



Staff Report to Council - for Information

Title: Ambulance Service Review 2023 Final Report

From: Steve Schaus, Director/Chief, Paramedic Services

Date: June 20, 2024

Report Purpose:

The Ambulance Service Review 2023 Final Report is for information.

Report Summary:

Bruce County Paramedic Services received a three-year Ambulance Certification to operate an Ambulance Service expiring November 8, 2026.

Background:

The review, which occurred between May 9-10, 2023 was completed by ten (10) MOH reviewers which focused upon three main areas: Patient Care, Quality Assurance / Continuous Quality Improvement and Administration. The DRAFT REPORT was issued in November of 2023 with a follow up meeting on March 4, 2024. To meet certification standards, a service operator must meet two thresholds:

1. 90%+ for patient care (which represents 70% of the overall inspections) and
2. 90%+ overall score (patient care 70%, quality assurance 20%, administration 10%).

Some items to highlight from the final report:

1. Of the one hundred and fifty-five ambulance call reports audited by the Review Team, BCPS captured 16,256 of 16,316 possible data points, or 99.6% of the ambulance call report information requirements. BCPS is commended for this review observation.
2. From the 9 ambulances inspected by the Review Team, BCPS captured 4,108 of 4,113 equipment and supply requirements from the provincial equipment standards, or 99.6%.
3. From the forty Human Resources Inventory files inspected by the Review Team, BCPS captured 1,003 of 1,040 possible qualification requirements, or 96.4%. BCPS is commended for this review observation.

Attached is the letter received from Allison LaPlante, Manager of Inspections and Certifications Ministry of Health congratulating us on a successful review.

Financial/Staffing/Legal/IT Considerations:

None

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:

Service Excellence

Approved for Submission:

Christine MacDonald, Chief Administrative Officer