

2011 Annual Report

Ottawa Paramedic Service



2012-06-21

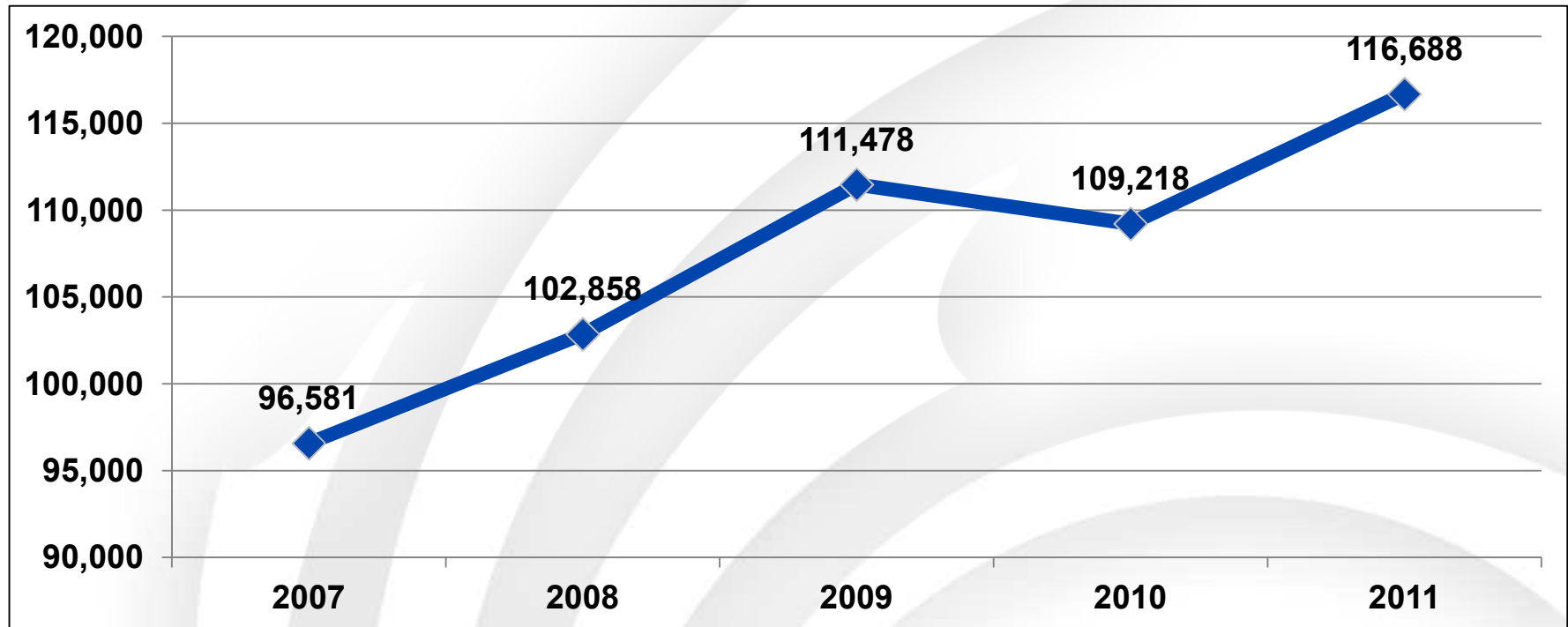
Highlights

1. Commitment to Service Excellence
2. Rising response volumes and the aging demographics of the City of Ottawa
3. Response Times – Continued Improvement
4. On-going challenges for the Paramedic Service
5. Mitigation Strategies

Quality Service Model

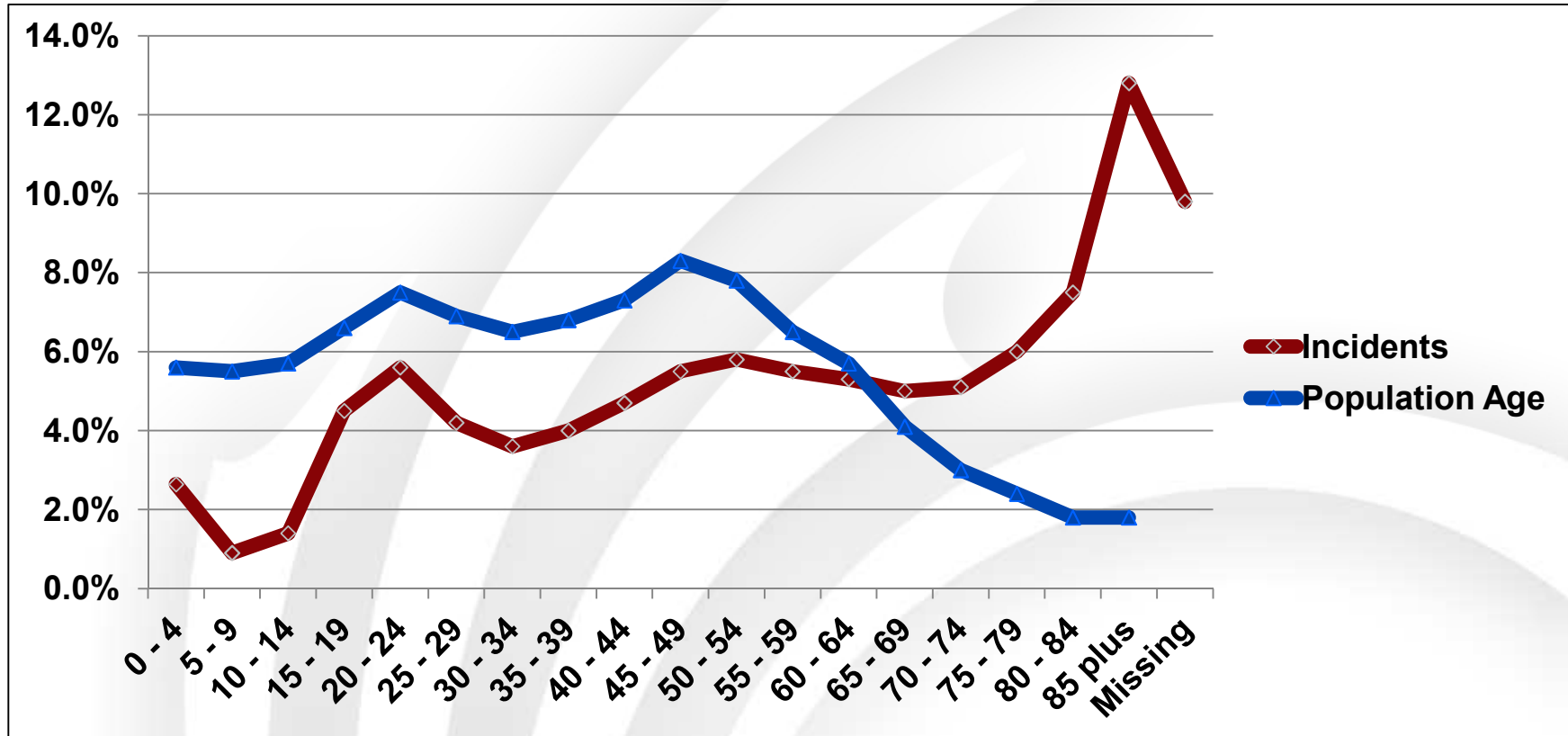


Response Volume

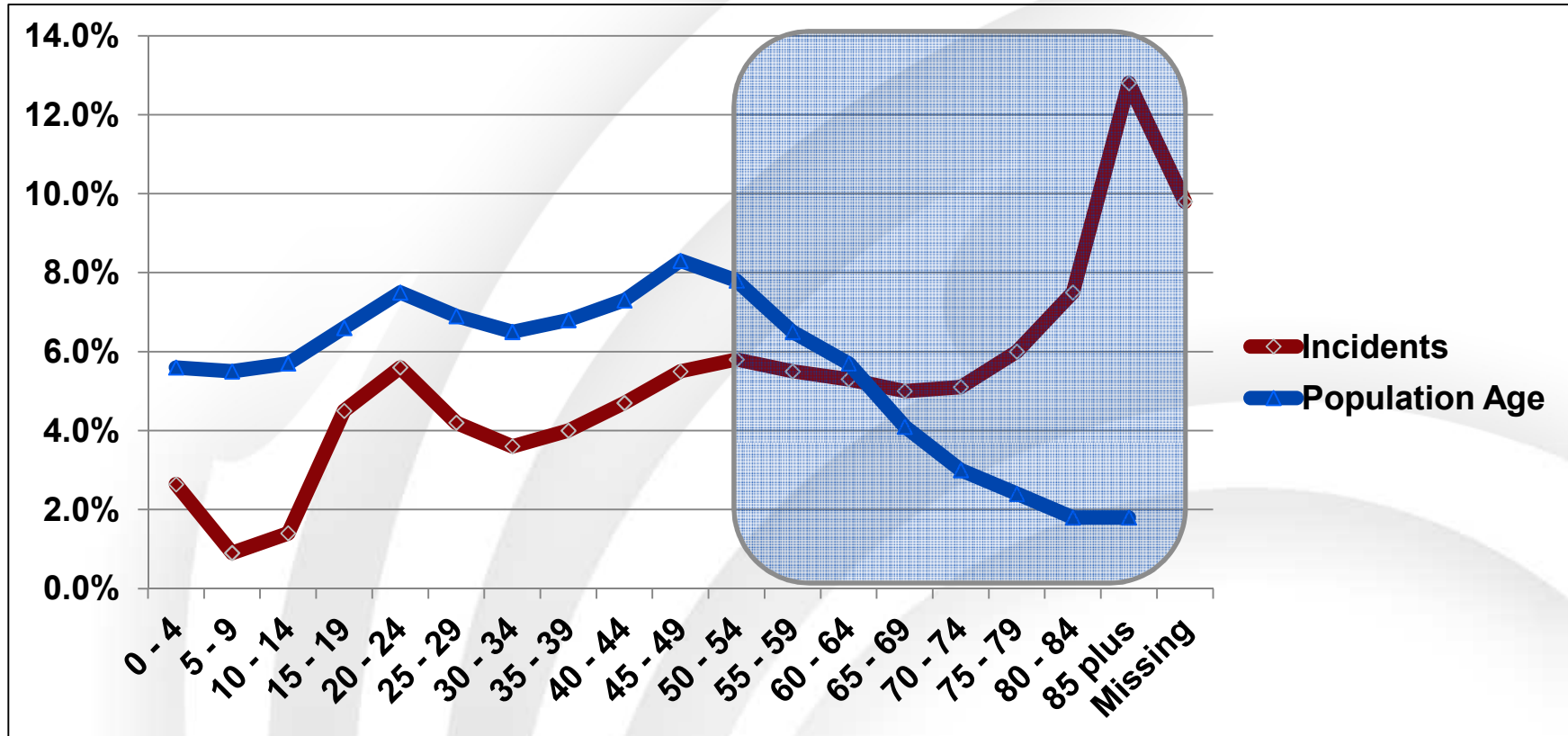


There has been a 6% rise in response volume in 2011.

Aging Demographics

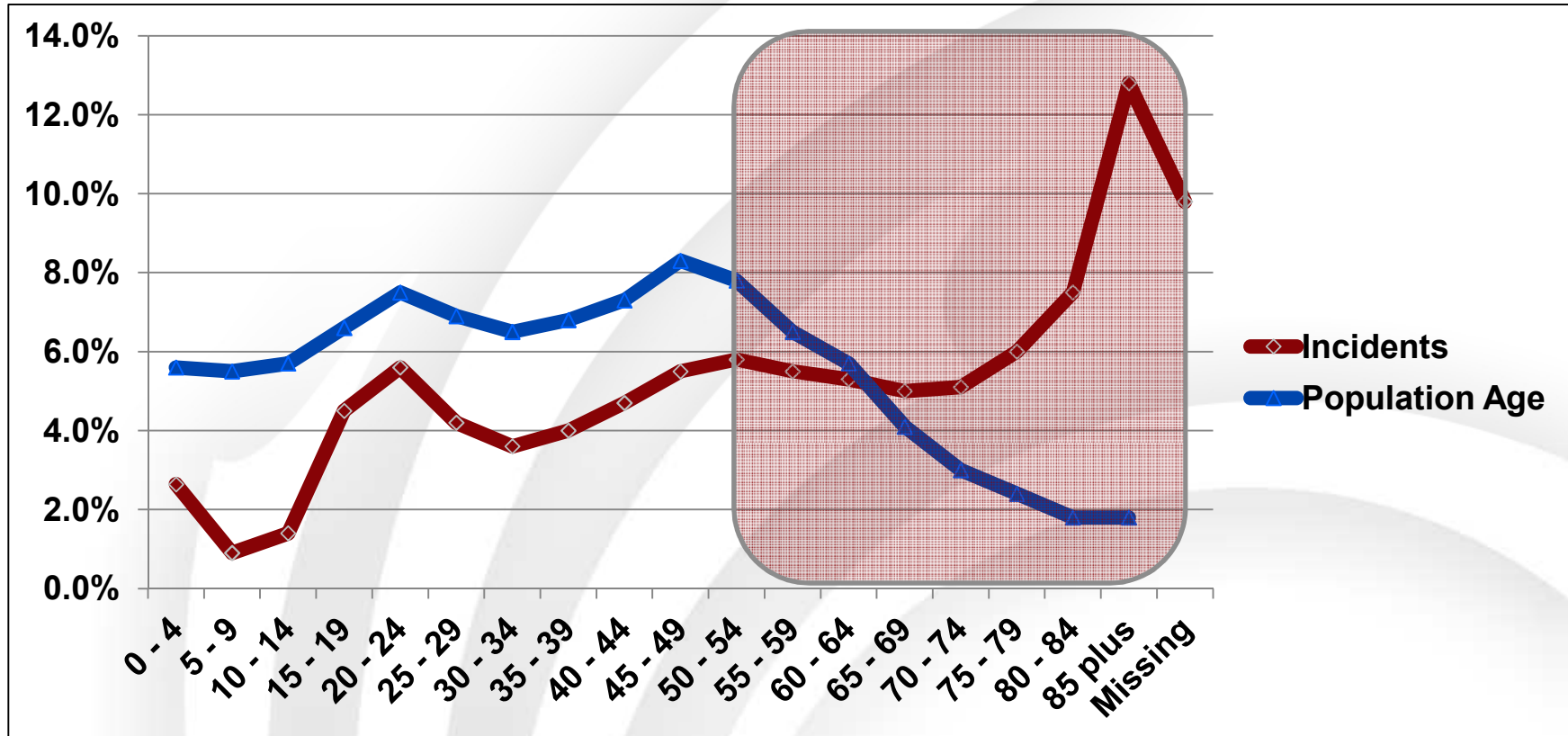


Aging Demographics



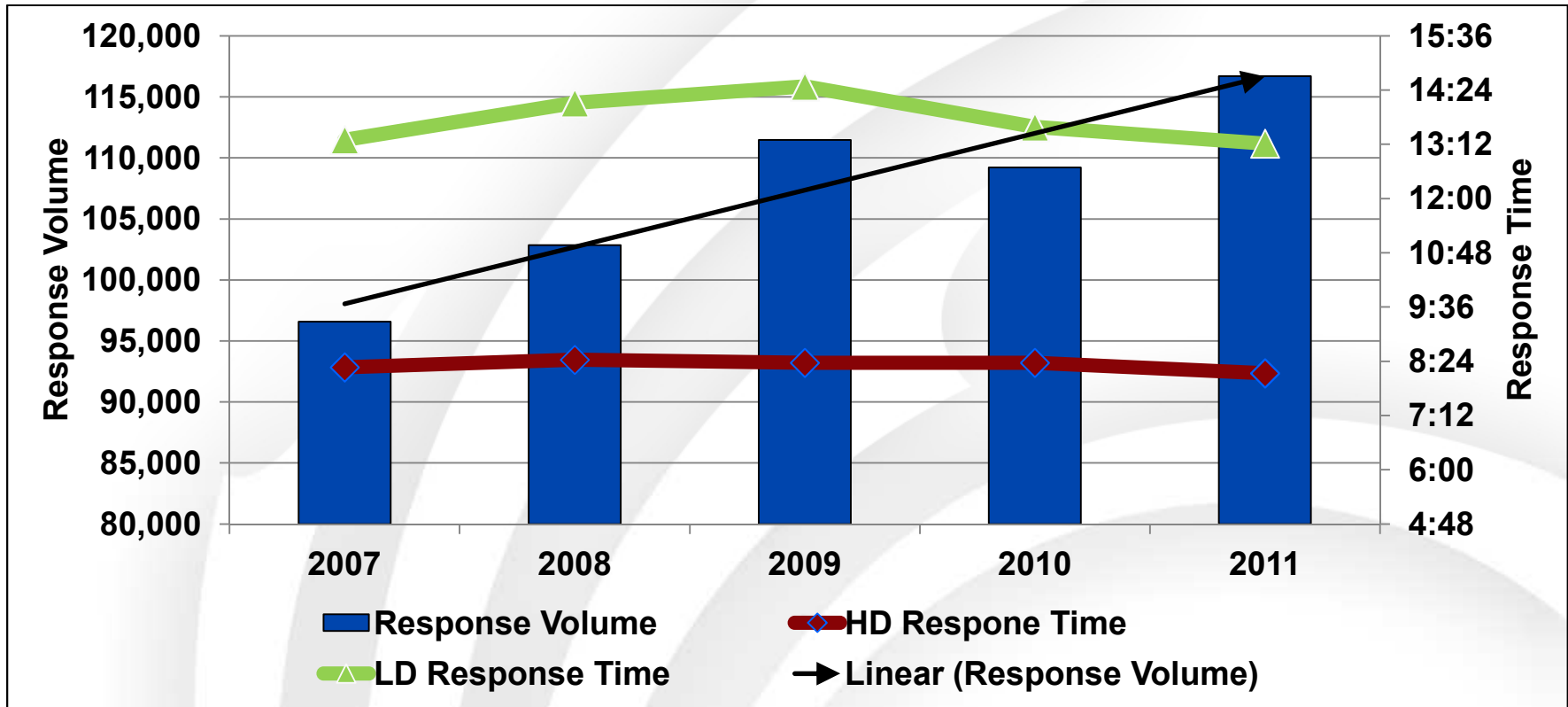
Greater than 33% of the population is over age 50.

Aging Demographics



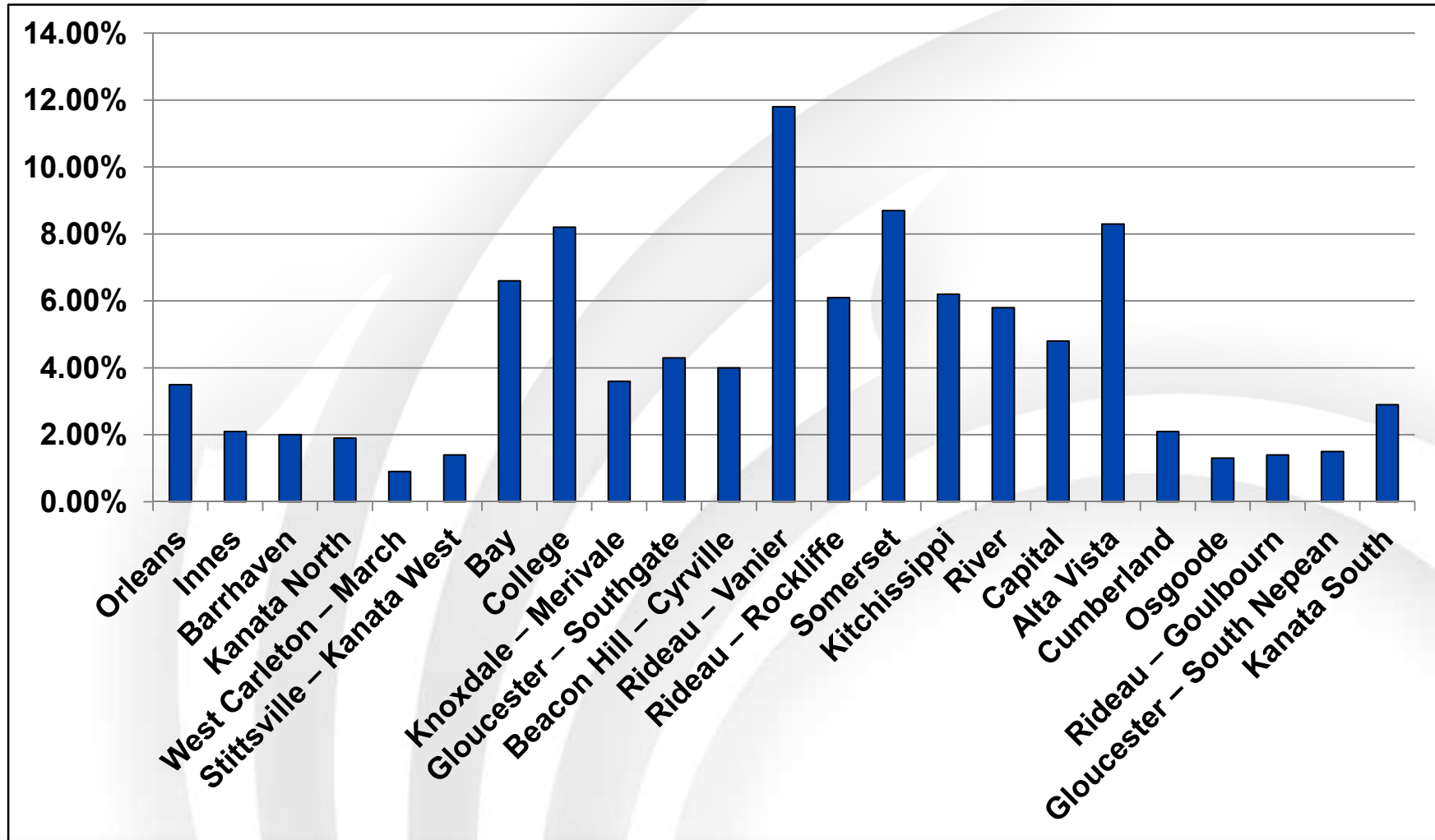
The 50+ age demographic accounts for 53% of responses.

Response Times



Despite the increase in service demand the Ottawa Paramedic Service improved response times by 14 seconds in high-density and 22 seconds in low-density.

Responses by Ward



Ongoing Challenges

1. Rising Service Demand
 - Overall increase in population
 - Rapidly aging demographics
2. Offload Delay

Innovative Solutions

1. Paramedic Response Unit (PRU)

- Responded to over 10,000 calls in 2011 with an average response time 4 minutes 40 seconds
- Ottawa is an industry leader in the design and deployment of PRU paramedics

2. Depart and Chart Protocol

- Paramedics are now able to complete patient documentation while away from hospitals and “upload” to the server for the hospitals to access
- Expected to return 7,500 unit hours to the community

Innovative Solutions

3. Offload Nurse Pilot Program

- In 2011 Paramedics spent > 40,000 hours in offload delay
- The pilot program is 100% funded by the MOHLTC
- In 2011 > 15,200 unit hours were recovered by the offload program

Next Steps

1. New response time reporting standards
 - New standard is based on the Canadian Triage Acuity Scale (CTAS)
 - Specific response time standards for sudden cardiac arrest patients
 - Staff will report back in September with recommendations for the new response time standards

Questions

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