



## Paramedic Services Committee Agenda

Thursday, September 6, 2018  
9:30 a.m.

Council Chambers  
County Administration Centre, Walkerton

### 1. Declaration of Pecuniary Interest

### 2. Action Items

- A. Paramedic Crest (attached)
- B. 2019 CTAS Response Time Performance Plan (attached)

### 3. Act on Recommendations

That in accordance with the Procedure By-law, staff be authorized and directed to give effect to the actions of the Paramedic Services Committee in respect of all resolutions passed during the September 6, 2018 meeting.

### 4. Next Meeting

October 4, 2018

### 5. Adjournment



## Committee Report

To: Warden Paul Eagleson  
Members of the Paramedic Services Committee

From: Michael McKeage  
Director of Health Services

Date: September 6, 2018

Re: Paramedic Crest

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### Recommendation:

That the design for a new Bruce County Paramedic Services Crest be approved for uniforms, vehicle and station signage, and other related departmental uses, as presented.

### Background:

In keeping with the new Bruce County brand, Paramedic Services worked with the Planning and Development Department to design a new crest which reflects the County Brand logo and colours. In order to engage our Paramedic staff, designs were created and then submitted to them for comment. Responses indicated a preference for the below design.



We are asking for Committee's approval to adopt this new crest and moving forward into 2019, these designs will be incorporated into uniform crests, station signage and vehicle striping.



**Financial/Staffing/Legal/IT Considerations:**

There are no staffing, legal, or IT considerations associated with this report.

Financial costing will be built into the 2019 budget process. Uniform crests and station signage will be the first phase and vehicles decals will be transitioned when we change them out through the normal replacement process.

**Interdepartmental Consultation:**

Planning and Development

**Link to Strategic Goals and Elements:**

Goal # 1 - Develop and implement tactics for improved communications

Goal # 4 - Find creative new ways to involve all staff in our future

Written by: Raymond Lux - Chief of Professional Standards

Approved by:

Christine MacDonald  
Acting Chief Administrative Officer



## Committee Report

**To:** Warden Paul Eagleson  
Members of the Paramedic Services Committee

**From:** Michael McKeage  
Director of Health Services

**Date:** September 6, 2018

**Re:** 2019 CTAS Response Time Performance Plan

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### Recommendation:

That the Paramedic Services Canadian Triage Acuity Scale (CTAS) Response Time Performance Plan for 2019 Report be approved and submitted to the Ministry of Health and Long Term Care on or before October 31, 2018.

### Background:

The County's Response Time Performance Plan sets targets based on the Canadian Triage Acuity Scale (CTAS). These response targets are one of the division's key performance indicators. CTAS is an assessment tool which has been used since 1998, in hospital emergency departments, to determine the severity of a patient's condition. The scores are as follows:

- Level 1 - Resuscitation
- Level 2 - Emergent
- Level 3 - Urgent
- Level 4 - Less Urgent (Semi urgent)
- Level 5 - Non Urgent

The scoring is determined only after the patient's condition has been assessed by the paramedic on scene. This method of reporting gives the municipality the flexibility to set a plan based on our needs rather than having to only report on a plan that was dictated by the province.

Ontario Regulation 257/00 under the Ambulance Act states that:

23.(2) No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (1).

(3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response



Time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale (“CTAS”) 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act. O. Reg. 267/08, s. 1 (2).

- (5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).
- (6) An upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,
  - (a) the nature and scope of the plan established under that subsection or updated under subsection (4); and
  - (b) the establishment, maintenance, enforcement, evaluation and updating of the plan. O. Reg. 267/08, s. 1 (2).
- (7) Without limiting the generality of subsection (6), no later than March 31 in each year after 2013, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:
  1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received.
  2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.
  3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2). O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (2).



In conclusion, it is recommended that the Paramedic Services Committee recommends to County Council that the performance measure targets for 2019 as listed below, be approved and submitted to the Ministry of Health and Long Term Care on or before October 31, 2018.

- CTAS SCA - The community response time target to Sudden Cardiac Arrest calls should be 6 minutes or less 30% of the time.
- CTAS 1 - The land ambulance response time target to non-cardiac arrest calls should be 8 minutes or less 45% of the time.
- CTAS 2 - The land ambulance response time target should be 10 minutes or less 50% of the time.
- CTAS 3 - The land ambulance response time target should be 15 minutes or less 70% of the time.
- CTAS 4 - The land ambulance response time target should be 20 minutes or less 85% of the time.
- CTAS 5 - The land ambulance response time target should be 25 minutes or less 90% of the time.

The above background information is not different from what we have had set since 2017 and 2018 and there are no requested changes to the targets we have set for 2019.

**Financial/Staffing/Legal/IT Considerations:**

There are no financial, staffing, legal, or IT considerations associated with this report.

**Interdepartmental Consultation:**

N/A



**Link to Strategic Goals and Elements:**

Goal # 1 - Develop and implement tactics for improved communications:

Element G - Leadership based on consensus direction with acceptance of calculated risks.

Goal # 6 - Explore alternate options to improve efficiency, service:

Element B - Develop system for measuring our processes and their successful desired outcome.

Goal # 10 - Develop KPIs that are meaningful and report on them:

Element A - Set measurable goals and evaluate against them.

Element B - Build in accountability and evaluation mechanisms.

Written by: Raymond Lux - Chief of Professional Standards

**Approved by:**

A handwritten signature in black ink that reads 'C MacDonald'.

Christine MacDonald

Acting Chief Administrative Officer