

Greater Sudbury Paramedic Services Update

Emergency Response Time Performance

Deputy Chief Aaron Archibald

EMS Operations

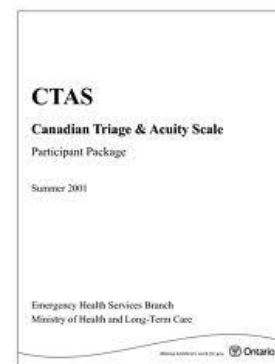
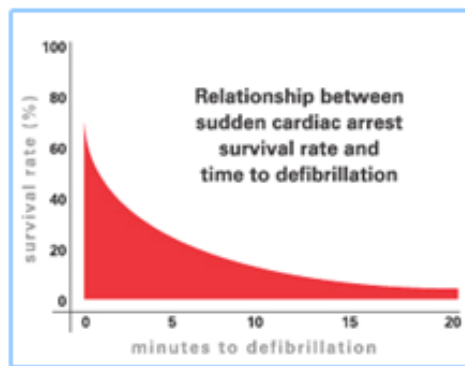
Community Services Committee

March 17, 2014



Overview

- Response Time Criteria
- 2013 Response Time Data
- Service Delivery Challenges
- Summary
- Questions



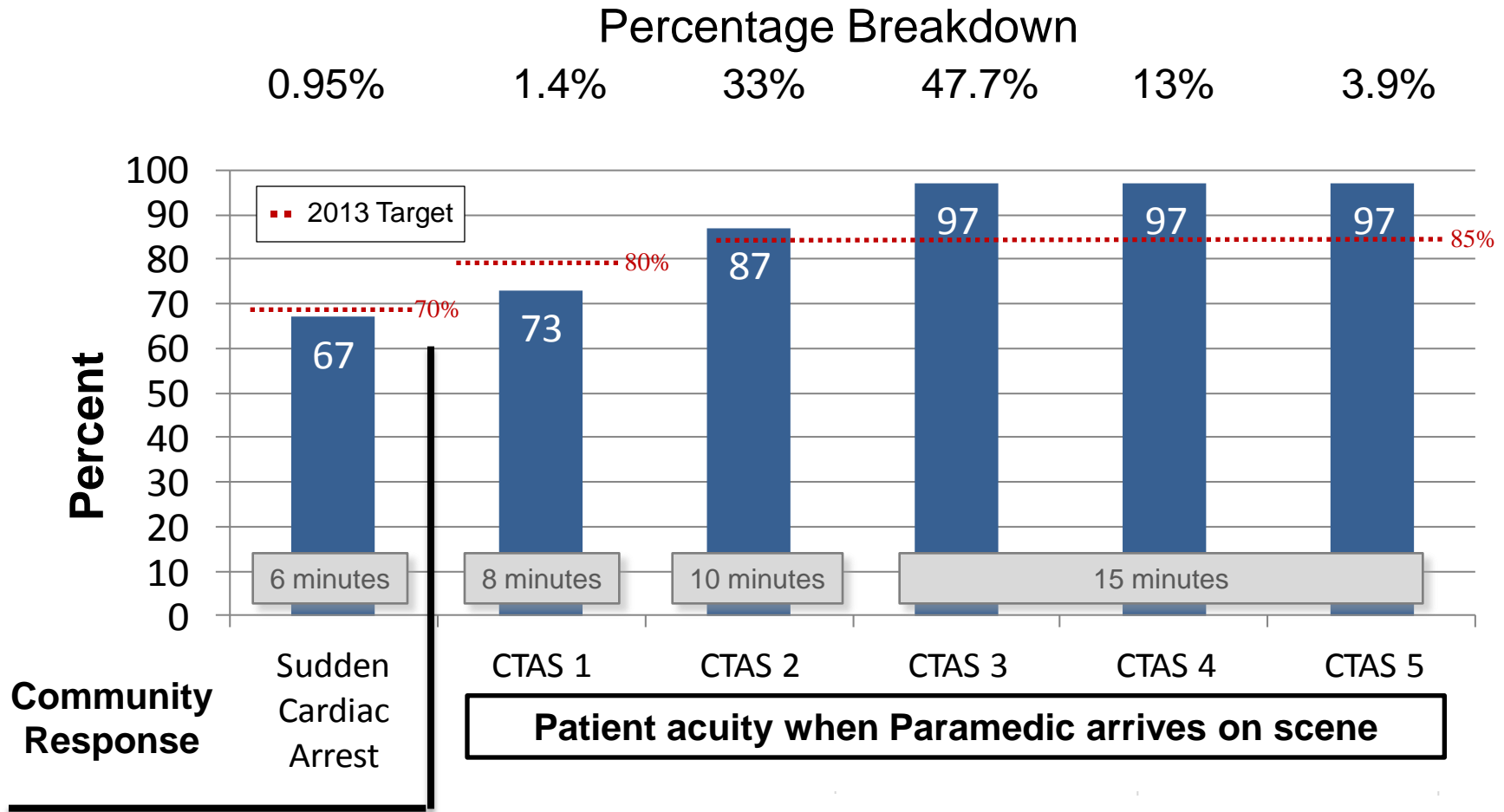
Response Time Criteria

Reportable Call Criteria

- ▶ Sudden Cardiac Arrest (SCA) calls
 - Percentage arrive in **6 minutes or less**
 - Arrival of defibrillator by anyone
 - “Community Response”
- ▶ CTAS 1 calls (includes SCA)
 - Percentage arrive in **8 minutes or less**
 - Arrival of EMS (Ambulance or PRU)
- ▶ CTAS 2-5 level calls – defined in the plan
 - Percentage and time set by Service
 - Arrival of EMS (Ambulance or PRU)



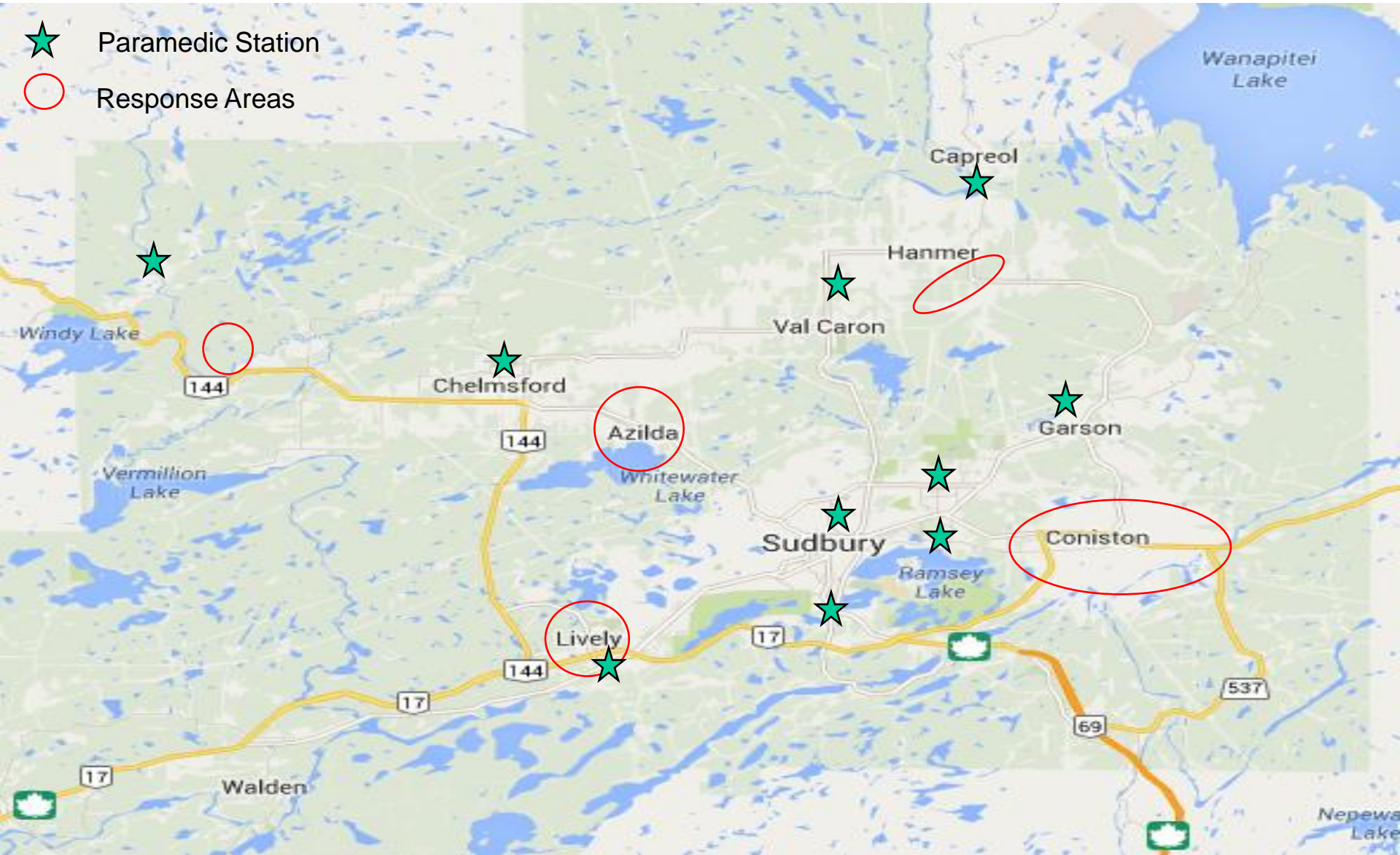
2013 Emergency Response Times



Data source: iMedic ePCR system & MOHLC ADRS system

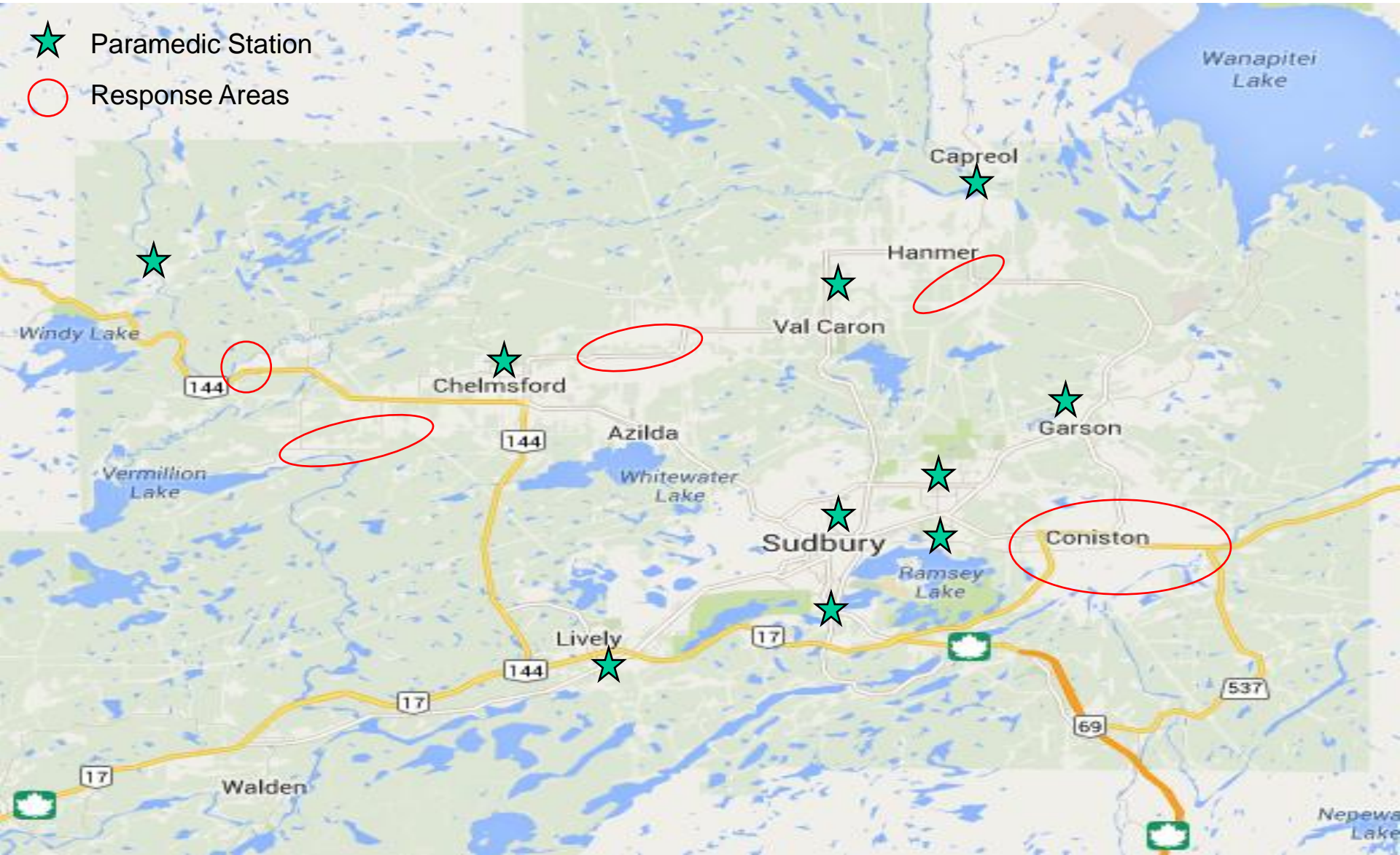
SCA Response Results 2013

6 minute response



CTAS 1 Response Results 2013

8 minute response



Summary

- Globally EMS meets response times 95%
- Continue to have challenges with:
 - Peak time call volumes
 - Geography and location of the call
 - Travel time and distance
 - Ambulance Off Load Delays
- Call volumes increase 38% in the past 5 years
- No increase of Paramedic staffing in the past 6 years
- Continue to strive as a high performing Service
 - System Status Review completed June, 2013
 - Realignment of resources for maximum efficiency
- Dedicated, Caring & Professional Staff!



Questions?

