

For Information Only

Ministry of Health and Long-Term Care Ambulance Service Review — The City of Greater Sudbury

Presented To: Community Services Committee

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Recommendation

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EXECUTIVE SUMMARY

Greater Sudbury Emergency Medical Services (EMS) has successfully completed the Ministry of Health and Long Term Care (MOHLTC) Land Ambulance Certification Program and is now in receipt of the "Draft" Ambulance Service Review (ASR) – Executive Summary Report, which states *"In general, the site Review found that Sudbury EMS has substantively met the requirements of the Land Ambulance Certification Standards."*

The Service has developed and communicated to the MOHLTC an action plan in response to the Findings of the ASR. The plan will ensure compliance with legislation and standards in order that Sudbury EMS may make ongoing improvements toward ensuring the delivery of high quality Ambulance Services.

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 EMS has been in operation since December 3, 2000. The current certificate to operate expires on September 14, 2013. As required and in order to renew the certification, the service underwent a MOHLTC ASR on October 10 - 11, 2012.

The purpose of the ASR 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 ASR certification process once every three (3) years in order to maintain their certification to operate the Service.

In completing the ASR Certification process, municipalities are required to meet all of the legislative and quality requirements in the following areas:

Signed By

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

MOHLTC Ambulance Service Review Process

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

- Months in advance of the ASR site visit, the MOHLTC conducts a comprehensive review of mandatory information and documents supplied by the Service. This includes background information on call volumes, 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 ASR site visit occurs over two (2) days and allows a team of peer managers, Paramedics, and Ministry staff to review all aspects of the organization. The review ensures compliance to legislation and that 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 ASR team lead provides 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 site visit, the MOHLTC provides a “Draft” ASR – Executive Summary Report detailing the Service review findings. The Service is required to respond within thirty (30) days with an action plan that addresses the ASR 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.

Ambulance Service Review “Draft” Report Findings

The City of Greater Sudbury EMS is now in receipt of the “Draft” ASR – Executive Summary Report dated January 31, 2013. The “Draft” report states “The Review Team found that overall Sudbury EMS meets the certification criteria and the legislated requirements.”

The following summarizes the findings contained within the draft report, which states Sudbury EMS is to be commended for its efforts in the following areas:

- Thorough preparation for the ASR.
- Well organized employee files.
- Detailed training program.
- Documentation tracking tool e-Pro.

The following areas met all legislative/regulatory requirements and had no review findings:

- a) Training
- b) Service Review Program
- c) Policy and Procedure
- d) Operations
- e) Liaison/Communication

Based on the correspondence contained in the report, the Ministry finds the following areas require attention so that Sudbury EMS may make further improvements in delivering quality Ambulance Services.

Recommendation	ASR Particulars	EMS Action Plan
Level of Service	Not always documentation demonstrating the Service investigates when the Service Response Time Performance Plan had not been met.	The service will review calls that do not meet response times for Sudden Cardiac Arrest, Canadian Triage Acuity Scale (CTAS) 1, and CTAS 2 to determine cause and develop remedies.
Employee Qualifications	Polio immunization certificates for two (2) Paramedics were missing.	These documents have been obtained the files have been brought up to date.
Staffing	Service did not always notify the Ministry of separation dates upon employee separation. ID cards are not always returned to the Ministry upon termination of employment.	A revision of the termination letter format now includes specific separation date to avoid future confusion. The ID cards are the property of the MOHLTC and difficult to retrieve following separation of employment The Service will now serve notice of the requirement to return the ID card in a letter issued at separation.
Documentation	Ambulance Call Reports were not always completed according to the <i>Ambulance Service Documentation Standards</i> . (dispatch priorities and CTAS only)	The Paramedic Clinical Auditor reviews 11% of our call volume (approx. 3700) annually for both patient care and documentation.
Patient Care	Of the 230 Ambulance Call Reports reviewed, fifteen or 6.5% , based upon documentation only, suggest patient care was not provided in accordance with the Patient Care Standards. The Service Provider is commended for these documental findings. Incomplete documentation demonstrating the Service Provider evaluates each Paramedic's patient care annually.	Our Clinical Audit Program (as above) has resulted in improvements in patient care and documentation. The service completes approx. 3700 patient care call audits annually. During spring and fall CME training, Paramedics' patient care skills are reviewed through skills testing. Training Officers do periodic ride-outs with Paramedics. Platoon Superintendents respond to calls regularly and monitor Paramedic performance in the field.
Recommendation	ASR Particulars	EMS Action Plan

Vehicles	<p><i>One equipment bag not secured enroute to hospital.</i></p> <p><i>Vehicle 5013 - missing certification documentation.</i></p> <p>There was incomplete documentation demonstrating the Service Provider audits checklists for completeness and accuracy.</p>	<p>The Platoon Superintendents will continue to monitor the securing of patients and equipment utilizing crew checks.</p> <p>Vehicle is being replaced.</p> <p>Service is implementing a web-based electronic checklist that will allow improved compliance and monitoring.</p>
Patient Care Equipment	<p>Preventative Maintenance (PM) was not always performed according to the Service Provider's schedule/OEM schedule.</p>	<p>The Service located and submitted additional evidence pertaining to PM that was not produced at the time of the ASR visit. The new evidence submitted demonstrates PM program compliance.</p> <p>The Service is implementing changes to PM Program monitoring to ensure continued compliance including improvements in quality of work and documentation.</p>

CONCLUSION

The results of the ASR have been 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 ASR report states, "All patient care observed during ASR ride-outs met the BLS/ALS Patient Care Standards. Patient care was described as professional, courteous, well managed, and compassionate."

We thank the entire EMS team for their continued commitment to the delivery of high quality land ambulance services to the residents of Sudbury.