

Land Ambulance Service Review



Community Services Committee Meeting

April 15, 2013

Presented by: Joseph Nicholls, Deputy Chief, Emergency Services



Ambulance Service Review

The *Ambulance Act* states:

no person shall operate an Ambulance Service unless:

- Certified by the MOHLTC, Emergency Health Services Branch
- compliant with legislation and regulations
- ***Land Ambulance Certification Standards*** reviewed every three years

Ministry of Health and Long-Term Care/
Ministère de la Santé et des Soins de longue durée
Emergency Health Services Branch /
Direction des services de santé d'urgence

Certificate No. / N° du permis
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, 2013**, unless suspended or revoked. / Le présent permis expire le **11 septembre 2013** sauf s'il est suspendu ou révoqué.

Dated at the City of Toronto, this **9th** day of **September, 2010**.
Délivré à Toronto le **9 septembre 2010**.

M. Bab
Certifying Authority / Autorité de délivrance de permis
Director, Emergency Health Services Branch
Le directeur, Direction des services de santé d'urgence

Ontario



Ambulance Service Review



Administration

- Employee Qualifications
- Documentation
- Policies & Procedures
- Service Review Program



Logistics

- Training / Education
- Vehicles
- Patient Care Equipment



Operations

- Operations
- Patient Care
- Staffing
- Level of Service
- Liaison / Communications

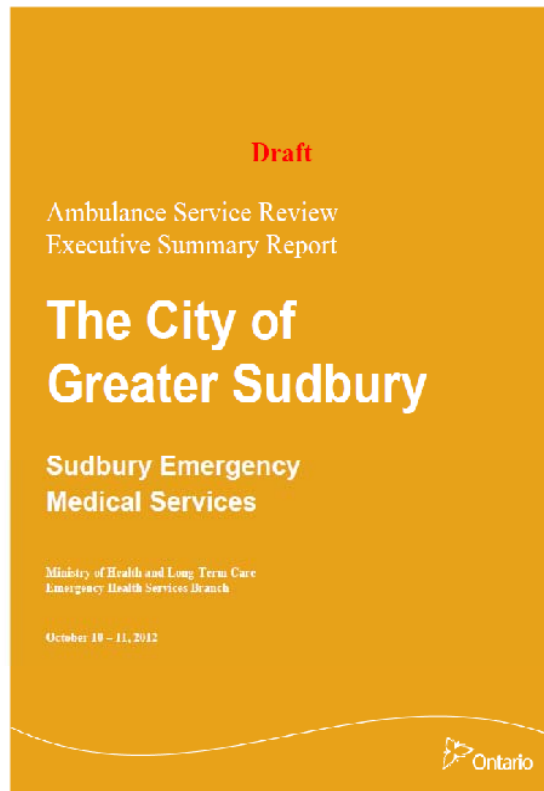


Ambulance Service Review

- MOHLTC requests documents in advance of site visit
- ASR Team attends the Service for two-day inspection
 - ❖ Exit interview — overview of ASR Findings



Ambulance Service Review



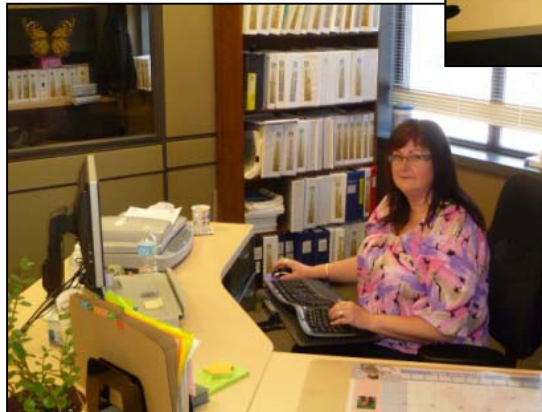
- Draft report with Findings
– 90 days post site visit
- Service responds to Findings with Action Plan
– within 30 days
- Follow-up inspection to review Action Plan progress



Ambulance Service Review

Greater Sudbury EMS Commended for:

- thorough ASR preparation
- well organized employee files



Ambulance Service Review

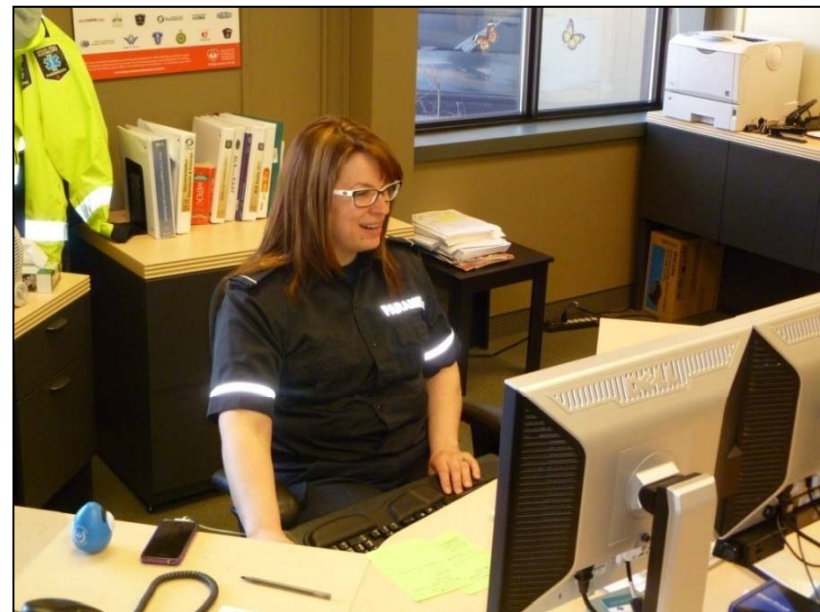
- detailed training program
- documentation tracking tool e-Pro



Ambulance Service Review

- Of the 230 ambulance call reports reviewed, only 15 or **6.5%** suggest patient care was not provided in accordance with standards.

“The Service Provider is commended for these documental findings.”



Ambulance Service Review



Questions?

