

Ministry of Health

Ministère de la Santé



Office of the Deputy Premier and Minister of Health

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RECEIVED

October 16, 2024

REGION OF PEEL

OFFICE OF THE REGIONAL CLERK

361-2024-2028

October 16, 2024

Nando Iannicca,
Regional Chair and Chief Executive Officer,
10 Peel Centre Dr.
Suite A, 5th Floor.
Brampton, ON
L6T 4B9

Dear Nando Iannicca:

Thank you for taking the time to share your council's concerns with current Mississauga CACC performance challenges. I appreciate your feedback and the opportunity to respond.

In December of 2022, Mississauga CACC went live with Medical Priority Dispatch System (MPDS). MPDS optimizes the deployment of paramedic resources to meet patient needs by matching resource capabilities with the clinical situation and allocating more paramedic resources for the most urgent calls to 9-1-1. While MPDS has shown significant improvement in response times for high acuity calls, some challenges remain with response times for some low acuity calls during periods of high call volumes.

The ministry meets regularly with Peel and Halton Paramedic Services, to work collaboratively on improving the CACC's performance. In response to concerns raised by the services, our government immediately implemented and operationalized a "Seven Step" plan that has successfully led to a significant improvement in response times to low acuity calls.

Our government has also implemented additional on-site support for Ambulance Communication Officers (ACOs) and is exploring new supporting technology. To address staffing challenges at the CACC, the ministry is hiring additional ACOs to increase staffing levels and has increased wages to improve recruitment and retention.

REFERRAL TO _____
RECOMMENDED _____
DIRECTION REQUIRED _____
RECEIPT RECOMMENDED _____

Once again, thank you for writing to me about this important issue. I appreciate the opportunity to highlight the work being done to address challenges at the Mississauga CACC, and your dedication and commitment to improving ambulance services in Ontario as we modernize and strengthen our public health care system.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sylvia Jones', with a stylized, cursive script.

Sylvia Jones
Deputy Premier and Minister of Health

- c: Deborah Richardson, Deputy Minister, Ministry of Health
- Alison Blair, Associate Deputy Minister, Health Integration and Partnerships, Ministry of Health
- Susan Picarello, Assistant Deputy Minister, Emergency Health Services Division, Ministry of Health
- James Romain, Director (A), Emergency Health Program Management and Delivery Branch, Ministry of Health

April 1, 2024

The Honourable Sylvia Jones
Deputy Premier and Minister of Health
777 Bay Street, 5th Floor
Toronto, ON
M7A 2J3

RE: Performance Challenges at the Mississauga Central Ambulance Communication Centre

Nando Iannicca
Regional Chair & CEO

Dear Minister Jones,

10 Peel Centre Dr.
Suite A, 5th Floor
Brampton, ON L6T 4B9
905-791-7800 ext. 4310

I am writing on behalf of Peel Regional Council to share concerns related to ongoing performance challenges at the Mississauga Central Ambulance Communication Centre (CACC), which is responsible for ambulance communications and dispatch of Peel Paramedics.

Peel Region appreciates your Ministry's leadership in expediting implementation of the Medical Priority Dispatch System (MPDS) at the Mississauga CACC in late 2022. In its first year we are already seeing the anticipated improvements to the accuracy of call triaging. These changes are critical to supporting the ability of our paramedics to deliver excellent care to our residents in their time of need.

Despite the successful implementation of MPDS at the Mississauga CACC, Peel Paramedics continues to experience longstanding performance issues that have negatively impacted the timely deployment of our paramedics. This includes CACC non-compliance with Peel Paramedics' deployment plan, such as cases when dispatch of low acuity calls are 'held' even when resources are available, resulting in unnecessary response delays and public complaints. Further details may be found in the attached report to the February 22, 2024 meeting of Peel Regional Council.

In the coming months Peel Region plans to collaborate with our colleagues at Halton Paramedic Services to further explore Mississauga CACC performance and possible options for enhancing dispatch, including the feasibility of integrated ambulance communications and dispatch with paramedic services.

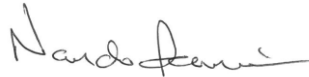
All of Ontario, and especially Peel, faces unprecedented demographic growth, and a rapidly growing seniors population. These changes and others are already increasing pressure on our hospitals, long-term care homes and community-based services. Peel Paramedics has made extraordinary improvements to services caring for and supporting Peel and will continue to lead innovation to address these pressures within an integrated health system.

Nando Iannicca
Regional Chair & CEO

10 Peel Centre Dr.
Suite A, 5th Floor
Brampton, ON L6T 4B9
905-791-7800 ext. 4310

We look forward to opportunities to discuss CACC performance issues and further integration of paramedic services and delivery of ambulance communications that can support system integration and the development of upstream approaches to paramedic response to residents' health needs.

Kindest personal regards,



Nando Iannicca
Regional Chair & Chief Executive Officer
Region of Peel

CC: Peel MPPS

Gary Carr, Regional Chair, Halton Region
Regional Clerk, Halton Region

Brian Rosborough, Executive Director, Association of Municipalities of Ontario

Michael Sanderson, President, Ontario Association of Paramedic Chiefs

Susan DeRyk, Chief Regional Officer, Ontario Health Central & West Regions

Deborah Richardson, Deputy Minister, Ministry of Health

Susan Picarello, Assistant Deputy Minister, Emergency Health Services Division,
Ministry of Health