

Greater Sudbury Paramedic Services Update Report

Presented to: Emergency Services Committee on April 18, 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

Paramedic Services “Bearamedic” – Paramedics in the Community

Paramedic Services has added a new member to its Public Education/Relations team. The new mascot, currently named “Bearamedic” will be officially unveiled to the public during Paramedic Week in May. “Bearamedic” is a custom-built mascot that will bring a different perspective to what can be a scary business of lights, sirens and accidents by using cheer and a friendly face to highlight the fact that Paramedic Services are there to help. A naming competition will be held in the coming months. Please welcome “Bearamedic” when deployed to many of the public events attended to by Paramedic Services. “Bearamedic” is a great addition to community events and will be an ambassador for safety and first aid messages in many different media forms.



Walden Winter Carnival

On February 12th, Paramedic Services attended the Walden Winter Carnival. Paramedics and Emergency Vehicle Technicians (EVT's) were on hand to display the remote response unit “Gator”, Ambulances and Paramedic Response Units in addition to Emergency Management who showcased the Mobile Command Unit. Paramedics and EVTs indicated that the public was very interested in the equipment and the deployment of these resources.





Polar Plunge



On March 3rd, Paramedics participated in the “Polar Plunge” event at Ramsey lake boat launch. The event, is hosted by the Ontario Law Enforcement Torch Run, is a fun opportunity to support Special Olympics athletes by taking a flying leap... into very cold water. Paramedics raised \$715 for this event.

Paramedic Services were also on hand to provide emergency support in case of a medical emergency.

25th Annual Snowmobile Safety Program

Paramedic Services participated along with other community partners to deliver training at the 25th annual snowmobile safety program. Approximately 30 students attended the training program that was held at the Lively District Secondary School. Paramedics discussed the importance of safety and survival when out on the trails. This is the second year that Paramedic Services has been requested to provide training at this program.

Paramedic Services Statistics

January 1- February 28, 2018

	* Priority Dispatched						
Month	1	2	3	4	2018 TOTAL	2017 TOTAL	% Change
January	88	189	521	1401	2199	1982	10.9%
February	81	201	500	1320	2102	1923	9.3%

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.
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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.

Relief Platoon Superintendent Hiring

In January, six Relief Platoon Superintendents were hired and orientation training completed in February for most of this group. The Relief Platoon Superintendents are responsible to cover for full time Platoon Superintendents when they are otherwise away from work and they ensure that a safe, effective, efficient and high quality paramedic service is provided at all times. Key functions include; direct supervision of on-duty Paramedics, ensuring effective and coordinated paramedic responses in compliance with all legislation and standards, addressing staffing and operational issues, and ensuring the safety of all on duty staff. Relief Platoon Superintendents are an essential component of our management team and help maintain effective communications lines between the regular leadership team and frontline staff.

ASIST Suicide Prevention Program

In February, as part of our continued commitment to employee wellness Paramedic Training Officers attended a two-day Applied Suicide Intervention Skills Training (ASIST) Suicide Prevention Certificate Program at Laurentian University. This course is a pre-requisite to take the ASIST Instructor Program. Internal ASIST instructors will deliver the Self Talk Program this Spring to all Peer Support Network (PSN) team members, the Platoon Superintendent (PS) Group & Administration, while our Paramedics will be provided with this training program during our Fall 2018 Training.

Over the course of their two-day workshop, ASIST participants learn to:

- Understand the ways that personal and societal attitudes affect views on suicide and interventions
- Provide guidance and suicide first aid to a person at risk in ways that meet their individual safety needs
- Identify the key elements of an effective suicide safety plan and the actions required to implement it
- Appreciate the value of improving and integrating suicide prevention resources in the community at large
- Recognize other important aspects of suicide prevention including life-promotion and self-care



Winter Survival Training

Recently all front line Paramedics, Platoon Superintendents, Platoon Trainers and Emergency Vehicle Technician Group completed the online BICO "Baby It's Cold Outside" training. BICO is an awareness and educational program about hypothermia and cold injuries developed specifically for first responders.

The Platoon Superintendents, Platoon Trainers and Emergency Vehicle Technician Group then also attended a two-day GPS/Wilderness Survival Training session. The training covered GPS/Wilderness Survival, GPS, compass, and Mapping skills. These additional skills assist Paramedic Services when responding to requests for service in the many remote areas within our City.

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 and Districts. Paramedic Services plays a major role on this working group in that we are often the first health care providers to note an increase in specific community health related emergencies. The ability for this group to utilize Paramedic Services enhanced monitoring of opioid emergencies as an alert for our community allows community service agencies and opioid users to be informed, prepared and empowered with real time knowledge of local opioid misuse trends.

The following is our most recent statistical update on opioid tracking in our community. As noted in a previous Update Report the overall number of patients in suspected opioid overdose still represents an extremely small number of our overall call volume. In regards to Paramedic administration of Naloxone (Narcan) a recent update to the Advanced Life Support (ALS) Standards allows Paramedic use of Naloxone without the need to seek advice from an emergency physician prior to administration. This, coupled with the specific documentation code for opioid overdose tracking which started on April 1, 2017, allows better monitoring of this issue. Data prior to April 2017 was reviewed to ascertain whether the overdose was possibly opioid in nature.



Paramedic Services Suspected Opioid Calls				
	2015	2016	2017	2018
January	1	4	4	3
February	4	1	7	10
March	5	2	5	
April	7	3	4	
May	7	1	2	
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	
April	2	1	0	
May	2	2	0	
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

Under a pilot program with Health Sciences North Centre for Prehospital Care (HSNCPC) and the Ministry of Health and Long-Term Care (MOHLTC), Paramedics are able to offer an option of transport destination to appropriate 9-1-1 caller patients that divert them from the emergency department. This assists our health care system, in-line with the MOHLTC's Patients First Act, 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; HSN Withdrawal Management Services; HSN Crisis Intervention Services or HSN Crisis Intervention Mobile Team Response at the patients' home.

Year to date, we have seen the following data in relation to this diversion program:

- **12** to Withdrawal management services
- **5** to Crisis intervention services
- **4** to Crisis intervention mobile team

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

Project Safe Cab – As per legislation, all ambulance equipment must be secured for safe transport. An innovative and cost effective solution to secure items in the front driver's compartment has been developed and installed in the fleet.



Ambulance Patient Compartment – Improved cabinetry doors in the rear patient compartment of the fleet is also underway. These upgrades allow improved storage methods of securing equipment in order to keep our Paramedics, patients, and the public safe.

Work is underway with IT, Fleet and our current asset and inventory software provider (OPIQ), to review a fleet software program for Paramedic Services to more efficiently service our vehicles and provide exceptional record keeping.

A Request for Tender (RFT) was awarded to the vendor who will provide medical equipment dispensing cabinets at our satellite stations. This technology will integrate with our asset and inventory system further streamlining our inventory system. Installation expected in the next 3-5 weeks.

Demers Ambulance Inc., Project FX

Greater Sudbury Paramedic Services, and representatives from six other Paramedic Services from different regions of Ontario, along with teams of engineers and design consultants are participating in a provincial project with Demers Ambulance Inc. providing input in the design and development of a new ambulance for Ontario. Demers Ambulance is our ambulance vendor of record and one of only two certified ambulance manufacturers able to sell ambulances for the Ontario market. With the vast market share of ambulances within Canada, Demers is a leader in technological advancement in their industry. We have been invited to participate in Project FX due to our long history of working with Demers on design innovation. Front line Paramedics will participate in key steps in the design, ensuring the user and their needs are at the core of the design. We look forward to the results of this project.

Paramedic Services Training Section

Training involves the development and delivery of paramedic education that includes continuing medical education, operational training, new hire orientation, paramedic reintegration, and remedial education to address identified gaps in knowledge, skill or clinical decision making. Additionally, participation on national and international clinical research initiatives aimed 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 programs our training section has developed and or delivered within this reporting period.

- BICO (Baby its Cold Outside) On-line Training Certificate: educational videos and self-assessment modules on hypothermia and cold related injuries for responders.



- GPS & Wilderness Survival Training: Ground Search & Rescue, mapping, compass & GPS, cold-water rescue and adventure smart training for improving safety for remote responses with our new remote response unit.
- Weed Out the Risk Program: Harm reduction and cognitive behavioral therapy based program associated with the risks of using marijuana and driving.
- Driver Remediation for Paramedics/EVTs, which focuses on preventable collisions and safety of workers and the public.
- Mental Health Presentation for Emergency Vehicle Technicians: Road to Mental Readiness follow up and review of the Peer Support Team roles.

Community Paramedicine

The Community Paramedicine section of Paramedic Services utilizes Paramedics in non-emergent work providing home visits, clinical interventions and preventative health initiative assisting our most vulnerable citizens to remain independent as they age healthfully. This work has shown to reduce demands for 9-1-1 calls, emergency department visits and hospital admissions.

Care Transitions Community Paramedic Program

The Care Transitions Community Paramedic (CTCP) Program has been active since January 12, 2015 and has seen 436 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, to provide education and medical interventions for three targeted chronic diseases (Congestive Heart Failure, Chronic Obstructive Pulmonary Disease and Diabetes). The goal of this program is to improve our patients' quality of life at home, decrease reliance on emergency response of Paramedic Services and decrease re-admissions to the hospital. The following results represent details from January 1, 2018 to February 26, 2018:

- **187** current active patients received **218** scheduled home visits between January and February 2018, broken down as follows:
 - Phone Consultations = **25**
 - Initial Visits = **21**
 - Follow-up = **152**
 - Just in time (JIT) Visits = **20**
- Just in Time Visits (JIT) are more urgent visits that occur when the patient contacts the CTCP outside of the patients' regular scheduled appointment. Patients are usually requesting assistance due to a 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 Care Transitions Program closed four days in January and three days in February due to Paramedic illness and bereavement leave. Staffing is a challenge this program faces, however our goal is to train new staff in Q2.

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 towards 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 goal of this program is to ensure that our vulnerable populations are able to remain living healthfully at home for longer without reliance on Paramedic Services or the local emergency department. The following results represent details from January 1, 2018 to February 26, 2018:

- 40 Paramedic Referrals to NE LHIN Home and Community Care (formerly CCAC)
- 16 Shelters Clinics performed
- 16 Older adult Clinics (CP@Clinic) performed
- 12 RMT working group responses & 2 presentations to RMT by Paramedic Services
- 8 Community Health Concern Reports

Moving forward the HPCP program is looking to expand older adult clinics into the community of Capreol, and is awaiting finalization of the McMaster University Collaborative Research Agreement. We are also working towards becoming a part of a frequent 9-1-1 user program. This program is a sister program of CP@Clinic and is called CP@Home, which aims to assist those who frequently rely on Paramedic Services to assist with unmet needs at home. Through this initiative, the HPCP will provide assessments, education and community program links/referrals to lessen the reliance on the emergency health care system and refocus help from community health care services.

Bystander Hands-Only CPR Blitz

Every year the Health Promotion Community Paramedic Program provides Free Hands-Only CPR and External Defibrillator (AED) training. This initiative is in partnership with the Heart and Stroke Foundation. We utilize their Family and Friends education program which teaches bystander hands only CPR and we also share their health promotion and education pamphlets. The Heart and Stroke Foundation handles all of our bookings for the CPR Blitz sessions and attempts to attend each session to assist with registration of the participants.

The objective of this initiative is to impart, in our citizens, the importance of initiating chest compressions and utilization of an AED as soon as possible, if available, to help to save the life of

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someone suffering a sudden cardiac arrest (SCA). As per the Heart and Stroke Foundation data, for every minute that passes without chest compressions being performed, the probability of survival from the sudden cardiac arrest decrease by 10%!

Each session is approximately two hours long, teaching the basics of chest compressions and AED use. Artificial Respirations or rescue breathing is left out of this level of training as it is a barrier for many to not initiate chest compressions; some feel "mouth to mouth" performed on a stranger would lead to disease contraction or it is something that they are just not comfortable with.

Since the inception of the free Hands-Only CPR Blitz sessions in 2014, Greater Sudbury Paramedic Services has educated 944 citizens this life saving skill.

As of the writing of this Report, during the 2018 Bystander Hands-Only CPR Blitz season we have taught 208 participants in 10 of the 13 scheduled sessions.