

Paramedic Services System Update

Peter Dundas, Chief, Peel Regional Paramedic Services
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About Peel Paramedic Services



Peel Paramedics responded to **147,689** emergency calls in 2022, a **3.6%** increase from 2021 or **5,158 more calls**

On average, Peel paramedics responded to **405 calls per day** in 2022, an increase of **15 more daily calls** than 2021



Peel Paramedic Services has **134 ambulances** and **8 rapid response units**

In a given day **174** ambulances and support vehicles are readied



Peel Paramedic Services has **4** reporting stations, **3** satellite stations attached to a reporting station, and **21** separate satellite stations



Throughout the day, ambulances are situated in high call volume areas, ready to respond to emerging needs,

Peel has **800 paramedics** (488 are full-time and 312 are part-time or temporary paramedics)



Peel Paramedics travelled **4,060,390 kilometres** in 2022

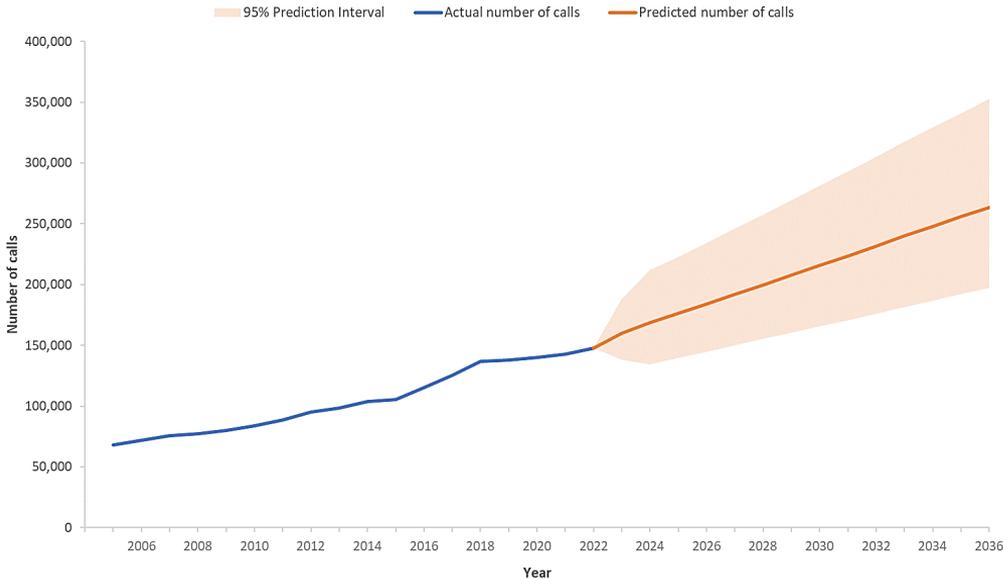


Legend

- Districts
- Reporting Stations
- Satellite Stations
- Posts

Future Call Volume Demand

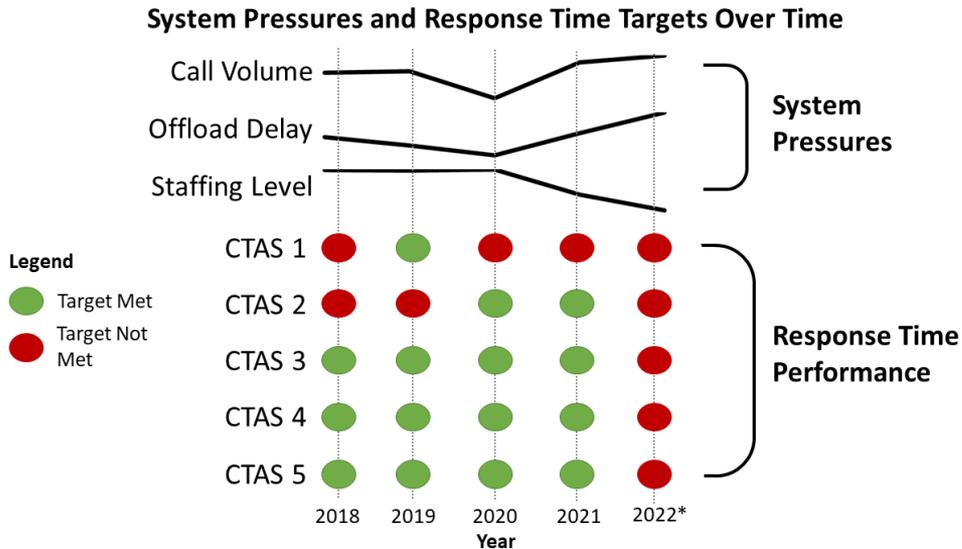
Call volume predictions updated, April 2023
(Originally presented to Council in December 2020, 10-Year Capital Plan)



- The analyses done in 2020 showed that, to meet growing demand, the Service will require 67 additional ambulances, three new reporting stations, five new satellite stations, and the required staff by 2030.
- Updated forecasts confirm prior analysis and **continue to show steady growth** in call volumes out to 2036.
- **One new reporting station** is in the design phase and expected to be in operation by 2026.
- **Two new satellite stations** are expected to be operational by the end of 2023.

System Performance

Paramedic Services continues to work diligently to put strategies in place to mitigate system pressures that directly affect response time.



*Note: 2022 Canadian Triage and Acuity Scale (CTAS) times are calculated using data from January 1 to November 30, 2022.

- Paramedic Services was not able to meet any of the established response time targets in 2022, in part, due to increasing call demand and offload delay, and staffing shortages.
- Peel is seen as a **leader in cardiac arrest survival rates**.
- In 2022, the Service spent **61,530 hours in offload delay** at area hospitals, a **31.3 per cent increase** from the previous year. This equates to **14 trucks off the road each day, waiting** with patients at the hospital to transfer care.

Psychological Health and Well-being

Paramedic Services is committed to enhancing the psychological health, safety, and well-being of all staff.

2022 Key Successes from the Paramedic Services Psychological Health and Safety Program:



In house mental health & suicide awareness presentations



Critical Incident Resource Management System (CIRMS)



Relaunched Therapy Dog Program



Partnered with Trillium Health Partners/Insight Health



Suicide Intervention Skills Training



Research shared with larger research community

2023 Paramedic Services Psychological Health and Safety Program Supports:



Continued discussions with Peel Police and their Wellness Division



Delivery of the Working Mind First Responder program for all new paramedic hires



Continued enhancements to embed wraparound supports for staff

Key Measures:

- There were **221 total WSIB claims** in 2022, **six more claims** than 2021.
- There were **490 reported incidents of violence** in 2022 (incidence reporting began in 2022).

Community Paramedicine (CP)

CP programs are for vulnerable clients who do not have access to primary care or are on a long-term care wait list and require supports to safely remain at home. The objectives of the CP programs is to reduce avoidable ED visits by individuals making frequent 911 calls, reduce admission to hospital, and safely delay admission to long-term care.



Community Paramedic at Clinic (CP@Clinic)

Situated in social housing settings with focus on seniors health

Weekly clinics at six Region of Peel housing complexes

In 2022, **517 residents accessed** these clinics and there were **1,898 clinic appointments**

High Intensity Supports at Home (HISH)

Frail seniors with multiple comorbidities and complex care needs who are at risk of hospital admission or Alternative Levels of Care

Currently **162 clients registered** in the program

In 2022, Community Paramedics conducted **220 appointments**

Community Paramedics for Long Term Care (CPLTC)

Individuals on the long-term care waitlist

13 Community Paramedics delivering the program, **each managing 40-50 clients**

To date, **929 clients** have been supported through the program

Community Referrals by EMS (CREMS)

Patients in the community in need of home care supports

Approximately **two referrals** are being processed each day

Over 672 referrals have been processed since the start of 2022 to the end of March 2023

Service Improvements

Paramedic Services is always looking for creative approaches to care for their patients, provide ways to avoid ED visits, and address offload delay issues.



Fit2Sit: allows paramedics to safely transfer eligible low acuity patients to the ED waiting room. In 2022, the program enrolled **6,103 patients** across all three hospitals, **saving a total 4,111 offload delay hours** for low acuity patients.



Peel Memorial Urgent Care Centre (UCC): allows paramedics to transport patients ranging from 2 to 70 years of age with low acuity illnesses or injuries to the UCC. In 2022, there were **359 patients** transported and **diverted from hospital EDs**.



Alternate Models of Care: Following 2022 Ministry approval for alternate models of care, **Paramedic Services continues to explore ways** to avoid unnecessary patient transports to hospital EDs, including *treat and release* patients from care (e.g., treat at home), refer patients to alternative care, transport to alternate care destinations such as a mental health facility.



Community Responder Program: connects volunteers willing to provide CPR, AED, and other interventions to those who need immediate care in the community. To date Community Responders were directly responsible for **saving three lives** as they were on the scene well before any other responder and initiated care that provided a positive outcome for survival.

Thank You