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**For Information**

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**REPORT TITLE: Peel Regional Paramedic Services Ambulance Service Review and Certification**

**FROM: Cathy Granger, Acting Commissioner of Health Services**

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**OBJECTIVE**

To provide information on the findings of the Ministry of Health Ambulance Service Review conducted November 19 and 20, 2019.

**REPORT HIGHLIGHTS**

- Peel Regional Paramedic Services completed the certification review conducted by the Ministry of Health, Health Certification Team on November 19 and 20, 2019.
  - The Ambulance Service Review Draft Report was received on June 5, 2020 confirming that legislated requirements were successfully met. The Draft Report was delayed by several months due to COVID-19.
  - Overall ratings earned, ranged from 90.5 to 100 per cent.
  - A response to address opportunities for improvement was submitted to the Ministry of Health on July 24, 2020.
  - A certificate to operate as a Land Ambulance Service provider, based on a successful review, was issued and expires August 16, 2023.
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**DISCUSSION**

**1. Background**

The Ministry of Health undertook the mandatory Ambulance Service Review that is required for Paramedic Services to retain certification to operate as a land ambulance service provider. These reviews are conducted every three years. During the two-day visit (November 19 and 20, 2019) the Ministry team completed a thorough review of Paramedic Services covering items referenced in the above-mentioned report that include Patient Care, Ambulance Call Reports, Administration, Quality Assurance, utilizing a variety of on-site observations and random audits.

Staff were notified that the results of the review would be delayed due to the COVID-19 pandemic. The draft report was received on June 5, 2020, from the Ministry of Health with a cover letter offering congratulations at having met all legislated requirements and a certificate to operate a Land Ambulance Service for three years expiring August 16, 2023.

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### 2. Findings

The findings of the Review are very positive and are summarized below according to the three primary categories outlined.

#### a) Patient Care

Paramedic Services met all requirements in the areas of:

- Training
- Communicable Disease Management
- Communications
- Medications
- Vehicle - Staff
- Vehicle – Maintenance/Inspection

In these and other areas of patient care the rating given to Paramedic Services ranged from 90.5 to 100.0 per cent and some improvement actions were identified. These areas included documentation accuracy of a small sample of Ambulance Call Reports, failure to secure equipment in some ride-outs, and areas where minor improvements were needed in equipment maintenance documentation. In these areas staff actioned the findings and provided a response advising that corrective measures had been made.

#### b) Quality Assurance

Paramedic Services passed criteria on quality assurance and process by which influenza status is managed (i.e., staff immunization records). A rating of 99.8 per cent was earned for Ambulance Call Report Documentation and 98.4 per cent for Employee Qualifications.

#### c) Administrative

Regarding the Response Time Framework, the Ministry of Health Certification Team noted that Paramedic Services are not always meeting the Council approved framework regarding Canadian Triage Acuity Scale 1 and 2. The Ministry of Health noted that no action is required as the review reflects the previous year's response time outcome which is set by Regional Council. Other areas assessed with positive outcomes include:

- Service Provider Deployment Plan
- Base Hospital Agreement
- Policy and Procedure
- Insurance

### 3. Next Steps

Staff has prepared a response addressing matters raised and detailing steps taken where required. Following a secondary review by the Ministry, the final report is expected confirming that Peel Paramedics have been successful in achieving certification as indicated by the three-year certificate that expires August 16, 2023. Paramedic Services next Certification Review will likely be conducted late in 2022.

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### CONCLUSION

Peel Regional Paramedic Services successfully completed the Ministry of Health mandatory Ambulance Service Review and has been licensed to continue operation for an additional three-year period. This review reaffirms that the delivery of paramedic services in the Region of Peel continues to successfully meet the needs of our clients.

### APPENDICES

Appendix I – Certificate to Operate Land Ambulance Service

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*For further information regarding this report, please contact Peter F. Dundas, Director and Chief, Peel Regional Paramedic Services, Ext. 3921, Peter.Dundas@peelregion.ca.*

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#### ***Reviewed and/or approved in workflow by:***

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.



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N. Polsinelli, Interim Chief Administrative Officer