

Emergency Services Committee for the City Council of Greater Sudbury

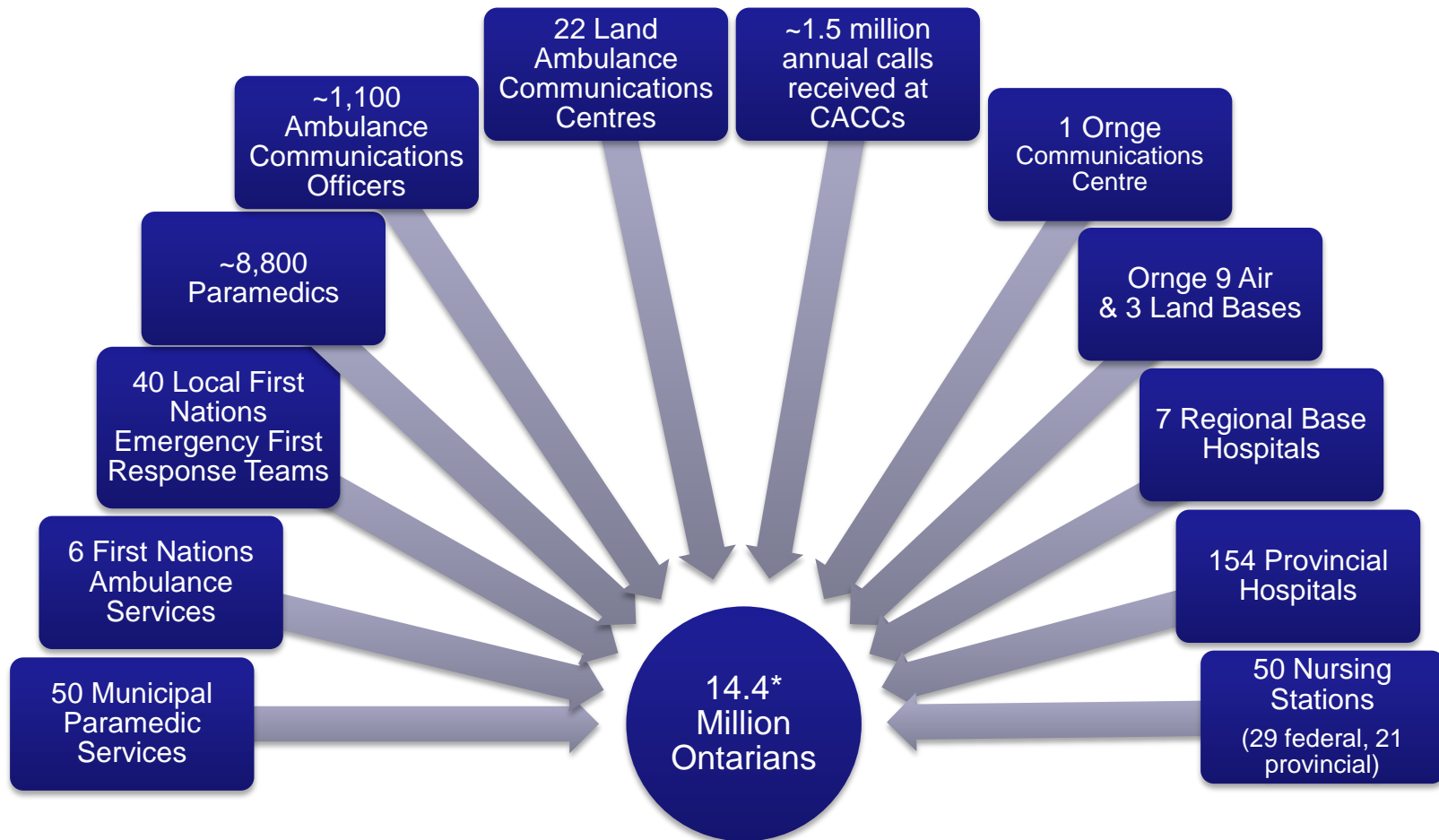
Sudbury Central Ambulance Communications Centre
December 11, 2019

Ministry of Health

Overview

- Ontario has the largest emergency health services (EHS) system in Canada with over 1,100 ambulance communications officers (ACOs) and approximately 8,800 paramedics available to provide emergency care 24 hours a day, seven days a week, and 365 days a year.
- Under the *Ambulance Act*, the Minister of Health has the duty and power to ensure the existence of a balanced and integrated system of ambulance services and communication services used in dispatching ambulances.
- The Minister is responsible for ambulance communication services in Ontario and funding the service.

System Snap Shot



Overview

22 Central Ambulance Communications Centres receive emergency and non emergency calls

Assess, triage and dispatch paramedics.



Catchment Area

- The Sudbury Central Ambulance Communications Centre (CACCC) is one of 22 CACCCs in the Province of Ontario, and is ministry operated.
- The CACCC is responsible for dispatching Greater Sudbury Paramedic Service and Manitoulin-Sudbury Paramedic Service.
- 21 ambulance stations
- Geographic area: 255,239km²

Calling 9-1-1

- When a person dials 9-1-1, their call is first answered at a Public Safety Answering Point (PSAP). In Ontario most PSAPs are staffed and operated by a municipal police service.
- Depending upon the emergency service(s) required (i.e. police, fire or ambulance) the 9-1-1 communicator may conference the caller to speak directly with the fire or ambulance communications service responsible for providing service to the caller's location.

Public Safety Service	Governance & Policy	Operations	
		Dispatch	Responders
Ontario Provincial Police	Province	Province	Province
Municipal Police	Province	Municipal	Municipal
Ambulance	Province	Province	Municipal
Fire	Province	Municipal	Municipal

Ambulance Communications Officers – Time Standards

- CACC Performance Standards include:
 - answering 9-1-1 and public access emergency phone lines within 10 seconds
 - determining sufficient information from the caller necessary to dispatch an ambulance within 45 seconds
 - identifying and notifying the closest available ambulance resource within 75 seconds.



Operating Policies and Procedures

- ACOs are governed by a Manual of Practice which guide their actions and decision-making, and generate specific reporting requirements.
- The Manual of Practice for ACOs directs all CACC operations in Ontario and consists of:
 - Policies and guiding principles
 - Standard Operating Practices (SOP)
 - Local Operating Practices (LOP)

The ACO Call Taker

- Answers and assesses all calls from the public, medical facilities and other agencies. Elicits patient information and determines the priority of the request for service (1,2,3,4).
- Questions callers and utilizes a call screening tool known as Dispatch Priority Card Index (DPCI II)
- DPCI II provides specific questions for various call types and provides pre-arrival instruction (first aid).
- Notifies other CACCs and public safety services (police/fire) as indicated through LOPs.
- Documents all elements of call activities in accordance with documentation standards.

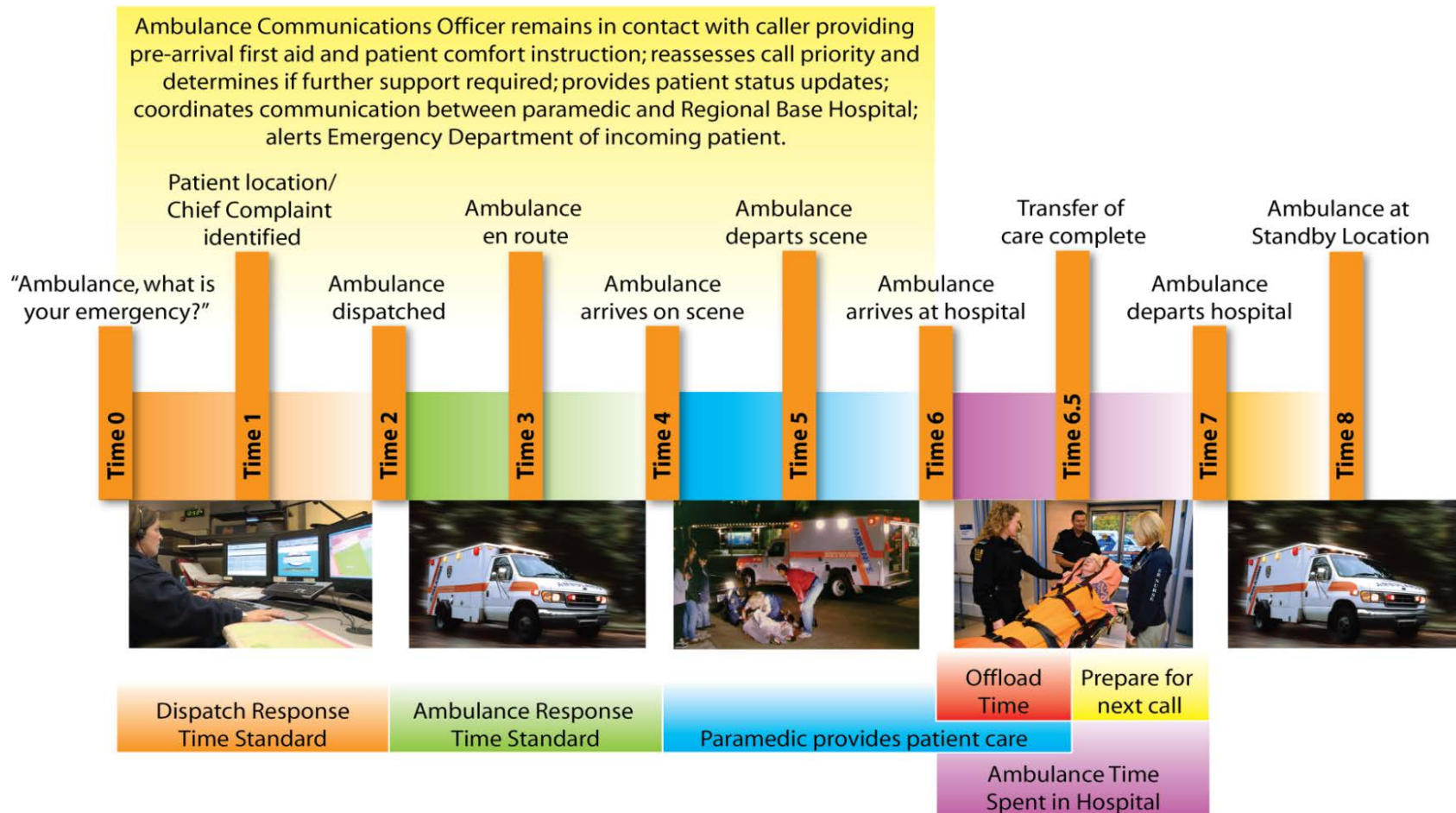
The ACO Dispatcher

- Manages ambulance status at all times, determines the closest available ambulance, assign the call to the appropriate unit and provide information acquired by the call taker to the paramedics.
- Determines the need for land and/or air ambulance response and may notify allied agencies (i.e. police and fire services) of the call as per the LOP.
- Determines the most appropriate hospital to transport the patient to and pre-alert them of patient arrival.
- Facilitates communication between paramedics and the receiving hospitals or with physicians from regional base hospitals as required

Deployment Plans

- Provide guidelines to ACO's on the movement of paramedic resources to ensure the area has balanced emergency coverage, often developed based on:
 - Geographic location of stations
 - Historical call volumes and locations
 - Staffing patterns
- Works on balancing paramedic resources
- Traditionally static and station based, deployment plans are now more dynamic and regularly updated

Chronology of an Ambulance Response



Future Technology

- A multi-year system improvement plan including technological improvements to Communication Centres in consultation with stakeholders.
- Updates to Computer-Aided Dispatch (CAD5), Medical Priority Dispatch System (MPDS), Telephony (new telephone system in support of NextGen 911), updated radio network – Public Safety Radio Network (PSRN), Real Time Data (RTD)