



Paramedic Services Update

Durham Region Health Department
Region of Durham Paramedic Services

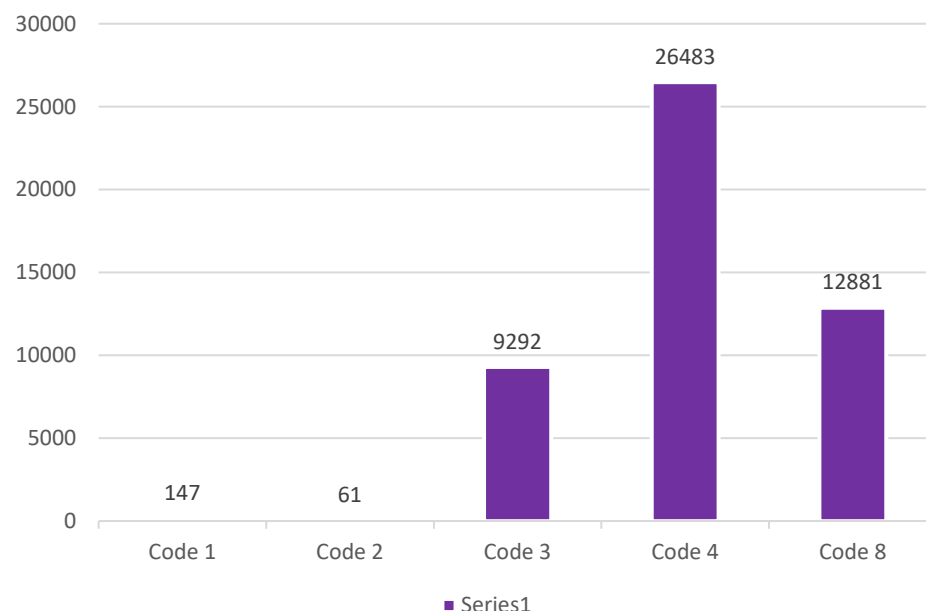
Health & Social Services Committee
June 8, 2023



Call Volume Jan to Apr 2023

- Code 1 Responses-147
- Code 2 Responses-16
- Code 3 Responses-9292
- Code 4 Responses-26483
- Code 8 Responses-12881

Call Volumes





Offload Delay

LHAP 90th Percentile

- Jan 1:35:31
- Feb 1:57:15
- Mar 1:17:32
- Apr 1:20:16

LHO 90th Percentile

- Jan 2:28:52
- Feb 2:04:58
- Mar 1:40:58
- Apr 1:27:48



Seaton Paramedic Response Station





PCOP Overview

- Consists of an Advanced Care Paramedic (ACP) and Social Worker providing outreach and service navigation services to vulnerable priority populations in Oshawa/Ajax and other parts of Durham
- The PCOP team uses a rapid response vehicle (RRV) to commute to priority neighbourhoods throughout Durham Region
- Services are provided Sunday to Saturday from 8 am to 6 pm with two teams



PCOP Goals

- To address the health and social service needs of hard to reach populations with complex needs
 - Address urgent health needs and support individuals in crisis
 - Support individuals to get help for physical (primarily wound care) and mental health issues, and substance abuse
 - Assist with service navigation and ongoing connections to/use of physical and mental health services
 - Support transition to more stable housing situations
- To improve coordination between Health and Social Services
- Continue to build on the trust relationships established



Outreach Services

Paramedic Services

- Blood glucose tests
- Medical counselling
- Referrals for medical care/service navigation
- Urgent care (e.g., intravenous treatment, Naloxone)
- Wound care (IV/Oral antibiotics)
- IM Anti-psychotic injections q14-28 days

Social Services

- Crisis, addictions and general counselling
- Engagement, assessment and triage, coordinated referrals and follow up
- Service navigation
 - To provide support for addictions, food insecurity, housing and physical and/or mental health issues



Enhanced Medications

- Dr. Moran and Mission United Medical established a relationship to support unsheltered population
- IV antibiotics were added to the list of medications in late 2022 to support wound care (i.e., Ancef, Vancomycin, Ceftriaxone)
- Anti-psychotic injections q14-28 days were added in 2023 and include Risperidone, Fluanxol, Abilify, and Invega
- Recently oral antibiotics were added for a medical directive on Cellulitis



PCOP Stats Oct 1 – Dec 31, 2022

- 18 visits
- 5 wellness checks
- 2 pregnancy urine HCG tests completed
- 8 urine drug screens completed



PCOP Stats Jan 1 – Mar 31, 2023

- 58 Visits
- 19 Wellness checks
- 8 Wound care
- 1 Influenza Vaccination
- 1 COVID swab
- 1 Pregnancy Urine HCG test
- 14 Urine Drug Screens
- 2 Anti-psychotic Injections
- 2 Naloxone Distribution Kits
- 1 Medication Assist/Prompt
- 1 IV Antibiotics for wound care



Success Example

- **This first picture was taken on April 27**
- Skin infection issues are related to poor hygiene. Reached out to Dr. Ho and he prescribed an Cefadroxil 1G daily x 5 days and strongly suggested client take daily showers
- PCOP cultured it for appropriate medication treatment and dropped off at Mission United Medical
- PCOP obtained fresh pants, socks, underwear and a shirt leaving client in the shower at the Hub





- **May 3**
- Adherent with medication and completed dose
- PCOP sprayed all of patient's wounds with iodine and he stood to allow it to soak in. Patient showered afterwards
- Right lower leg was painted with iodine and then dressed with Bactigras dressing, 6 inch cling and a tubular dressing
- Follow up x 2 days



- **May 6**
- Healing well and resolving from original





Future Growth

- Evaluation results show that the greatest needs of the client population are for social services
- Clients would further benefit from:
 - Transportation support
 - Supplies (e.g., bathroom tissue, blankets, bottled water, clothing, etc.)
- Expanding the reach of the program will help support vulnerable populations in all lower tiers



Opioid Update

- 2012-Hospitalizations from an opioid overdose - 15/100,000 Durham Residents
- 2021-Hospitalizations from an opioid overdose - 18/100,000 Durham Residents
- Durham rate is below Provincial rate



Questions?

