

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Emergency Medical Services	Effective Date: January 1, 2013
Topic: 7. Administrative Directives	Replaces: May 30, 2010
Subject: 1. Annual Response Time Performance Plan	
Policy No. G.7.1.	Page 1 of 2

PURPOSE

To ensure that paramedics meet Manitoulin Sudbury EMS “Annual Response Time Performance Plan”

APPLICATION

Commander of QA, Chief of EMS

PROCEDURE

- 1) The Chief will:
 - a) Set yearly response times in the “Annual Response Time Performance Plan” and submit the plan to MOHLTC Field Office no later than October 31.
 - b) Revise the plan and update to the MOHLTC as appropriate
 - c) Report to the MOHLTC Field Office by March 31 of each year the response time performance achieved under the previous year’s plan
 - d) Make available to the public the response time plans and the performance in meeting each plans targets
- 2) The Response Time Performance Plan will:
 - a) Include commitments for sudden cardiac arrest (SCA), CTAS 1,2,3,4 and 5 patients
 - b) Include the percentage of times that sudden cardiac arrest patients received assistance from a person equipped to provide defibrillation within six minutes from the notification of a call by an ambulance communication service. Recognize that the attendance of any person equipped to provide defibrillation (including a paramedic, fire fighter, police officer or other first responder) to a sudden cardiac arrest patient will “stop” the response-time clock
 - c) Include the percentage of times that 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 minutes of the time notice is received respecting such services
 - d) Include the percentage of time that an ambulance crew has arrived on scene to provide ambulance services to patients categorized as CTAS 2,3,4 or 5 within a service established time from the time notice is received respecting such services
 - e) May include municipal public safety and prevention education and promotion campaigns that could contribute to meeting municipal response time performance plans, such as:

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- i) **Fire and police defibrillation**
 - ii) **High-school CPR programs**
 - iii) **Community-based first aid programs**
 - iv) **Fire prevention and school safety programs**
- 3) Management Staff will **regularly** monitor response times and make all attempts to ensure that the service is meeting the **Response Time Performance Plan**.
- 4) Management staff will work co-operatively with CACC to ensure that any delays in response are identified and addressed.

REFERENCE

Land Ambulance Service Certification Standards, Part III, sect. (b1), (b2), (b3)
Land Ambulance Response Time Standard