



Paramedic Services Committee Agenda

Thursday, November 2, 2017
Council Chambers
County Administration Centre, Walkerton

1. Declaration of Pecuniary Interest
2. Action Items
 - A. Electronic Ambulance Call Reporting and Hosting Agreement (attached)
3. Information Items
 - A. Exemplary Service (attached)
 - B. Bruce County Paramedicine (attached)
4. Next Meeting

December 7, 2017
5. Adjournment



Committee Report

To: Warden Mitch Twolan
Members of the Paramedic Services Committee

From: Michael McKeage
Director of Health Services

Date: November 2, 2017

Re: Electronic Ambulance Call Reporting and Hosting Agreement

Recommendation:

That a bylaw be introduced authorizing the Warden and Clerk to execute an updated Electronic Ambulance Call Reporting System and Hosting Agreement between The Corporation of the County of Bruce and Interdev Technologies

Background:

This company has provided electronic ambulance calls reporting for our service for the last 7 years and has made updates and improvements not only to ensure they meet Provincial Legislation but also in response to client's needs.

The previous agreement dated April 1, 2012 was for a five year term expiring on March 31, 2017. The new agreement is for a five year term expiring December 31, 2022. It should be noted that this agreement is retroactive to April 1, 2017. The previous contract expired at the end of March however, the company is attempting to have all clients renew contracts with a December 31st date. They agreed to hold current pricing for all of 2017 and yearly increases will take effect January 1, 2018 and each year thereafter.

Total annual pricing for 2017 remains at \$40,323.50. For each year thereafter for the term of this agreement, there is a 3% increase in the support services and a 1% increase in the amount charged for software upgrades. In 2018 we are also increasing the number of times Provincial Ambulance Dispatch Reporting System Data is integrated into the Ambulance Call Reporting (ACR) program in order to more accurately follow Provincial best practices and thus ensuring data is current. This amounts to an already budgeted increase of \$1842.22 for 2018. There are further yearly increases until 2022 of \$1567.39, \$1593.32, \$1620.01, and \$1647.52 respectively.

There are minimal changes to the principal agreement however there is a provision added that we consider some other products Interdev offers that could help with the staff training and the tracking of certificates as well as systems to provide some tracking tools useful for



our Superintendent staff. Although not needed at this time, they may be of benefit in the future. There is no requirement with this agreement that we purchase any of these solutions.

Financial/Staffing/Legal/IT Considerations:

Financial considerations are as outlined in the report and in the attached agreement. There are no Staffing/Legal, or IT considerations associated with this report.

Interdepartmental Consultation:

Corporate Services - Purchasing Division

Link to Strategic Goals and Elements:

N/A

Written by: Raymond Lux, Chief of Professional Standards

Approved by:

A handwritten signature in black ink, appearing to read 'Kelley Coulter', written in a cursive style.

Kelley Coulter
Chief Administrative Officer



Committee Report

To: Warden Mitch Twolan
Members of the Paramedic Services Committee

From: Michael McKeage
Director of Health Services

Date: November 2, 2017

Re: Exemplary Service Award Recipients

Recommendation:

The Exemplary Service Award Recipients Report is for information.

Background:

Canada's Exemplary Service Medals recognize the men and women dedicated to preserving Canada's public safety through long and outstanding service. The Emergency Medical Services Exemplary Service Medal was created in 1994 by the late Governor General Romeo LeBlanc as part of the Canadian Honours System to recognize professionals in the provision of exemplary pre-hospital emergency medical services. The recipients must have been employed by an emergency medical service on or after October 31, 1991 and have completed 20 years of service in a meritorious manner, characterized by the highest standards of good conduct, industry and efficiency.

This year, Bruce County Paramedic Service is proud to announce that four current and retired staff members - Scott McAllister, Dan Urbshott, Glenn Smith (retired) and Linda Isbester (retired) - were awarded this medal. This year's medals were presented in Ottawa by Lieutenant General Richard Rohmer on September 28th, 2017 at the annual Ontario Association of Paramedic Chiefs Gala.

Financial/Staffing/Legal/IT Considerations:

There are no Financial/Staffing/Legal, or IT considerations associated with this report.

Interdepartmental Consultation:

N/A



Corporation of the County of Bruce
Paramedic Services

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Link to Strategic Goals and Elements:

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

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

Element G - Reward and recognize top performers

Written by: Raymond Lux, Chief of Professional Standards

Approved by:

A handwritten signature in black ink, appearing to read 'Kelley Coulter', written in a cursive style.

Kelley Coulter
Chief Administrative Officer



Committee Report

To: Warden Mitch Twolan
Members of the Paramedic Services Committee

From: Michael McKeage
Director of Health Services

Date: November 2, 2017

Re: Bruce County Community Paramedicine

Recommendation:

The Bruce County Community Paramedicine Initiatives Report is for information.

Background:

On May 1, 2014, Bruce County Paramedic Services reported on the submission of an application for a grant to provide funds for a Community Paramedicine (CP) initiative. A further report was delivered on October 9, 2014 indicating that Paramedic Services had been successful in receiving funds for a joint partnership with Huron and Perth Counties Paramedic Services in order to deliver a Community Referral by EMS (CREMS) program. Each County established the same program and training with the grant funding but are now operating independently in the delivery of continued programming.

Currently Bruce County Paramedic Service continues to deliver the CREMS program. This allows staff to evaluate clients and determine if they may be in need of further care or home support systems to allow them to stay in their residences longer and possibly decrease 911 calls. Should one of our paramedics recognize a client in need of such supports, they fill out a referral form with the permission of the patient and it will automatically get sent to the Community Care Access Center (CCAC) for follow up. Although hospital staff may also send in a referral, there are client's that get missed and because of the paramedic's unique perspective of being in the client's home, they have a better understanding of their living conditions, and therefore may have more appreciation for what they may need. The outcomes of this program have yet to be published by the Ministry of Health and Long Term Care.

Further enhancements or next steps to a more robust CP program would involve further training and partnerships with local Family Health Teams. Dedicated staff could be trained to do home visits for clients identified through Family Health team needs, Health Links, Coordinate Care Planning initiatives, and CCAC partnerships. There are costs associated to such programs involving staff wages, training, as well as some capital costs for vehicle and equipment and at this time funding is not guaranteed from any Provincial programs.



A further needs analysis to determine repeat 911 calls, burden on local ER departments, and other associated benefits/risks would need to be completed in order to determine if Bruce County Paramedic Services should expand existing CP programming.

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:

N/A

Written by: Raymond Lux, Chief of Professional Standards

Approved by:

Kelley Coulter
Chief Administrative Officer