

## **Paramedic Services Update – August 2022**

Presented To:	Emergency Services Committee
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Meeting Date:	August 10, 2022
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Type:	Correspondence for Information Only
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Recommended by:	General Manager of Community Safety
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### **Report Summary**

This report provides an update regarding the recent business activities, relevant statistics and good news stories within the Paramedic Services Division, Community Safety Department.

### **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**

This report provides the Emergency Services Committee with an update on activities, relevant statistics, and recent performance measures within the Paramedic Services Division of the Community Safety Department.

Paramedic Services is responsible for the delivery of a performance-based service that complies with legislative and regulatory requirements, ensuring safe and quality pre-hospital emergency medical care and transportation for those individuals suffering injury or illness. A performance-based paramedic service focuses on clinical excellence, response time performance, patient outcomes, patient satisfaction, continuous quality improvement and a healthy work environment conducive to professional growth.

### **Paramedic Operations**

#### **COVID-19**

Paramedic Services staffing levels have seen an impact with approximately one percent of front-line paramedics off from March 1 to May 31, due to being COVID-19 positive, being a close contact, or experiencing emergency childcare issues. Despite staffing impacts, deployment of staff for emergency response to service our community has been maintained.

Paramedic Services continues to offer the Provincial Antigen Screening Program (PASP) for our staff. The PASP is a voluntary long-term project providing employers in priority settings to add an additional safety measure in high-risk and essential workplaces and to help reduce the spread of COVID-19. Paramedic staff are voluntarily tested for COVID-19 prior to shift commencement up to three times per week. Results of the antigen tests are provided within fifteen minutes following test completion.

On June 8, 2022, Dr. Kieran Moore announced the expiration of the Communicable Disease Class Order under the *Health Protection and Promotion Act* that requires masks or face coverings in select indoor settings. Effective June 11, 2022.

The wearing of a mask or face covering is no longer required by the Chief Medical Officer of Health. In certain instances, guidance was issued or other mechanisms are in place (e.g. Long-Term Care Homes and Retirement Homes). Paramedic Services will continue to follow current practices laid out in Paramedic Standards regarding use of Personal Protective Equipment (PPE) and conducting point-of-care risk assessments to determine the need for masking. Paramedics will continue to follow our current practices regarding masking and patient care. This will ensure both paramedic and patient health and safety in the pre-hospital and hospital settings.

## **Community Covid Supports**

Paramedic Services continues to support the citizens of Greater Sudbury by providing Covid-19 *Polymerase chain reaction (PCR) testing* to those that are unable to attend the Health Sciences North Assessment Center (AC). Additional surveillance testing is provided to Long Term Care Homes and other Congregate living settings in which an outbreak has been declared by Public Health. Between January 1, 2022 and May 31, 2022 Paramedic Services provided 3752 PCR tests and facilitated their delivery to local labs.

## **Expanded Ontario Naloxone Program**

In December 2020, Sudbury Paramedic Services commenced participation in the Ontario Naloxone Program in collaboration with Public Health Sudbury and Districts (PHSD). This program has paramedics not only administering Naloxone as part of their standard paramedic care, but also distributing Naloxone kits to identified individuals where appropriate in the course of their duties or when requested from the public. This program permits 24/7 access to Naloxone in Sudbury. This important initiative allows paramedics to promote harm reduction for those who misuse drugs. with a goal of improving positive health outcomes in the community.

Since the implementation of this program on December 12, 2020, paramedics have distributed 491 Naloxone kits and continue to support those in need.

A total of 73 Naloxone kits have been distributed from January 1, 2022 to May 31, 2022.

## **Paramedic Recognition**

The work as a paramedic is never routine, but there are times that a particular event during the shift can make it very rewarding. Paramedic Services has implemented two recognition programs, Cardiac Save and Newborn Delivery, to recognize our paramedics efforts that will have a positive lasting impact on them and the lives of others.

### **Cardiac Arrest “Save” Pin**

People suffering from cardiac arrest are unresponsive and not breathing. Without immediate action, death can occur within minutes. When paramedics treat and transport a pre-hospital cardiac arrest patient, they are rarely advised of the patient outcome because of the Personal Health Information Protection Act (PHIPA). PHIPA governs the way personal health information may be disclosed within the health sector.

Occasionally, Paramedic Services are contacted by a cardiac arrest survivor to advise the paramedics of their outcome. CGS Paramedic Services recognizes the positive impact on paramedics when they are

advised that a pre-hospital cardiac arrest patient made a full recovery. For this reason, a formalized recognition program has been implemented within CGS Paramedic Services to recognize CGS paramedics for a pre-hospital cardiac arrest save.

The Greater Sudbury Paramedic Service, in collaboration with Health Sciences North Cardiac and Pulmonary Rehabilitation, have established a process for pre-hospital cardiac arrest survivors to share their experience when attended to by CGS paramedics. The intent is to encourage cardiac arrest survivors to share their experience of being attended to by CGS Paramedics. Paramedics who are recognized for their life-saving work will be awarded with a “Save” lapel pin and the knowledge of knowing that their actions have impacted the lives of others.

### **Newborn Delivery “Stork” Pin**

This recognition program has been developed to recognize paramedics that have actively participated in a newborn delivery. The paramedics must be the individuals delivering the baby to be eligible to receive a “Newborn Delivery Stork Pin”. If a midwife or family member has delivered the newborn, this would not constitute for a paramedic to receive a Newborn Delivery “Stork” Pin.

On March 17, 2022 Paramedics Katelyn Cecile, Vincent Roy, Jacob Toner, Zachary Van Dellen, and Paramedic student Austin Daust-Woodrow, delivered a newborn. All four paramedics and the student were recognized for assisting the delivery of the newborn and were presented with a Stork Pin.

### **Paramedic Services Performance Measures Defined**

#### **Paramedic Calls for Service**

A measure of calls received by Paramedic Services by the Central Ambulance Communications Centre (CACC) to respond to emergencies.

#### **Paramedic Unit Responses**

The total number of vehicles dispatched by the CACC to service emergencies. This number will typically be higher than calls for service as some calls necessitate the use of multiple ambulances, Paramedic Response Units, or Platoon Superintendent Units.

#### **Paramedic Patients Transported**

The total number of patients transported on both an emergency and non-emergency basis (Table 1).

<b>Requests for Service</b>	<b>Jan 1 – May 31, 2022</b>	<b>Jan 1 – May 31, 2021</b>	<b>Year over Year</b>
EMS Calls for Service	13,187	12,094	+ 1,093 Increase of 9%
EMS Unit Response	15,661	14,577	+ 1,084 Increase of 7.4%
EMS Patients Transported	9,304	8,647	+ 657 Increase of 7.6%

Table 1 - Greater Sudbury Paramedic Services Statistics

## Logistics

The Logistics Department continues to work diligently, processing and disinfecting Ambulance and PRU's ( Primary Response Units ) to get them clean and ready for deployment. Our main focus is always on public safety, as well as employee safety. We have policies and procedures in place, as well as equipment inspections to address any safety concerns. If any issues are identified, they are dealt with immediately. We regularly consult with our CGS health and safety partners to look for ways to better equip the group with the required tools and knowledge to make their jobs better and safer.

We are constantly looking at ways to be more efficient in our day-to-day operations and we always look to improve and streamline our processes. We have strict preventative maintenance schedules in place that are carried out by our Equipment Vehicle Technicians in house, as well as other CGS partners such as the Lorne Street Depot who maintains and repairs our fleet of Ambulances, PRU's and admin vehicles. The preventative maintenance program ensures that front-line paramedics have safe and reliable equipment enabling them to keep the main focus on patient care.

## Professional Standards

Professional Standards is responsible for the delivery of quality assurance programming, consisting of clinical and service delivery auditing to improve patient safety and ensure high-quality clinical care. Professional Standards also manages the electronic patient care record system and quality assurance. Clinical events are monitored and evaluated to identify training and education opportunities for paramedics.

### Reported number of clinical events:

Cardiac	Jan 1 - May 31, 2022	Jan 1 – May 31, 2021	Year over Year
Number of calls with at least 1-12 Lead Acquired	1959	1822	+137 Increase of 7.5%
Total Cardiac related	557	596	-39 Decrease of 6.5%
Number of STEMI**	35	44	-9 Decrease of 20.5%

*\*\* A STEMI is a specific type of heart attack, which can be diagnosed by paramedics in the pre-hospital setting*

Neurological	Jan 1 - May 31, 2022	Jan 1 – May 31, 2021	Year over Year
Total Neuro-related	1070	1028	+42 Increase of 4.1%
Number of Acute Stroke ** (FAST positive, timeline criteria met)	89	97	-8 Decrease of 8.2%

*\*\* An Acute Stroke Patient qualifies for specific time-sensitive treatments from the hospital to reduce and reverse damage caused by stroke.*

Sepsis	Jan 1 - May 31, 2022	Jan 1 – May 31, 2021	Year over Year
Number of Identified Sepsis cases **	73	66	+7 Increase of 10.6%

*\*\*A Suspected Sepsis Patient meets a specific criteria (qSOFA) used to identify patients at risk of death due to systemic infection.*

<b>Cardiac Arrest Medical and Trauma</b>	<b>Jan 1 - May 31, 2022</b>	<b>Jan 1 – May 31, 2021</b>	<b>Year over Year</b>
Total Cardiac Arrest, Medical and Traumatic	201	162	+39 Increase of 24.1%
Total Treated Cardiac Arrest Medical and Traumatic	88	75	+13 Increase of 17.3%
Number of Medical Arrest with Return of Spontaneous Circulation at any time while in Paramedic Care	19	14	+5 Increase of 35.7%

## Training

Paramedic Training Officers (PTOs) have completed orientation for 15 new primary care paramedics. These new paramedics are now able to practice their skills and provide care to our community. PTOs will continue with the mentorship program to ensure a smooth transition into their new role. PTOs are currently in the process of completing fit testing for all paramedics and Emergency Vehicle Technicians (EVTs) for N95 masks and reviewing all personal safety procedures.

The Training Section has recently been trained as instructors for the Road to Mental Health Readiness (R2MR) program that was initially developed by the Department of National Defense to build awareness of mental health illness and operational stress injuries. This program will be delivered to all paramedics, EVT's, and management during fall and spring education sessions.

During the summer months, the PTOs will be developing educational topics for delivery during the fall education session. Topics will include health and safety, updates on the palliative care program, and the delivery of death notification.