



## County Council

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**Meeting Date:** June 8, 2021  
**Submitted by:** Neal Roberts, Chief, Middlesex-London Paramedic Service  
**SUBJECT:** ONTARIO OMBUDSMAN'S REPORT INTO LAND AMBULANCE INVESTIGATIONS

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### **BACKGROUND:**

In April of 2018 Ontario Ombudsman, Paul Dube` notified the Ontario Ministry of Health that he was launching a systemic investigation into the Ministry's oversight of ambulance services. Shortly after this announcement was made public, the Ombudsman received an additional 72 complaints.

The final report was released to the Province and made public on Thursday May 20, 2021. The report itself contained 53 recommendations, all of which were accepted by the Deputy Minister of Health.

The key areas of findings during the investigation include the areas of:

- Ineffective and inadequate investigations
- Failure to follow up (by the Ministry) after investigations released
- Lack of policies and procedures
- Lack of training and expertise
- Siloed approach
- Ineffective system and process dealing with Incident Reports

The Ministry of Health has committed to implementing 16 of the 53 recommendations within 6 months of the report's release. The Ministry will also engage key stakeholders such as the Association of Municipalities of Ontario (AMO) and the Ontario Association of Paramedic Chiefs (OAPC), talks have already been scheduled to begin.

This report will directly impact not only the Ministry of Health, but will impact all Paramedic Services, Ornge, and provincial Dispatch Centres.

In preparation for the changes that are expected to occur as a result of this report, Middlesex London Paramedic Service Professional Standards staff have held an initial meeting to review this report and to start examining internal process and how to better align with the Ombudsman's findings and recommendations. Middlesex London Paramedic Service currently has a strong Quality Assurance process (investigations and quality assurance reviews), but this provincial report will allow for a more detailed examination and reset of our current processes.

Middlesex London Paramedic Service will provide a follow up report to Middlesex County Council, upon completion of our internal review and a better understanding of how the Ministry of Health's implementation of the 53 recommendations will impact our service.

#### **FINANCIAL IMPLICATIONS:**

At this time the financial impacts to the 2021 approved budget are not known. Any impacts (resources) will be identified in future reports.

#### **ALIGNMENT WITH STRATEGIC FOCUS:**

This review of current processes and practices (based on the findings from the Ombudsman' report supports the ongoing commitment of Middlesex-London Paramedic Service to provide service excellence for the citizens of Middlesex County and the City of London by ensuring that service delivery meets the emerging needs and expectations of patients and members of the public.

<b>Strategic Focus</b>	<b>Goals</b>	<b>Objectives</b>
Promoting Service Excellence	Innovate and transform municipal service delivery	Anticipate and align municipal service delivery to emerging needs and expectations

#### **RECOMMENDATION:**

That this report be received for information that that Middlesex County Council direct the Chief, Middlesex London Paramedic Service to report back to Council with findings and recommendations at a future meeting of County Council.