

To:	Warden Milne and Members of Grey County Council
Committee Date:	August 8, 2024
Subject / Report No:	PSR-CW-07-24
Title:	Grey County Paramedic Services Response Time Performance Plan for 2025
Prepared by:	Kevin McNab, Director of Paramedic Services
Reviewed by:	Kim Wingrove, Chief Administrative Officer & Mary Lou Spicer, Director of Finance
Lower Tier(s) Affected:	All

Recommendation

1. That the **2025 Response Time Performance Plan, as outlined in the report PSR-CW-07-24, be approved and submitted to the Ministry of Health; and**
2. That **staff work with the Municipality of Grey Highlands to secure suitable land to build a base in the Feversham area to meet the recommendations of the Operational Research in Health (ORH) comprehensive deployment review.**

Executive Summary

Under current legislation, Grey County Paramedic Services (GCPS) is obligated to annually submit a Response Time Performance Plan to the Ministry of Health. This plan outlines the ambulance response time targets within the County for the upcoming 2025 year. Based on the response time performance for 2023 and the first half of 2024, the same targets are recommended for the 2025 year.

During the first half of 2024, GCPS experienced an increase in call volume, receiving 7,590 calls for service compared to 7,448 for the same period in 2023. In 2023, the total call volume reached a record high of 15,155 calls, marking a 1.1% increase from 2022 when there were 14,988 calls for service. This upward trend in call volume underscores the growing demand for paramedic services within Grey County, making 2023 the busiest year to date.

The 2023 ORH Comprehensive Deployment Review recommended implementing a 12-hour, seven days a week shift at Feversham in 2025 to improve emergency response times in Grey County's southeast corner. Pending 2025 County budget approval, this measure aims to reduce the Grey Highlands 90th percentile response time to 19 minutes and lower the overall County 90th percentile to under 15 minutes. Feversham is set to serve as a model for future base designs in Ayton (2026), Thornbury (2027), and Cobble Beach (2028), featuring a two-bay setup with a drive-thru garage and interior design inspired by the new Durham base crew area. Staff

are seeking Council direction to work with Grey Highlands municipality to secure suitable land for the planned Feversham base construction in 2025.

The implementation of recommendations from the ORH Comprehensive Deployment Review is anticipated to further enhance GCPS's ability to meet future challenges. The continuous improvement of GCPS's response capabilities ensures that residents receive prompt and reliable emergency medical care.

Background and Discussion

Under current legislation, it is GCPS obligation to annually submit a Response Time Performance Plan to the Ministry of Health regarding ambulance response time targets within the County. GCPS performance is measured based on achieving target response times across five patient acuity levels and for sudden cardiac arrest (SCA) for the most urgent life-threatening code 4 calls.

The 2024 submission will cover the 2025 operational year. Grey County's responses are reported yearly with the 2024 results to be reported in the Spring of 2025.

Response Time Targets

There are six set criteria that will be measured under the Response Time Target Plans. Five of the performance targets are measured by response times relating to patient presentation as indicated by the Canadian Triage and Acuity Scale (CTAS). However, one of the six criteria is based on community response to patients in cardiac arrest.

The response time targets and criteria are described below:

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six (6) minutes of the time notice is received.
2. The percentage of times an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight (8) minutes of the time notice is received, respecting such services.
3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4, and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2). O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (2).

Grey County Response Time Performance By CTAS

The following chart reflects the set service response time targets, service performance for the 2023 calendar year, service performance for 2024 to June 30th and a 5-year average. *For detailed descriptions on the Canadian Triage and Acuity Scale (CTAS) and Response Time Targets, please see the appendices.*

Call Type	Response Time Target	2023 Target	2023 Results	2024 Results to June 30 th	5 Year Average
Sudden Cardiac Arrest	Six (6) minutes or less	40%	54.67%	48.39%	51.23%
CTAS 1	Eight (8) minutes or less	60%	71.84%	68.89%	65.79%
CTAS 2	Fifteen (15) minutes or less	90%	91.23%	90.24%	89.36%
CTAS 3	Twenty (20) minutes or less	90%	97.11%	97.58%	97.12%
CTAS 4	Twenty (20) minutes or less	90%	96.50%	99.02%	96.91%
CTAS 5	Twenty (20) minutes or less	90%	98.23%	98.18%	96.26%

All aspects of the services response time performance for 2023 and 2024 to June 30th exceeded the response time targets. As shown in the service modeling, it is anticipated that implementing the recommendations from the ORH Comprehensive Deployment Review will help ensure the County continues to meet its response time targets.

The following chart details the 2023 response time performance broken down by Lower Tier Municipalities within the County of Grey:

Municipality	SCA 6 Min 40%	CTAS 1 8 Min 60%	CTAS 2 15 Min 90%	CTAS 3 20 Min 90%	CTAS 4 20 Min 90%	CTAS 5 20 Min 90%
Service 2023	54.67	71.84	91.23	97.11	96.50	98.23
Blue Mountains	23.08	29.17	93.72	95.89	92.21	100
Chatsworth	50.00	50.00	78.69	96.81	97.14	100
Georgian Bluffs	40.00	60.00	90.63	97.33	100	100
Grey Highlands	44.44	58.82	65.91	86.90	88.00	88.89
Hanover	50.00	81.82	98.27	99.72	100	100

Municipality	SCA 6 Min 40%	CTAS 1 8 Min 60%	CTAS 2 15 Min 90%	CTAS 3 20 Min 90%	CTAS 4 20 Min 90%	CTAS 5 20 Min 90%
Meaford	100	63.64	88.56	94.78	91.00	95.45
Owen Sound	82.61	96.51	97.93	99.05	98.68	100
Southgate	25.00	55.56	83.19	94.87	94.29	94.44
West Grey	25.00	50.00	91.18	98.21	100	100

Paramedic services are required to report figures to the Ministry of Health at a County level, but it is important to understand the variation across the service. It is recognized by staff that some response times are consistently lower than other Lower Tier Municipalities within the County. As shown in the service modeling, it is anticipated that implementing the recommendations from the ORH Comprehensive Deployment Review will help improve upon these times.

County 90th Percentile Response Time – All Code 4 Calls 9/10

2024 to June 30th – 15:26 minutes

2023 – 15:21 minutes

County Average Response Time – All Code 4 Calls Averaged

2024 to June 30th – 7:56 minutes

2023 – 7:45 minutes

Response Time Performance Recommendation for 2025

Based on the 2023 response time performance and the 2024 response time performance to June 30th, 2024, the same targets continue to be recommended for the 2025 year.

The following table provides the 2025 response time targets recommended for Grey County Paramedic Services:

Target	Call Type	Provider	Response Time Target	Percentage of Time Achieved
1.	Sudden Cardiac Arrest	Community Defibrillator Response	Six (6) minutes or less	40%
2.	CTAS 1	Paramedic Response	Eight (8) minutes or less	60%

Target	Call Type	Provider	Response Time Target	Percentage of Time Achieved
3.	CTAS 2	Paramedic Response	Fifteen (15) minutes or less	90%
4.	CTAS 3	Paramedic Response	Twenty (20) minutes or less	90%
5.	CTAS 4	Paramedic Response	Twenty (20) minutes or less	90%
6.	CTAS 5	Paramedic Response	Twenty (20) minutes or less	90%

Patient Call Volumes

During the first half of 2024, GCPS experienced an increase of 2% in call volume, receiving 7,596 calls for service compared to 7,448 for the same period in 2023. In 2023, the total call volume reached a service high of 15,155 calls, marking a 1.1% increase from 2022 when there were 14,988 calls for service. This upward trend in call volume underscores the growing demand for paramedic services within Grey County, making 2023 the busiest year to date. (Updated 2022 and 2023 data July 22, 2024 ADDS)

It is anticipated that implementing the recommendations from the ORH Comprehensive Deployment Review will help ensure the County continues to meet or exceed its response time targets.

Feversham Base Build Preparation

The ORH Comprehensive Deployment Review conducted in 2023 recommended in 2025 the implementation of an additional 12-hour, seven days a week shift at Feversham to address the need to reduce rural response times and enhance services in the southeast corner of Grey County. As per the ORH review, this proposed measure pending 2025 County budget approval aims to improve emergency response times by reducing the Grey Highlands 90th percentile to 19 minutes and lowering the overall County 90th percentile to under 15 minutes.

The Feversham base is poised to become a template design for three additional builds (Ayton 2026, Thornbury 2027, Cobble Beach 2028), with each base featuring a two-bay setup equipped with a drive-thru garage. The interior design of the Feversham base will mirror the new Durham base crew area currently beginning construction. To progress with these developments, staff are seeking Council direction to work with Grey Highlands to secure suitable land for the scheduled 2025 base construction.

Staffing Considerations

Increases in staffing will continue to follow recommendations of the ORH Comprehensive Deployment Review which will be brought forward for budget approval.

Legislated Requirements

Land Ambulance Response Time Standard Reg 257/00 Part VIII

Upper tier municipalities are responsible, either directly or through selected operators, for ensuring that patient care and transport are carried out in accordance with applicable legislation, standards, and procedures. They are also responsible for the supervision of staff, maintenance of vehicles and equipment and the provision of a quality assurance program.

Financial and Resource Implications

Funding requirements to meet recommendations of the ORH Comprehensive Deployment Review will be brought forward for budget approval.

Relevant Consultation

- Internal: Kim Wingrove, Mary Lou Spicer

Appendices

Canadian Triage and Acuity Scale (CTAS) is described as:

1. CTAS Level: The 'Canadian Triage & Acuity Scale' is used to assign a level of acuity to a patient. Acuity refers to the gravity of the situation – the potential for death and/or irreversible illness. CTAS is a tool that more accurately defines the patient's need for care. Assignment of the CTAS level is to be based upon not only the presenting complaint identified on the initial assessment made by the paramedic but also on their examination findings and response to treatment.
2. CTAS I: requires resuscitation and includes conditions that are threats to life or imminent risk of deterioration, requiring immediate aggressive interventions (for example, cardiac arrest, major trauma, or shock states).
3. CTAS II: requires emergent care and includes conditions that are a potential threat to life or limb functions, requiring rapid medical intervention or delegated acts (for example, head injury, chest pain, or internal bleeding).
4. CTAS III: requires urgent care and includes conditions that could potentially progress to a serious problem requiring emergency intervention, such as mild to moderate breathing problems, resolved seizure with normal level of alertness, or moderate anxiety/agitation.
5. CTAS IV: requires less-urgent care and includes conditions related to patient age, distress, or potential for deterioration or complications that would benefit from

intervention or reassurance, such as urinary symptoms, laceration requiring stitches, or upper extremity injury.

6. CTAS V: requires non-urgent care and includes conditions in which investigations or interventions could be delayed or referred to other areas of the hospital or health care system, such as sore throat, minor bites, or dressing change.

Detailed Description of Response Time Targets

Sudden Cardiac Arrest

7. The Community Defibrillator Response to sudden cardiac arrest targets the percentage of times that a defibrillator will be at a patient's side in a cardiac arrest call situation within a six (6) minute timeframe as set by the Ministry of Health and Long-Term Care. This percentage of calls and how the clock stops is determined not only when an ambulance arrives to the patient's side but also includes any time a first responder also arrives (fire fighters and/or civilians at sites equipped with defibrillators). This patient is also determined to be part of the CTAS 1 Target. The target of 40 percent is representative of the rural nature of paramedic services delivery in Grey County, with difficult driving conditions during inclement weather and increased driving distances. Grey County has implemented the Public Access Program to assist with meeting this target and has over 200 automated external defibrillators located throughout the County.

CTAS 1

8. Paramedic response to CTAS 1 calls target the percentage of times an ambulance responds to patients presenting with life-threatening injuries or illnesses in eight (8) minutes or less as set by the Ministry of Health and Long-Term Care. This is an ambulance-only target but does include ambulance response to patients suffering from sudden cardiac arrest.

CTAS 2

9. Paramedic response to CTAS 2 calls target the ambulance responses to patients presenting with serious injuries or illnesses in fifteen (15) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.

CTAS 3

10. Paramedic response to CTAS 3 calls target the ambulance responses to patients presenting with moderate injuries or illnesses in twenty (20) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.

11. CTAS 4

12. Paramedic response to CTAS 4 calls target the ambulance responses to patients presenting with non-serious injuries or illnesses in twenty (20) minutes or less measured

as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.

CTAS 5

13. Paramedic response to CTAS 5 calls target the ambulance responses to patients presenting with very minor injuries or illnesses in twenty (20) minutes or less measured as a 90th percentile. The County has set this target based on the historical data related to emergency call response in Grey County.