



Report to:	Program Planning Committee
From:	Robert Smith Chief of Paramedic Services
Date:	October 21, 2020
Re:	2021 Response Time Standard - Issue Report

Purpose

The purpose of this report is to provide the Manitoulin-Sudbury DSB Board with a Response Time Standard (RTS) for calendar year 2021, and to obtain approval for submission of the plan to the Ministry of Health (MOH) by October 31, 2020. Additionally, this report will provide the DSB Board of Directors with specific information related to response capacity in order that future strategic planning can be informed.

Background

For a full background on the topic of the Provincial Ambulance Response Time Standard for Ontario, this report should be taken in conjunction with the previous [Response Time Standard - Issue Report](#) presented at the June 2010 Board meeting.

History

2020 is the eighth year of Paramedic Services operation in compliance with Ontario Regulations set out in the Response Time Standard (RTS) Legislation. Manitoulin-Sudbury DSB approved the in October 2019 [2020 Response Time Standard Issue Report](#). The benchmarks set out in that plan remained unchanged between 2018 and 2020.

The Response Time Standard are intended to set out achievable goals that are based upon variables relating to patient acuity. The most serious condition involves a patient in Sudden Cardiac Arrest (SCA) is one such variable, and while cardiac arrest is a condition familiar to most people, there are a number of other less known metrics. Specifically, the RTS is based upon response by acuity set out in the Canadian Triage Acuity Scale (CTAS). The following is a table detailing the CTAS levels.

CTAS 1: Severely ill, requires resuscitation

- Requires resuscitation and includes conditions that are threats to life or imminent risk of deterioration, requiring immediate aggressive interventions (for example, cardiac/respiratory arrest, major trauma, or myocardial infarction).

CTAS 2: Requires emergent care and rapid medical intervention

- Requires emergent care and includes conditions that are a potential threat to life or limb function, requiring rapid medical intervention or delegated acts (for example, head injury, chest pain or internal bleeding).

CTAS 3: Requires urgent care

- Requires urgent care and includes conditions that could potentially progress to a serious problem requiring emergency intervention, such as mild to moderate asthma, moderate trauma or vomiting and diarrhea in patients younger than 2 years.

CTAS 4: Requires less-urgent care

- Requires less-urgent care and includes conditions related to patient age, distress or potential for deterioration or complications that would benefit from intervention, such as urinary symptoms, mild abdominal pain or earache.

CTAS 5: Requires non-urgent care

- 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, menses, conditions related to chronic problems or psychiatric complaints with no suicidal ideation or attempts.

Timelines for Submission

The Ministry of Health has established timelines for submission of Response Time Standard design for the following year. By the end of October every year, an organization is responsible to produce, have approved and submit their response time plan for the following calendar year. The RTS plan durations are set to calendar years.

On the first of March each year, beginning in 2014, an organization is required to submit a report to the R that confirms RTS performance level achievement for the previous year. It is important to note that RTS success is based upon compliance with a plan established and submitted sixteen months earlier. As these plans are published by the MOH, Paramedic Services prepare conservative plans. The legislation requires that each service ensures continued RTS plan maintenance, enforcement and evaluation. There is also a requirement that when necessary, plans are updated during the year. As such, Manitoulin-Sudbury DSB, Paramedic Services evaluates the RTS plan on an ongoing basis. With these factors considered, we have determined that the 2021 plan will remain unchanged from 2020 plan.

Past Performance and Establishing New Guidelines

As required in the Ambulance Act, staff monitor response time success regularly throughout the year, and specifically for SCA and CTAS 1 events through the incident reporting system. As noted previously the DSB has been operating under this new standard for five years. To offer the Board a sense of historical perspective, this report includes the last five years of results to the MOH. This data is publicly posted on the MOH website under [Response Times](#). It must be noted that the evolution of RTS plans include response time declaration and compliance declaration. As such, there are double variable.

2013 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	15%	16.8%
CTAS 1	8	25%	32.1%
CTAS 2	25	80%	85.5%
CTAS 3	25	80%	87.7%
CTAS 4	25	80%	88.5%
CTAS 5	25	80%	93.5%

2014 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	15%	21.7%
CTAS 1	8	25%	28.3%
CTAS 2	25	80%	83.6%
CTAS 3	25	80%	84.0%
CTAS 4	25	80%	83.6%
CTAS 5	25	80%	88.7%

2015 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	20%	32.1%
CTAS 1	8	25%	35.7%
CTAS 2	25	80%	86.1%
CTAS 3	25	80%	89.3%
CTAS 4	25	80%	88.9%
CTAS 5	25	80%	88.9%

2016 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	25%	25.0%
CTAS 1	8	30%	29.5%
CTAS 2	15	65%	66.4%
CTAS 3	20	75%	82.3%
CTAS 4	25	85%	89.5%
CTAS 5	25	85%	90.6%

2017 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	25%	37.9%
CTAS 1	8	30%	30.5%
CTAS 2	15	65%	66.2%
CTAS 3	20	75%	83.7%
CTAS 4	25	85%	91.4%
CTAS 5	25	85%	86.7%

2018 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	25%	41.6%
CTAS 1	8	30%	33.3%
CTAS 2	15	65%	66.2%
CTAS 3	20	75%	79.9%
CTAS 4	25	85%	85.6%
CTAS 5	25	85%	86.4%

2019 Response Time Standard Results			
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Compliance % Declaration	Actual % Achieved
Sudden Cardiac Arrest	6	30%	38.5%
CTAS 1	8	30%	30.5%
CTAS 2	15	65%	72.7%
CTAS 3	20	75%	78.0%
CTAS 4	25	85%	85.6%
CTAS 5	25	85%	86.3%

It is important to note that while the declared compliance declaration percentages for both SCA and CTAS 1 have been increased since inception of the RTS requirement, the numbers of such events are extremely small. SCA represent less than 0.05% of the total call volume. This means that the impact of response compliance on the total percentage is significant. One SCA response in or out of compliance will alter the RTS achievement by 3-4% either way. In 2019, the response compliance to SCA events went from 10 of 24 calls to 10 of 26 calls. The impact saw the compliance percentage move down.

Manitoulin-Sudbury DSB approved implementation of the new Strategic Deployment Model for early September of 2018. As such, staff are confident that this change, with associated amendments to the Deployment Plan will assist in ensuring that emergency response capacity within our communities can be maintained.

2020 Response Performance Plan as Submitted		
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Plan in Percentage
Sudden Cardiac Arrest	6	30%
CTAS 1	8	30%
CTAS 2	15	65%
CTAS 3	20	75%
CTAS 4	25	85%
CTAS 5	25	85%

The service is proposing no change to RTS for Sudden Cardiac Arrest (SCA) events from the 2020 estimate of 30%. Continued monitoring of performance and potential system improvements across all call types will be maintained. The service is confident that with the evolution of the Northeast LHIN non-urgent pilot program and strategic changes to the service deployment model, the capacity to achieve success.

Staff are recommending the following 2021 Response Performance Plan.

Proposed 2021 Response Performance Plan		
Manitoulin-Sudbury DSB	Paramedic Response (Minutes)	Plan in Percentage
Sudden Cardiac Arrest	6	30%
CTAS 1	8	30%
CTAS 2	15	65%
CTAS 3	20	75%
CTAS 4	25	85%
CTAS 5	25	85%

Conclusion

The Manitoulin-Sudbury DSB will submit the final version of the 2021 Response Time Standard plan to the Ministry of Health as attached to this report. The plan had been established based upon data available to date and represents overall achievable goals. Staff believe the above noted goals to be attainable given the commitment in past years by the Board in terms of Paramedic Services staffing enhancements. As indicated previously staff will monitor the plan and its effectiveness and only pursue a change in the plan as approved.

Manitoulin-Sudbury DSB Response Time Submission

Service Number	752	Service Name	Manitoulin-Sudbury DSB		
Mailing Address	210 Mead Blvd.				
Community	Espanola	Postal	P5E 1R9		
Business Phone	(705) 862-7850	Extension		Facsimile	(705) 862-7805
Chief Administrative Officer	Fern Dominelli		Email	fern.dominelli@msdsb.net	
Telephone	(705) 222-7777	UTM Facsimile	(705) 862-7866		
Name & Title of Responsible Party Completing Submission	Robert Smith Chief of Paramedic Services		Email	Robert.smith@msdsb.net	
Telephone	(705) 862-7850	Extension	600	Cell	(705) 665-1555

For the calendar year of **2021**, from January 1 to December 31,

i. Designated Delivery Agent (DDA) - Sudden Cardiac Arrest

30 percent of the time, within 6 minutes from the time ambulance dispatch conveys the call information to the paramedic, **Manitoulin-Sudbury DSB** will endeavor to have a responder equipped and ready to use an AED at the location of a patient determined to be in sudden cardiac arrest.

ii. Paramedic Services Designated Delivery Agent - CTAS 1

30 percent of the time, within 8 minutes from the time ambulance dispatch conveys the call information to the paramedic, **Manitoulin-Sudbury DSB** will endeavour to have a PARAMEDIC as defined by the Ambulance Act and duly equipped at the location of a patient determined to be CTAS 1.

iii. Paramedic Services Designated Delivery Agent - CTAS 2, 3, 4, 5

Manitoulin-Sudbury DSB will endeavour to have a Paramedic as defined by the Ambulance Act and duly equipped at the location of a patient determined to be CTAS 2, 3, 4, 5 within a period of time determined appropriate by the DDA and noted below in Table 1, or as resources permit (level of effort):

Table 1, CTAS 2, 3, 4, 5 Paramedic Services Delivery Agent Commitment

CTAS	Target time from paramedic received until on scene	% Target
2	15 minutes	65%
3	20 minutes	75%
4	25 minutes	85%
5	25 minutes	85%