



Committee Report

To: Councillor Don Murray, Chair and
Members of the Paramedic Services Committee

From: Steve Schaus
Director of Paramedic Services

Date: October 5, 2023

Re: 2024 Canadian Triage Acuity Scale Response Time Performance Plan

Staff Recommendation:

That the 2024 Canadian Triage Acuity Scale (CTAS) Response Time Performance Plan Report be approved and submitted to the Ministry of Health on or before October 31, 2023.

Background:

The County's CTAS Response Time Performance Plan sets targets based on the Canadian Triage Acuity Scale (CTAS) and is one of the service's key performance indicators. CTAS is an assessment tool used since 1998 in hospital emergency departments to determine the severity of a patient's condition. The scores are as follows:

- Level 1 - Resuscitation
- Level 2 - Emergent
- Level 3 - Urgent
- Level 4 - Less Urgent (Semi urgent)
- Level 5 - Non-Urgent

It is used in Paramedic Services after an assessment is made by a paramedic on scene based on the actual patient condition. This method of reporting also gives the municipality the flexibility to set a plan based on needs rather than having to only report on a plan that was dictated by the Province.

Ontario Regulation 257/00 under the Ambulance Act states that:

23.(2) No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent, in accordance with the Act, a performance plan for the next calendar year respecting response times. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (1).

(3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale ("CTAS") 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by

the upper-tier municipality or delivery agent in accordance with the Act. O. Reg. 267/08, s. 1 (2). (5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).

(5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).

(6) An upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to, (a) the nature and scope of the plan established under that subsection or updated under subsection (4); and (b) the establishment, maintenance, enforcement, evaluation and updating of the plan. O. Reg. 267/08, s. 1 (2).

(7) Without limiting the generality of subsection (6), no later than March 31 in each year after 2013, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:

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 minutes of the time notice is received.
2. 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.
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).

In conclusion, it is recommended that the Paramedic Services Committee recommends to County Council that the performance measure targets for 2024 as listed below, be approved and submitted to the Ministry of Health and Long-Term Care on or before October 31, 2023.

- CTAS SCA - The community response time target to Sudden Cardiac Arrest calls should be 6 minutes or less 30% of the time.
- CTAS 1 - The land ambulance response time target to non-cardiac arrest calls should be 8 minutes or less 45% of the time.

- CTAS 2 - The land ambulance response time target should be 10 minutes or less 50% of the time.
- CTAS 3 - The land ambulance response time target should be 15 minutes or less 70% of the time.
- CTAS 4 - The land ambulance response time target should be 20 minutes or less 85% of the time.
- CTAS 5 - The land ambulance response time target should be 25 minutes or less 90% of the time.

The above background information is consistent with the targets set in 2017 and there are no requested changes to what has been submitted to the Ministry of health over the last number of years.

Financial/Staffing/Legal/IT Considerations:

There are no financial, staffing, legal or IT considerations associated with this report.

Interdepartmental Consultation:

None

Link to Strategic Goals and Elements:

Goal # 1 - Develop and implement tactics for improved communications:

Element G - Leadership based on consensus direction with acceptance of calculated risks.

Goal # 6 - Explore alternate options to improve efficiency, service:

Element B - Develop system for measuring our processes and their successful desired outcome.

Goal # 10 - Develop KPIs that are meaningful and report on them:

Element A - Set measurable goals and evaluate against them.

Element B - Build in accountability and evaluation mechanisms.

Approved for submission:

Derrick Thomson

Chief Administrative Officer