



Report To: Program Planning Committee  
From: Michael Maclsaac, Chief of EMS  
Date: October 23, 2013  
Re: Ambulance Service Review - Issue Report (Draft Results)

## **RECOMMENDATION**

That the Program Planning Committee accepts this as a progress report on the soon to be completed process regarding the recertification of Manitoulin-Sudbury DSB as provider of land ambulance services across the area.

## **REPORT**

### **Purpose**

This report will provide the Program Planning Committee with an update regarding our most recent Ambulance Service Review (ASR) as it relates to preliminary Ministry of Health & Long Term Care (MOHLTC) results and recommendations.

### **Background**

As the Committee and Board is aware the Ambulance Act states that,

*“no person shall operate an ambulance service unless the person holds a certificate issued by the certifying authority. Furthermore, a person shall only be issued a certificate by the certifying authority if the person has successfully completed the certification process”.*

The MOHLTC typically issues 3 year certificates to operate an ambulance service. On June 18 and 19, the MOHLTC Ambulance Service Review Team visited DSB operations. Ninety days prior to their visit, we were given a self-assessment checklist to use as a reference. Within the checklist are over 220 reference points that the team would be reviewing from an administrative perspective. Additionally, there was also a comprehensive checklist for the actual EMS stations.

The administrative review team consisted of one lead from the MOHLTC Inspection and Certification Services Department of the Emergency Health Services Branch, two EMS peer Managers (Halton, Norfolk), two paramedic PCR Reviewers, one lead paramedic reviewer (Hamilton), and one MOHLTC Vehicle inspector. Additionally, there was a team of paramedic reviewers that visited ten of our twelve stations.

Over the two days, the team reviewed vehicle, equipment maintenance/repair records, employee qualification files, Policy and Procedures, internal document utilized to provide proof of compliance with what is expected in all applicable standards and legislation. In the field, they reviewed the contents of the ambulance, paramedic activity, patient care, and station requirements.

## **History**

The DSB's last ASR was in 2010. Arising out of that review were thirteen findings which we responded to and subsequently had the reissuance of our certificate to operate.

## **Draft Report**

On July 23, we received our draft Executive Summary Report. Within it was a letter from the Manager of Inspection, Certification and Regulatory Compliance stating that the Review Team has found that overall we meet the certification criteria and legislated requirements. In order to receive our renewed certificate we are however required to respond to the listed findings within the report. There were seven identified findings that required attention.

## **Moving Forward**

Upon receiving our draft report, we had thirty days to respond to the findings. Within that timeframe many of the issues noted were acted upon and changes were made to ensure proper compliance with the expectations of the MOHLTC. A comprehensive response was submitted to the MOHLTC with the DSB's actual and anticipated actions in response to the findings.

On October 15, the Chief of EMS received a phone call from Michael Bay, Manager of Inspection, Certification, and Regulatory Compliance indicating that he would like to schedule a follow-up visit to review this process as a whole. This half-day meeting will take place on October 30. This meeting is highly anticipated, as it will be a pleasure to discuss the operations of our service with the person in charge of the whole Certification process. In the past, we have not had this opportunity as we have had follow up visits by some of his subordinates. Sometime after this meeting we will receive our final report which will be brought to the Board for review.

## **Conclusion**

The Certification process for a land ambulance service is quite a comprehensive undertaking. Once again the Administration Team and Paramedics of this DSB performed in an exemplary manner. While there are many arms to the operations of an ambulance service the review is welcomed as we receive feedback on areas where we

succeed as well as highlighted areas where we could improve upon. Staff take their responsibilities seriously and the MOHLTC understands that. The decrease from thirteen to seven findings (decrease of 46%) is a testament to the hard work that goes on within this department. It is always good to see how we stack up against our past and it is good to see that we are achieving our goals of improving our service to the citizens within our communities.

A final report on this topic will be provided once the final report from the MOHLTC is received.