2007

2009

2010

2011

2012

2013

2014

2015

2016

2017

2018

2019

2020

2022

dispatch reform.

system issues.

Overview of Regional Advocacy Efforts – Ambulance Dispatch Reform, 2006-2022

October - Regional Council receives HealthAnalytics report and following resolution regarding dispatch reform: "That the Province of Ontario, in consultation with Peel staff be requested to make improvements to its call triaging process at CACC; ..."

June - HealthAnalytics study report presented to Emergency and Protective Services Committee (EPSC) with recommendations calling on the Ministry of Health and Long-Term Care (Ministry) to implement new ambulance call triaging system based on MPDS to allow improved call triaging that effectively integrates the call intake and vehicle dispatch functions.

Fall – "GTA Ambulance Communications and Dispatch Services Review" (Commissioned to POMAX by Peel, Halton, York, Simcoe, Durham) highlights challenges with ambulance dispatch and

communications, and recommends improvements to the dispatch system in the GTA regarding triage tool, governance and operational accountability, and access to up-to-date dispatch information.

January to June – Joint advocacy by Peel and partners through letter and POMAX report to

Health Minister Matthews. Paramedic chiefs meet with Director of MOHLTC Emergency Health Services Branch.

September – Regional Council receive and endorse recommendations in POMAX report

August– Peel leadership meeting with Health Minister. Minister indicates that they are looking at a province-wide solution to find efficiencies.

March to May – Chair Kolb letter to Health Minister Matthews resulting in meeting of Chairs/

December- meeting with AMO policy staff regarding ambulance dispatch

Warden. Staff meeting with Health Minister Matthews acknowledges CACC issues

October - Evaluation of Niagara Ambulance Communications Services (2010) released, validating many of the concerns regarding GTA CACCs, including enhanced accuracy of the MPDS triage tool.

December – Ontario Auditor General 2013 Report highlights issues with Ministry ambulance dispatch system and highlights the current triage tool as a key issue. Ministry directs Sunnybrook Centre for Pre-hospital Medicine (base hospital) to assess effectiveness of triage tools.

Matthews' staff to see if progress could be made on concerns.

February- Report to EPSC "Auditor General Report on Land Ambulance" provides an overview of Auditor General 2013 report findings and recommendations regarding ambulance dispatch and other

February - Regional Chairs and Warden meet with Premier's staff regarding CACC governance,

technology and triage. Premier's staff commit to review the information and follow-up with Minister

August – AMO Conference: Peel leadership meet with Health Minister Eric Hoskins and staff.

Ministry staff instructed to work with Ontario Association of Paramedic Chiefs and AMO to advance on a

May - Ministry Land Ambulance Dispatch Working Group Final report with recommendations to improve dispatch.

mandate and terms of reference for Land Ambulance Dispatch Working Group.

August – AMO Conference - Peel meeting with Parliamentary Secretary to Health Minister and staff. Ministry commits to improve ambulance services and notes that any changes to dispatch must be evidence-based and contribute to improving patient outcomes, financial stability and government priorities.

December- Ontario Auditor General (Two-Year Follow-Up Report) reports little progress has been made to improve the dispatch issue in Ontario. Niagara Ambulance Communication Service report to Ministry indicates MPDS to be more accurate than DPCI. Ministry indicates that it will take until late 2018 to plan and complete improvements.

February – Reports to Health System Integration Committee (HSIC): "Patients First: A Proposal

"Ambulance Communications and Dispatch Services Advocacy" renewed advocacy position that Ministry expedite the improvements related to the ambulance dispatch system by implementing the Medical Priority Dispatch System, and to prioritize Mississauga CACC for implementation.

May - Halton and Peel joint meeting with Ministry ADM for Direct Services to discuss issues with the dispatch system and triage tool and advocate for Mississauga CACC to be prioritized. Province

to Strengthen Patient-Centre Health Care in Ontario - Region of Peel Response" and

committed to further discussion with municipal staff and indicated commitment to dispatch reform.

July - Report to Regional Council, "Update on Regional Ambulance Communications Centre

Advocacy". Update on Regional advocacy efforts and provincial progress highlighting challenges with

August - AMO Conference: Meeting with Parliamentary Assistant John Fraser and Ministry staff.

Dispatch reform is highlighted as priority issue for Peel.

October - Report to Regional Council, "Proposed Provincial Consultation on Expanding Medical Response through Fire Services" reiterates need for Ministry to initiate dispatch reforms to lead to improved emergency medical response times and patient outcomes.

November- Chair Dale Letter to Minister Hoskins requesting a meeting to discuss ambulance dispatch reform. Ministry ADM inviting the Region to provide their feedback on ongoing consultations regarding expanding medical response through fire services.

January- Regional provincial pre-budget submission includes dispatch reform.

the triage tool, access-to-real time data and lack of an accountability framework.

Polsinelli and Chief Dundas. J Fraser confirms provincial commitment to replacing the triage tool

March -Spring MP/MPP Advocacy Update included article outlining the Region's position on dispatch

February - Meeting with Parliamentary Assistant John Fraser. Councillor Saito, Commissioner

April - Report to Health System Integration Committee, "Update on Provincial Dispatch Reform

Advocacy"

commitment to replacing the triage tool used in provincial CACCs

February - Report to HSIC "Update on Provincial Dispatch Reform and Emergency Health

June – MOHLTC announces plans to enhance emergency services in Ontario including

System Modernization" cites lack of progress on implementation of MPDS and concern regarding Ministry consultations on new models of care. Resolution 2018-163 directs Regional Chair write a letter to the Premier of Ontario Re regarding implementing dispatch reforms before new models of care.

and reference to resolution 2018-163 (above) and requesting that the Minister meet with Peel and Halton to discuss next steps regarding prioritizing dispatch reform efforts.

March- Chair Dale letter to Health Minister Jaczek requesting a meeting to discuss dispatch reform

plans to proceed with implementation of MPDS.

June to August - Report to Regional Council "Update on Provincial Dispatch Reform" re Ministry

MPDS and to prioritize at M-CACC.

Report to Regional Council "Update on Provincial Dispatch Reform" recommendation that issue be referred to the Government Relations Committee. Reported new triage tool is significantly delayed,

February - Pre-Budget Submission to Minister of Finance requesting immediate implementing

and provincial directions related to system modernization and other technology improvements are unclear.

March- Chair lannicca letter to Health Minister Elliott regarding resolution 2019-201

June - Submission to Ministry regarding consultations on new patient care models and importance of

September to October - Regional response to Ministry consultations regarding regulations for

New Models of Care. Peel Paramedic Services reiterates need to implement dispatch reforms before implementing new models of care

December - Report to Regional Council "The Region of Peel's Response to the Provincial Emergency Health Services Modernization Consultations". Regional response reiterates need for reform to ambulance dispatch.

January - Report to Council with overview of ROP response to EHS Modernization consultations, including priority to implement dispatch reforms re MPDS, other technologies, and increased accountability and integration.

February – Peel Paramedic Services receives Ministry notification (letter from Stuart Mooney, Director, Emergency Health Program Management and Delivery Branch) confirming M-CACC transition to MPDS on November 14, 2022.

February 2022