

For Information Only

Ministry of Health and Long Term Care (MOHLTC) Ambulance Service Review

Presented To: Emergency Services
Committee

Presented: Monday, Jun 20, 2016

Report Date Friday, May 27, 2016

Type: Presentations

Resolution

For Information Only

Executive Summary

Greater Sudbury Paramedic Services has successfully completed the Ministry of Health and Long-Term Care (MOHLTC) Land Ambulance Certification Program and is now in receipt of the Ministry of Health and Long Terms care Ambulance Service Review - Final Report, which in part states "Congratulations on successfully meeting the legislated requirements for certification as a land ambulance operator in the Province of Ontario. The Ambulance Service Review follow up conducted on November 9, 2015 found that the Sudbury Paramedic Services continues ongoing improvement toward ensuring delivery of high quality ambulance service. The Review found that the Sudbury Paramedic Services meets the certification criteria and the legislated requirements. Accordingly, the Sudbury Paramedic Services will be issued a renewed Certificate to operate an ambulance service."

Background

The Ambulance Act states that no person shall operate an Ambulance Service unless the person holds a certificate issued by the certifying authority, the MOHLTC, Emergency Health Services Branch. The Act further stipulates that a person shall be issued a certificate by the certifying authority only if the person has successfully completed the certification process prescribed by the Regulations.

Greater Sudbury Paramedic Services has been in operation since December 3, 2000. The current certificate to operate expires on September 11, 2016.

The purpose of the Service Review is to ensure Ambulance Services are operated in a manner consistent with the Land Ambulance Certification Standards and in compliance with the legislation. Services are required to successfully complete the prescribed Ambulance Service Review certification process once every three (3) years in order to maintain their certification to operate the Service.

Signed By

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In completing the Ambulance Service Review Certification process, Services are required to meet all of the legislative quality requirements in the following areas:

- Level of Service
- Employee Qualifications
- Staffing
- Documentation
- Training
- Service Review Program
- Patient Care
- Vehicles
- Patient Care Equipment
- Policy and Procedures
- Operations
- Liaison/Communication

MOHLTC Ambulance Service Review Process

The MOHLTC Ambulance Service Review is conducted over the span of several months in the year preceding the expiry of the current land ambulance certificate and includes the following stages:

- Months in advance of the Ambulance Service Review site visit, the MOHLTC conducts a comprehensive review of the mandatory information and documents supplied by the Service. This includes background information on call volume, response times, staffing profiles, types and numbers of vehicles and station locations. In addition, several hundred random patient care records are submitted for off-site review and auditing.
- The Ambulance Service Review site visit occurs over two days and allows a team of peer managers, Paramedics and MOHLTC staff to review all aspects of the organization. The review ensures compliance to legislation and the patient care provided meets patient care standards as required by the Ministry. The Service is graded against legislative requirements and standards.
- At the completion of the site visit, the Ambulance Service Review team leads provide an exit interview providing a high level overview of preliminary findings. It is understood there may be additional findings when all the files from the team members have been reviewed.
- Following the visit, the MOHLTC provides a “Draft” Ambulance Service Review - Executive Summary Report detailing the Service review findings. The Service is required to respond within thirty days with an action plan that addresses the Ambulance Service Review findings.
- Once the Service responds with the action plan addressing the findings, an MOHLTC inspector will be assigned to complete a follow-up site visit to verify that the Service action plan is being implemented in a manner satisfactory to the MOHLTC. On November 19, 2015 the MOHLTC inspector conducted the follow-up site visit and was satisfied with the Services action plan to address the findings in the draft report.

The Service has developed and communicated to the MOHLTC an action plan in response to the findings of the Ambulance Service Review. The plan will ensure compliance with legislation and improvements toward ensuring the delivery of high quality Ambulance Services.

Ambulance Service Review Final Report Findings

The Service was commended for its efforts in the following areas:

1. Preparation for the certification inspection
2. Level of Service
3. Quality Assurance initiatives with community partners
4. Training
5. Vehicles

Based on the correspondence contained in the report, the MOHLTC finds the following areas require attention so that Sudbury Paramedic Service may make further improvements in delivering quality ambulance service.

Recommendations	ASR Particulars	EMS Action Plan
Level of Service	<p>The Service Provider provides the Director of EHSB with a copy of the Response Time Performance Plan no later than October 31st of each year. Documentation did not demonstrate that the Service Provider is meeting their Response Time Performance Plan. Documentation demonstrated the Service Provider, throughout the year, continuously maintains, enforces, evaluates and where necessary, updates their Response Time Performance Plan.</p> <p>Submitted in March 2015, (65%) Performance</p>	<p>Sudbury Paramedic Service has set 70%, to arrive at a Sudden Cardiac Arrest call.</p> <p>This percentage is one of the highest in Ontario. Sudbury Paramedic Services strives for excellence.</p> <p>The Service continues to monitor response times and addresses calls that do not meet the Response Time Plan provided to the MOHLTC.</p> <p>Sudbury Paramedic Service has 70%, to arrive at a Sudden Cardiac Arrest call. It should be noted that in 2015 the Service achieved this standard.</p>
Documentation	<p>a) 97.2% of the ACRs reviewed demonstrated patient care was provided in accordance with the ALS/BLS Patient Care Standards.</p> <p>Of the 248 Ambulance Call Reports reviewed by the Review Team, the following seven or 2.8%, demonstrate that documentation to confirm adherence to the ALS/BLS Patient Care Standards was not always completed.</p>	<p>Paramedic Services reviewed the seven Ambulance Call Records that Ambulance Service Review team deemed to not adhere to the Basic Life Support/Advanced Life Support Patient Care Standards.</p> <p>Our Service conducted a review and identified only 3 or 1.3% of the Ambulance Call Records did not adhere to the Basic Life Support/Advanced Life Support Patient Care Standards.</p>

	b) Mandatory fields were not always completed on patient carried and non-patient carried calls according to the Ambulance Service Documentation Standards.	Sudbury Paramedic Services has reviewed the items that were identified. During the fall training sessions in 2015 Paramedics were advised of the identified items.
Vehicles	Patient care and accessory equipment and supplies were not always secured in the vehicles as per the ASPCTS <i>Working bag not secured while transporting patient.</i>	Sudbury Paramedic Services will be conducting a review of the methods used to secure all equipment in the patient compartment, particularly when transporting a patient. The Service will be utilizing the Paramedic Advisory Committee that consists of frontline Paramedics and managers, to research different options.
HR Files	Observations: From the HRI files reviewed by the Review Team, the Service Provider captured 1,550 of 1,748 possible qualification requirements, or 88.7%.	Sudbury Paramedic Services has reviewed the qualification requirements that were missing. The Service was able to locate all requirements, within the Paramedics HRI file, that was missed by the inspectors. All this information was available to the inspectors, when they were on site.

Recommendations Compared to Previous Reviews

The Services's initial certification process started in Fall of 2000. The attached chart Appendix A, indicates the number of recommendations listed in the final reports, since 2003. The reduction of recommendations across our certification history, demonstrates that this Service is performing at a high level and continues to strive for excellence.

Conclusion

The result of the Ambulance Service Review was very positive and as such, the city will be issued a Certificate to operate the Service for a further three (3) years. This success is a result of the outstanding work of our staff including: Administration, Platoon Trainers, Clinical Auditor, Logistics, and Equipment Vehicle Technicians, all supporting our Paramedics who, each day deliver high quality patient care. The Ambulance Service Review Final Report states, "100% of ride-out observations demonstrated patient care provided met the ALS/BLS Patient Care Standards. Patient care observed during ride-outs was described as professional, courteous, well managed and compassionate."

We thank the entire Sudbury Paramedic Team for their continued commitment to the delivery of high quality Paramedic services to the residents and visitors of Sudbury.

Appendix A – MOHLTC Recommendations Compared to Previous Years

