



2023 Operational Review

CHATHAM-KENT EMS

Prepared for: **Municipality of Chatham-Kent**

Prepared by: **Medavie Health Services**

Submitted: **April 2024**



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Introduction

Message from the General Manager

It is with great pleasure and pride that I present our annual report for the fiscal period of 2023-24. This year's report highlights our collaborative and innovative health care initiatives. These initiatives are making a positive impact on the region by offering community members greater access to care and supporting their needs in the right place, at the right time.

For more than 12 years, Chatham-Kent EMS has been working in partnership with local health and community partners to deliver collaborative, proactive and holistic health care programs. Our forward-thinking approach extends beyond hospital walls, creating accessible care and easing the strain on our health care system through mobile integrated health programs, such as:

- **The *NEW* Chatham-Kent Seasonal Care Clinic**, in partnership with Chatham Kent Health Alliance (CKHA), is providing timely clinical services to individuals with cough, cold and flu symptom. The clinic reduced emergency room visits by **15-20%** and provided care to over **1,000** patients this past flu season.
- **The *NEW* MobileCare Health Bus**, in partnership with CMHA Lambton-Kent, CKHA, CK Community Health Centres and Chatham Kent Ontario Health Team (CKOHT), is improving access to primary care and mental health services, allowing over **310** patients to heal within their community.
- **Chatham-Kent Community Paramedicine Program** has been, bringing high-quality care to patients from the comfort of their home for the past eight years. This has led to a **72%** reduction in 911 calls and a **63%** reduction in Emergency Department visits.

Community-first models such as these expand the role of paramedics and dismantle barriers to care. These programs prioritize preventive services to underserved at-risk and identified populations and complement existing community-based healthcare. Additionally, they limit unnecessary calls to 911 and visits to the emergency room, ensuring critical resources remain available for urgent and life-and-death situations.

Such positive outcomes would not be possible without the extraordinary work of our Chatham-Kent paramedics, support team and partners who always advocate for the highest level of care. Our paramedics apply a patient-focused approach and go above and beyond to ensure patients not only get immediate help, but also have access to long-term care.

Caring for our communities is at the heart of everything we do. I extend my gratitude to the team at Chatham-Kent EMS, the Chatham-Kent Municipality and our local health and community partners for their commitment and passion in delivering high-quality care to our community.

Respectfully submitted,



Jeff Brooks
General Manager, Chatham-Kent EMS

About Chatham-Kent EMS

Delivering care to the community, in the right place at the right time

For over a decade, Medavie EMS Chatham-Kent Ontario Ltd. (Chatham-Kent EMS), a wholly owned subsidiary of Medavie Health Services), has proudly delivered Paramedic Services to residents and visitors of Chatham-Kent, in partnership with the Municipality and other key stakeholders.

At Medavie Health Services, our goal is to extend care beyond hospital walls, making it accessible in the homes and communities of Chatham-Kent, and easing the strain on our health care system.

Our programs are making a positive impact in the community and the health care system:



**72% reduction
in 911 calls**



**Reducing the need
for clients to travel to
access care**



**Providing early intervention
care in a culturally competent
and safe manner**

Part of Medavie Health Services Operating Companies

National leader in primary health care solutions

Chatham-Kent EMS is part of Medavie Health Services (MHS), a national leader in primary health care solutions. MHS, together with Medavie Blue Cross, a premier all-in-one benefits carrier and public health program administrator, form Medavie, a not-for-profit health solutions partner that integrates benefits management, health management and health care delivery to improve the wellbeing of Canadians. The organization represents over 100 years of combined experience in the paramedicine with systems and services designed to meet unique client and patient needs.

With integrated, province-wide operations in New Brunswick, Nova Scotia and Prince Edward Island, as well as regional operations in Alberta, Saskatchewan, and Ontario, Medavie Health Services is the largest contracted provider of emergency management services in Canada. Services are provided under long-term performance-based contracts with governments (provincial and municipal), as well as community health authorities.



Not-for-profit health solutions partner, investing in communities through our Medavie Foundation

The Medavie Foundation was founded by Medavie in 2011 as an extension of its mission to deliver community-centered, non-profit healthcare. The Foundation is focused on improving access to equitable, culturally aligned care in the areas of healthy living, youth mental health, and post-traumatic stress. It provides grants and facilitates collaboration and knowledge sharing with charitable organizations operating in the communities where we live and work.

Since its inception, the Medavie Foundation has invested more than \$9 million in community-centered initiatives in Ontario. Our community partners include Linck, a multi-service agency providing children’s mental health, developmental and protection services in Chatham-Kent. Our investment in Linck supported an increase of front-line counseling staff, which reduces the current mental health services wait list for at least 50 children and youth.

In 2023, the Medavie Foundation invested \$1.2 million and partnered with 28 Ontario organizations working to improve access for individuals experiencing barriers to care related to healthy living (healthy food and active living), youth mental health, and support for first responders and families impacted by post-traumatic stress (PTS).

Clinical and Operational Excellence

A Partner that Understands Pre-Hospital and Integrated Care in Chatham-Kent

Over the past 12 years, our Chatham-Kent EMS team has gained a deep understanding of the core services, as well as the administrative and operational requirements of our partnership. We remain fully committed to the provision and evolution of these services.

As health care partners since 2012, we have made great strides in developing and managing an integrated and Ontario Ambulance Act-compliant service delivery system.

1. Our collaborative efforts have enhanced and expanded primary care and community-based paramedicine in Chatham-Kent, including implementing clinical equipment and procedures to align with clinical best practices
2. Launching numerous Mobile Integrated Health (MIH) programs and Community Paramedicine Programs across the region
3. Expanding various employee mental health supports and resources
4. Developing and maintaining many key system partnerships
5. Supporting some of our communities most pressing physical and mental health care challenges through the Medavie Foundation



A Common Vision for Modernization

Together, we share a local and provincial vision to evolve from a transport-based system to a patient-centred system. To realize this vision, we have multiple care pathways in alignment with the strategic priorities of the Chatham-Kent Ontario Health Team and Ontario Health. Our key areas of focus include:



Extensive Team Experience

Drawing on the corporate experience of Medavie Health Services, we have a dedicated local leadership team committed to leadership excellence, operations, administrative and clinical oversight, as well as stakeholder relationship management. We have the ability to leverage the broader Medavie organization to engage in-house subject matter experts nation-wide, who share lessons learned and best practices. We also have MHS team members to support us on major modernization projects.

Additional Value for Chatham-Kent

Chatham-Kent EMS brings tangible additional benefits to current and future partnerships with the Municipality. Examples include:

- Synergies with other local and regional health system partners
- Organizational breadth, including experience in shared services models to support new projects and initiatives and day-to-day operations
- Corporate strategic focus on safety to enhance patient, public and healthcare provider experience
- The Medavie Foundation, which supports grassroots, community-based initiatives to address pressing health care challenges

Current Out-of-Hospital System Configuration

Currently, the Municipality provides ambulances staffed with two (2) Primary Care Paramedics 24-7 in bases located in Chatham, Wallaceburg, Ridgeway, Tilbury, Thamesville and Blenheim. The chart below is reflective of deployment changes effective July 2022.

Ambulance Staffing Patterns Chatham-Kent

Paramedic Station	Clinical Designation	Shift Pattern
Chatham 7 days per week	PCP Transport	06:00 – 18:00 18:00 - 06:00
Chatham 7 days per week	PCP Transport	07:00 – 19:00 19:00 - 07:00
Chatham 7 days per week	PCP Transport (Peak 12 hrs)	09:00 – 21:00
Chatham 7 days per week	PCP Transport (Peak 12 hrs)	12:00 – 00:00
Tilbury 7 days per week	PCP Transport	07:00 – 19:00 19:00 – 07:00
Wallaceburg 7 days per week	PCP Transport	06:00 – 18:00 18:00 - 06:00
Thamesville 7 days per week	PCP Transport	06:00 – 18:00 18:00 – 06:00
Ridgeway 7 days per week	PCP Transport	06:00 – 18:00 18:00 – 06:00
Blenheim 7 days per week	PCP Transport	07:00 – 19:00 19:00 – 07:00

Mobile Integrated Health Staffing Patterns Chatham-Kent

Paramedic Station	Clinical Designation	Shift Pattern
Chatham 5 days per week	Community Paramedic	08:00 – 16:00
Chatham 7 days per week	Community Paramedic x2	08:00 – 20:00

Operational Support Staffing Pattern Chatham-Kent

Paramedic Station	Clinical Designation	Shift Pattern
Chatham 7 days per week	Operations Supervisor/SOP	06:00 – 18:00 18:00 - 06:00

Clinical and Operational Improvements

As part of the Medavie Health Services group of companies, we follow evidence-based clinical and operational best practices from across the country.

Since 2012, our team has introduced clinical equipment and procedures to ensure the highest level of care and safety, including:

1. Dynamic Deployment Model

In 2012, a measurable deployment plan was introduced to help serve the community as a whole. The main objective was to reach a triad of homeostasis within the high-performance system. This involved continuous improvement of efficiencies and deployment of resources to best meet the needs of the community, based on geographical location, response to calls, as well as the care of our patients and staff.

Since then, there have been various modifications to the deployment plan to adjust to call demand and to evaluate new methods and dynamic approaches to resource movements. The goal is to better understand their impact on response times and balance Municipal emergency coverage.

2. Implementation of Additional Unit Hours

In addition to enhanced unit hours, **60 additional unit hours per week were implemented into the system in July 2022**. These hours were added to existing peak unit hour to maximize efficiency with a limited financial request from the Municipality. This addition has positively improved our overall response times and Code Red incidents.

3. Expansion of our Mobile Integrated Healthcare/Community Paramedic Program

Over the past 12 years, our skilled team has introduced innovative health care solutions to the region, including the introduction of Mobile Integrated Health (MIH) and Community Paramedicine programs. MIH programs, delivered by dedicated teams of paramedics and other allied health professionals, offer a range of preventive and primary care services beyond hospital walls and directly in people's homes and communities. This forward-thinking approach creates accessible care and eases the strain on our health care system, by reducing unnecessary emergency calls and ambulance transports.

- Our **Community Paramedicine Program** has helped bring high-quality care to complex patients from the comfort of their homes through numerous health system partnerships. **Since 2015, the program has led to an 72% reduction in 911 calls and a 63% reduction in Emergency Department visits for targeted populations**, serving as a model for other municipalities like Perth County and Elgin County.



72% reduction
in 911 calls



63% reduction in
Emergency
Department visits

- **New Chatham-Kent Seasonal Care Clinic**, in partnership with Chatham Kent Health Alliance (CKHA), is providing timely clinical services to individuals with cough, cold and flu symptoms, resulting in a **reduction in emergency room visits by 15-20% and providing care to over 1,000 patients this past flu season.**
- **New MobileCare Health Bus**, in partnership with CMHA Lambton-Kent, CKHA, CK Community Health Centres and Chatham Kent Ontario Health Team (CKOHT), is **improving access to primary care and mental health services, allowing over 310 patients to heal within their community.**

These community-first models expand the role of paramedics and dismantle barriers to care, prioritize preventive services to underserved at-risk and identified populations and complement existing community-based healthcare. Additionally, they limit unnecessary calls to 911 and visits to the emergency room, ensuring critical resources remain available for urgent and life-and-death situations.

4. Implementation of Professional Development Roles for Paramedics

In April 2017, Chatham-Kent EMS partnered with the Primary Care Program at St. Clair College to establish community wellness clinics at various apartment complexes where vulnerable populations who often require paramedic services are housed.

The purpose of the clinics is to connect with residents to provide vital sign checks and education that support their health and wellbeing. If a health concern is identified, the clinic personnel will refer the resident to our dedicated Community Paramedic program for clinical follow-up.

In March 2019, Chatham-Kent EMS entered into an agreement with Municipal Housing Service to conduct a weekly wellness clinic in one of their subsidized housing apartment complexes. This free paramedic-led clinic is an evidence-based program that involves partners, including researchers from McMaster University Department of Family Medicine and several local Ontario paramedic services and municipal housing services, to conduct blood pressure, diabetes and falls risk assessments for vulnerable populations. Based on these assessments, we provide health education/promotion, community programs and resources to clinic visitors, and refer their health information to a local community paramedic or their regular primary care practitioner.

This initiative was paused at the height of the COVID-19 pandemic, but there is a goal to reintegrate this model of care in the near future.

5. Plan Do – Check – Act Cycle of Improvement

As a part of our Quality Improvement Program, Chatham-Kent EMS performs the following:

1. Conducts monthly and an annual statistical analysis of:
 - a. 90th percentile response time evaluation
 - b. Call volume evaluation including peak and low trending
 - c. CTAS percentile compared to targeted response times
 - d. Post to post movement of units within the Deployment Plan
 - e. Unit hour utilization (peak and non-peak periods)
 - f. Code zero occurrences and duration (interval when there are three or less ambulances available)
 - g. Time in hospital (offload delay monitoring)
 - h. Record feedback from the Municipality in the form of official or through environmental scanning

- i. Record feedback from staff informal or otherwise
2. Develop monthly and annual strategy to ensure that we are best serving the community, patients and our employees
3. Continue to meet monthly with the Central Ambulance Communications Center leadership team to review what is working well, and identify ways to improve or maintain a triad of homeostasis within deployment and unit utilization
4. Remain adaptive, learn from experiences and continue to be transparent with our team. We are also committed to creating change based on data / trends and use quality assurance and high-performance service models to help with the decision process

6. Clinical Initiatives

Since 2012, Chatham-Kent EMS has worked collaboratively with its clinical partners, including Medical Oversight and others, to improve the expansion and implementation of new, patient-centred clinical initiatives. The goal is to improve patient outcomes and decrease morbidity and mortality rates. The following are examples of these initiatives:

1. Introduction of a Pain Management Medication (e.g. Ketorolac)
2. ST Elevated Myocardial Infarction bypass to Tertiary Care Centre (e.g. Windsor Regional and London Health Sciences Centre)
3. Implementation of 12-Lead ECG transmissions direct to Cardiologist
4. Paramedic Clients Referrals to Community Paramedic and Mental Health Services
5. Improved Acute Stroke Patient Management with CODE Stroke process and protocol
6. Doty Belt Lift Device implementation
7. Mega Mover Product Introduction
8. End-tidal CO2 detector
9. End-tidal CO2 nasal prongs



7. Paramedic Offload Program

Emergency Department (ED) crowding is an ongoing issue in Canada. Several performance metrics have been established to help benchmark different EDs to improve care. In June 2022, Chatham-Kent EMS introduced a Paramedic Offload Program to reduce paramedic time to offload ED patients. Our objective was to assess the impact of utilizing an Offload Paramedic on ED length of stay.

8. Staff Support

In 2016, Chatham-Kent EMS invested in improving the wellbeing of its paramedics with a focus on mental health awareness, prevention tactics, and evidence-based approaches to trauma reduction. This approach helps paramedics to develop personal strategies and coping mechanisms to manage the stress and cumulative effects of the traumatic incidents they encounter.

Chatham-Kent EMS has collaborated with the Mental Health Commission of Canada in delivering the Road to Mental Readiness (R2MR) program to paramedics in our operation, providing valuable mental health training. The R2MR course has been adapted from its original format, which was developed by the Department of National Defence, to meet the needs of paramedic practitioners.

In early 2019, Chatham-Kent EMS established its inaugural Peer and Family Support program. This voluntary program provides support to Chatham-Kent EMS employees experiencing emotional distress as a result of exposure to traumatic calls, events and related personal issues.

9. Professional Development Opportunities for Paramedics

We continuously strive to promote excellence in paramedic practice and leadership by offering and supporting professional development opportunities and lifelong learning within our operation. Over the last two years, we have developed and implemented the following roles for paramedics:

Sessional Paramedic Educators - This role assists in the development of the service paramedic educational program, facilitating the delivery of educational content for paramedics, and completing individualized competency assessments.

Senior Operation Paramedics - This role is responsible for assisting with Operations. Major operational components of this position include demonstrating clinical leadership, facilitating service direction, and maintaining ongoing relationships with external stakeholders.

In the absence of the Supervisor, the general role of this position is to support the workforce in a positive manner and to lead by example. Integral to this role is a strong commitment to life-long learning and a desire to advance in a leadership role within the organization.

Health System Transformation through Partnerships

In recent years, the healthcare system has experienced significant changes accelerated by the COVID-19 pandemic. Shifts in healthcare delivery, regulation, and expectations of all providers, including paramedics, have created both opportunities and imperatives for innovative solutions through healthcare and non-health care system partnerships.

Over the years, many local system partners have turned to Chatham-Kent EMS to help build new health care solutions and capabilities. Our successful strategic partnerships provide a structure and process that enables access to care system resources, workflows, and systems. This ongoing approach provides partners with access to the insights they need to better understand health care providers' operations and culture.

Chatham-Kent EMS is proud to have strong and vibrant partnerships with the following agencies:

Municipality of Chatham-Kent
Chatham-Kent Public Health Unit
Chatham-Kent Health Alliance
Erie St. Clair Home and Community Care
Victorian Order of Nurses
Bayshore Healthcare
Chatham-Kent Ontario Health Team
Chatham-Kent Family Health Team
Arthur Health
CKHA NLOT Program

Thamesview Family Health Team
Tilbury and District Family Health Team
Chatham-Kent Community Health Centre
CBI Health
Ontario Health
Ministry of Health
Ministry of Long-Term Care
McMaster University
St. Clair College

Over the years, we have been fortunate to implement and deliver several successful programs through partnerships. Examples include:

- Seasonal Health Care Bus
- MobileCare Health Bus
- Integrated Community Paramedic Program
- Mobile Integrated Healthcare Falls Prevention Team
- Healthcare Clinics within subsidized housing complexes
- Community Paramedic placed within a Family Health Team
- Mobile COVID-19 Testing Clinic (public clinic, workplace clinic, congregate care, homebound)
- COVID-19 Vaccine Administration (mass clinic, workplace clinic, congregate care, homebound)
- In-Home COVID-19 Anti-Viral Medication Administration
- Episodic Care Support within Long-Term Care and Retirement Home Sector



Additional MHS Operational Benefits to Chatham-Kent

Medavie Health Services' organizational structure brings benefits and improvement opportunities to Chatham-Kent. There are a number of core challenges and trends that affect the EMS industry across Canada. While there are specific nuances based on geography and other factors, we see tremendous value in bringing staff together to ideate and problem solve for the betterment of our operations. This collaboration can result in the establishment of new service standards and/or solutions based on best practices.

One area where this is highlighted is the creation and ongoing administration of multiple committees, which are led centrally by MHS and guided by formal Terms of Reference. These committees have representation from all applicable EMS operations within the MHS Group of Companies including Chatham-Kent EMS. Examples are:

Committee	Mandate
Patient Safety Working Group	The Patient Safety Working Group (PSWG) reviews and makes recommendations regarding the implementation and standardization of patient safety-related activities throughout MHS. The PSWG uses the guidelines from Accreditation Canada and the Canadian Patient Safety Institute as the basis for any plans and recommendations.
Health and Safety Committee	The Health and Safety Committee reviews and makes recommendations regarding the implementation and standardization of health and safety-related activities throughout MHS.
Privacy Committee	The Privacy Committee involves the Privacy Officer from each operation and provides a forum to review legislative changes, as well as to discuss and collaborate on common challenges.
Ad Hoc Committees	Ad Hoc Committees are also established as needed to address specific issues. During the COVID-19 pandemic, working groups were formed to focus on specific topics such as operations and procurement. The procurement group monitored the usage (including projections), inventory and supply of personal protective equipment (PPE) to maintain stock at an appropriate level.

Current System Restraints

Chatham-Kent Aging Population

The primary age group that paramedics serve in Chatham-Kent is about to expand at an unprecedented rate over the next several years. This will have a direct impact on the ability to serve our communities health care needs.

The 2021 Canadian Census reports that within our Municipality there were 28,910 citizens in the age group of 45-64, which is a slight decrease since the 2016 Census. During this same time, there were 24,535 citizens over the age of 65, which is a significant increase since 2016. This cohort has experienced an increase in population by 2.5 since 2016. The age group of 50 and above continues to account for over 70% of the calls for service we respond to on an annual basis.



Evidence suggests this has been one of the reasons for the emergency call volume increase in Chatham-Kent over the past six years. Ontario Health and Public Health data further reports poorer health in our residents in comparison to the rest of Ontario, such as a higher-than-average population suffering from Congestive Heart Failure (CHF) and Chronic Obstructive Pulmonary Disease (COPD). The provision of paramedic services is a critical element in ensuring that our residents have access to specialized health care, while maintaining the ability to respond to emergencies. In order to respond to these epidemiological shifts, along with other system pressures, Chatham-Kent EMS must closely review and respond accordingly to ensure that the ever-changing health care needs of Chatham-Kent continue to be met.

Increasing Municipal Population

As housing and economic trends shift, Chatham-Kent has increased its population by over 2% since 2016. This increase in people coming to the region has affected our current call demand and is factored into our forecasted requests for service compared to previous year projections.

Patient Offload Delays

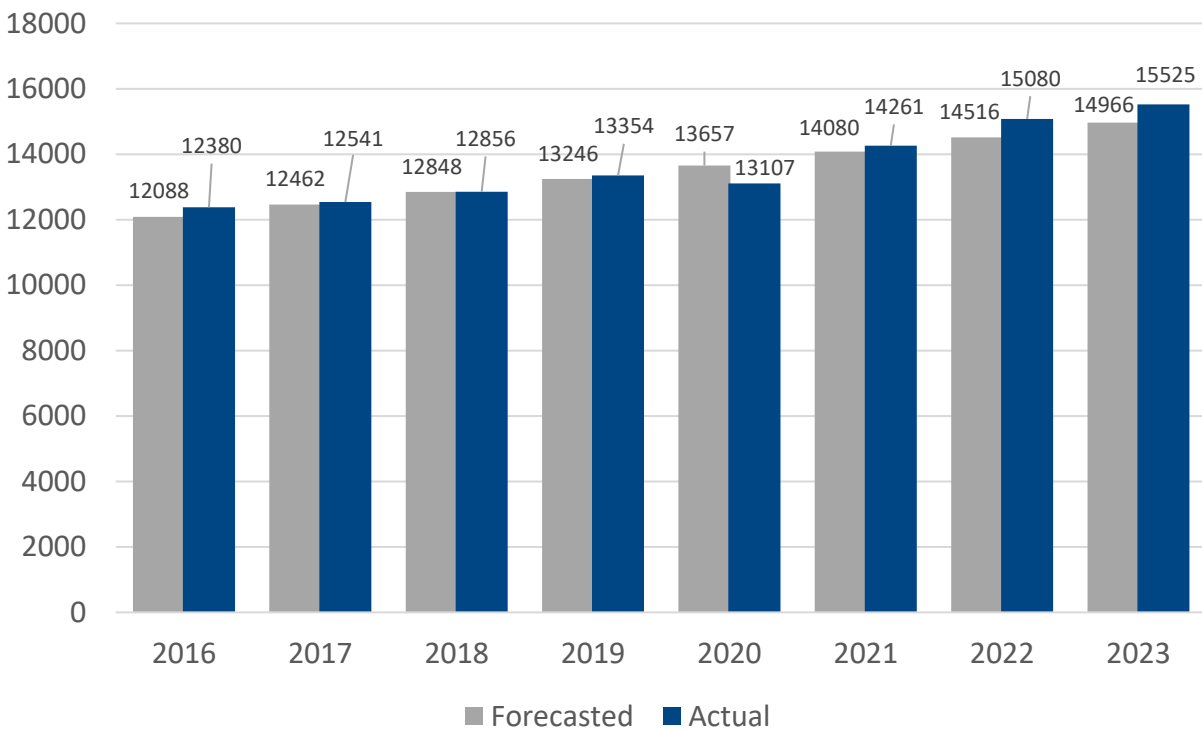
CKHA and CKEMS are experiencing a trend in high call/patient volume and an increase in offload delay interval times. In addition, there is an impact on staffing levels and patient flow barriers.

CKHA and CKEMS have had a long-standing relationship to evaluate short-term and long-term strategies to improve patient flow and decrease offload times. Recently, both organizations developed operational models to help improve offload times and paramedic unit availability in the community.

Service Demand Forecast

In 2016, Chatham-Kent EMS performed a data analysis to develop a projected paramedic service demand to grow annually at a rate of approximately 3.1% year over year. This rate is due to the combined impact of the “Silver Tsunami” of aging baby boomers, the complexity of chronic disease and health concerns within the region, and an increasing likelihood of future aged residents to require acute healthcare interventions. **Each year since 2020, the paramedic service has exceeded the forecasted demand increase by an additional 2.9%.**

Forecasted vs Actual Paramedic Service Demand 2016-2023



Paramedic Service Data

Code 1 - Unscheduled Transfer | **Code 2** - Scheduled Transfer

Code 3 - Prompt (Non-Lights and Siren) | **Code 4** - Urgent (Lights and Siren)

2020 Call Volume (iMedic Data):

Base Location	Code 1	Code 2	Code 3	Code 4
Chatham	22	6	2092	4597
Tilbury	1	0	315	683
Wallaceburg	7	2	769	1325
Thamesville	1	0	330	766
Ridgetown	0	1	305	704
Blenheim	2	2	355	822
Total	33	11	4166	8897
Grand Total				13,107

2021 Call Volume (iMedic Data):

Base Location	Code 1	Code 2	Code 3	Code 4
Chatham	23	27	2313	4861
Tilbury	2	0	309	773
Wallaceburg	9	2	791	1538
Thamesville	1	0	429	810
Ridgetown	1	1	347	762
Blenheim	0	3	383	902
Total	36	33	4572	9646
Grand Total				14,287

2022 Call Volume (iMedic Data):

Base Location	Code 1	Code 2	Code 3	Code 4
Chatham	21	6	2610	5267
Tilbury	1	0	333	834
Wallaceburg	5	3	814	1414
Thamesville	0	1	447	507
Ridgetown	1	1	326	789
Blenheim	2	3	442	953
Total	30	14	4972	10060
Grand Total				15,080

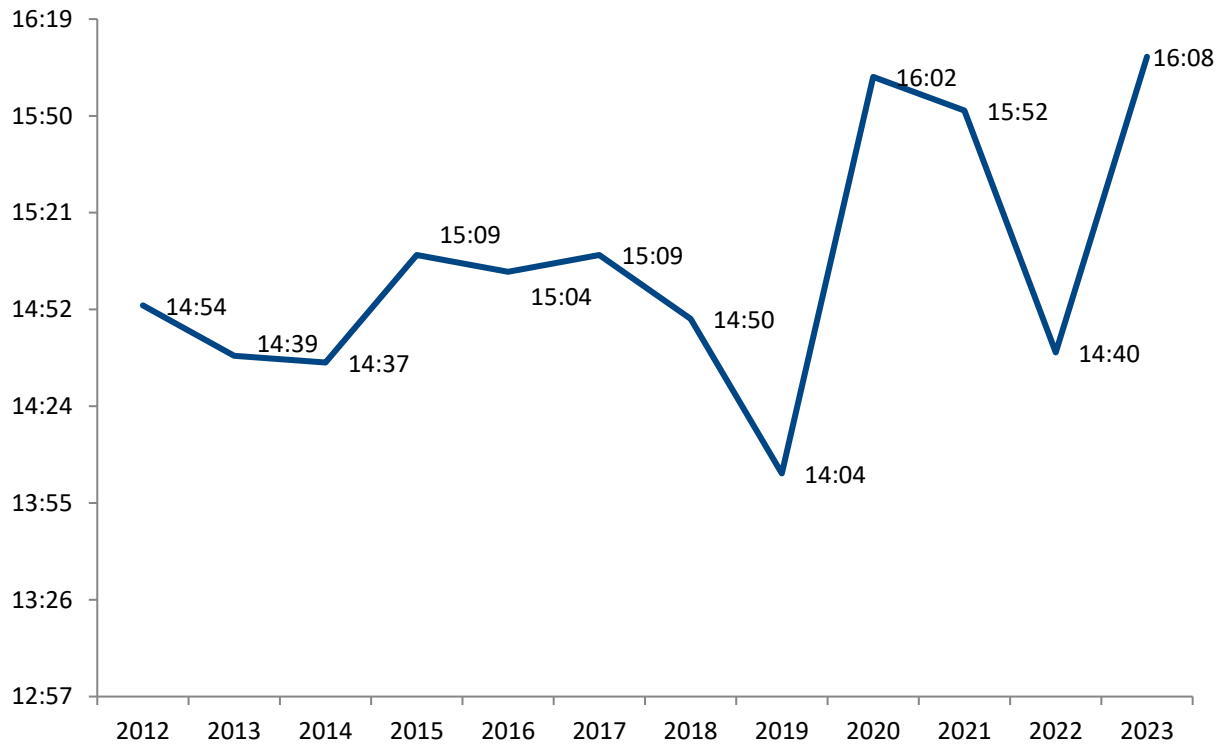
2023 Call Volume (iMedic Data):

Base Location	Code 1	Code 2	Code 3	Code 4
Chatham	19	6	3234	5003
Tilbury	1	1	386	823
Wallaceburg	6	1	951	1344
Thamesville	2	2	468	770
Ridgetown	1	1	358	722
Blenheim	4	2	522	898
Total	33	13	5919	9560
Grand Total				15,525

90th Percentile Response Time

Prior to 2013, the Ministry of Health and Long-Term Care/Emergency Health Services Branch (MOHLTC/EHSB) 90th percentile response time target for Chatham Kent was **14 minutes and 34 seconds**. The MOHLTC/EHSB replaced the response time requirements to a CTAS response time performance plans. CKEMS continues to monitor the 90th percentile response time for emergency requests for service (Code 4).

90th Percentile Response Time 2012-2023



Paramedic Unit Movements for Balanced Emergency Coverage

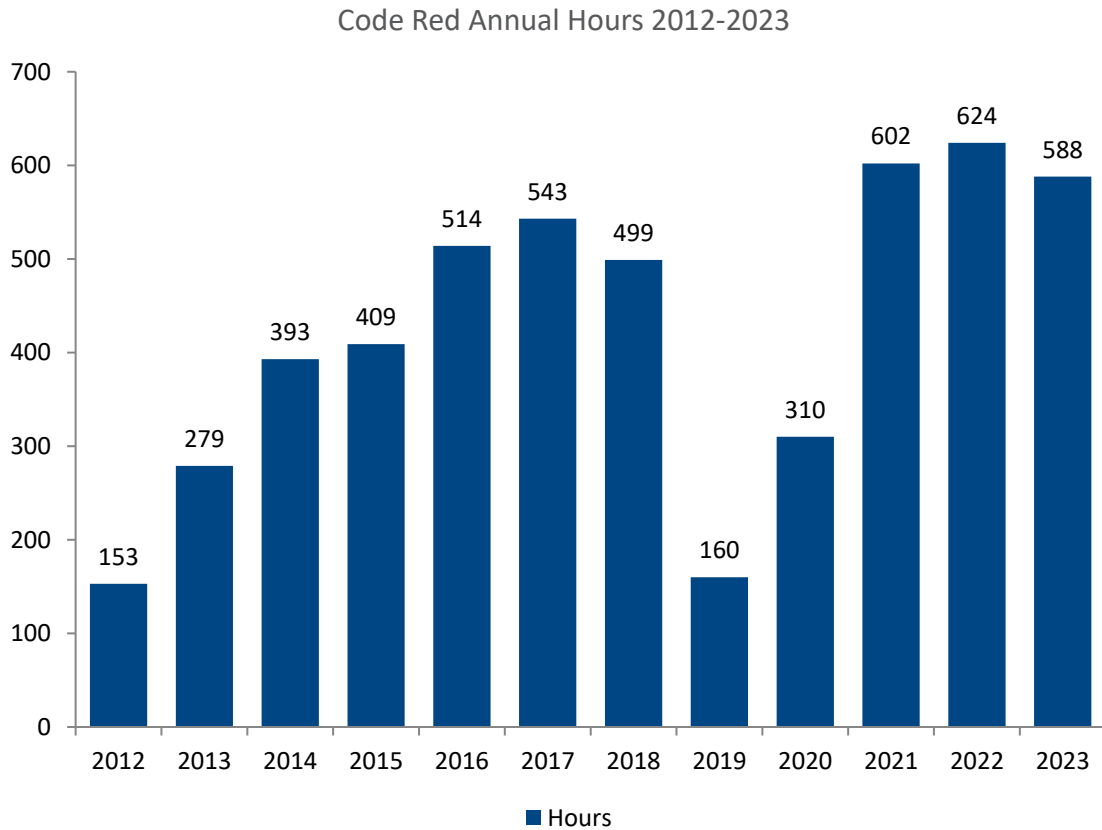
As part of the dynamic deployment plan, paramedic units are moved strategically throughout the Municipality as requests for paramedic services increase. The goal of vehicle movement is to provide balanced coverage throughout the entire Municipality when the number of available paramedic units decreases due to call assignments. Each vehicle movement is categorized as a “Code 8”.

Annual Paramedic Unit Movements 2012-2023

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	8,022	7,587	8,577	10,099	13,183	13,656	15,412	11,221	12,503	12,652	11,808

Code Red Resource Events

The term “Code Red” event is used to identify a time interval when three or less transport ambulances are available to respond to an emergency call assignment.



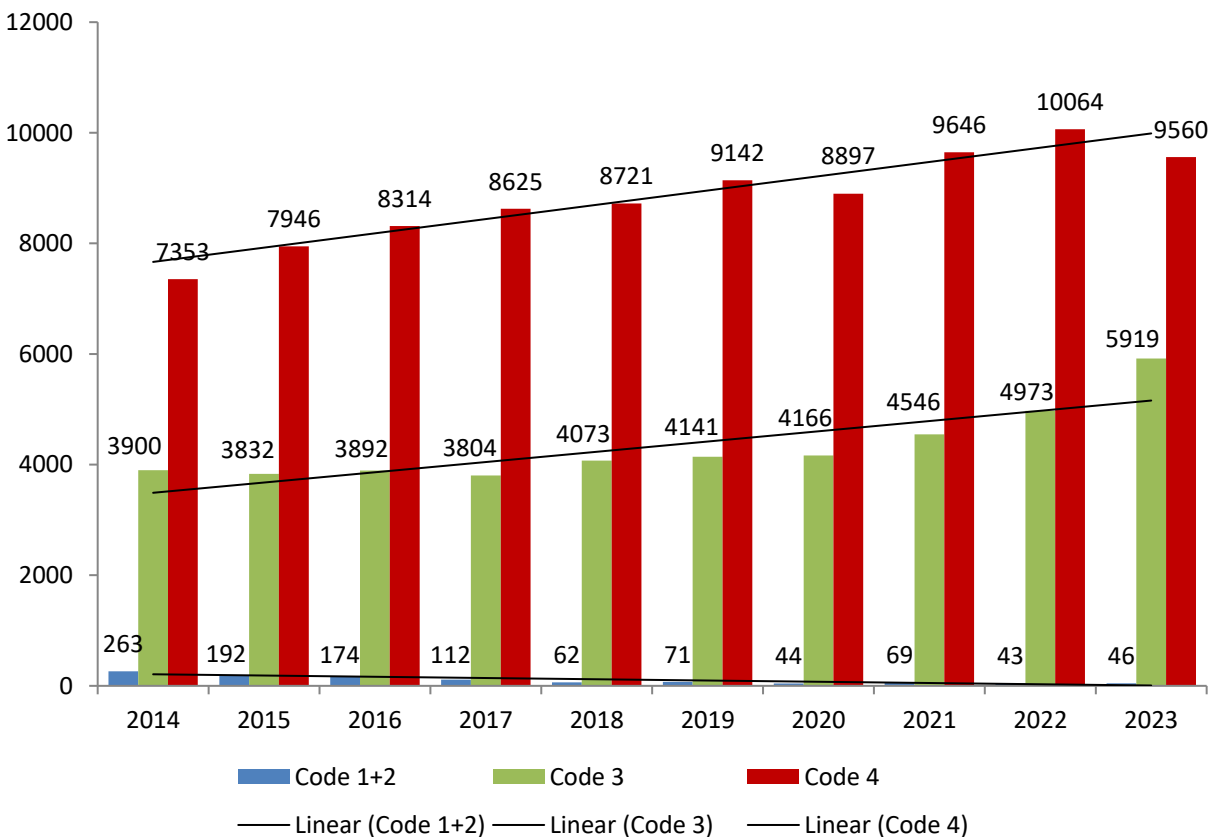
Paramedic Demand Analysis

Below is the call demand volume over a 12-year period (2012-2023)

- Code 1-** Unscheduled Transfer
- Code 2-** Scheduled Transfer
- Code 3-** Prompt (Non-Lights and Siren)
- Code 4-** Urgent (Lights and Siren)

Paramedic Demand Analysis Summary

1. Urgent call volume (Code 4) has **increased by 37% since 2014 (3.7% yearly average increase)**.
2. Prompt call volume (Code 3) has **increased by 52% since 2014 (5.2% yearly average increase)**.
3. Inter-facility Transfer volume (Code 1-2) has **decreased by 82% since 2014**.
4. Unit/Staff hours added to the system **increased by 12% since 2012 (19% less in comparison to call volume increase over same time period)**.
5. “Code Red” Yearly Hours (when there are 3 or fewer ambulances available to respond to a 9-1-1 calls in the municipality still **remains at a significant level annually with a daily average of 1.61 hours**.
6. Paramedic vehicle movements have **increased 47% since 2012 (3.9% annual average increase)**. This increase has a negative effect on vehicle “wear and tear”, fuel consumption, maintenance costs, and paramedic fatigue/patient safety.
7. 90th Percentile response times (the time it takes from notification of emergency (code 4) call to ambulance on-scene arrival 9 times out of 10) still remains above the target of 14 minutes and 34 seconds.





Service Level Recommendations

This report is to inform the Municipality of the current state of the demand and utilization of the Paramedic Services and the trends illustrated by various data sets. Based on the data presented in this report, Chatham-Kent EMS would recommend that the Municipality of Chatham-Kent evaluate a future service level and support enhancement in order to continue to meet service demands and achieve quality patient and staff support. If the Municipality wishes to request such recommendations, a formal request can be made to Chatham-Kent EMS at any time.

Our Mission

To improve the wellbeing of Canadians

Our Vision

A leading health solutions partner

We excel by living our Values

Caring

Accountable

Responsive

Innovative

Community-minded



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