

Oversight 911 – Ombudsman Report

Presented To: Emergency Services Committee

Meeting Date: June 23, 2021

Type: Correspondence for Information Only

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Report Summary

This report provides information regarding the Ontario Ombudsman’s investigation report into how the Ministry of Health investigates and oversees patient complaints and incident reports about ambulance services.

Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)

This report refers to operational matters and has no direct connection to the Community Energy and Emissions Plan.

Financial Implications

There are no financial implications associated with this report.

Background

On April 30, 2018, the Ontario Ombudsman notified the Ministry of Health that an investigation would be launched into how the Emergency Health Services Division investigates and oversees patient complaints and incident reports about ambulance services. The Ombudsman’s report, providing 53 recommendations, has been attached for information only.

Resources Cited

Ontario Ombudsman Report – Oversight 911, May 2021

<https://www.ombudsman.on.ca/Media/ombudsman/ombudsman/resources/Reports-on-Investigations/Ombudsman-Report-Oversight-911-May-2021-EN-accessible.pdf>