

Paramedic Services Update Report

Presented to: Emergency Services Committee on June 27, 2018



This report aims to provide the City of Greater Sudbury Emergency Services Committee with an update on good news stories and relevant statistics as well as recent business activities within the Paramedic Services Division of the Community Safety Department.

Greater Sudbury Paramedic Services is responsible for the delivery of a performance-based paramedic service that is in compliance with legislative and regulatory requirements, ensuring pre-hospital emergency medical care and transportation to those individuals suffering injury or illness focuses on clinical excellence, response time performance, patient outcomes, patient satisfaction, continuous quality improvement, and a healthy work environment conducive to professional growth.

Good News Stories

Big Bike for Heart and Stroke:

Members from Paramedic Services (along with other Community Safety staff members) participated in the Big Bike event for Heart and Stroke. The team raised \$1,045. This fund raising event helps fund research that is saving lives and supporting heart disease and stroke survivors and their families. All members celebrated their accomplishment as they pedaled for twenty minutes, throughout our community.





Paramedic Retires:

On April 29, Advanced Care Paramedic, Claude Ferguson retired after 32 years of service. Claude was in the first class of Paramedics from Sudbury to attend the Michener Institute of Education at University Health Network (UHN) and graduate as an Advanced Care Paramedic. Over his career, he not only mentored countless new Paramedics providing great advice on how to be a better Paramedic but he has also worked at the college level training would be Paramedics in the finer skills associated with the profession. Claude was able to further utilize his mentoring skills as a Relief Field Superintendent over much of his career at the City of Greater Sudbury. In 2011, Claude was recognized with the Leonce Seguin Award which is awarded to a Paramedic “demonstrating commitment to furthering his knowledge and skills through continued education, progressively responsible positions in the field of frontline emergency care and as a community and professional volunteer.” We wish Claude the best in his retirement and know that he will continue to promote our Service within the community.



Paramedic Services receives Police Services Community Partnership Award

On May 17, 2018, members of the Health Promotions Community Paramedicine Program attended the Community and Police Awards Gala to receive the Community Partnership Award. This award was given to Paramedic Services in recognition of the work in the proactive approach to prevention and diversion of 911 callers that affect Paramedic and Police Services along with Health Sciences North. This award also recognizes our work in collaborating with various community partners to ensure citizens in need in our community receive care from the appropriate services.



*It-rt Bruno Blouin Harris Radio (award sponsor); Aaron Barney PCP; Rebecca Poulin PCP; Chief of Police, Paul Pederson

Paramedic Services Statistics

January 1– April 30, 2018

	* Priority Dispatched						
	1	2	3	4	2018 TOTAL	2017 TOTAL	% Change
Q1	241	579	1510	4034	6315	6011	5.1%
April	65	154	491	1319	2019	2080	-2.9%

Data Source: Interdev iMedic

* Priority Dispatched Definitions

Priority 1	Deferrable/Non-Emergency	a non-urgent call which may be delayed without being physically detrimental to the patient
Priority 2	Scheduled Transfers	any call which must be done at a specific time due to the limited availability of special treatment or diagnostic/ receiving facilities. Such scheduling is not done because of patient preference or convenience.
Priority 3	Prompt Emergency	any call which may be answered with moderate delay. All patients classified in this priority group are stable or under professional care and are not in immediate danger.
Priority 4	Urgent Emergency	refers to situations of a life or limb threatening nature and time is crucial.



Paramedic Operations

The operations section provides pre-hospital emergency medical care and transportation as well as non-urgent transportation between health-care facilities, the airport and residences.

Spring Hire

Paramedic Operations hired six part-time frontline Paramedics. These competent individuals were selected after several rounds of intensive recruitment including interviews and scenario exercises. We are confident these recruits will provide the highest level of Paramedic service to our community. The new hires are currently involved with orientation and will be placed into regular deployment by the summer.

A competition for the Commander of Paramedic Services position has been completed and the successful applicant was Shawn-Eric Poulin. Shawn-Eric has many years of experience in the pre-hospital field, along with being an instructor at College Boreal. With his background and knowledge, he will be a great asset to our management team.

Community Event

During the week of April 23-29, Sudbury hosted a national midget hockey championship, the 2018 Telus Cup. Throughout the tournament, Sudbury Paramedic Services were on site to provide Paramedic support.

Professional Standards

Professional Standards is responsible for the delivery of quality assurance programming consisting of clinical and service delivery auditing with the goal of improving patient safety and ensuring high quality clinical care thereby reducing risks. By also managing the electronic patient care record system, including quality assurance oversight, Professional Standards coordinates legal proceedings and maintains compliant handling of patient medical records within various legislative and regulatory requirements. Lastly, Professional Standards represents Paramedic Services amongst stakeholders within the community and participates in research studies to advance and ensure integration into the health-care framework.

Opioid Surveillance Working Group

Paramedic Services is part of a community working group tasked with development of an early alert system for opioid related emergencies in our community. Members of this group include Greater Sudbury Paramedic Services, Health Sciences North, Greater Sudbury Police Services and Public Health Sudbury & Districts. The last meeting of this group occurred on April 20th, 2018. Paramedic Services provided a presentation regarding pre-hospital opioid data tracking which was very well received. The working group requested to have access to this real time data for enhanced monitoring of opioid emergencies as an alert for our community. This early warning can allow community service agencies and opioid users to be informed, prepared and empowered with real

Paramedic Services Update Report – Wednesday, June 27, 2018



time knowledge of local opioid misuse trends. The next meeting of this working group will occur on June 1, 2018.

The following data represents the findings of Paramedic Services in relation to opioid emergencies.

Paramedic Services Suspected Opioid Calls				
	2015	2016	2017	2018
January	1	4	4	3
February	4	1	7	10
March	5	2	5	11
April	7	3	4	12
May	7	1	2	6
June	4	11	0	
July	6	3	14	
August	3	9	9	
September	6	6	12	
October	4	10	17	
November	6	9	12	
December	5	7	6	
TOTAL	58	66	92	13

Paramedic Administered Naloxone				
	2015	2016	2017	2018
January	0	2	0	1
February	1	1	2	7
March	0	0	1	7
April	2	1	0	7
May	2	2	0	2
June	0	0	1	
July	0	0	5	
August	1	3	4	
September	0	2	7	
October	1	3	7	
November	2	0	9	
December	1	1	3	
TOTAL	10	15	39	8

Clinical Diversion

Paramedics are able to offer an option of transport destination to appropriate 9-1-1 call patients that divert them from the Emergency Department. This program assists our health care system by ensuring the right patient receives the right care at the right time. The options of destination are either the normal protocol to the Emergency Department; Withdrawal Management Services; Crisis Intervention Services, or Crisis Intervention Mobile Team response at the patients' home. Within this reporting period Paramedic Services completed the following patient diversions:

- **17** patients to Withdrawal Management Services
- **11** patients to Crisis Intervention Services/Mobile Crisis Intervention Team

Greater Sudbury Paramedic Services has been recognized by fellow colleagues within the Province for our Crisis Intervention and Withdrawal Management Services diversion protocols. Municipalities such as Sault Ste. Marie, Hamilton and London have all looked at our diversion program framework and now have replicated or are in the process of using this model for their own diversion programs.

Paramedic Services is currently looking to expand our alternative health pathways and are working with primary community care providers that provide cultural considerations as part of their care, namely family health teams and nurse practitioner clinics. We have also provided updated training this Spring to our Paramedics to improve knowledge and use of this alternative health pathway. These are programs that align with the Ontario government's Patients First 4 Key Pillars; providing



access to the right patient, connecting patients to the right care, providing education and protection of our health care system by ensuring the fiscally responsible path has been chosen.

Logistics

The Logistics Section provides cleaning, management and maintenance of the Paramedic vehicle fleet, City heliports, specialized vehicles, and patient care equipment with the goal of ensuring vehicles and equipment are sanitized and stocked in accordance with all legislative requirements.

Workplace Improvement Project Updates

- Work has continued with the City IT and Fleet Divisions and our current asset and inventory software provider (OPIQ), which will maximize efficiency with fleet repairs, testing software additions to automatically report when vehicles are repaired and ready to be placed back in operation, limiting down time to a minimum.
- Medical stock and equipment dispensing machine installations are currently underway at all of our satellite stations. They are a SMART system with central security control and inventory management.
- Planning is underway for the second phase of our employee wellness program, further reduce repetitive strain injuries. This next phase is to evaluate power stair chairs which are used for patient extrication; and this will in turn reduce back and shoulder strains and other injuries.
- Project planning is also underway for Equipment Vehicle Technician (EVT) workspace improvements at HQ. We are currently reviewing options to maximize efficiency for returning and issuing medical equipment flow to be processed for next shift.

New Summer Uniform Issue

Based on feedback from staff, we have purchased new summer uniform shirts to reduce heat stress which Paramedics experience during warmer weather. This performance rated shirt has reflective properties for safety and uniquely identifies the paramedic. This uniform addition further demonstrates our commitment to health and safety.

Training

Training involves the development and delivery of paramedic education that includes: continuing medical education, orientation for new hires and those returning following extended absences, and remedial education to address identified gaps in knowledge, skill or critical decision making. Additionally, participation on national and international clinical research initiatives aims at improving pre-hospital clinical care.



Training Programs

Our Training Section delivers training for paramedics and logistics staff and provides advice and training programs to the Peer Support Team. Below is a summary of the various training initiatives our Training Section has developed, delivered or participated in within this reporting period.

- The Training Section is currently conducting Paramedic Spring Training Rounds. Operational training sessions are held in the spring and fall of the year. This spring's session includes legislative and operational training programs, new equipment orientation, customer service training and an update on the Neonatal Resuscitation Program. Greater Sudbury is one of the few Services in Ontario to certify Paramedics in this important program.
- Training Officers also assisted with the testing of new Paramedic candidates and after the successful hiring of six new Primary Care Paramedics, they will assist with the new hire orientation program set to begin the end of May.

Community Paramedicine

The Community Paramedicine Section, while technically overseen by Operations section, utilizes Paramedics in non-traditional roles providing home visits, clinical interventions, and preventative health initiatives with the goal of reducing demand for Emergency Department visits, hospital admissions and to keep our at risk aged population healthy and at home and attempting to aid our vulnerable populations by directing them to suitable community resources.

Care Transitions Community Paramedic Program

The Care Transitions Community Paramedic (CTCP) Program has been active since January 12, 2015 and has seen 436 unique patients since inception. This program is provided by two full time specially trained Advanced Care Paramedics who are able, through an expanded scope of practice, provide education and medical interventions for three targeted chronic diseases (Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, and Diabetes). This education and clinical treatment program improves the patients' quality of life at home, decreases reliance on emergency response of Paramedic Services and readmissions to the hospital.

February 1 to May 11, 2018:

- **201** current active patients received **235** scheduled home visits February through to May 11, 2018.
 - Phone Consultations = **26**
 - Initial visits = **30**
 - Follow-up = **140**
 - Just in time (JIT) = **35**



- Referrals to other care agencies = **32**
- Just-in-Time Visits (JIT) are more urgent visits that occur when the patient contacts the CTCP outside of the patients' scheduled appointment requesting assistance for a new symptom or an exacerbation of a medical condition. The Paramedic will see this patient immediately before any of the scheduled appointments for the day.
- The CTCP program was closed **8** days through February to May 11, 2018 due to lack of staffing coverage for sick days, vacation, and training.
- Survey results from 2018 indicate 100 % would recommend the Care Transitions Program and 100 % are satisfied with the service provided by Care Transitions Community Paramedics.

Health Promotion Community Paramedic Program

The Health Promotion Community Paramedic (HPCP) program is a compilation of various prevention and health education initiatives that work to ensure our most vulnerable populations are linked to community health services and can obtain healthy lifestyle education and prevention information. The initiatives provided include Paramedic Referrals; Wellness Clinics targeting older adults and homeless populations; Rapid Mobilization Table (RMT) response; collaboration with community partner groups to work toward healthy and safe communities; case management of frequent 9-1-1 users and annual Free Bystander Hands-Only CPR training sessions for our citizens. The goals of the above initiatives are to ensure our vulnerable populations are able to remain living healthfully at home for longer without reliance on Paramedic Services or the local Emergency Department.

February 1 to May 11, 2018 *:

- 69 Paramedic Referrals to NE LHIN Home and Community Care
- 30 Shelters Clinics
- 24 Older adult Clinics (CP@Clinic)
- 23 RMT working group responses & 4 presentations to RMT by Paramedic Services one of which Paramedic Services was the lead agency (*Jan 1 to March 31 this data is only available to us quarterly, next data set available for the end of June)
- 13 Community Health Concern Reports

Bystander Hands-Only CPR Blitz

Thirteen CPR Blitz sessions were held the City of Greater Sudbury throughout February and March of 2018 in partnership with Sudbury branch of the Heart and Stroke Foundation. Twenty-eight Paramedics volunteered their time for these sessions. We taught 334 Sudbury citizens the lifesaving skill of Hands-Only Bystander CPR and Automated External Defibrillator (AED) use. The survey results for these sessions were overwhelmingly positive. 100% of participants would take this course again



and felt that they would confidently know what to do if faced with witnessing a sudden cardiac arrest. In total since 2014, we have taught 1,121 citizens of Greater Sudbury these lifesaving skills.

Research Study Participation

CARPE Study – McMaster University – Common Assessments for Repeated Paramedic Service Encounters

The primary objective of this study is to investigate outcomes associated with older adults that are assessed in a Community Paramedicine program. This includes frequent 9-1-1 calls, functional decline, social isolation, disease progression, and mortality. Through participation in this study we seek to determine if a Community Paramedic using a standardized assessment tool can identify risk factors associated with these outcomes. A standardized assessment tool that captures the full breadth of Paramedic observations will be important to improve care planning and for identifying changes in patient status.

CP@Home – McMaster University

The HPCP program is also working toward becoming part of a frequent 9-1-1 user program where those who rely on Paramedic Services to assist with unmet needs at home will be targeted for home visits by the HPCP. These visits will include assessments, education and community program links/referrals with an aim to lessen the reliance on the emergency health care system and refocus help to derive from community health care services. This program is a sister program to CP@Clinic and is called CP@Home. It is a research study through McMaster University. We are currently waiting for training from McMaster University, and the Collective Research Agreement review from our legal department. We have confirmation that our Central Ambulance Communications Centre will be able and willing to supply patient phone numbers for these identified multiple callers we would like to enroll in the program.

CP@Clinic – McMaster University

Moving forward, the HPCP program is looking to expand older adult clinics into an outlying City of Greater Sudbury community. Currently, a community scan is being completed to assess the most logical location. We are waiting on our City legal department review and recommendations of our Collaborative Research Agreement with McMaster University.