



Paramedic Services Update

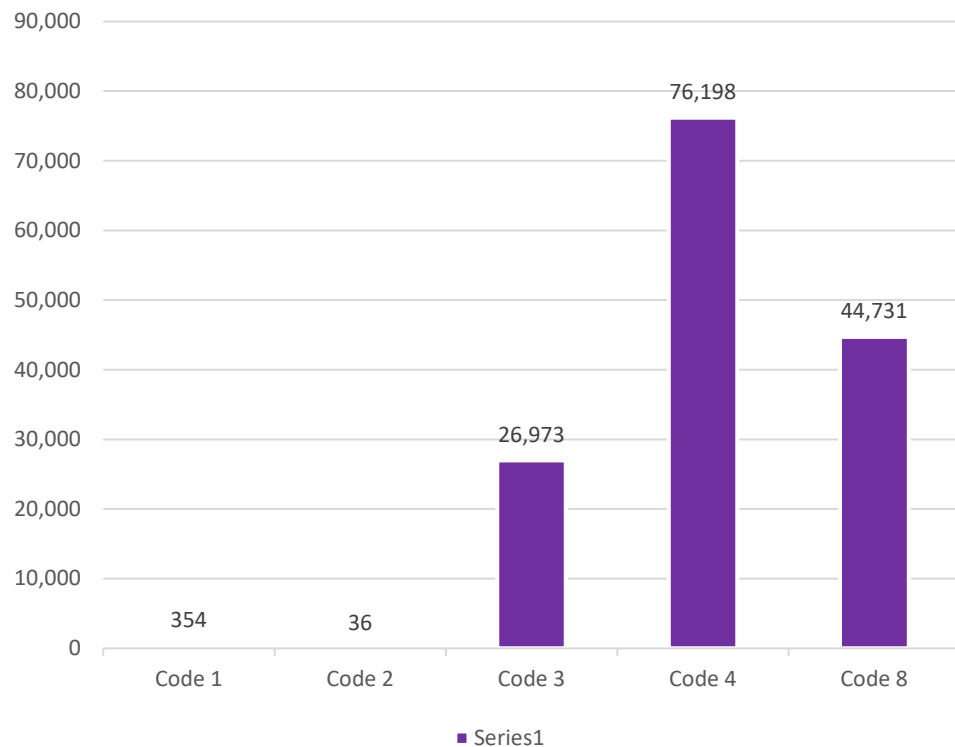
Durham Region Health Department
Health & Social Services Committee
June 6, 2024



Call Volume Jan to Dec 2023

- Code 1 Responses-354
- Code 2 Responses-36
- Code 3 Responses-26,973
- Code 4 Responses-76,198
- Code 8 Responses-44,731

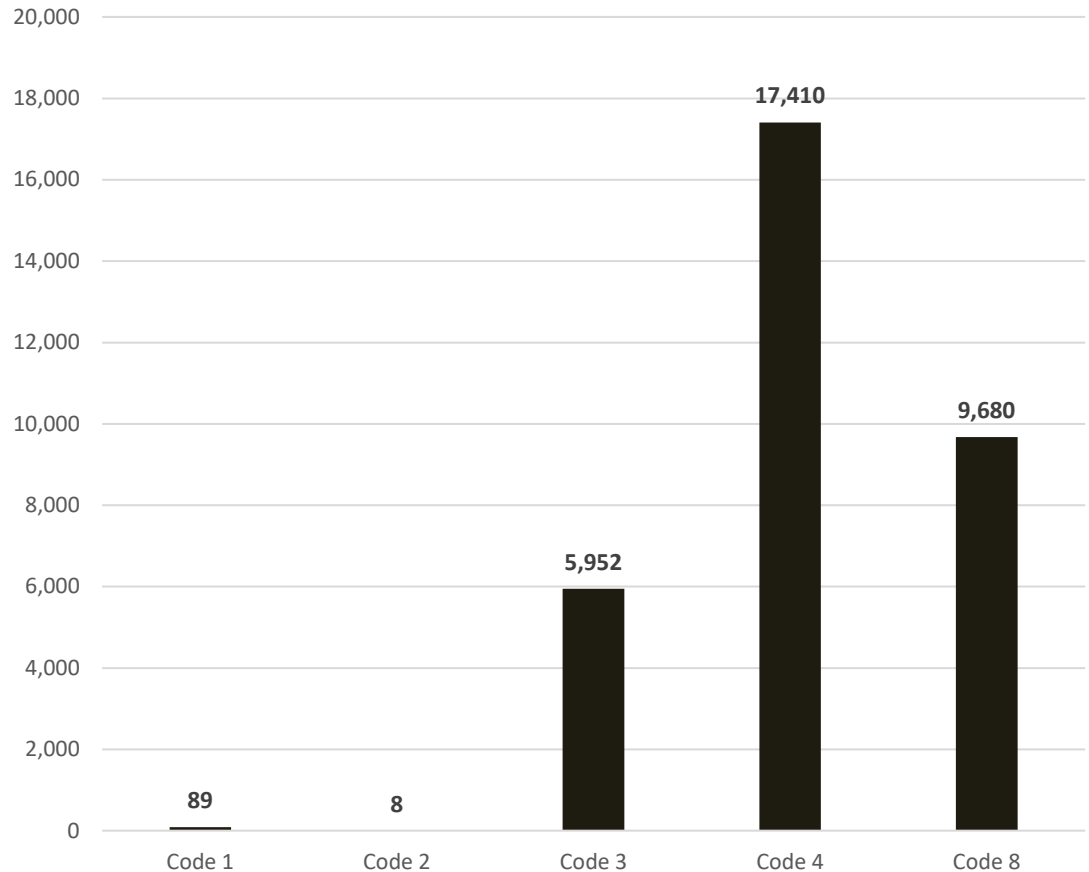
Call Volumes





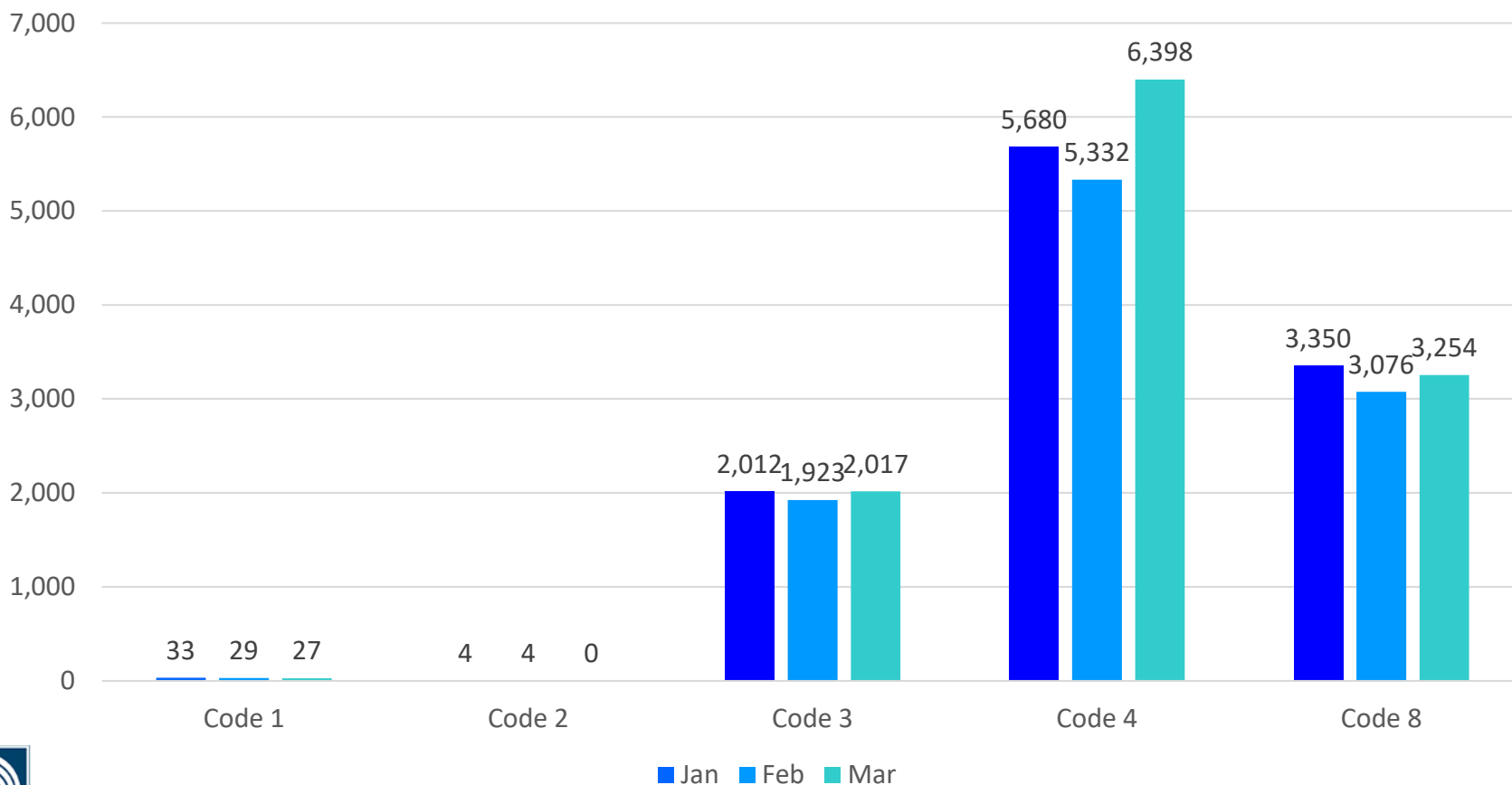
Call Volume Jan to Mar 2024

- Code 1 Responses-89
- Code 2 Responses-8
- Code 3 Responses-5,952
- Code 4 Responses-17,410
- Code 8 Responses-9,680





Jan to Mar 2024 by Month





Offload Delay 2023

Lakeridge Health – Oshawa (LHO)

- Average – 55 minutes, 34 seconds
- Maximum – 10 hours, 42 minutes
- 90th percentile – 2 hours, 1 minute

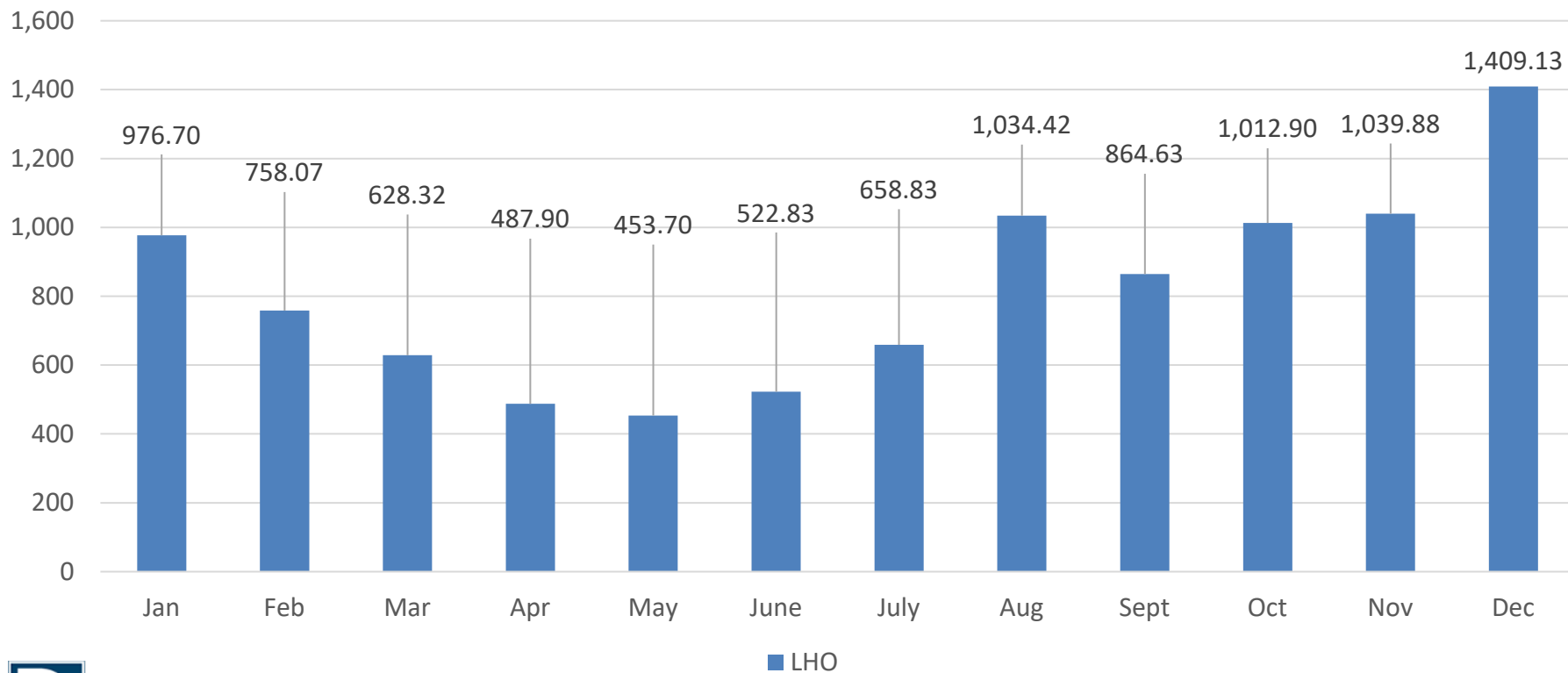
Lakeridge Health – Ajax Pickering

- Average – 44 minutes, 51 seconds
- Maximum – 10 hours, 4 minutes
- 90th percentile – 1 hour, 39 minutes



Offload Delay

LHO Offload >30 minutes





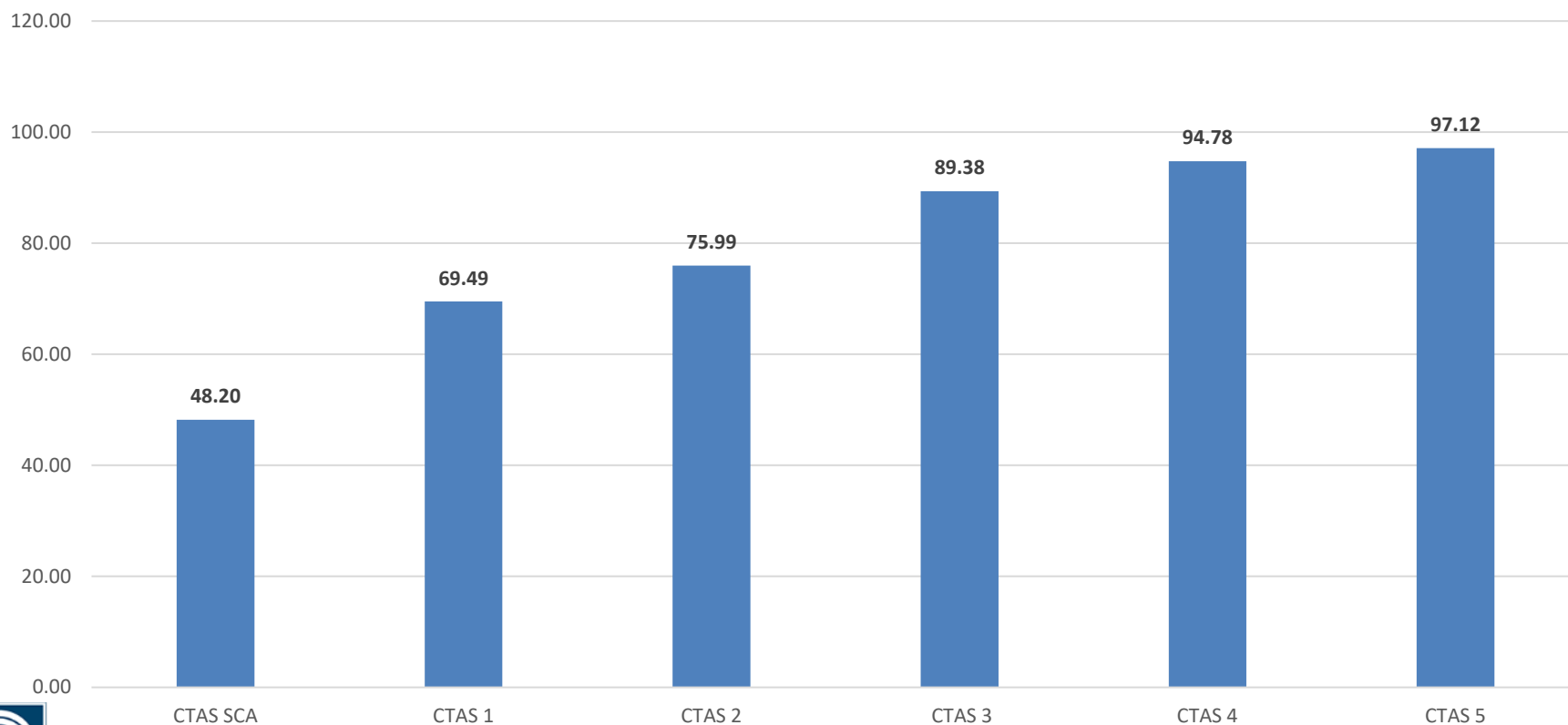
Cost of Offload Delay at LHO 2023

- Total hours: 9,847
- Cost: \$198/hour (special event rate)
- Total cost: **\$1,949,768.70**



CTAS Response Targets 2023

Percentage of CTAS Response Targets Achieved in 2023





Seaton Paramedic Response Station



2024-05-03, 5:13 PM



Primary Care Outreach Program (PCOP) Overview

- Consists of an Advanced Care Paramedic 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 to commute to priority neighbourhoods throughout the region
- Two teams provide services Sunday to Saturday, 8 am to 6 pm



PCOP Services Jan to Dec 2023

Total PCOP Clients (Since we started tracking in our 3rd party software in 2020):	263	(137 new enrollments this year / 92 of those in the past 6 months / 108.7% increase this year compared to last year). Repeat visit average for active clients during 2023 was 4.8 visits per client.
Field Visits:	673	168% increase in the past 6 months compared to the previous 6 months.
Nurse Practitioner/Physician Consultations:	141	99% increase in past 6 months compared to previous 6 months.
Wound Care:	301	198% increase in past 6 months compared to previous 6 months.
Bactigras Dressings Used:	70	218% increase in past 6 months compared to previous 6 months.
Inadine Non-Adherent Dressings Used:	157	157% increase in past 6 months compared to previous 6 months.
Urine Drug Screens:	60	58% increase in past 6 months compared to previous 6 months.
Pregnancy Tests:	6	100% increase in past 6 months compared to previous 6 months.
Anti-Psychotic Injections (Abilify)	34	278% increase in past 6 months compared to previous 6 months.
Medication Assist Prompts:	143	151% increase in past 6 months compared to previous 6 months.
Males:	176	67% are males.
Females:	82	31% are females.
Unknown:	5	2% are unknown.
Average Age:	42.7 yrs	.7 years lower than previous 6 months.

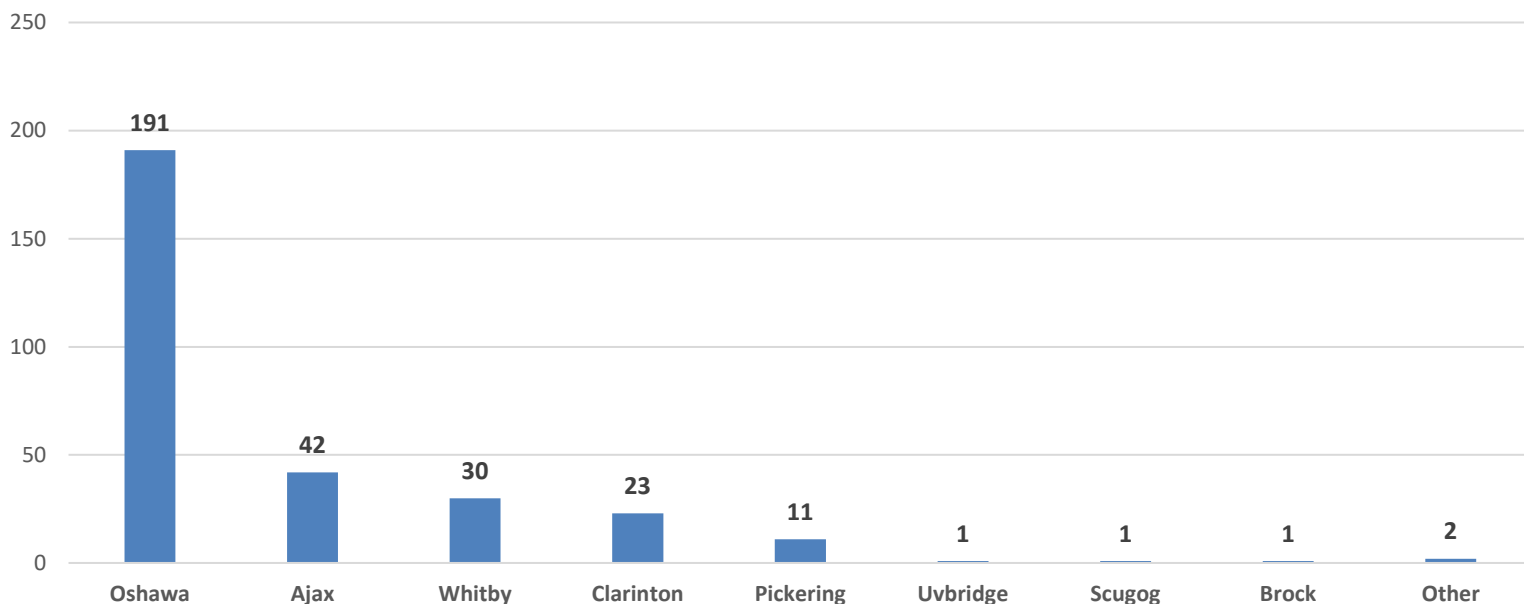




Opioid Update 2023

- 302 suspected opioid related overdoses

Number of Opioid Overdoses by Community





Questions?