

Land Ambulance Service Review



Emergency Services Committee Meeting
June 20, 2016

Presented by: Joseph Nicholls, Deputy Chief,
Emergency Services



Ambulance Service Review Agenda

- Ambulance Service Review (ASR) process
- Ambulance Service Review Final Report results
- Summary



Ambulance Service Review

- The *Ambulance Act* states: no person shall operate an Ambulance Service unless:
 - They successfully complete the Land Ambulance Certification process prescribed in the legislation
 - They hold a certificate issued by the MOHLTC, Emergency Health Services Branch (EHSB)
 - Successfully re-certify every three years

Ministry of Health and Long-Term Care Emergency Health Services Branch Ministère de la Santé et des Soins de longue durée Direction des services de santé d'urgence	Certificate No./ N°du 747
Certificate / Permis (Land Ambulance / Ambulances terrestres)	
This certificate is provided to attest that the holder has met the criteria for certification as required under the Ambulance Act and the Regulations. / Ce permis garantit que le détenteur répond aux critères d'accréditation en vertu de la loi sur les ambulances et des règlements connexes.	
This certificate is issued to / Ce permis est délivré à: CITY OF GREATER SUDBURY EMERGENCY SERVICES DIVISION Address / Adresse 239 MONTEE PRINCIPALE, UNIT 2 AZILDA, ONTARIO P0M 1B0 Operating As / Connu sous le nom de SUDBURY EMERGENCY MEDICAL SERVICES	
This certificate expires on September 11, 2016 , unless suspended or revoked. Le présent permis expire le 11 septembre 2016 sauf s'il est suspendu ou révoqué.	
Dated at the City of Toronto, this 19 th day of August, 2013 . Délivré à Toronto le 19 août 2013.	
 Certifying Authority / Autorité de délivrance de permis Director, Emergency Health Services Branch Le directeur, Direction des services de santé d'urgence	
	



Ambulance Service Review

Service must meet all quality requirements in the following key areas:

- Level of Service
- Employee Qualifications
- Staffing
- Documentation
- Training
- Service Review Program
- Patient Care
- Vehicles
- Patient Care Equipment
- Policies and Procedures
- Operations
- Liason / Communications



Ambulance Service Review

Process:

- Pre-Inspection – MOHLTC reviews information and documents in advance of site visit
- Ambulance Service Review (ASR) Team attends the Service for Site Inspection
- Draft report within 90 days
- Service responds to Draft report findings within 30 days
- Follow up visit by Ministry Inspector



Ambulance Service Review

Site visit:

- Team / Management Lead
 - Review Evidence Binder
 - Police & Procedures
- Paramedic Ride-outs
 - Patient Care Documentation
- Fleet lead
 - Vehicle certification & Preventative Maintenance
- Exit Interview



Ambulance Service Review

To meet certification standards, must meet two thresholds:

1. 90%+ for Patient Care (which represents 70% of the overall inspection)

AND

2. 90%+ overall score (Patient Care 70%, Quality Assurance 20%, Administration 10%)

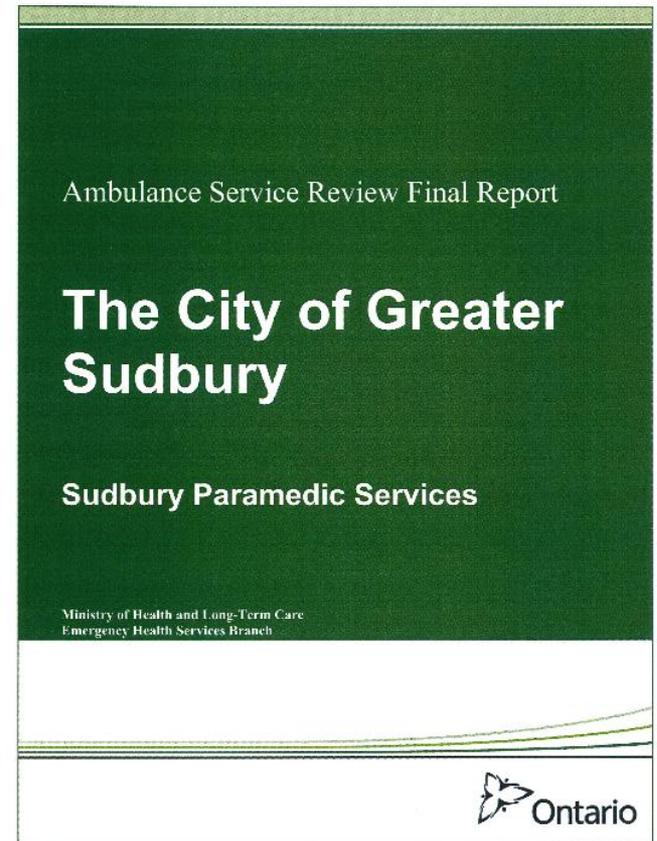


Ambulance Service Review

- Sudbury Paramedic Service – ASR Site visit Sep 9-10, 2015
- Received “Final” ASR Report January 2016, stating

“Congratulations on successfully meeting the legislated requirements for certification as a land ambulance operator in the province of Ontario.”

ASR Final Report 2015



Ambulance Service Review

Sudbury was commended for:

- Certification inspection preparation
- Level of service
- Quality assurance initiatives with community agencies
- Training
- Vehicles



Ambulance Service Review

Observation 1

248 ambulance call reports were reviewed, 7 or 2.8% suggest patient care may not have been provided to standard.

“100% of ride-out observations demonstrated patient care provided met the Basic & Advance Life Support Patient Care Standards. Patient care was described as professional, courteous, well managed, and compassionate.”
ASR Final Report 2015

Service Action Plan

- 7 calls reviewed with Medical Director, 3 were found to meet the ALS patient care standards
- 1 call was a duplicate
- 3 calls identified were reviewed with the medics through our QA process

Final Result – 98.7% meet the ALS/BLS patient care standards



Ambulance Service Review

Observation 2

Patient care and accessory equipment and supplies were not always secured in the vehicles as per the Standard – *medical bag not secured while transporting patient*

Service Action Plan

Service reviewed methods used to secure medical bags in the Patient compartment, particularly when transporting patients.

Service will utilize the Paramedic Advisory Committee

Final Result – Improved securing methods being developed with ambulance vendor



Ambulance Service Review

Observation 3

Paramedic qualifications files reviewed by the Review Team

The Service Provider captured 1,550 of 1,748 possible qualification requirements, or 88.7%

“Sudbury Paramedic Services is now compliant in this area.”

ASR Final Report 2015



Service Action Plan

Service reviewed the files with missing documentation and was able to locate all requirements within the Paramedic's HRI file. All this information was available to the Service Review Team, copies were provided identifying the missing information and when it was provided to the Service

Final Result – No further action required.



Ambulance Service Review

Observation 4

Mandatory patient care record fields were not always completed on patient carried calls according to the Ambulance Documentation Standards.

Service Action Plan

- Services reviewed the identified missing fields with all staff during the fall training session in 2015
- Sudbury Paramedic Services addressed the identified missing fields with the individual Paramedics

Final Result – Action plan completed. Continue with normal QA process.



Ambulance Service Review

Observation 5

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 demonstrated that the Service Provider is not meeting their Response Time Performance (RTS) Plan.

Service Action Plan

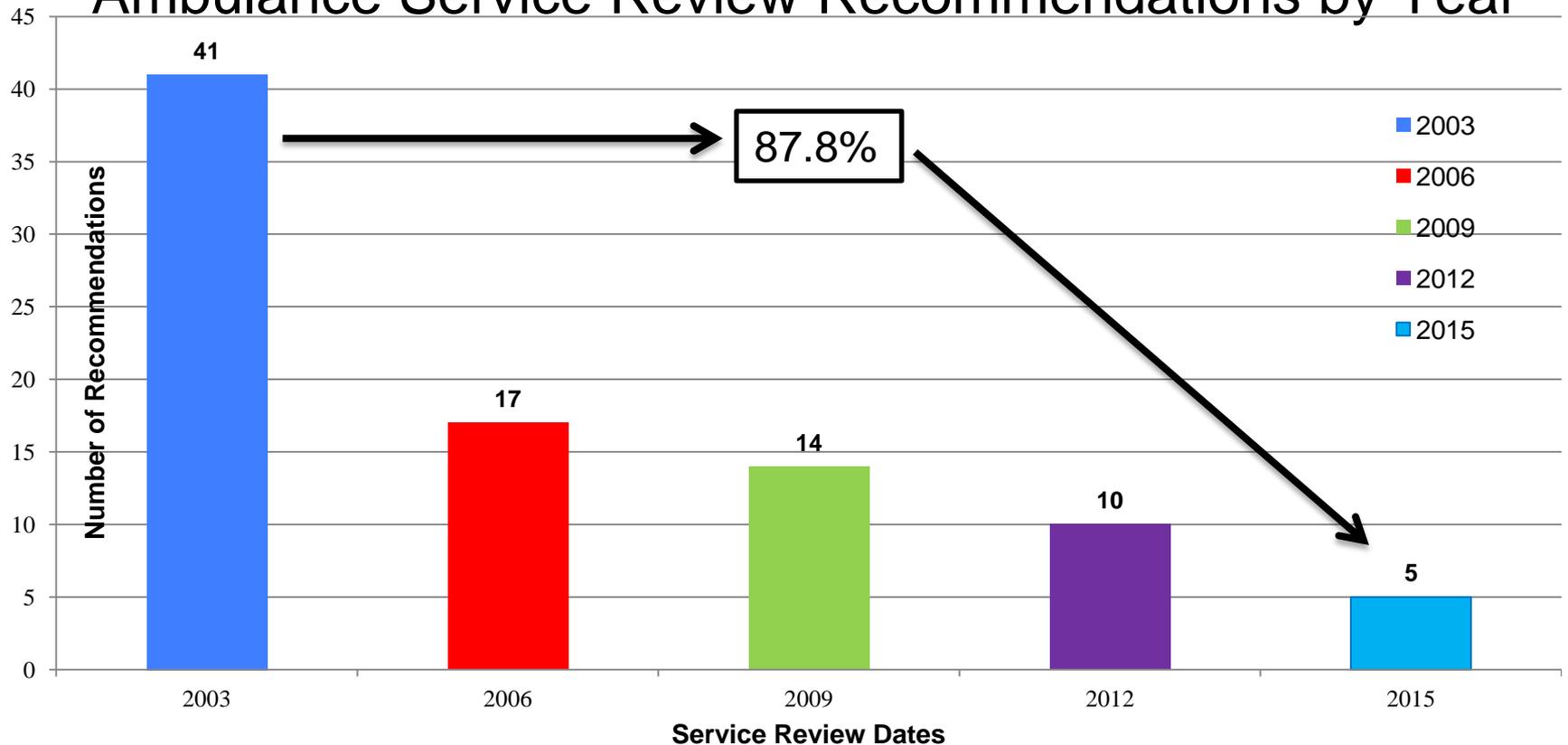
- Council Approved the City's Response Time Performance Plan March 2014 – 6 minute response 70% time to Sudden Cardiac Arrest (SCA) calls in 2014
- One of the highest in Province
- Service continues to review 100% SCA calls
- Continue to work with Ministry dispatch for opportunities to improve performance

2015 SCA 73%



Ambulance Service Review

Ambulance Service Review Recommendations by Year



Ambulance Service Review

In Summary:

- Service successfully passed ASR
- New 3-year certificate to operate will be issued
- Only 5 observations noted, all have been addressed
- Commended for:
 - ASR Preparation
 - Level of Service
 - Vehicles
 - Quality Assurance Initiatives
 - Training
- Service continues to see improved Certification results
- Results come from a sustained Team Effort



Questions?

