



Dufferin County
Paramedic Service

2019 Annual Report



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VISION, MISSION, VALUES

Getting even better

- Relentlessly driving even higher levels of quality across our teams
- Investing in the continuous development and recognition of our people
- Continuously improving our facility and driving operational excellence

Nothing about you, without you

- Partnering with patients and families on what's most important to them
- Empowering individuals and teams to have more control over their work and work life
- Continuing to build the future of our hospital with our community

Integrated care, close to home

- Partnering to advance integrated systems of care in our community
- Improving the health of our community with our partners

Caring for one another

- We see the person in every patient, and welcome all people with compassion, empathy and respect.
- We understand our care starts with listening to what is most important to every patient and caregiver.
- We believe our work starts with valuing and supporting each other.

Relentlessly building a better future

- We take pride in delivering the best possible care to every person, every day.
- We challenge ourselves to be creative and resourceful in finding solutions.
- We reach out beyond our walls to improve the health of our whole community.

Being brave and stepping up

- We do what's right, even when it's hard.
- We are curious and open to new perspectives.
- We speak up, push boundaries, and are not afraid to change.
- We go beyond what's expected.

Better together

- We commit to working together – patients, families, staff, volunteers, physicians and partners – to deliver the care our community needs.
- We inspire each other to be the best we can be.
- We appreciate each other's abilities and use the strength of all of us to achieve the extraordinary.



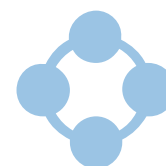
KINDNESS



PASSION



COURAGE



TEAMWORK

LETTER FROM THE CHIEF



*Tom Reid, Chief,
Dufferin County Paramedic Service*

It is with great pleasure, on behalf of Dufferin County Paramedic Service (DCPS), I present our 2019 Annual Report. The report highlights our team's accomplishments and provides details about our programs and performance.

The year 2019 continued to present many unique challenges and opportunities for Dufferin County Paramedic Service. Increasing demands on the entire health care system have challenged leaders across the nation to find innovative ways of providing leading edge health care while being fiscally responsible.

In this report, we will show how our Service has been able maintain exceptional response times despite a significant demand for service. For the first time in many years, DCPS saw a slight reduction in calls for service which can be attributed to the service enhancement from 2018. The reduction in the number of vehicle movements helps to ensure response times are being met, patients are receiving timely care and paramedics are positioned in the community that they are serving.

The Community Paramedic Program continues to support our community as an integrated service that is patient focused and supports inter disciplinary approach to care. The introduction of Ontario Health Teams supports the work that our Community Paramedics are doing each and every day.

DCPS continues to search for innovative ways to deliver health care that supports local priorities. In 2019, we started developing strategies to complement care being delivered to palliative patients, designing a new trauma bypass program and improving our existing service through continued education.

The successes of Dufferin County Paramedic Service are due to the commitment and dedication of our entire team of Paramedic professionals. I am extremely proud and thankful of the service that we provide our community.

- Tom Reid | Chief, Dufferin County Paramedic Service

WHAT OUR PATIENTS SAY

I feel fortunate to live in an area with this level of emergency service.

I was nervous. The Paramedics treated me with gentleness, kindness and respect at all times. Their quick ability to care for me and to reassure me was very much appreciated.

I believe Paramedics saved my life and I am very grateful!

The Paramedics were extremely polite and made me feel very much at ease. In the times I have needed an ambulance, the team has always been very professional and dedicated. They perform their duties in an exemplary manner.

I am a new resident to area, this was my first time in an ambulance here. I received excellent care by the Paramedics. My thanks to all who were involved in my care.

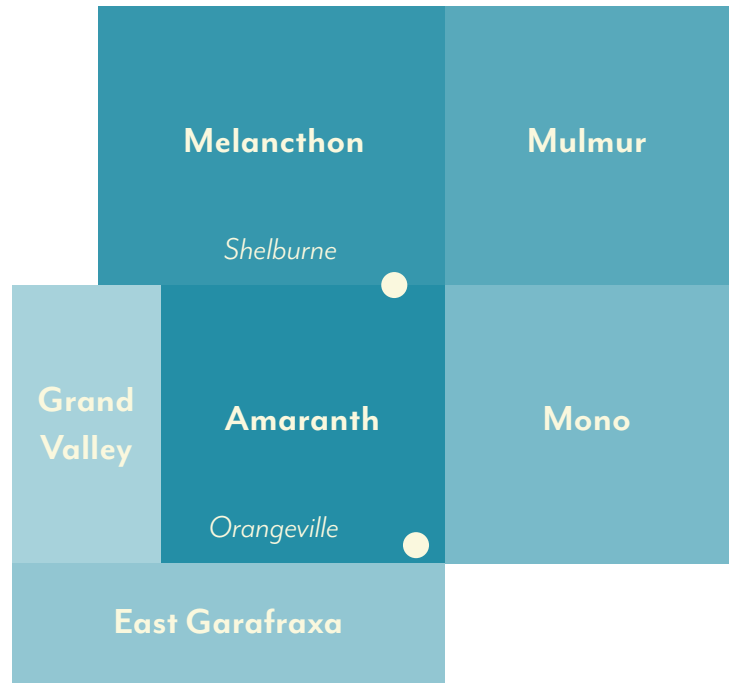
I did not want to go to the hospital but the Paramedics explained how important it was for me to go to the hospital. I am so glad that I took their advice. My medications were increased and everything is better now.

OUR SERVICE

The Dufferin County Paramedic Service (DCPS) is responsible for the delivery of Paramedic Services as defined by the Ambulance Act of Ontario. Since the downloading of paramedic services in 2001, the Province of Ontario funds 50 per cent of land ambulance services.

Since 2001, DCPS has strived to be a model for all other Paramedic Services within the Province of Ontario. Through the professionalism and dedication of the paramedics and administrative staff, we have created a dynamic organizational culture of service excellence.

The Dufferin County Paramedic Service provides emergency medical coverage to over 60,000 residents covering 1,486 square kilometers. Services we provide include Advanced Life Support, Community Paramedic Program and Public Access Defibrillator Program.



Area Served	The County of Dufferin
Geographic Coverage	1,486 km ²
Base Population (2016 Census)	61,735
Percentage of Population over age 65	13%
Services Provided	Advanced Life Support Community Paramedic Program Public Access Defibrillator Program

Table 1 Dufferin County Paramedic Service Profile

OUR PEOPLE

Our people are the greatest asset within the Dufferin County Paramedic Service. The 55 members – including front-line Paramedics, an Administrative Assistant, 2 Deputy Chiefs and a Chief – work together to provide the best care possible to people requiring our services. Our team has a variety of backgrounds and skill sets that contribute to the successful delivery of paramedic services within Dufferin County.

All Paramedics employed by DCPS are college graduates and are delegated by the Medical Director of the Regional Base Hospital Program to perform medical interventions under the regulated Health Professions Act.



The Hills of Headwaters Ontario Health Team



Tom Reid winning the Dr. David Scott Award from Headwaters Health Care Centre.

As such, they are certified to administer numerous medications and perform an extensive list of controlled medical acts. In addition, approximately 38 per cent of DCPS Paramedics are certified as Advanced Care Paramedics, which means they are certified to administer an expanded list of medications, advanced airway management and cardiac interventions. This ensures that those requiring the services of DCPS receive the highest level of care. In 2019, an Advanced Care Paramedic attended 71 per cent of all responses.

SYSTEM PERFORMANCE

Dufferin County Paramedic Service strives to provide the best possible care in a timely manner to the residents and visitors of Dufferin County and surrounding area. In order to achieve this, our administrative team continuously monitors response call volumes, response times and patient outcomes. Table 2, Paramedic Call Volume by Year, shows that call volume has been increasing over the past five years. From 2015 to 2019, the number of emergency calls has increased by 9 per cent.

Dufferin County Paramedic Service remains committed to providing the best pre-hospital care in a timely manner. In order to meet the demands, DCPS requires innovative ways to achieve these results in a community that continues to grow and an increasing demand for services. Table 3 shows the number of minutes of the Average Response Time by Year over the past five years.

Paramedic Call Volume

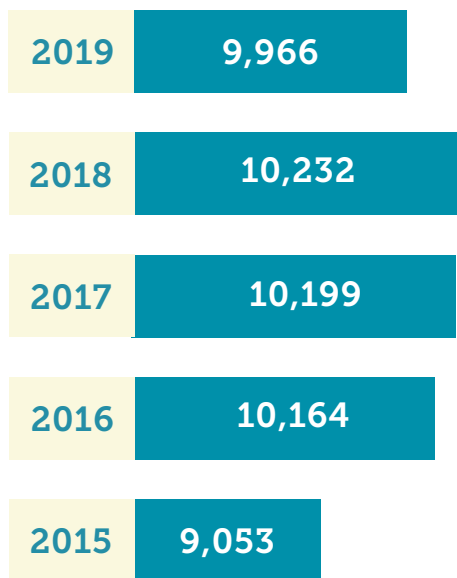


Table 2 Paramedic Call Volume by Year

Paramedic Response Times



Table 3 Average Response Time by Year

SYSTEM PERFORMANCE (CONT.)

Paramedic Response Time Standards

DCPS continues to meet the legislated and council-approved response time standards. The current response time reporting framework is defined as the elapsed time from when the first Paramedic unit is notified to the arrival of a Paramedic unit on scene. Response times across the Province of Ontario are measured and publicly reported in the same manner to the Ministry of Health and Long-Term Care.

Table 4 outlines the legislated response time standards and results based on the Canadian Triage Acuity Scale (CTAS). The percent rank target represents the percent of time that a paramedic crew arrives on scene within the established target response time.

Sudden Cardiac Arrest Response Time Standards

In cases of sudden cardiac arrest (SCA), response time is defined as the elapsed time from when the first paramedic unit is notified to the arrival of any person trained and equipped to provide defibrillation. This response time is greatly impacted by the availability of a public access defibrillator, which can be found in various locations throughout Dufferin County including recreation facilities, schools, municipal buildings and fire departments.

Table 5 outlines Dufferin County Paramedic Service's performance against the legislated response time standard for Sudden Cardiac Arrest.

Paramedic Response Time Standards

Category	Target Time	Percent Rank Target	2019 Performance
CTAS 1 (most urgent)	8 minutes	60%	80%
CTAS 2	15 minutes	90%	93%
CTAS 3	30 minutes	90%	100%
CTAS 4	30 minutes	90%	100%
CTAS 5 (least urgent)	30 minutes	90%	98%

Sudden Cardiac Arrest Response Time Standards

Category	Target Time	Percent Rank Target	2019 Performance
SCA	6 minutes	25%	59%

PROGRAM DEVELOPMENT

Dufferin County Paramedic Service remains committed to promoting and supporting improved clinical care, safety and quality. When a member of the public requires immediate medical care, an entire team of dedicated, highly qualified people come together to provide the highest level of care possible. The Paramedic Service uses the data collected from electronic Patient Care Reports (ePCR's), Ambulance Communication Centre and various hospitals that receive patients from DCPS to assist with the decisions that will impact the direction of the service in the future. All data collected during a Paramedic's duties are protected under the Personal Health Information Protection Act and can never be shared outside of the circle of care.

Table 6 - Top 10 Call Types 2019

Type of Call	# of Calls
Weakness/Dizziness/Unwell	783
Musculoskeletal	622
Behaviour/Psychiatric	439
No Complaint	340
Abdominal/Pelvic/Perineal/Rectal Pain	335
Dyspnea	326
Lift Assist	274
Trauma/Injury	261
Inter Facility Transfer	187
Back Pain	146

Table 6 outlines the “Top 10” call types based on our Paramedics’ assessment of the patient, once on scene.

PROGRAM DEVELOPMENT (CONT..)

Quality Assurance



Paramedic Simeon

As mandated by the Ambulance Act of Ontario, each Paramedic Service must have a vigorous Quality Assurance Program that oversees the daily activities of all Paramedics employed by the service. Dufferin County Paramedic Service currently exceeds all mandated requirements for a Quality Assurance Program by completing audits of 100 per cent of ePCR's, on scene Paramedic evaluations, yearly performance appraisals and quarterly performance reports. This program leads to DCPS providing the best possible service to the residents and visitors of Dufferin County.

Education



Paramedic Stacey with Charlie who was born by surprise.

All Paramedics must complete various types of education on a yearly basis in order to maintain their Paramedic certification. Every year, our Paramedics undergo an Annual Practice Review conducted by the base hospital, and earn a predetermined number of Continuing Medical Education credits. In addition, Paramedics must complete service related training. Over the past year, this service-related training focused on new equipment, changing standards and an annual review of health and safety related topics.

Community Paramedic Program

After securing funding from the Central West Local Integration Network (LHIN), Dufferin County Paramedic Service initiated our Community Paramedic Program in January 2015. This program connects the most vulnerable patients to the most appropriate entry into the health care system. By using a number of strategies and approaches personalized to each patient's particular needs, the Community Paramedic Program reduces the number of unnecessary 911 calls and emergency department (ED) visits, decreases the number of hospital admissions, and shortens the length of stay for patients who need to be admitted to hospital. The Dufferin County Community Paramedic Program has been extremely successful in many areas. For patients enrolled in the program, there has been a reduction in the number of unnecessary 911 calls, ED visits and hospital admissions. The program has led to a larger network of community partners working together to improve the patient experience in our region, through the Health Links program.

Program Data

In cooperation with various community partners, Dufferin County Paramedic Service participates in regional and provincial programs aimed at improving patient outcomes. Over the years, these programs have continued to evolve and currently DCPS has five programs in operation including Acute Stroke Bypass, ST Elevation Myocardial Infarction (STEMI) Bypass, Code STEMI, Sepsis Alert and Paramedic Referral. The Acute Stroke Bypass program is a provincial program that transports specific patients suffering from an acute stroke to a hospital that specializes in the treatment of these patients. Recent changes to the program now allows paramedics to transport patients who have been experiencing signs/symptoms up to 6 hours. STEMI Bypass is a program within Dufferin County in which patients in the community who are suffering from STEMI are transported directly to Southlake Regional Hospital for a life-saving procedure referred to as Primary Percutaneous Coronary Intervention (PCI). Code STEMI occurs when patients present to Headwaters Health Care Centre Emergency Department (ED) suffering from a STEMI, these patients are also immediately transferred to Southlake Regional Hospital for Primary PCI. Paramedic Referral involves referring those patients who are most vulnerable and consistently high users of the health care system to alternative sources of health care, so that they will receive the right care, at the right time in the right place.

Public Access Defibrillation Program

Dufferin County Paramedic Service manages the Public Access Defibrillation (PAD) Program within Dufferin County. Currently there are over 130 PAD's available throughout the county in various municipal buildings, recreation centers and public facilities. Since the start of the PAD Program in our county, there have been five saves directly attributed to PAD use.



Public Access Defibrillator

Community Involvement

Dufferin County Paramedic Service is committed to promoting the profession of paramedics through public education, public relations, community events and fundraising initiatives. The year 2019 was an extraordinary year for DCPS in which the staff volunteered over 400 hours for local events including food drives, community CPR courses, school visits, special group tours and various fundraisers.

Program	Patients
Acute Stroke Bypass	24
STEMI Bypass	20
Code STEMI	22
Paramedic Referral	81

Table 7 Program Data in 2019



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