

# Provincial Ambulance Dispatch Modernization

*Medical Priority Dispatch System (MPDS)*

Greater Sudbury Paramedic Services

April 20, 2026



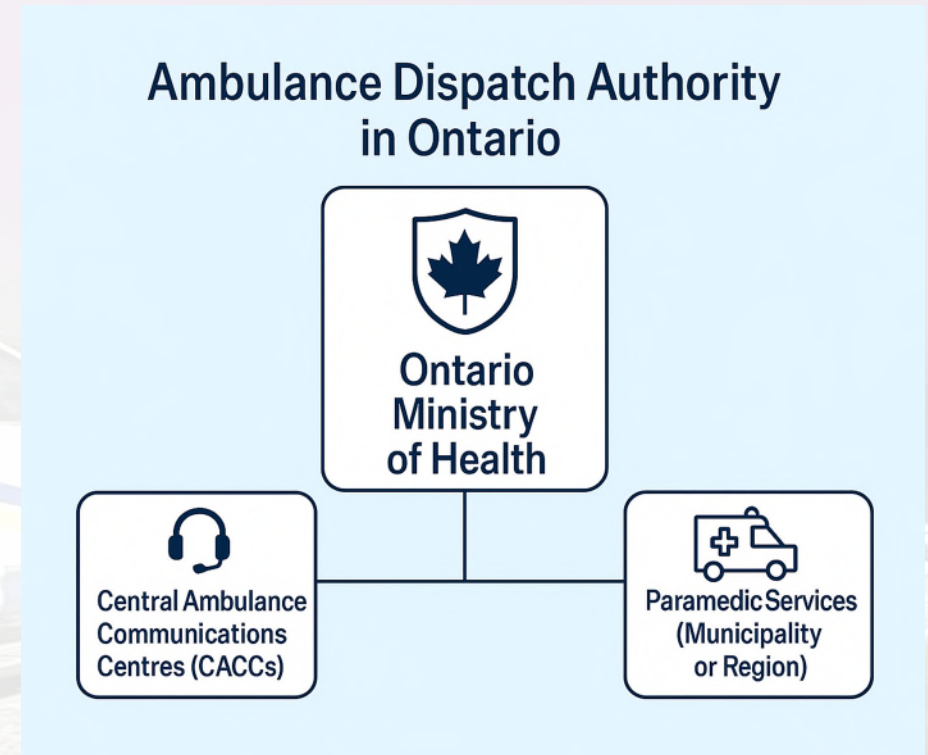
# Presentation Overview

- What MPDS is and how it works
- Why the change
- Benefits of MPDS
- Resource availability
- What this means for the public
- Go-Live: **May 20<sup>th</sup>, 2026**



# Ambulance Dispatch Authority in Ontario

- Ambulance dispatch is the responsibility of the **Ontario Ministry of Health**
- Calls are triaged by **Central Ambulance Communications Centres (CACCs)**
- CACCs determine call priority and ambulance deployment
- Municipal paramedic services **do not control dispatch prioritization**



# What Is MPDS?

- Evidence-based system used to clinically assess **every 9-1-1 medical call**
- Categorizes calls based on **medical urgency**, not assumptions
- Widely used across **Ontario and internationally**
- Replaces the legacy **Dispatch Priority Card Index (DPCI)**



# How MPDS Works

- Callers are guided through **standardized, medically approved questions**
- Information is assessed using **structured clinical protocols**
- Each call is assigned a **specific determinant** based on urgency
- Response level is matched to the **patient's clinical condition**
- Calls are **continuously monitored and re-prioritized** if conditions change

# Why the Change? Benefits of MPDS

- Aligns ambulance response with **clinical urgency**
- Reduces over-prioritization of low-acuity calls
- Improves safety by limiting unnecessary **lights-and-sirens** responses
- Preserves advanced life-support resources for **life-threatening emergencies**
- Supports a more **sustainable and evidence-based EMS system**



# MPDS Priorities



- MPDS replaces the traditional “high vs. low priority” system
- Calls are categorized using a **colour-based acuity model**
- Lights-and-sirens responses are reserved for **time-critical** emergencies

Purple	Red	Orange	Yellow	Green
Emergent and life-threatening conditions. Time critical response required.	Emergent and potentially life-threatening conditions. Time sensitive response required.	Urgent/potentially serious, but no immediate threat to life.	Non-urgent (not serious, and no immediate threat to life).	Non-urgent (not serious, and no immediate threat to life). May be deferred
	Can be reassigned to higher priority Red or Purple	Can be reassigned to Red or Purple	Can be reassigned to Red or Purple	Can be reassigned to Red or Purple

# Resource Availability and Best Unit



## Optimized Resource Availability

MPDS optimizes paramedic resource availability, prioritizing life-threatening calls for immediate dispatch.




## Best Transport Unit Concept

The system ensures the most appropriate transport unit responds, enhancing flexibility and system resilience.

# Quality Oversight and Continuous Improvement

- MPDS operates under **provincial medical oversight and quality assurance**
- A dedicated **Quality Improvement Unit (QIU)** reviews compliance, data, and performance
- Frontline paramedics and dispatchers can submit **formal feedback**
- Issues and trends are reviewed through a **Dispatch Review Committee (DRC)**



Ontario  Ministry of Health – Emergency Health Program Management & Delivery Branch  
CACC AND PARAMEDIC SERVICE FEEDBACK FORM

Date of Feedback:	
Initiator Name:	
Initiator CACC or Paramedic Service:	
Title/Position:	
Email:	
Telephone Number:	
Reason for Submission*:	<input type="checkbox"/> local CACC policy change/improvement <input type="checkbox"/> provincial policy change/improvement <input type="checkbox"/> CACC level response priority <input type="checkbox"/> paramedic service response plan change/improvement <input type="checkbox"/> paramedic service deployment plan change/improvement <input type="checkbox"/> continuous quality improvement suggestion
Specific Problem Type/MPDS Determinant(s):	
Specific Policy or Deployment Plan Reference:	
Referencing Incident Number(s) or Date/Time:	
Additional Document(s)/Evidence Attached?:	<input type="checkbox"/> yes <input type="checkbox"/> no

\* This form is not to file a complaint. Complaints are to be forwarded to CACC or Paramedic Service Management.

Initiator Feedback:






**The Right Resources**

**The Right Time**

**The Right Way**

