

**Meeting Date:**        **October 25, 2022**

**Submitted by:**       **Neal Roberts, Chief, Middlesex-London Paramedic Service**

**Subject:**              **MLPS 2023 Response Time Performance Plan**

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## **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 31<sup>st</sup> each year, and then to report on compliance with these plans by March 31<sup>st</sup> 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](http://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:**

Several factors were inhibiting Middlesex-London Paramedic Service from meeting targets 2020 and 2021 including increasing call demand, offload delays and the over prioritization of calls by the Ministry of Health Central Ambulance Communications Centre. In October of 2021, Middlesex County Council approved an update to the Response Time Performance Plan for 2022 to align with these pressures.

The following response time targets were set:

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%

The 2021 Middlesex-London Paramedic Service performance results from January 1, 2021 to December 31, 2021 are as follows:

January 1, 2021- December 31, 2021	Target Response Time	% Achieved Target	Number of Calls that met response time	% Achieved
SUDDEN CARDIAC ARREST (defib on scene)	6 minutes	75%	269/405	66.42%
CTAS Level				
1	8 minutes	75%	114/1473	77.66%
2	8 minutes	75%	8464/12589	67.23%
3	10 minutes	75%	22304/29846	74.73%
4	12 minutes	75%	8292/10278	80.74%
5	12 minutes	75%	2454/3021	81.23%

The 2022 Middlesex-London Paramedic Service performance targets and results were as follows:

JANUARY 1, 2022- October 10, 2022	Target Response Time	% Achieved Target	Number of Calls that met response time	% Achieved
SUDDEN CARDIAC ARREST (defib on scene)	6 minutes	60%	194/300	64.67%
CTAS Level				
1	8 minutes	70%	897/1213	73.95%
2	10 minutes	75%	8077/10262	78.71%
3	15 minutes	80%	21154/23463	90.16%
4	20 minutes	90%	8084/8487	92.25%
5	20 minutes	90%	2381/2475	96.25%

In 2022, Middlesex-London Paramedic Service continued to face pressures with growing call demand and increasing offload delays. Offload delays in 2022 were the highest on record and the reduction of available resources to respond to 911 calls led to an increase in response times to sudden cardiac arrests (1.75%) and CTAS 1 (3.71%) patients.

Middlesex-London Paramedic Service has seen significant improvements in CTAS 2 (11.48%), CTAS 3 (15.43%), CTAS 4 (11.51%), and CTAS 5 (15.02%) patients and has met the targeted response times for all CTAS priorities.

Middlesex – London Paramedic Service continues to monitor the response time results.

**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 notify the Ministry of Health that the Response Time Performance Plan will remain unchanged for 2023. 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.