

Appendix II Medical Priority Dispatch System for Paramedic Services



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February 28, 2021

Chief Peter Dundas
Peel Regional Paramedic Services

Chief Greg Sage
Halton Region Paramedic Services

Re: MPDS

Chief Dundas and Chief Sage,

The MOH is pleased to inform you that we have scheduled the Mississauga CACC transition to the Medical Priority Dispatch System (MPDS) for Nov 14th, 2022. This date was determined after extensive consultation between Peel and Halton Paramedic Services, EHSTMB and EHPMDB.

We have worked diligently to define policy and processes utilizing the new triage tool and your teams have been instrumental in getting us to this point. Below is a sample of the work completed in collaboration with your services.

- Development of Paramedic response plans which will be used as a template for the province, significantly reducing workload on Paramedic Services going forward.
- Development of new problem natures to support the new triage tool.
- Defining the 5 new Provincial Priority levels.
- Development of a new dispatch model which should result in better resource allocation, ensuring the most serious patients never experience a delay in ambulance response while also allowing for better management of Paramedic rest periods and overtime.
- Development of Low Acuity Dashboard which will provide enhanced situational awareness for ACOs thus ensuring the best ambulance resource is assigned.

We are excited to move into this next phase where we will be focusing on training needs for both ACOs and Paramedics. We will also continue to work collaboratively with both

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services on our Communication Plan, ensuring all allied agencies and stakeholders are aware of changes affecting their interactions with CACC and Paramedics.

Thank you for your patience and support of our team as we continue working towards the implementation of MPDS.

Sincerely,



Stuart Mooney

Director, Emergency Health Program Management and Delivery Branch

cc: Susan Picarello, Assistant Deputy Minister, EHSD
Steven Haddad, Director, EHRAB
Maria Santos, Manager, Provincial Strategy and Development Office
Christopher Baillie, Senior Field Manager, EHPMDB