

Paramedic Services Update

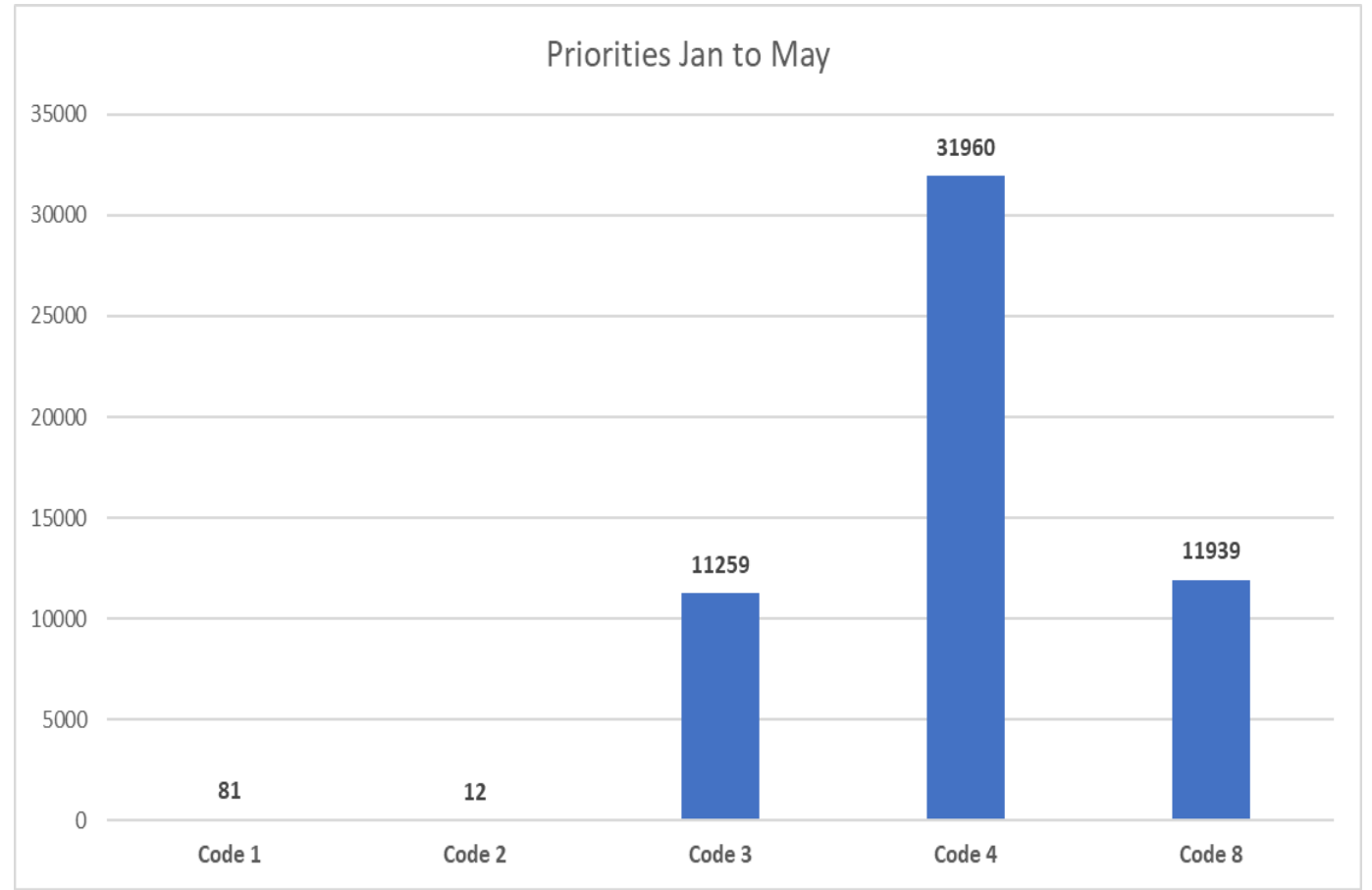
Durham Region Health Department
Health & Social Services Committee
April 9, 2026



Service Excellence for our Communities

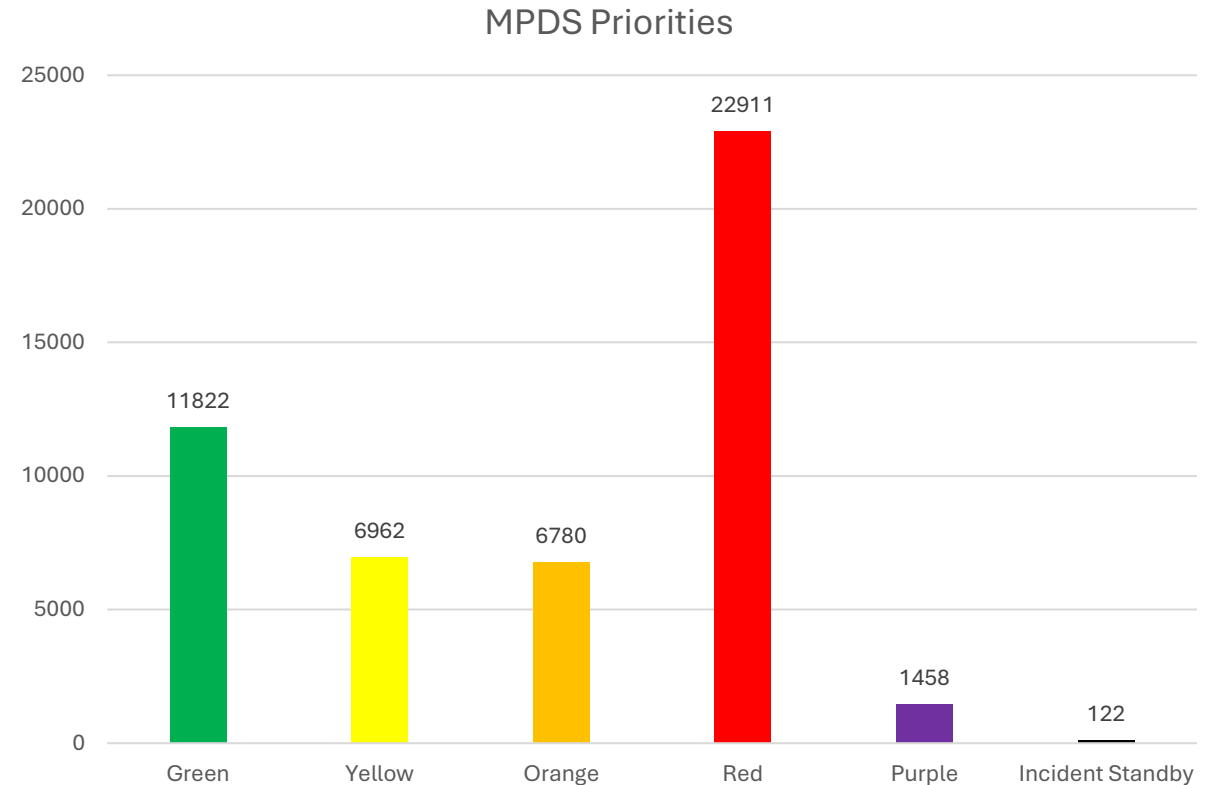
Call Volume DPCI2 Jan to May 2025

- Code 1 Responses - 81
- Code 2 Responses - 12
- Code 3 Responses - 11,259
- Code 4 Responses - 31,960
- Code 8 Responses - 11,939



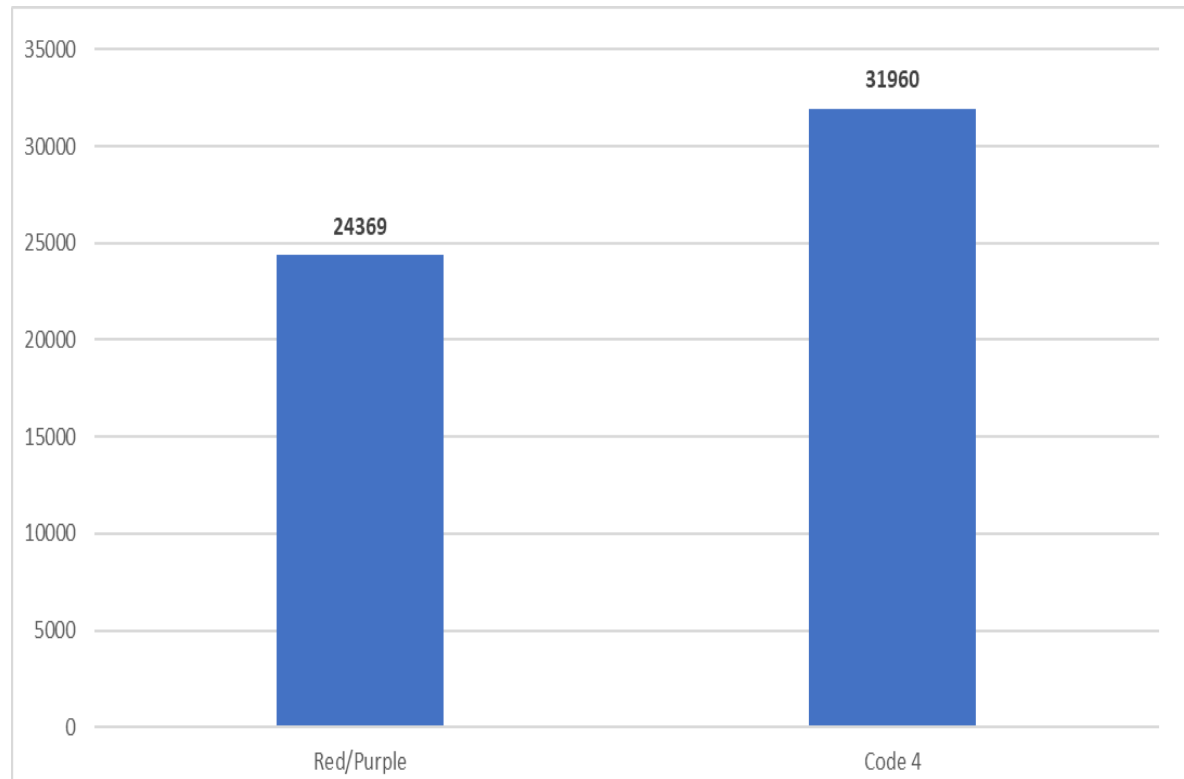
Call Volume AMPDS May to Dec 2025

- Green - 11,822
- Yellow - 6,962
- Orange - 6,780
- Red - 22,911
- Purple - 1,458
- Incident Standby - 122



Compare AMPDS to MPDS

- Red/Purple - 24,369
- Code 4 - 31,960



Offload Delay 2025

Lakeridge Health - Oshawa (LHO)

- Average - 00:36:18
- Maximum - 6:32:20
- 90th - 1:03

Lakeridge Health - Ajax Pickering

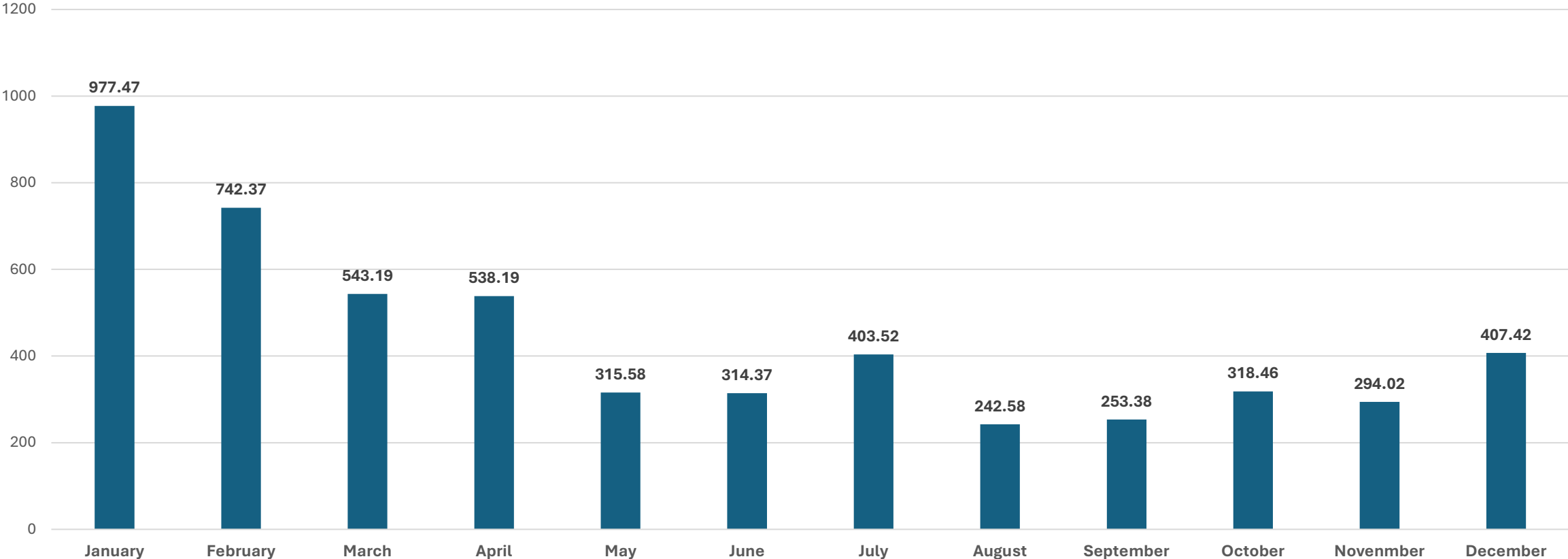
- Average - 00:23:20
- Maximum - 00:23:54
- 90th - 00:23:47



Offload Delay LHO 2025



Offload Delay LHO 2025



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Cost of Offload at LHO 2024 vs 2025

2024

- Total hours 14,971
- Cost per hour \$198.00 (special event rate)
- **\$2,964,265.92**

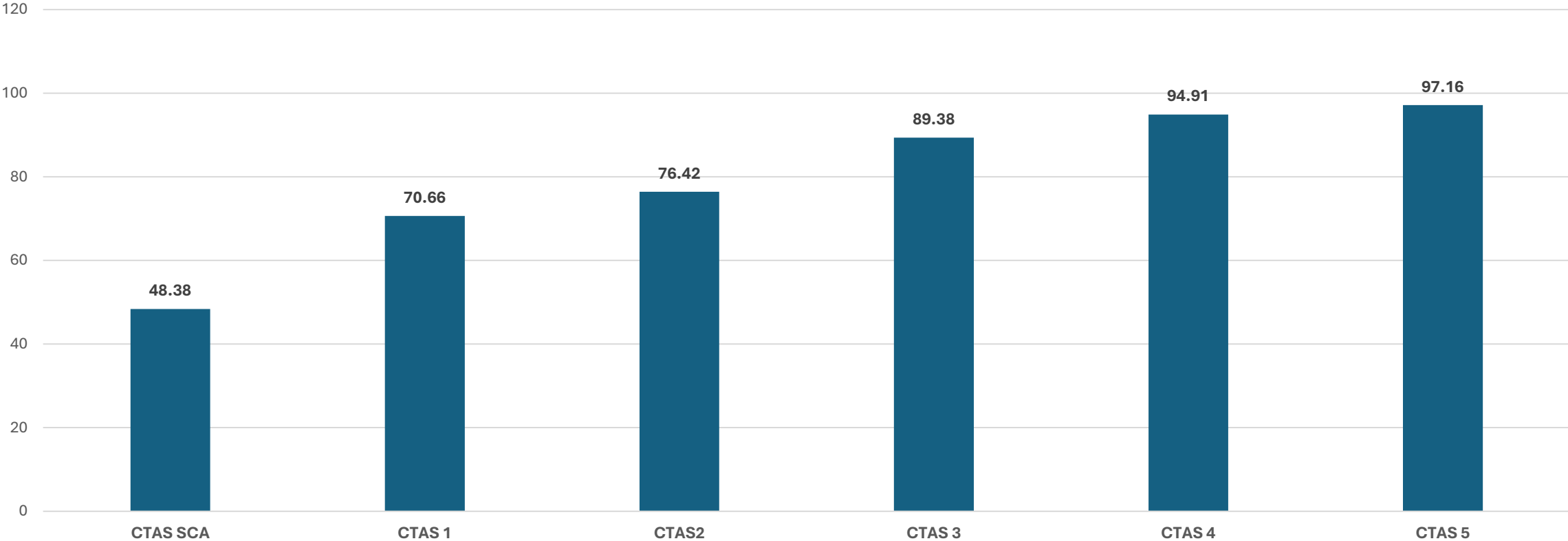
2025

- Total Hours 5,350
- Cost per hour \$205.50 (special event rate)
- **\$1,099,425.00**



CTAS Response 2025 Percentage

CTAS RESPONSE 2025 PERCENTAGE



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Seaton Paramedic Response Station

- Grand opening was Oct 28, 2025
- Total calls responded in 2025 - 1,368
- Total calls responded in 2026 to date - 570



Future Builds

- South Whitby
- North Durham (Port Perry mega station)
- Bowmanville



Primary Care Outreach Program (PCOP) Overview

- PCOP team provides clinical mental health and addiction outreach services, service navigation, and medical supports to vulnerable unsheltered individuals in the community currently staffed with an Advanced Care Paramedic and Social Worker.
- The PCOP team now uses an ambulance to commute to priority neighborhoods throughout the region to provide a private space for individual treatment, wound care, counselling, and other medical needs.
- Currently services are provided Sunday - Saturday 8:00 am - 6:00 pm with two teams.
- Addition of alternative outreach teams increased phone calls to PCOP for medical purposes.
- Additional medical teams will be added after July 2026 to address increased pressures on medical responses.



PCOP Stats Comparison (2023 Vs 2024 Vs 2025)

(All data in this report compares year-end totals from 2023, 2024, & 2025.)

| <u>Category</u> | <u>2023</u> | <u>2024</u> | <u>2025</u> | <u>Trend</u> |
|--|-------------|-------------|-------------|---------------|
| Total Active PCOP Clients: | 218 | 416 | 552 | 33% increase |
| In-person Visits | 528 | 1317 | 1613 | 23% increase |
| Client Interactions: (Includes all In-Person Visits, Unsuccessful Contacts, Telephone Visits, Phone Interactions & Unsuccessful Tele. Calls) | 799 | 1817 | 2989 | 65% increase |
| Nurse Practitioner/Physician Consultations: | 141 | 301 | 545 | 81% increase |
| Pregnancy Tests: | 6 | 45 | 79 | 76% increase |
| Suboxone Administrations: | N/A | 12 | 33 | 175% increase |
| Urine Drug Screens: | 60 | 181 | 222 | 23% increase |

*Interesting Data: The team has performed 146 Anti-Psychotic injections and 1200 Wound Care within this timeframe.

**All data initially drawn from Prehos software platform and then filtered and tracked daily by Resource Coordinator to ensure accuracy.

***All percentages were calculated by an online percentage calculator.



Service Excellence for our Communities



Service Excellence for our Communities

Community Programs 2024 Overview

- Community Paramedicine Services are 24/7 providing proactive diagnostics services, medical directives and treatments, as well as remote patient monitoring in the community.
- LTC+ pilot project has been extended for RDPS - bringing diagnostic testing in LTC homes in the region (Hillsdale Estates, Hillsdale Terraces, Lakeridge Gardens, Orchard Villa, Bon Air, Fairview Lodge, and Lakeview Manor).
- Point of Care ultrasound training took place in 2025 and now RDPS is the leader in the province with performance of this testing.
- Spirometry Training completed with partnership with OHT and LH with a focus on Indigenous patient population in the North.
- Bus being used as a mobile clinic with separate rooms for assessment, storage, and documentation areas for future use in high priority neighborhoods partnering with LH and OHT. Special thanks to DRT for supporting RDPS with this initiative.



CPLTC Stats Comparison (2023 Vs 2024 Vs 2025)

(All data in this report compares year-end totals from 2023, 2024 & 2025. *PCOP data was excluded from this report and captured in a separate report.)

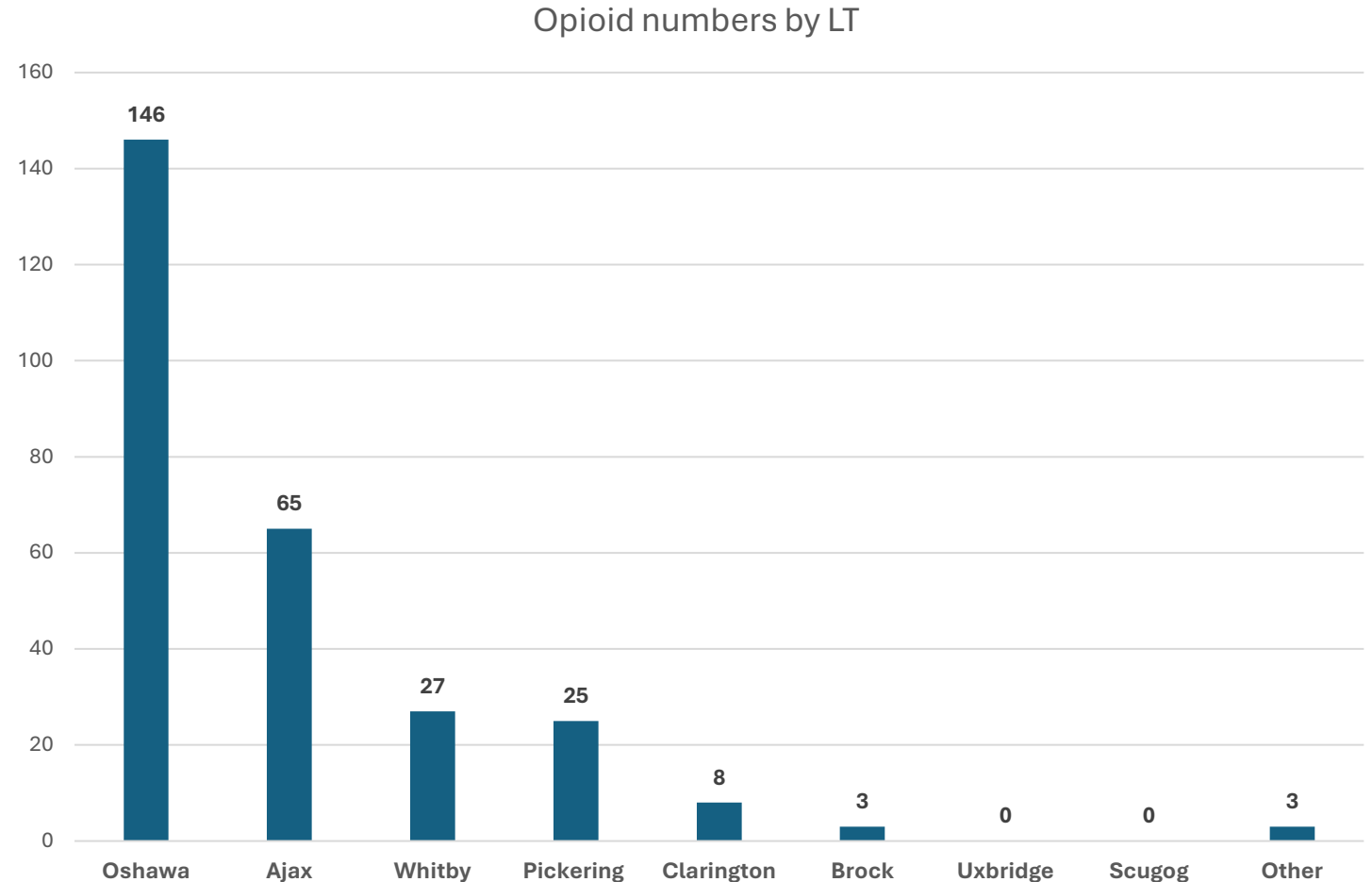
| <u>Category</u> | <u>2023</u> | <u>2024</u> | <u>2025</u> | <u>Trend</u> |
|--|-------------|-------------|-------------|--|
| Total Active CPLTC/HISH/LTC+ Clients: | 967 | 1411 | 2058 | 46% increase. |
| Client Interactions: (Includes all In-Person Visits, Unsuccessful Contacts, Telephone Visits, Phone Interactions & Unsuccessful Tele. Calls & Unsuccessful Contacts) | 6405 | 10575 | 15414 | 46% increase. |
| Initial Visits: | 478 | 581 | 617 | 6% increase. |
| In-person Follow Up Visits: (Includes Unsuccessful Contacts) | 2392 | 2755 | 3312 | 20% increase. |
| Exacerbation Visits: | 302 | 597 | 1293 | 117% increase. |
| Telephone Follow Up Visits: | 2324 | 2726 | 3202 | 17% increase. |
| Telephone Calls: (Includes all Telephone Follow Ups, Incoming inquiries, outgoing on behalf of clients, appointment booking, etc.) | 3345 | 6642 | 9357 | 41% increase. |
| Phone calls from 911 paramedic inquiries: | 5 | 19 | 35 | 84% increase. |
| A1Cs: | 28 | 114 | 266 | 133% increase. |
| Blood Draws: | 104 | 176 | 755 | 329% increase. |
| IV LASIX: | 18 | 39 | 90 | 131% increase. |
| Ultrasounds: | N/A | 28 | 404 | 1343% increase. (Started tracking Sept. 08, 2024) |
| Urinalysis: | 98 | 168 | 326 | 94% increase. |
| Vaccinations: | 121 | 103 | 548 | 432% increase. (2023: Flu - 50 / COVID - 71 2024: Flu - 88 / COVID - 15 2025: Flu - 218 / COVID 156 / 174 RSV) |

*All data initially drawn from Prehos software platform and then filtered and tracked daily by our Resource Coordinator to ensure accuracy.

**All percentages were calculated by an online percentage calculator.

Opioid Update 2025

- 277 suspected opioid related overdoses.
- 32 per cent reduction from 2024 but still work to do.



Medical Priority Dispatch System (MPDS)

- MPDS is in place.
- More robust platform with greater ability to triage patients.
- RDPS received permission from Province to place a Superintendent directly in the CACC to provide oversight.
- Projections suggested a reduction in Code 4 responses by 30-40 per cent and we are actually seeing about 55 per cent reduction.



Questions ?

