



# Staff Report to Council - for Information

**Title:** Ambulance Service Review 2023

**From:** Steve Schaus, Director/Chief, Paramedic Services

**Date:** December 14, 2023

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## Report Purpose:

This report is for information.

## Report Summary:

Paramedic Services successfully met Ministry of Health Service Review legislated requirements and subsequently received new three (3) year operating certificate ending November 8, 2026.

## Background:

The Ministry of Health (MOH) conducted an Ambulance Service Review of Bruce County Paramedic Services onsite for the first time since COVID 19.

The review, which occurred between May 9,10, 2023, was completed by MOH reviewers evaluating patient charting, Policy and Procedures, Vehicles, patient care during handoff to Emergency Room staff, Vehicle and Equipment maintenance logs. The County received a letter (attached) and a draft report from Allison LaPlante, Manager of Inspections and Certifications, MOH, informing the County has successfully met the legislated requirements for the certification as a Land Ambulance Operator in the Province of Ontario. The County subsequently received its new operating certificate on November 1, 2024.

There are observations noted in the report which have been identified as opportunities for improvement. Additionally, Bruce County Paramedic Services is to be commended for its efforts in the following areas:

- Preparation for the certification inspection
- Quality Assurance/Continuous Quality Improvement (CQI)
- Training
- Vehicles

## 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 Objectives:**

Community and Partnerships - Enhance and grow partnerships

**Link to Departmental Plan Goals and Objectives, if any:**

Major Initiative two (2) Paramedic Services Business Plan

**Approved for Submission:**

Derrick Thomson, Chief Administrative Officer