



Paramedic Services Update

Durham Region Health Department
Region of Durham Paramedic Services

Health & Social Services Committee
January 12, 2023



Seaton Paramedic Response Station

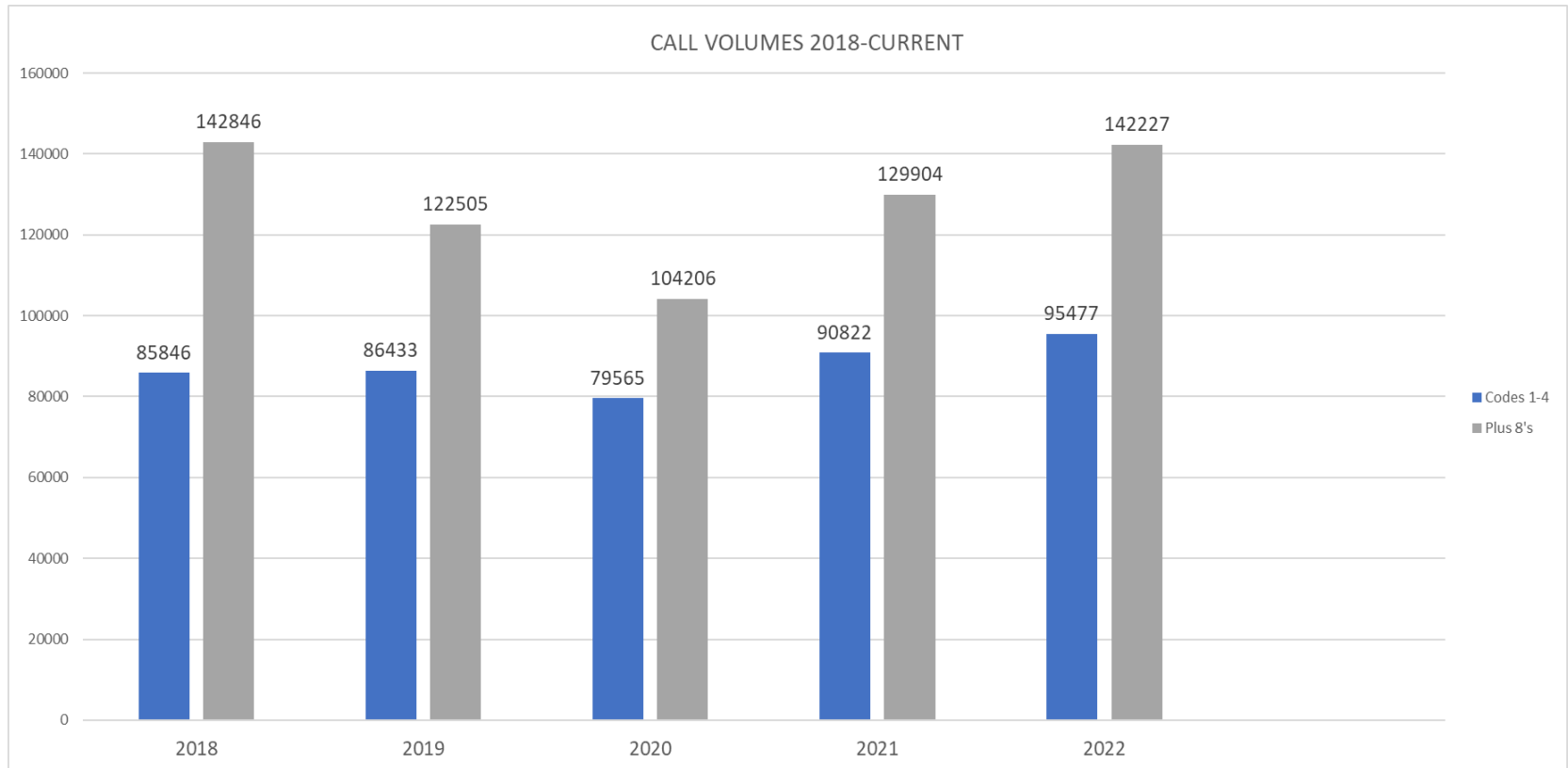
- The build of the new Seaton Paramedic Response Station in northwest Durham has begun
 - Will include space for Training and Development staff
- It is expected that construction will be completed by fall 2023



Paramedic Services Call Statistics

- Requests for ambulance service are currently prioritized into the following categories by the Central Ambulance Communications Centre (CACC), operated by the Ministry of Health
 - Code 1 (low priority – can be delayed up to 30 minutes)
 - Code 2 (low priority inter-facility transfer, time sensitive)
 - Code 3 (urgent – requiring immediate response)
 - Code 4 (life threatening – requiring immediate response)
 - Code 8 – (standby to provide strategically deployed coverage)
- Responded to 95,477 priority Code 1 to 4 calls and 46,750 Code 8 calls in 2022
- The number of calls and patient transfers is expected to continue to increase as the population increases, ages and people live longer

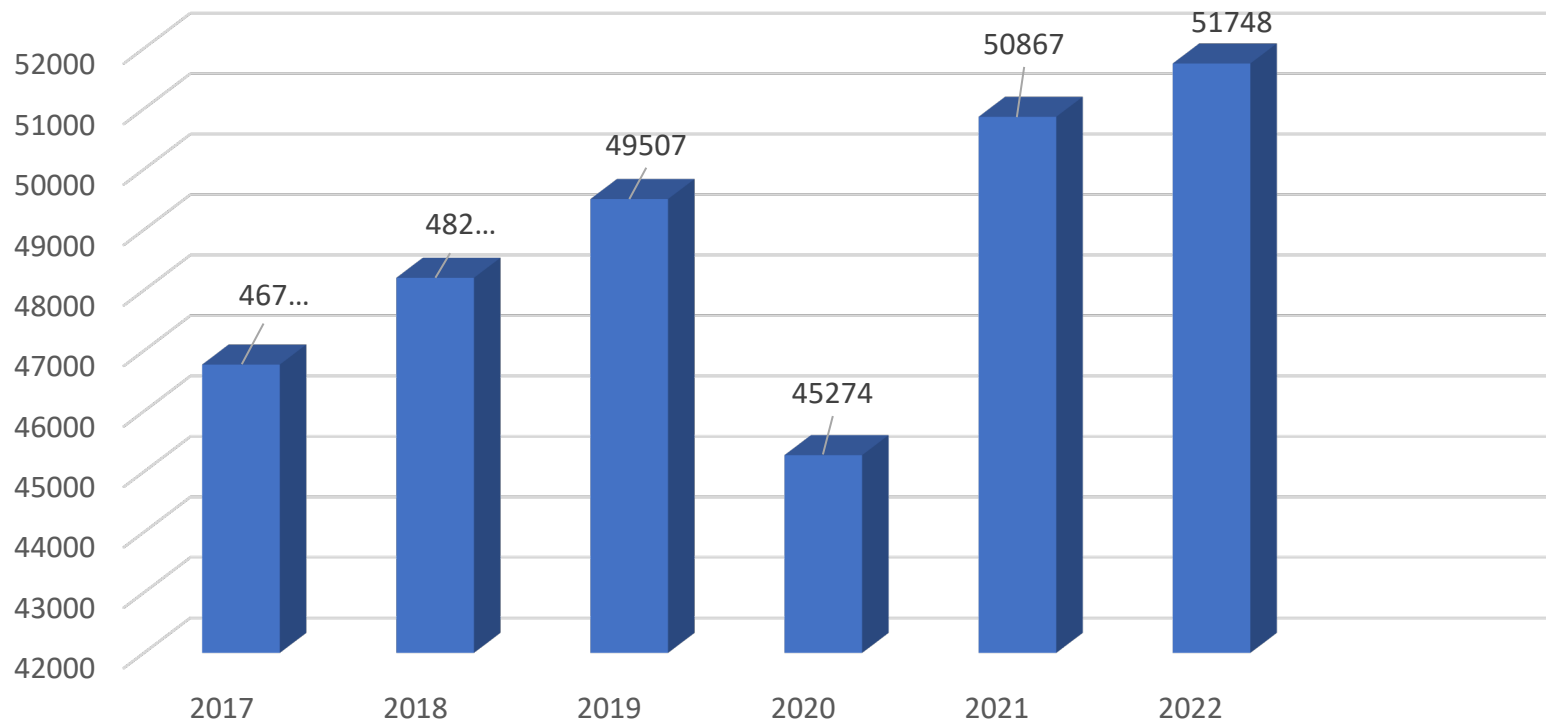
Call Statistics – Performance Metrics



- The 2022 total call volume equates to a 8.7% (approximate) increase in total calls from 2021 to 2022.

Call Statistics – Performance Metrics

Patient Transports



Patient transports increased by 1.7% (approximate)

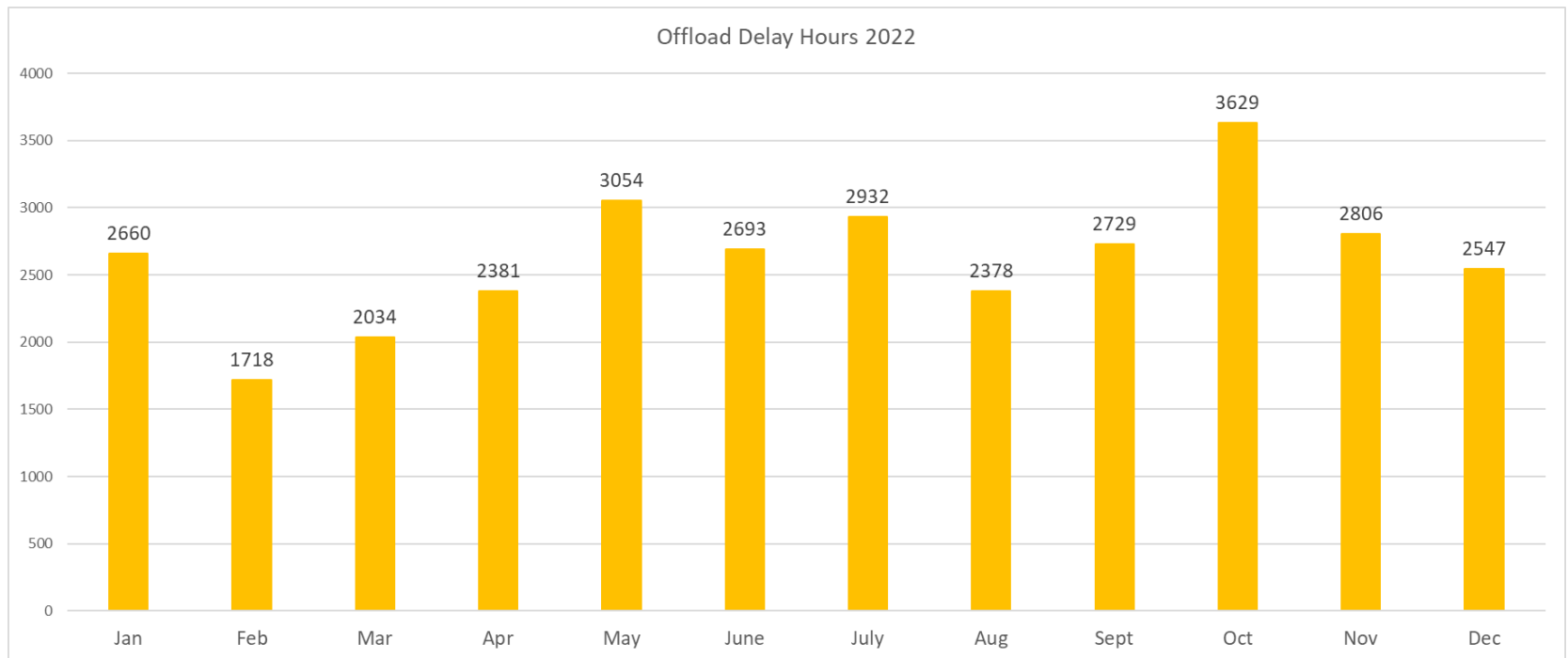


Hospital Offload Delay

- A hospital offload delay occurs if it takes longer than 30 minutes to transfer the patient to the care of the hospital staff and return the ambulance to service
- All time greater than 30 minutes is a loss in ambulance availability to the residents of Durham Region and could be seen as the Region augmenting the staffing in the hospital emergency departments



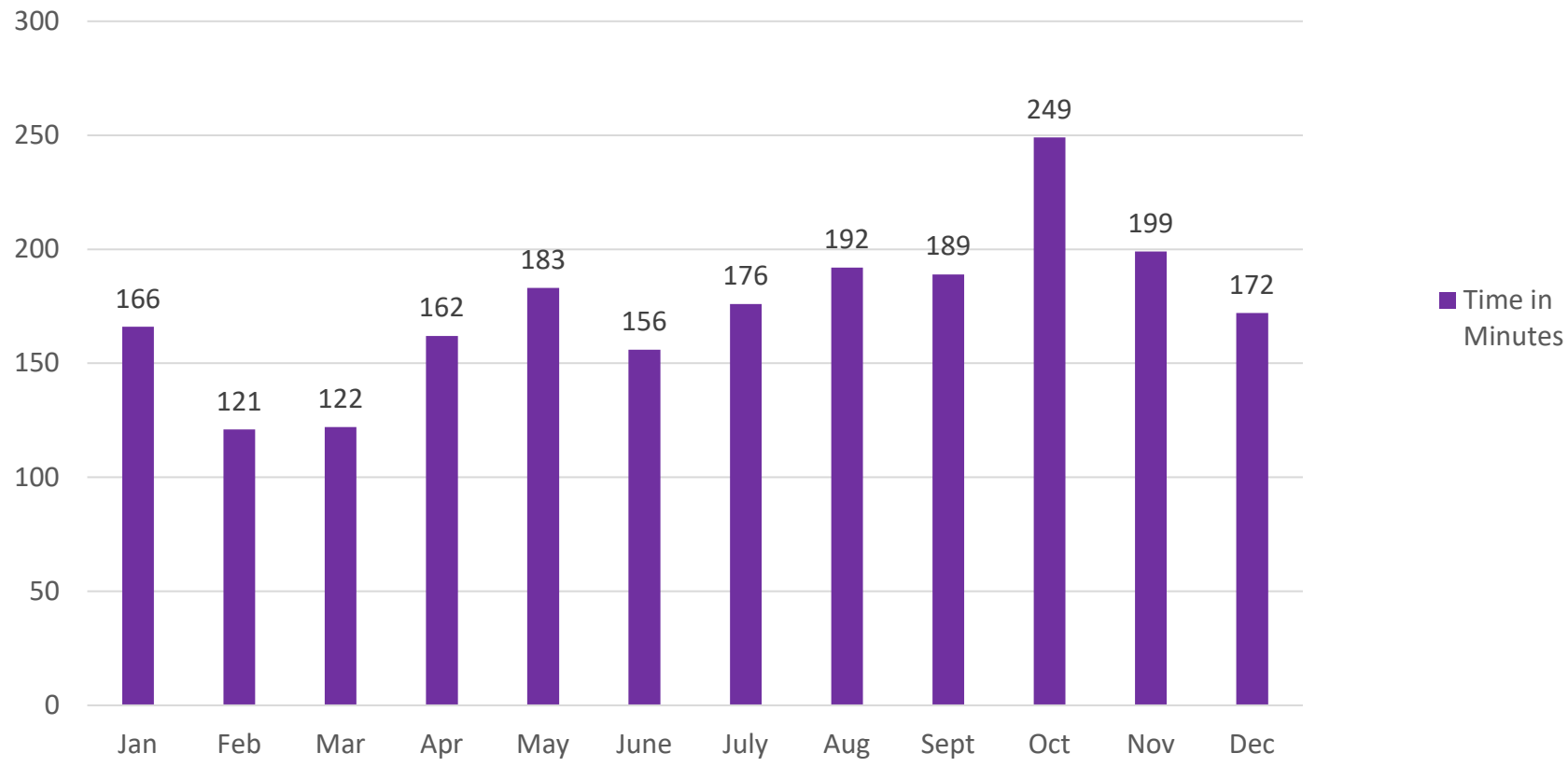
Hospital Offload Delay





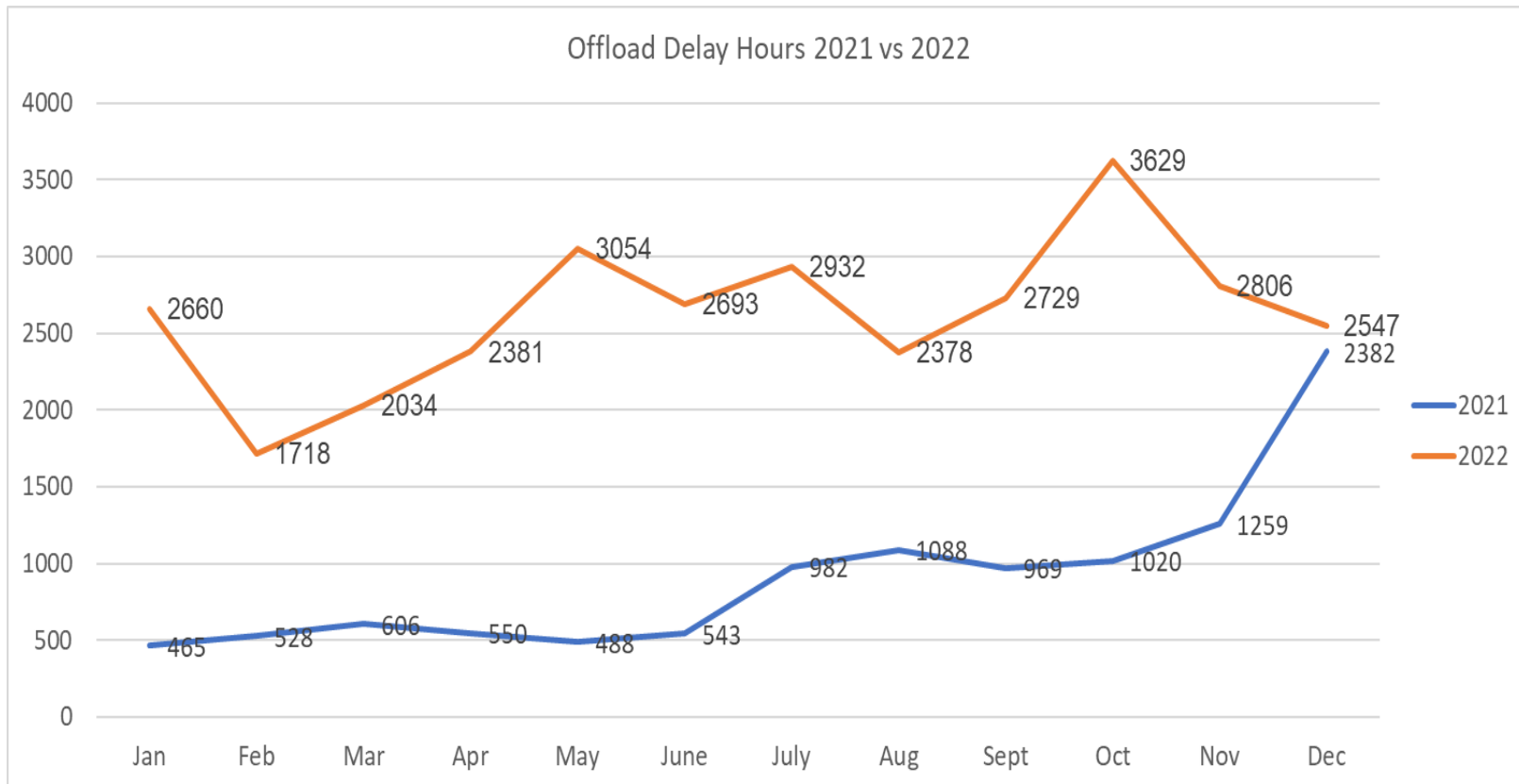
Hospital Offload Delay

90th Percentile OLD 2022





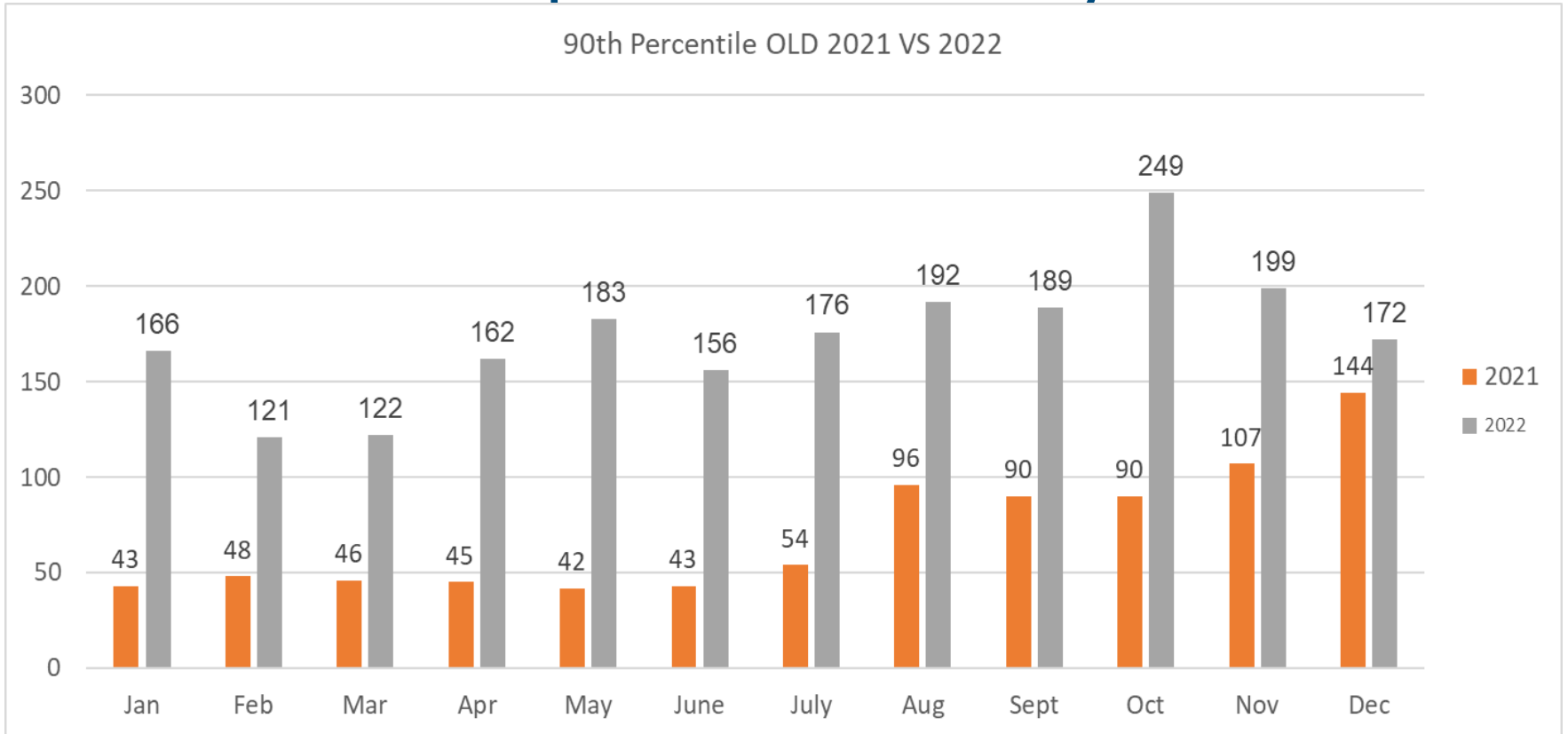
Hospital Offload Delay





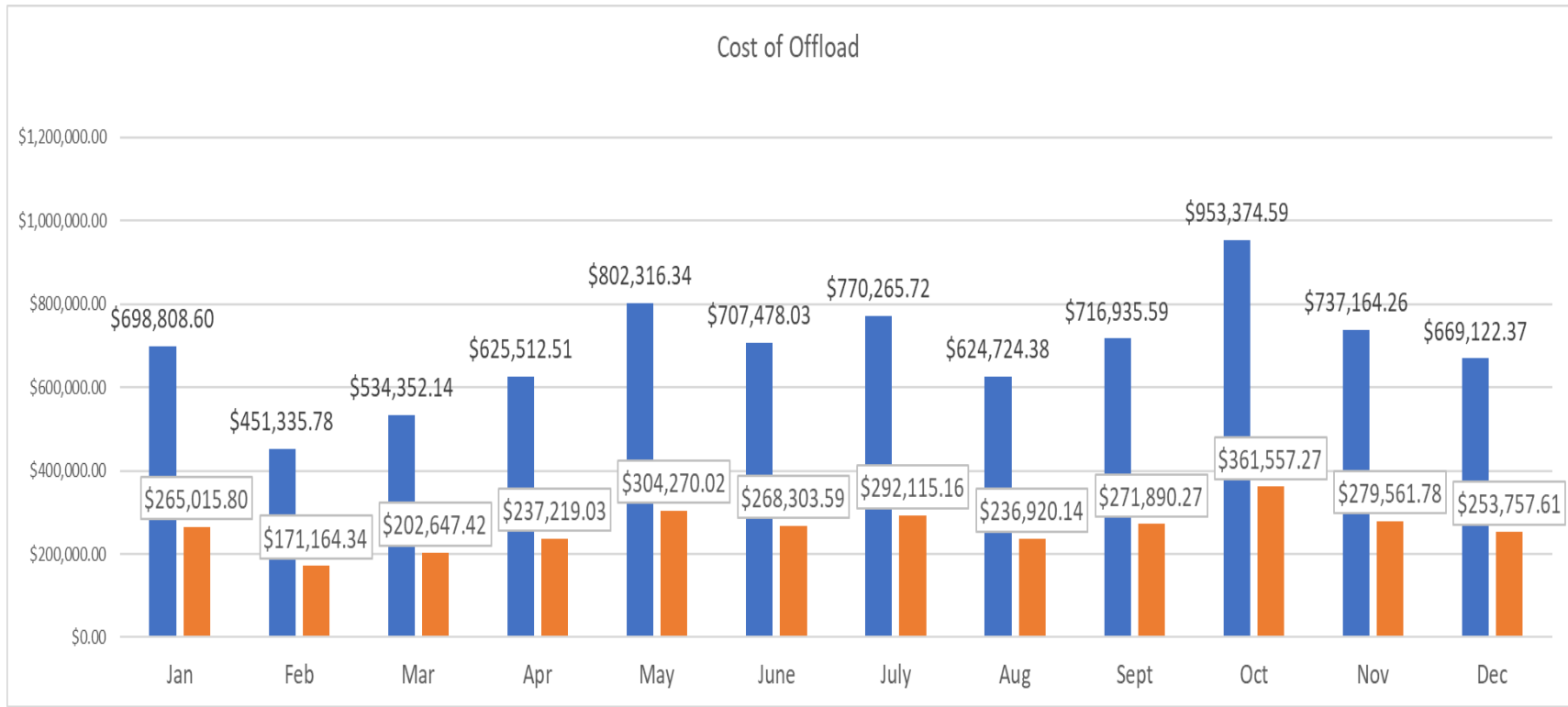
Hospital Offload Delay

90th Percentile OLD 2021 VS 2022



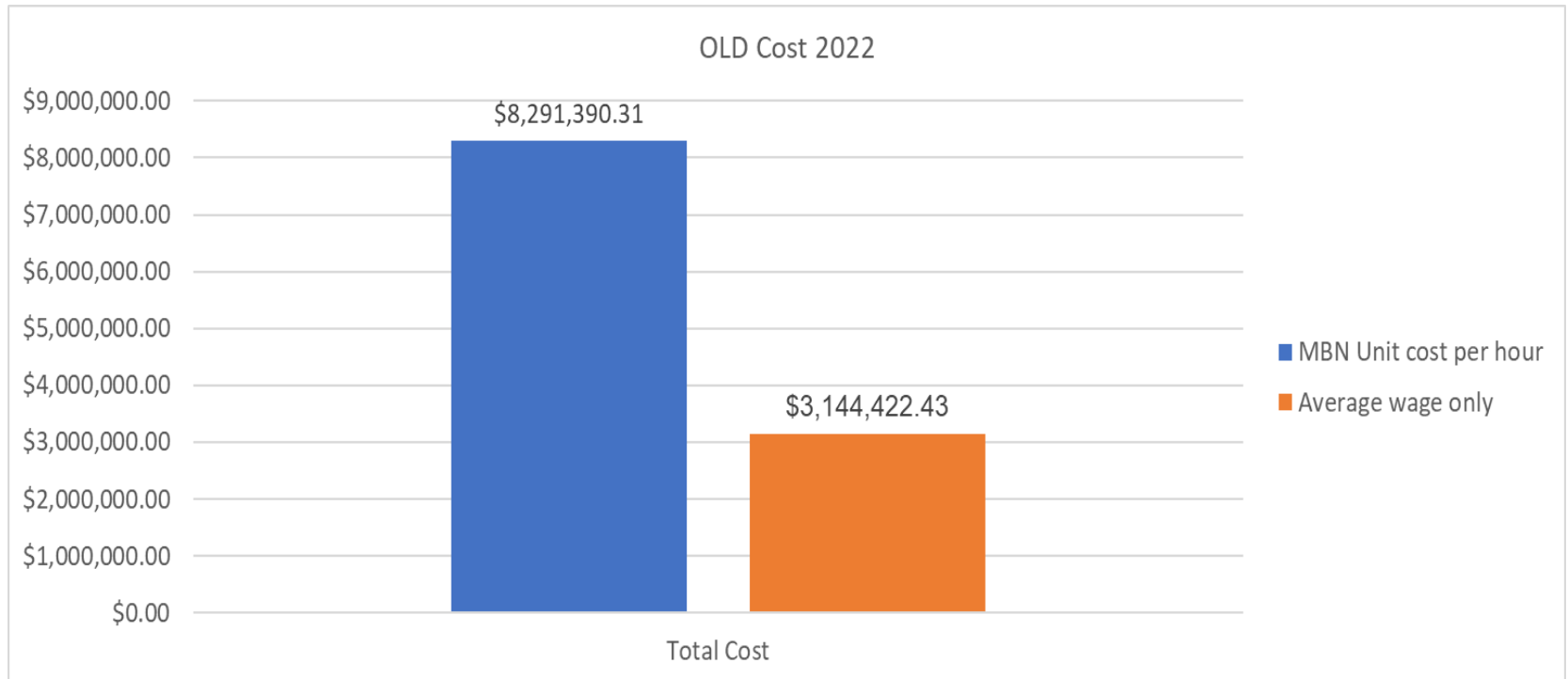


Hospital Offload Delay Cost 2022





OLD COST 2022





Provincial Update

- Regional Chair and CAO continue to support RDPS in meetings with hospital partners as we attempt to mitigate offload delay
- RDPS has received notice our new provincial radio system will be installed in vehicles in April 2023
- Provincial funding for the Community Paramedicine program has provided a small amount of relief and is set to continue for 2023/24
- Provincial changes in the dispatch centre have started with the province moving towards a more effective dispatch algorithm
- Training will begin with staff in February 2023 to operationalize the new provincial treat and discharge directives



Questions?

