

LAND AMBULANCE

Overview

Contact: Neal Roberts, Chief, Middlesex-London Paramedic Service

Middlesex-London Emergency Medical Services Authority, operating as Middlesex-London Paramedic Service is the direct provider of paramedic services for the County of Middlesex and the City of London, under the leadership of the Chief. Administrative offices are located in the Emergency Medical Services Headquarters located at 1035 Adelaide Street South, London, Ontario.

Paramedic Service management is provided by a Chief, one (1) Deputy Chief, one (1) Commander of Operations, one (1) Commander of Professional Practice & System Oversight, one (1) Commander of Logistics, twelve (12) Operational Superintendents, one (1) Education Superintendent, one (1) Superintendent of Community Paramedicine, one (1) Superintendent of Logistics, one (1) Superintendent of Service Compliance and four (4) Deputy Superintendents. Operations are conducted from thirteen ambulance stations located throughout the County and the City.

The front-line of the organization includes over 366 full-time and part-time primary care and advanced care paramedics and over 20 logistics support staff.

Middlesex-London Paramedic Service delivers an efficient and high-quality emergency medical response, patient care and other paramedic services to the population of Middlesex County and London. Governed by required provincial targets and standards as a minimum service level, Middlesex-London Paramedic Service will rapidly respond to patients in crisis, provide excellence in emergency medicine, be proactive in planning for our vulnerable patients, lead emergency preparedness for our community, collaborate with our partners, and contribute to evidence based best practice for the advancement of the paramedic profession.

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Middlesex-London Paramedic Service has three outward facing edges:

1. 911 response operations – at peak, 33 ambulances staffed with 2 paramedics, strategically positioned throughout the City of London and County of Middlesex. Ambulances respond to request for service (Dispatched by provincial centres), rendering care and transport to patients. Included in this deployment is a dedicated neonatal transport unit (separately funded by the MOH) committed to assisting hospital based neonatal transport teams in moving their patients. Made up of highly qualified primary and advanced care paramedics, the operation responded to approximately 111,000 calls for service in 2022 (inclusive of code 8 emergency stand-by calls).
2. Community Paramedicine – Operating outside of the Ambulance Act, Middlesex-London Paramedic Service's Community Paramedicine program offers a variety of "non-traditional" services, aimed at reducing 911 requests for service, providing care to the communities most vulnerable patients, and providing follow-up to patients recently seen/treated by paramedics. Community Paramedicine programming receives no municipal funding, and is subject to alternative funding streams, most recently, the now reformed Southwest Local Hospital Integration Network (SWLHIN), which is attached to the now Ontario Health.
3. Community Education/Public Access Defibrillation Program (PAD) – this program, delivered by one employee, oversees the delivery of education to the public (CPR, First Aid and PAD) as well as managing over 320 public access defibrillators throughout the community. This program is funding through cost recovery charges to community groups, who request our services.

2023 Budget Summary:

The proposed 2023 budget is \$61,385,275.26, an increase of 17.85% from the approved 2022-year budget. Calls for paramedic service continue to outpace the forecasted year-over-year increase of 3% predicted in the strategic analysis submitted in 2014, with over 85% of calls originating within the City of London boundaries.

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In addition to the rise in call volume, Middlesex-London Paramedic Service continues to experience offload delays at area Emergency Departments which place additional pressures on staffing and paramedic operations. These offload delays have a direct effect on paramedic resources as paramedic crews, at times, are unable to offload patients at the hospitals in a timely matter resulting in a service level reduction.

Budget Highlights:

- The addition of (2) new (24) hour system enhancements added in 2023. The proposed enhancement will add 16 full-time paramedic positions in 2023.
- New Operations Superintendent positions added in 2023.
- System support costs have risen to reflect projected demand in 2023.
- Increase in payroll costs to correlate estimated staffing levels and collective agreement obligations.
- Included in the proposed 2023 budget are ongoing proactive investments in mental health programs for employees. This includes EFAP services, a consulting psychologist, mental wellness programs and a dedicated Peer Support Team.
- Additional costs for consumable supplies commensurate to projected call volume increases and inflation.
- Additional costs for vehicle operations commensurate to the projected fleet size in 2023.
- Training increases in 2023 reflect the additional full-time and part-time staffing levels and Special Operations training.
- Corporate support services charges to reflect staffing growth, demand levels and organizational complexities.

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- Vehicle and equipment life cycle replacement costs:
 - Purchase of ambulances/response vehicles, inclusive of new unit stretchers, stair chairs and computer laptops.
 - Purchase of new Emergency Response Vehicles (ERV)
 - Vehicle in-line system conversion/AVL
 - System hardware replacement
- The proposed 2023 budget includes additional funds for liability and fleet insurance premiums.
- The proposed 2023 budget includes rent and station maintenance expenditures commensurate with station lease obligations and planned station replacements.

Drivers of the 2023 Draft Budget

- The 2023 draft budget for Middlesex London Paramedic Service focuses on the need to support the recovery of current systemic pressures.
- What Middlesex-London is experiencing and the pressures facing the system is being experienced provincially, nationally, and worldwide.
- The need for additional investments is a result of increased call volume coming out of the COVID 19 Pandemic, growth, significant hospital delays, and supply chain demand beyond our service's control.
- Increased mental health and wellness support for MLPS frontline workers and staff is a critical element of the proposal.
- The original 4-year draft budget (submitted to the City of London) estimate did not anticipate conditions and pressures that we are currently facing.

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System Pressures in 2023:

Middlesex London Paramedic Service continues to face numerous financial and operating pressures in 2023. Specifically,

- Provincial funding uncertainty
- One year funding lag from the Ministry of Health
- Community Paramedicine funding uncertainty
- Call volume and complexity of calls
- Offload delays (offload delays in 2022 have increased 158.70% over those in 2021)
- Paramedic staffing levels
- Inflation and supply chain challenges
- Ombudsman report
- Sanctioned and Unsanctioned events
- Population growth

Thank you for your time and the opportunity to present the proposed 2023 budget for Middlesex-London Paramedic Service.

