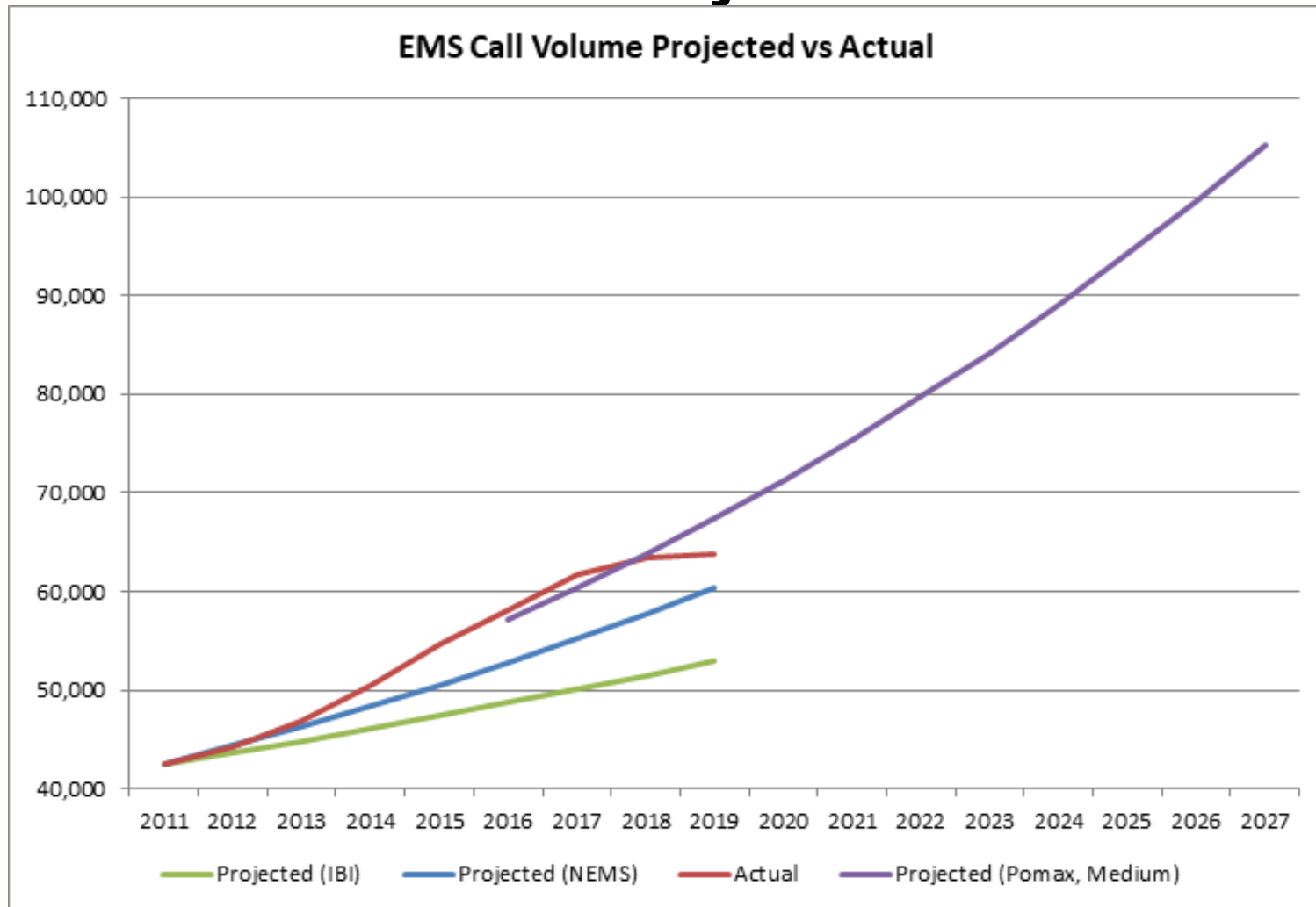
Background

August 6 – System Transformation Update

Presentation highlighting the changes undertaken to date and pending changes with introduction of

- EMS Response Time Performance Plan (RTPP)
- Clinical Response Plan (CRP)
- Emergency Communications Nurse System (ECNS)

Call Volume Projected v Actual



3 Phases System Transformation

1. Mobile Integrated Healthcare model

✓ **implemented Q3 2018**

2. Evidence-based Clinical Response Plan

✓ **implemented September 24, 2019**

3. Emergency Communications Nurse (ECN)

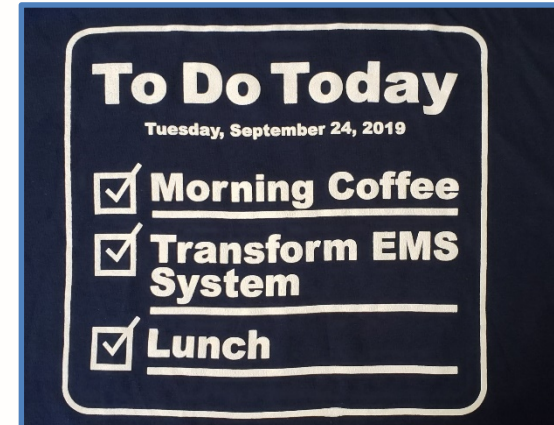
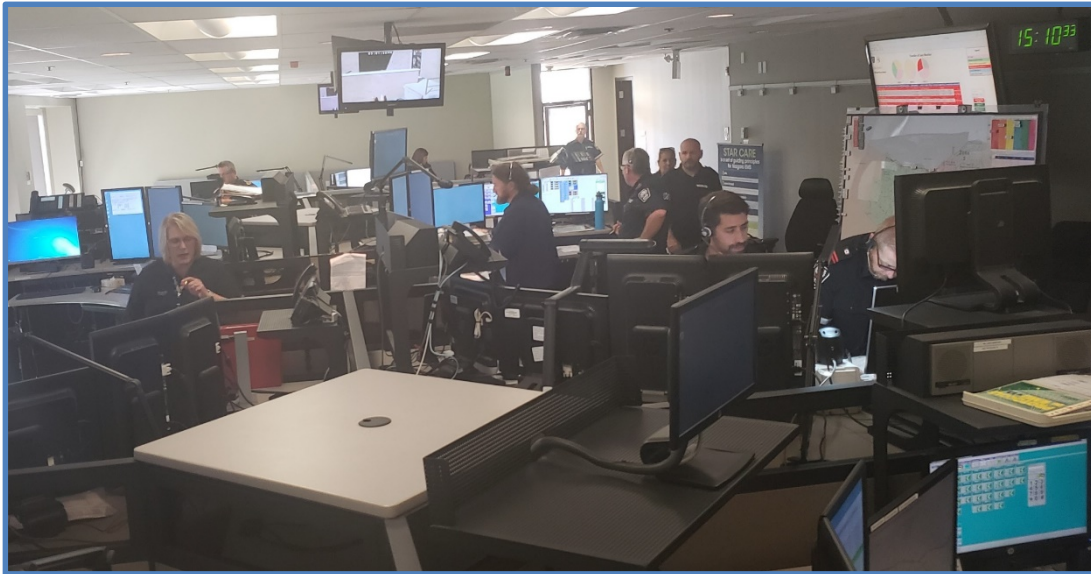
✓ **implemented September 24, 2019**

Emergency Communications Nurse (ECN)

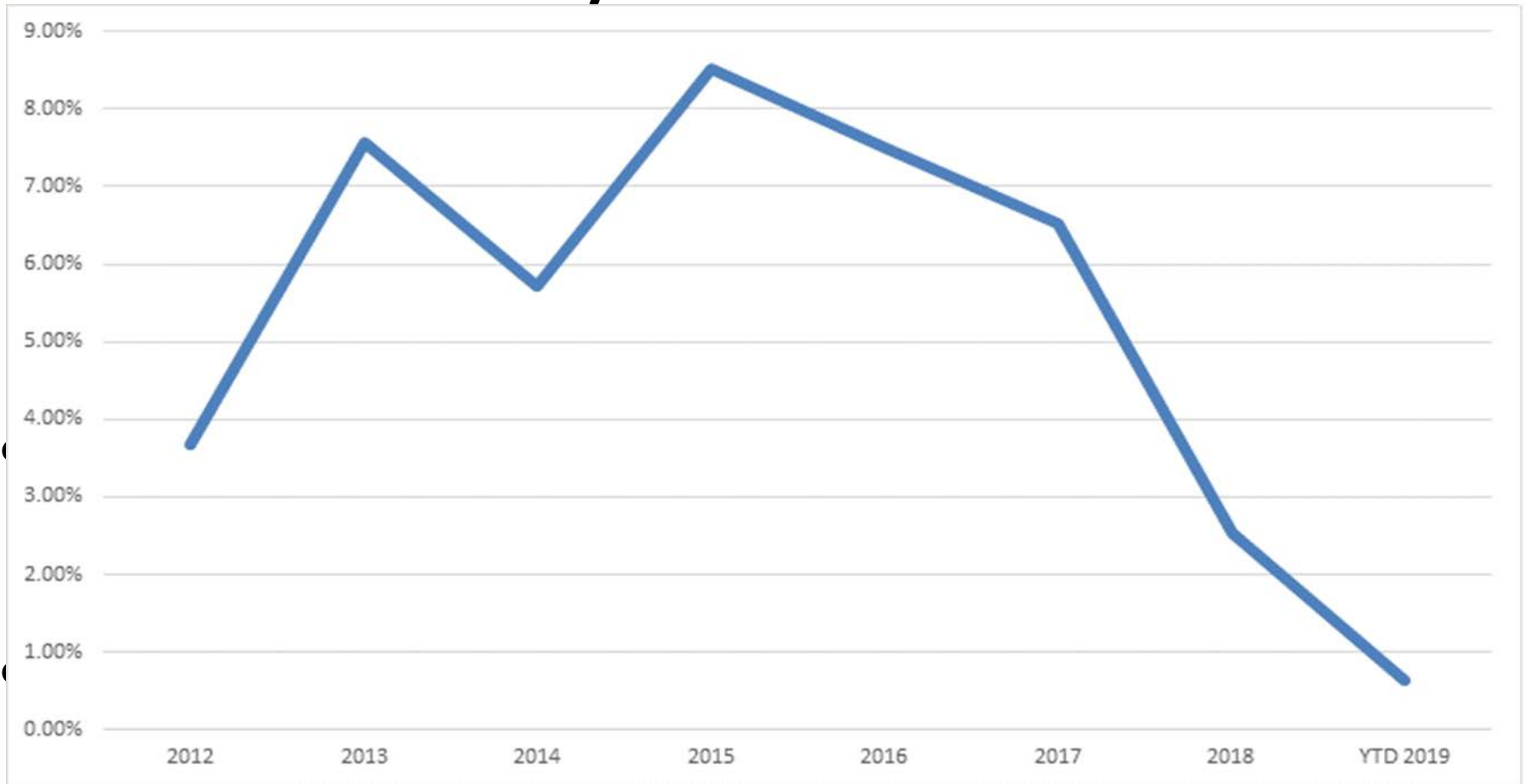


Go-Live

September 24, 2019



Early Outcomes*



Early Outcomes

Health Priority	Change in Volume	Change in Transports to ED
MHA (MHART)	↑ 7%	↓ 5%
Falls (FIT)	0% (↑ 9% prior year)	↓ 2%
Unwell (CARE)	0%	↓ 6%

- ✓ Collectively have referred patients **over 800** times to other community services

Early Outcomes

- Reduced the number of lights and siren responses from **40%** to **9%** reducing risk (community & provider) and paramedic stress
- Reduced requirement for fire service tiered response from **24%** to **9%**
- Increased ability to provide paramedic meal breaks
- No impact on shift overrun (OT) as expected – due to extensive offload delays at hospitals

Option To Do Nothing

Hamilton experiencing critical ambulance shortages before flu season even starts

'It paints a grim picture of what's respond to calls in Hamilton rece

NEWS Oct 24, 2019 by Joanna Fri

Ottawa

'People are dying': Life and death at level zero



Paramedics, doctors and patients sound the alarm about lack of ambulances in Ottawa

Laura Osman · CBC News · Posted: Oct 21, 2019 4:00 AM ET | Last Updated: October 21

ome / News / Local / Code Red Is A Growing Issue For...

Code Red is a growing issue for ambulance service in

ere unavailable to respond to an emergency in Waterloo from nearby municipalities.

Waterloo Region Record

Windsor

Chatham-Kent ambulance calls see 254% jump over 5 years



Union applauds move but says more ambulances and paramedics are needed

CBC News · Posted: Aug 04, 2018 5:00 AM ET | Last Updated: August 4, 2018

'Code red': Guelph-area paramedic union warns of low number of available ambulances

Union head says April 26 saw 2 patients waiting for ambulances to free up; paramedic chief says events like these are a concern, but past events were short lived

NEWS May 03, 2019 by Graeme McNaughton Guelph Mercury

Community Awareness

Niagara's emergency communications nurse system first in Canada

NEWS Sep 23, 2019 by Allan Benner The St. Catharines Standard



Communications trainees will be going live as Niagara Emergency Medical Services will begin to field 911 calls to assess patients to determine if they need an ambulance or some other level of care. Sitting is Marilyn Vreeken, and from left are Therese Broderick, Tara Agler, Braden Ziraldo and Thomas Good. - Bob Tymczyszyn, Torstar

NEWTALK

610
C K T B

Niagara's new EMS nurses welcomed by 911 callers

NEWS Sep 30, 2019 by Allan Benner The St. Catharines Standard



Jerry Overton, president of the International Academies of Emergency Dispatch, looks over Niagara Emergency Medical Services communications nurse Therese Broderick. - Allan Benner, Torstar

A feeling of helplessness led the man to call 911, concerned he could no longer care for his elderly parent.

Post Go-Live



Monitor and collect data and evidence

Health economic analysis completed by McMaster U



Develop sustainability plan



Thank
you

STARCARE 
Begins with me

