

Paramedic Services Land Ambulance Services Review Results

Purpose

This report provides the Emergency Services Committee with the final results regarding our most recent Ambulance Service Review (ASR) as it relates to the Ministry of Health and Long-Term Care (MOHLTC) results, recommendations, and follow-up visit.

Executive Summary

On April 24, 2019, the City of Greater Sudbury Paramedic Services was notified by the MOHLTC of the successful completion of the 2018 Land Ambulance Service Certificate Program. This ensures that the Service will be issued a certificate to operate for a further three years.

On September 11-13, 2018, the MOHLTC Service Review Team conducted a review of the City of Greater Sudbury Paramedic Service for its existing certification. The final report was received on April 24, 2019 and indicated that the City of Sudbury Paramedic Services successfully met the legislative requirements for certification as a land ambulance operator in the province of Ontario.

As per “The Ambulance Act, R.S.O. 1990, c. A. 19” a person cannot operate an ambulance service without successfully completing an Ambulance Service Review and subsequently receiving a certificate by the MOHLTC. The MOHLTC conducts an Ambulance Service Review prior to the expiration of an existing certificate to confirm that the provider continues to meet legislated certification standards.

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 Paramedic Services has been in operation since December 3, 2000. The current certificate to operate expires on September 11, 2019.

The purpose of the Service Review 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 Ambulance Service Review certification process once every three years in order to maintain their certification to operate the Service.

In completing the Ambulance Service Review Certification process, Services are required to meet all of the legislative quality requirements in the following areas:

- Level of Service
- Employee Qualifications
- Staffing
- Documentation
- Training
- Service Review Program
- Patient Care
- Vehicles
- Patient Care Equipment
- Policy and Procedures
- Operations

MOHLTC Ambulance Service Review Process

The MOHLTC Ambulance Service Review is conducted over the span of several months in the year preceding the expiry of the current Land Ambulance Certification and includes the following:

Pre-Ambulance Service Review

Months in advance of the Ambulance Service Review site visit, the MOHLTC conducts a comprehensive review of the mandatory information and documents supplied by the Service. This includes background information on call volume, 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.

Ambulance Service Review Site Visit

The Ambulance Service Review site visit occurs over two days and allows a team of peer managers, Paramedics and MOHLTC staff to review all aspects of the organization. The review ensures compliance with legislation and that the patient care provided meets patient care standards as required by the MOHLTC. This is accomplished by grading the Service against legislative requirements and standards. At the completion of the site visit, the Ambulance Service Review team leads deliver 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.

Post Ambulance Service Review

Following the visit, the MOHLTC provides a “Draft” Ambulance Service Review – Executive Summary Report detailing the Ambulance Service Review findings. The Service is required to respond within 30 days with an action plan that addresses all of the Ambulance Service Review findings. Once the MOHLTC is in receipt of the Service response an MOHLTC inspector will be assigned to complete a follow-up site visit to verify that the Service’s action plan is being implemented in a manner satisfactory to the MOHLTC. On February 7, 2019, the MOHLTC inspector conducted the follow-up site visit and was satisfied with the Service’s action plan to address the findings in the “Draft” Ambulance Service Review – Executive Summary Report. On April 24, 2019, Sudbury Paramedic Services received the Ambulance Service Review – Final Report.

Analysis

The Service Review Team utilizes a number of activities and processes to evaluate the success of the Service Provider in meeting the requirements of the legislation and standards. The following activities are utilized to evaluate the Service Provider. The activities include: interviews with the Service Provider and other service staff; review of documentation pertinent to the delivery of ambulance service; ride-outs that provide the broadest possible assessment of the patient care provided by the service and observations and examinations, to determine compliance with legislation and standards.

The report indicates that the City of Greater Sudbury Paramedic Services continues to improve and strive toward ensuring the delivery of the highest possible quality ambulance service.

Ambulance Service Review Findings

The Service was commended for its efforts in the following areas:

1. Preparation for the certification inspection
2. Training
3. Equipment preventative maintenance
4. Vehicle certification and maintenance

Based on the correspondence contained in the report, the MOHLTC identified the following areas require attention so Sudbury Paramedic Service may make further improvements in delivering quality ambulance service (see **Table 1**).

Table 1

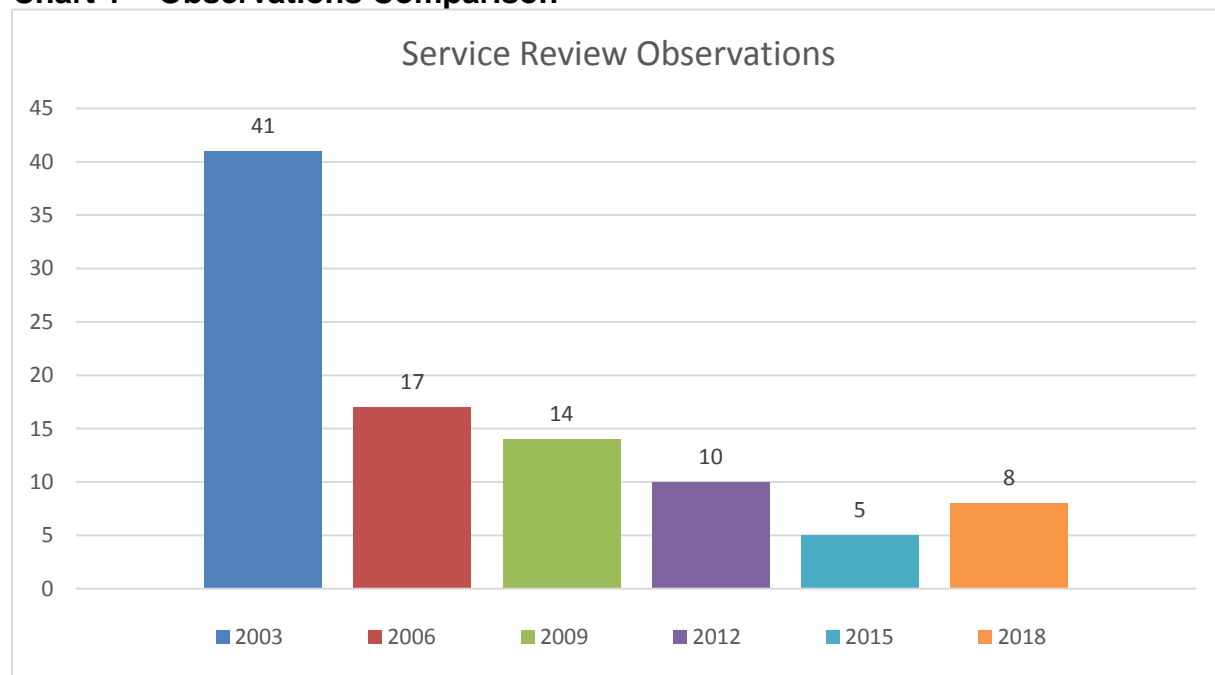
OBSERVATION	AUDIT ACTION	MOHLTC FINDING
#1 Patient Care	307 electronic ePCR's were reviewed	98% of the electronic Ambulance Call Reports reviewed demonstrated that the documentation adhered to the ALS/BLS Patient Care Standards
	10 ride outs were conducted for direct observation of patient care	<p>90% of ride-out observations demonstrated patient care provided met the ALS/BLS Patient Care Standards. During one call, there was a delay to apply oxygen. (<i>this single call represents the 10%</i>)</p> <p>The patient care observed during the ride-outs was described as professional, courteous and compassionate.</p>
#2 Securing of Equipment	12 vehicles were inspected for securing of equipment and supplies	<p>Unrestrained equipment found in the front of vehicles inspected, E.g. to boxes of gloves, satellite radios, large garage door openers and CPR boards.</p> <p>During one call, the crew went mobile prior to restraining bags and equipment.</p>
#3 Patient Care and Supplies	Five ambulances and one Paramedic Response Unit were inspected	The Service captured 98% of the equipment and supply requirements from the Provincial Equipment Standards. The Service is commended for this review observation.
#4 Patient Care and Accessory Equipment	Five ambulances and one Paramedic Response Unit were inspected	<p>98% of the patient care and accessory equipment observed was maintained in working order.</p> <p>The fire extinguisher tags in four vehicles indicated they had not been inspected as per monthly and annual inspection.</p>
#5 Medications	Six ambulances were inspected	<p>100% of the medications were stored in a manner consistent with manufacturer's requirements; however, they were not always secured from unauthorized access.</p> <p>During one call, the back doors of the ambulance were left open while inside at a health facility</p>

		attending to a patient.
#6 Employee Qualifications	41 HRI files were reviewed for qualifications	<p>The Service Review Team identified the Service captured 89.7% of the qualification requirements.</p> <p>A personnel record is maintained for each employed paramedic as described in Part III of Regulation 257/00.</p>
#7 Employee Qualifications		90.2% of HRI files reviewed captured a signed written statement indicating that they have taken the educational review and provided their intent regarding Influenza vaccination.
#8 Documentation	307 electronic ePCR's were reviewed	Paramedics captured 98.6% of the required information on the ePCR's, as per the Ontario Ambulance Documentation Standards

Observations Compared to Previous Reviews

The Service's initial certification process started in the Fall of 2000. **Chart 1 – Observations Comparison** depicts the number of observations listed in the final reports since 2003. The number of observations compared from previous reviews demonstrates that this Service continues to performing at a high level and continues to strive for excellence.

Chart 1 – Observations Comparison



Conclusion

The result of the Ambulance Service Review was very positive and as such, the City will be issued a Certificate to operate the Service for a further three years. This success is a result of the outstanding work of our administration staff, Training Section, Professional Standards Section and Logistics Section all facilitating our Paramedics so they may, each day, deliver high quality patient care to the citizens of the City of Greater Sudbury.

The City of Greater Sudbury Paramedic Service thanks the entire Paramedic Team for their continued commitment to the delivery of high quality Paramedic services to both the citizens of and visitors to the City of Greater Sudbury.