



County Council

Meeting Date: October 12, 2021

Submitted by: Adam Bennett, Commander - Operations, Middlesex-London Paramedic Service

Subject: MLPS 2022 Response Time Performance Plan

BACKGROUND:

Legislation under the Ambulance Act requires municipalities to both establish Response Time Performance Plans (RTPPs) for the coming year and notify the Ministry of Health (MOH) of these plans no later than October 31st each year, and then to report on compliance with these plans by March 31st of the following year.

All RTPPs and performance results are posted for public viewing on the MOH website: www.health.gov.on.ca/english/public/program/ehs/land/responsetime.html.

Response Time Performance Plans are set response time targets for patients categorized under the Canadian Triage Acuity Scale ("CTAS") 1, 2, 3, 4 and 5 and Sudden Cardiac Arrests.

- CTAS: a five-level triage scale with the highest severity level 1 (resuscitation) and the lowest severity levels 5 (non-urgent) used to assign a level of acuity to patients and more accurately define the patient's need for care primarily based on the optimal time to medical intervention.
- CTAS Level 1: CTAS level assigned for resuscitation. Patients need to be seen by a physician immediately. Examples include: Cardiac / Respiratory arrest, major trauma, unconscious patients, severe respiratory distress.
- CTAS Level 2: CTAS level assigned for emergent. Patients need to be seen by a physician within 15 minutes. Examples include: altered mental states, head injury, severe trauma, heart attacks, overdose and stroke.
- CTAS Level 3: CTAS level assigned for urgent. Patients need to be seen by a physician within 30 minutes. Examples include: moderate trauma, asthma, GI bleed, suicidal thoughts and acute pain.

- CTAS Level 4: CTAS level assigned for less urgent. Patients need to be seen by a physician within 60 minutes. Examples include: headache, corneal foreign body and chronic back pain.
- CTAS Level 5: CTAS level assigned for non-urgent. Patients need to be seen by a physician within 120 minutes. Examples include: sore throat, mild abdominal pain which is chronic or recurring, with normal vital signs, vomiting alone and diarrhea alone.

ANALYSIS:

Middlesex-London Paramedic Service has reviewed the targets and results set for 2020 and 2021. There are several factors inhibiting Middlesex-London Paramedic Service from meeting these targets, including increasing call demand, offload delays and the over prioritization of calls by the Ministry of Health Central Ambulance Communications Centre.

The 2020 Middlesex-London Paramedic Service performance targets and results were as follows:

JANUARY 1, 2020- DECEMBER 31, 2020	Target Response Time	% Achieved Target	Number of Calls that met response time	% Achieved
SUDDEN CARDIAC ARREST (defib on scene)	6 minutes	75%	240/362	66.3%
CTAS Level				
1	8 minutes	75%	943/1215	77.61%
2	8 minutes	75%	7239/10464	69.18%
3	10 minutes	75%	19799/25651	77.19%
4	12 minutes	75%	7825/9425	83.02%
5	12 minutes	75%	2285/2723	83.91%

In 2016, Middlesex County Council approved the % Achieved Target to be changed from 50% to 75%. Response time targets have remained unchanged since this time.

In 2020, Middlesex-London Paramedic Service was unable to meet response time targets for Sudden Cardiac Arrests and CTAS 2 patients. Forecasting suggests that Middlesex-London Paramedic Service will be unable to meet 2021 targets for Sudden Cardiac Arrests or CTAS 2 patients. There are several factors outside of the control of Middlesex-London Paramedic Service that affect Middlesex-London Paramedic Service's ability to meet these targets. Increasing call demand put stresses on

resources as does offload delays. Ambulances are required to travel greater distances to service calls increasing response times. The over prioritization of emergency calls by the Central Ambulance Communication Centre compounds these pressures as ambulances are engaged on lower CTAS calls and the resources required to respond to higher CTAS calls are required to travel greater distances or are not immediately available.

Middlesex-London Paramedic Service has completed a thorough review and suggests that Response Time Targets for the 2022 year be adjusted to reflect the current demands of increasing call volume and offload delays and the pressures thereby imposed by the over triaging of emergency calls by the Central Ambulance Communications Centre.

After review and analysis, the following targets would more accurately reflect the service levels for Middlesex-London Paramedic Service in the face of current demands and pressures.

JANUARY 1, 2022- DECEMBER 31, 2022	Target Response Time	% Achieved Target
SUDDEN CARDIAC ARREST (defib on scene)	6 minutes	60%
CTAS Level		
1	8 minutes	70%
2	10 minutes	75%
3	15 minutes	80%
4	20 minutes	90%
5	20 minutes	90%

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives: Promoting Service Excellence. Middlesex-London Paramedic Service continues to review service performance to ensure that the citizens of Middlesex County and the City of London continue to receive excellent care.

RECOMMENDATION:

That County Council accept this report and that staff be directed to notify the Ministry of Health that the Response Time Performance Plan will change to recommended targets

for 2022. If for any reason, it is determined that the plan needs to be changed, it can be done at any time with the Ministry of Health at the direction of Middlesex County Council.