

To:	Warden Milne and Members of Grey County Council
Committee Date:	March 14, 2024
Subject / Report No:	PSR-CW-04-24
Title:	2022 Ministry of Health Service Review Final Report
Prepared by:	Kevin McNab
Reviewed by:	Kim Wingrove, Mary Lou Spicer
Lower Tier(s) Affected:	All
Status:	

Recommendation

1. That Report PSR-CW-04-24 regarding ambulance service review results be received for information.

Executive Summary

To meet legislated requirements in providing land ambulance services, municipal Paramedic Services (PS) departments must undergo the Land Ambulance Service Review (ASR) every three years. This report will provide a summary of the most recent review conducted by the Emergency Health Regulatory and Accountability Branch of the Ministry of Health. Grey County Paramedic Services (GCPS) has met the requirements of the review process, resulting in a license renewal to operate the land ambulance service. The new license is valid from May 19th, 2023, through to June 2nd, 2026.

Background and Discussion

To meet legislated requirements in providing land ambulance services, municipal Paramedic Services (PS) departments must undergo the Land Ambulance Service Review (ASR) conducted by the Emergency Health Regulatory & Accountability Branch of the Ministry of Health every three years. GCPS completed its most recent review in December of 2022 and received the final report on January 10th, 2024. The findings outlined in the final report indicate that GCPS has met the requirements of the review process, resulting in a license renewal to operate the land ambulance service. The new license is valid from May 19th, 2023, through to June 2nd, 2026. Due to COVID-19, the follow-up portion of the review took longer than in previous years.

Due to unprecedented times and the COVID-19 pandemic, an alternate means of assessing the ambulance service's compliance with legislation, for recertification was developed to provide an off-site review. GCPS management staff completed a modified team checklist and provided the supporting documentation requested to demonstrate compliance with legislation and standards. The assessment reviewed all aspects of the department including administration, operations and quality improvement. There were no observational ride outs conducted with the paramedic crews. The ASR did not include a review of the financial operations of the department as it isn't in the scope or mandate.

The ASR utilizes a scoring template that when completed, determines if the service has accumulated sufficient points to have "met" the requirements. Although the exact score that GCPS received is not made available, it can be inferred that based on the results of the review, the service performed well. The final report outlines observations that the review team made based on their findings related to the legislated requirements. GCPS received a total of 3 observations compared to the previous review in 2019, where the service received 6 observations.

Observation 1: The Service Provider's processes to ensure paramedic knowledge and skills are maintained, did not always include:

- Training on changes/updates to standards and/or legislation

Observation 2: The Service Provider did not always demonstrate that they met their Response Time Performance Plan

- In 2019 & 2021 CTAS 2 targets were not met

Observation 3: The Service Provider has provided a copy of their deployment plan to the Field Office suitable for implementation by the Communication Service.

- Documentation demonstrates the service did not always have sufficient staff at each level of qualification to meet their written deployment plan.

As detailed in the attached final report all observations raised have been addressed with a review team inspector to a satisfactory conclusion.

GCPS was commended for its efforts regarding preparation for the certification inspection and Quality Assurance/Continuous Quality Improvement.

Summary

The success of the most recent ASR of GCPS can be attributed to all staff involved within the organization as well as the support provided by County Council, CAO and other County departments including Transportation, Finance, Human Resources, GIS and Information Technology. It takes an entire team of dedicated professionals to produce these results. Although GCPS was very successful in its latest service review, continued efforts will be made to improve the delivery of this vital public service.

Legislated Requirements

The provision of ambulance services in Ontario is governed by the Ambulance Act, R.S.O. 1990. O. Reg 257/00 PART II under the Ambulance Act outlines the certification process of operators of ambulance services.

Land Ambulance Service Certification Standards must be met in order to operate an ambulance service.

Financial and Resource Implications

None.

Relevant Consultation

External:

Internal: CAO, Finance

Appendices and Attachments

2022 Final Executive Summary Report – Grey County PS