

ACTIVITY REPORT OF THE YORK REGION HEALTH SERVICES DEPARTMENT

Year End, January 1 – December 31, 2003

Prepared for the Health and Emergency Medical Services Committee

April 15, 2004

Describing the Activities of:

- Emergency Medical Services Branch
- Long Term Care and Seniors Branch
- Public Health Branch



Submitted by:
Health Information and
Planning Branch

Health Services Department

York Region Health Services Department Activity Report
Year End, January 1, 2003 – December 31, 2003

EMERGENCY MEDICAL SERVICES (EMS) BRANCH

PROGRAM ACTIVITY	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE
					2003	2002	(2003-2002)
Call volumes by dispatch priority*:							
1) Deferrable/non-urgent transfer	1,183	930	817	852	4,120	4,611	-11%
2) Scheduled transfer	409	266	298	297	1,329	1,333	0%
3) Prompt/non life threatening	2,166	2,153	2,164	2,378	9,250	8,521	9%
4) Urgent/life threatening	9,425	9,216	9,740	10,808	41,007	35,935	14%
8) Emergency Coverage Redeployments	8,036	8,649	9,877	10,300	37,966	27,227	39%
TOTALS	21,219	21,214	22,896	24,635	93,672	77,627	21%

*EMS Dispatch priority codes are defined as follows:

- 1) Call does not require immediate response, patient condition is not dependant on timely treatment and transport.
- 2) Patient is required to arrive at a health care facility or for a medical appointment at a specific time. For example, a patient requiring radiation treatment for cancer.
- 3) A non-life threatening patient condition requiring a timely response. For example, a fractured arm.
- 4) Patient condition requires emergency response. For example, cardiac arrest or motor vehicle collision. Emergency warning systems are activated.
- 8) The movement of an ambulance to a location that will facilitate balanced emergency coverage.

Data Source - Ministry of Health and Long-Term Care; ARIS link as of February 23, 2004.

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EMERGENCY MEDICAL SERVICES (EMS) BRANCH (continued)

RESPONSE TIME	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE
					2003	2002	(2003-2002)
90th Percentile Response Time*							
York Region EMS vehicles only**	12:16	12:43	12:15	12:05	12:18	11:29	7%
All vehicles (including York Region EMS)***	12:20	12:45	12:19	12:07	12:21	11:36	6%
York Region EMS Vehicles 90th Percentile Response Time by Lower Tier Municipality							
Whitchurch-Stouffville	15:02	13:50	14:41	13:10	13:55	13:46	1%
Vaughan	13:02	13:17	12:52	12:59	13:02	11:53	9%
Richmond Hill	10:34	10:54	10:09	10:21	10:32	10:13	3%
Newmarket	10:10	10:41	10:07	9:56	10:09	8:39	15%
Markham	11:26	11:51	11:02	10:59	11:18	10:37	6%
King	16:42	17:44	18:18	16:48	17:04	16:07	6%
Georgina	13:54	13:41	13:48	13:21	13:48	11:45	15%
East Gwillimbury	13:57	14:34	14:07	14:06	14:17	13:59	2%
Aurora	10:20	10:20	9:39	10:02	10:13	9:45	5%

***90th Percentile Response Time is defined as follows:** The response time calculation in which the maximum response time for 9 out of 10 (90th percentile) responses is identified.

****Represents York Region EMS vehicles only for 2002 and 2003.**

*****Represents all ambulance and Emergency Response Vehicles regardless of service provider.**

Data Source - Ministry of Health and Long-Term Care; ARIS link as of February 23, 2004.

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EMERGENCY MEDICAL SERVICES (EMS) BRANCH (continued)

COMPLIANCE RATE	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE
					2003	2002	(2003-2002)
90th Percentile Response Time*							
York Region EMS vehicles only**	87.8%	85.9%	87.5%	88.3%	87.5%	90.7%	-4%
All vehicles (including York Region EMS)***	87.6%	85.6%	87.3%	88.1%	87.3%	90.3%	-3%
York Region EMS Vehicles Percent Compliance to 11:39 by Lower Tier Municipality							
Whitchurch-Stouffville	80.1%	85.4%	80.5%	85.3%	82.3%	79.4%	4%
Vaughan	83.8%	87.2%	83.3%	83.4%	83.3%	89.0%	-7%
Richmond Hill	93.8%	94.7%	94.6%	94.6%	94.0%	94.9%	-1%
Newmarket	95.2%	97.4%	95.6%	95.3%	95.2%	97.3%	-2%
Markham	91.3%	92.4%	92.2%	93.2%	91.7%	93.8%	-2%
King	63.8%	56.9%	60.3%	63.5%	61.6%	61.0%	1%
Georgina	83.5%	81.7%	80.6%	83.4%	82.2%	89.4%	-9%
East Gwillimbury	76.9%	74.8%	75.0%	75.4%	75.4%	81.0%	-7%
Aurora	95.6%	96.1%	96.0%	95.0%	95.4%	95.4%	0%

* **Percent Compliance to 11:39 is defined as follows:** The percentage of all Urgent/Life threatening (Code 4) emergency calls that are responded to (arrived on scene) within 11 minutes and 39 seconds.

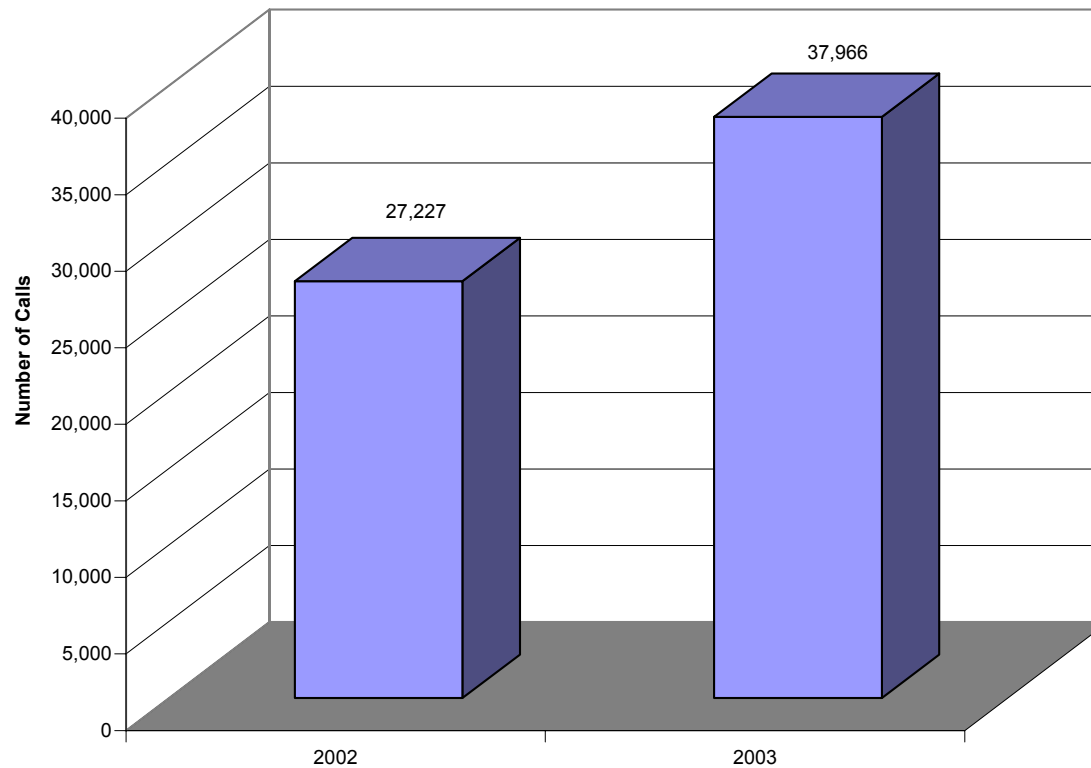
**Represents York Region EMS vehicles only for 2002 and 2003.

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**York Region EMS Emergency Stand-by Calls
2002 and 2003**



Emergency Medical Services (EMS) Branch

Highlight: Volumes for York Region EMS
Emergency Stand-by calls increased 39% from
2002 to 2003.

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LONG TERM CARE AND SENIORS (LTC) BRANCH

PROGRAM ACTIVITY	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE (2003-2002)
					2003	2002	
LTC Facilities Program							
Admissions (# new admissions)	15	14	16	15	60	45	33%
Number of Deaths	16	12	12	16	56	33	70%
Number of occupied beds							
- Heavy Complex Care	125	125	125	125	125	125	NO CHANGE
- Psychiatric Care	27	27	27	27	27	27	NO CHANGE
- Cognitive Care	43	43	43	43	43	43	NO CHANGE
LTC Facility Wait List #	341	305	254	243	NA	NA	NA
LTC Facility Respite Days	297	181	272	340	1,090	1,372	-21%
Community Outreach Programs							
- Lunch Out Program	33	0	0	36	69	115	-40%
Volunteer Activity (# hours to assist residents)	7,653	4,265	4,488	8,322	24,728	21,452	15%
Out Reach Program Clients Units							
- Cognitive Disorders	1,782	1,621	1,732	1,571	6,706	6,858	-2%
- Acquired Brain Injury	307	251	247	254	1,059	1,199	-12%
- Communicative Disorders	132	114	119	145	510	428	19%
- Physically Disabled	355	280	275	282	1,192	1,094	9%
Support Services for Seniors							
- Direct Service Hours	573	576	542	521	2,212	2,257	-2%
Day Centre Respite Units	112	90	131	102	435	202	115%
Alternative Community Living (ACL) Programs							
- ACL Supportive Housing Clients #	124	122	123	124	NA	NA	NA
- ACL Supportive Housing Wait List #	228	257	267	262	NA	NA	NA
- ACL Program Respite Days	450	413	280	123	1,266	1,348	-6%
Regional Psychogeriatric and Mental Health Consulting Prog.*							
- Consultations	50	64	90	73	277	103	169%
- Number of participants	848	522	587	931	2,888	920	214%

*New Category of data reported as of January 1st 2003

New Reporting Format: In 2001 and 2002, the average figures for each quarter were reported. These figures are not cumulative and reporting is now based on the last month of data per quarter, which represents the most recent number of clients.

NA - Number is not cumulative.

Please note:

a Unit of service = 5.5 - 7.5 hours

and a Day of service = 24 hours.

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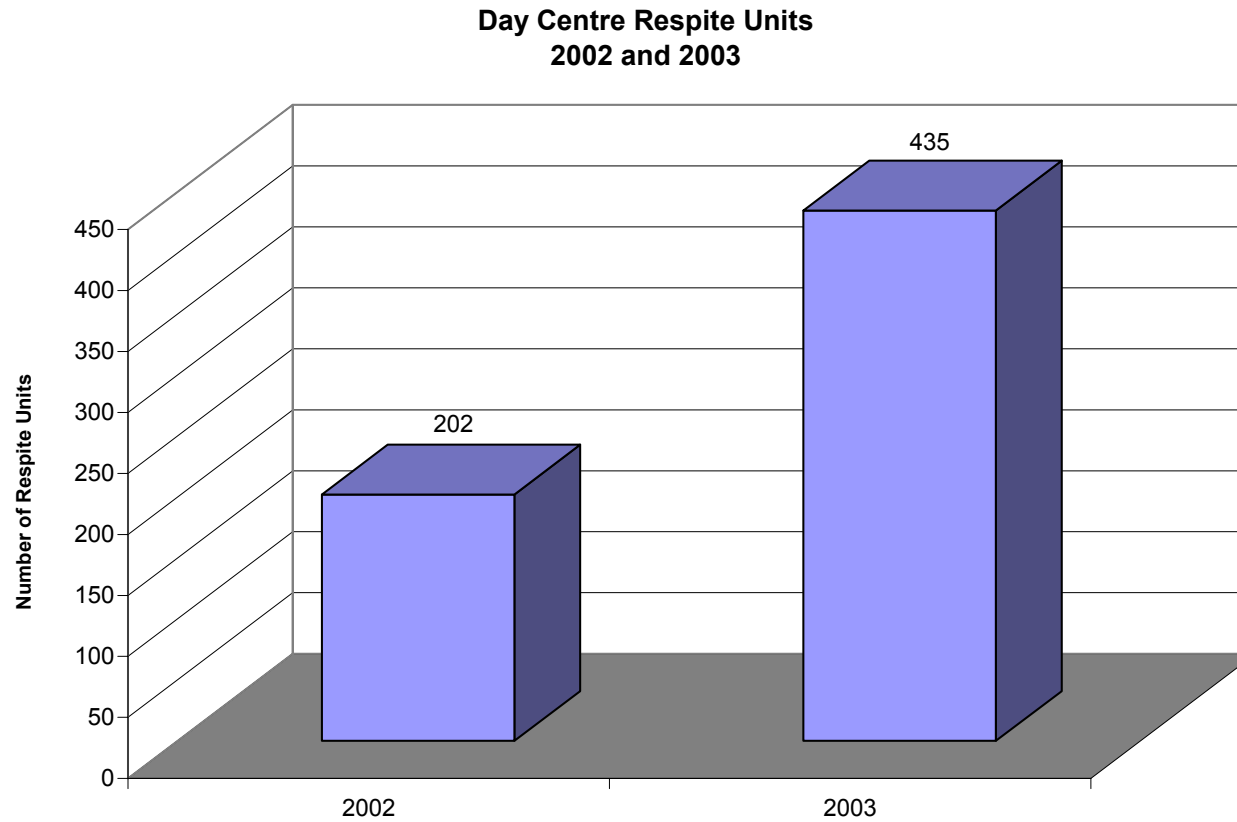
LONG TERM CARE AND SENIORS BRANCH (continued)

CURRENT MEDICAL DIAGNOSES	Maple		% Difference	Newmarket		% Difference	Ontario		% Difference
	2002	2003	(2002-2003)	2002	2003	(2002-2003)	2002	2003	(2002-2003)
Mental Problems	79	87	10%	65	82	26%	36,332	38,566	6%
Circulatory Disorders	41	51	24%	42	50	19%	32,400	35,245	9%
Musculoskeletal Disabilities	43	42	-2%	32	41	28%	27,947	29,851	7%
Neurological Motor Dysfunctioning	36	35	-3%	31	38	23%	19,831	21,153	7%
Endocrine and Metabolic Disorders	29	27	-7%	26	31	19%	18,198	19,786	9%
All Other Diagnoses Combined	64	73	14%	66	51	-23%	49,097	45,928	-6%
Number of Residents	97	97	0%	90	98	9%	56,595	59,681	5%

Number of residents whose medical records showed one or more diagnostic codes in each diagnostic category, either of short (less than 6 months) or long (more than 6 months) duration.

All Other Diagnoses Combined includes: Blood Diseases and Blood-Forming Organ Disorders, Digestive Disorders, Genitourinary Disorders, Neoplasms, Pulmonary Diseases, Sensory Disorders, Skin Diseases, Congenital Anomalies, AIDS and AIDS-Related, Infectious

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Long Term Care and Seniors Branch Highlight:
Day Centre Respite Units increased 115% from 2002 to 2003.

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PUBLIC HEALTH BRANCH

PROGRAM ACTIVITY	Q1	Q2	Q3	Q4	TOTAL		% Difference (2003-2002)
					2003	2002	
Dental - Screening of children from birth to grade 8[#]	19,856	10,787	7,795	18,568	57,006	64,638	-12%
Use of York Region Food Banks ^{##}							
- Number of regular visits	3,226	3,176	3,097	3,485	12,984	11,538	13%
- Total mouths fed	10,005	9,877	9,766	11,567	41,215	37,567	10%
- Food bank recipients under the age of 18	4,400	4,374	4,271	5,231	18,276	16,738	9%
Food Safety (inspections)							
- High Risk [1,549 Units] (3 inspections/year)	1356*	832*	1377*	1,631	5,196	6,042	-14%
- Medium Risk [1,703 Units] (2 inspections/year)	1053*	722*	919*	1,069	3,763	4,110	-8%
- Low Risk [2,488 Units] (1 inspection/year)	665*	511*	547*	459	2,182	2,988	-27%
Food Safety - Charges Laid	10	3	17	17	47	98	-52%
Food Safety - Restaurant closures	0	1	2	2	5	4	25%
Injury Prevention - Public Pool, Spa, Waterslide	211*	208*	218	125	762	787	-3%
Rabies Control							
- Biting Incidents	135	236	298	139	808	998	-19%
- Charges Laid	0	1	0	0	1	7	-86%
Tobacco Control Act - Charges Laid	30	30	37	92	189	229	-17%
Health Connection calls ^{###}							
- Nursing Line	11,227	25,246	10,189	11,418	58,080	38,462	51%
- Health Protection Information Line	1,993	6,760	4,049	1,577	14,379	11,503	25%
- Sexual Health Line	2,013	1349*	1,877	1,722	7,011	NA	UNDEFINED

[#] **Dental:** As of January 1st, 2003 includes data collected from childcare and early years centres and dental clinics, in addition to school screenings.

^{##} **New Category of data:** 5 food banks within York Region involved in collecting monthly statistics (Newmarket, Aurora, Richmond Hill and 2 locations in Georgina). This reflects an estimation of the number of people who access food banks in York Region.

^{###} **New Reporting Format:** Previously only Nursing Line and the Health Protection Information Line calls were included. They were reported as one indicator.

NA - Numbers not available. New category of data as of January 1, 2003

* Revised 2003 figures as of January 2004

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PUBLIC HEALTH BRANCH (continued)

PROGRAM ACTIVITY	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE (2003-2002)
					2003	2002	
No-Smoking By-law							
- Number of visits by officers	1,174	903	546	236	2,859	5,626	-49%
- Number of infraction statements	29	24	22	18	93	227	-59%
- Number of Part 1 tickets issued#	85	79	24	29	217	148	47%
- Number of Part 3 tickets issued#	70	50	49	13	182	238	-24%
- Number of educational materials distributed*	23,646	3,463	1,058	655	28,822	49,862	-42%
Infectious Diseases							
- Number of infectious diseases outbreaks	53	21	29	41	144	150	-4%
- Number of new infectious disease reports**	1,213	1,244	1,363	1,161	4,981	4,645	7%
Sexual Health Clinics (Attendance)							
- New Clients	319	154	293	264	1,030	1,300	-21%
- Revisits	1,164	808	1,039	1,040	4,051	4,734	-14%
Chronic Diseases*							
- Number of community events related to the Healthy Choices for Healthy Living Program	64	56	59	73	252	250	1%
- Number of key influencers, adults and children reached	2,985	2,888	1,896	3,356	11,125	13,266	-16%
- Number of resources distributed	15,312	13,936	21,930	13,703	64,881	53,086	22%

#New Reporting Format: Previously known as the number of tickets issued where Part 1 and Part 3 tickets were added together. Part 1 tickets represent an 'on the spot' fine and Part 3 tickets require the person's appearance before provincial courts.

***New Category of data collected as of January 1st 2003**

****Revised 2002 figures as of September 2003.**

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PUBLIC HEALTH BRANCH (continued)

PROGRAM ACTIVITY	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE (2003-2002)
					2003	2002	
Healthy Babies Healthy Children#							
-Number families with live birth contacted after discharge from hospital*	1,865	1,677	2,005	1,878	7590*	7663*	-1%
- Number of families who received postpartum home visit	611	487	658	659	2508*	2282*	10%
- Number families with child(ren) 0-6 years assessed as "high risk" and referred to HBHC home visiting program	73	62	73	68	282*	251*	12%
Prenatal classes (# of families)	459	185	432	336	1,412	1,723	-18%
Number of families participating in the "Just for You and Your Baby" Program Series##	75	0	41*	51	167	232*	-28%
Workplace Wellness							
- Number of worksites that received newsletters & promotional materials	1,035	0	2,254	1,129	4,418	2,994	48%
- Number of companies receiving services & direct marketing	91	33	51	86	261	277	-6%
- Number of services co-ordinated for worksites	53	55	72	95	275	281	-2%
Car Seat Safety							
- Number of parents and key influencers reached	723	511	817	982	3,033	3,835	-21%
- Number of resources distributed	3,266	4,078	4,002	3,095	14,441	36,679	-61%

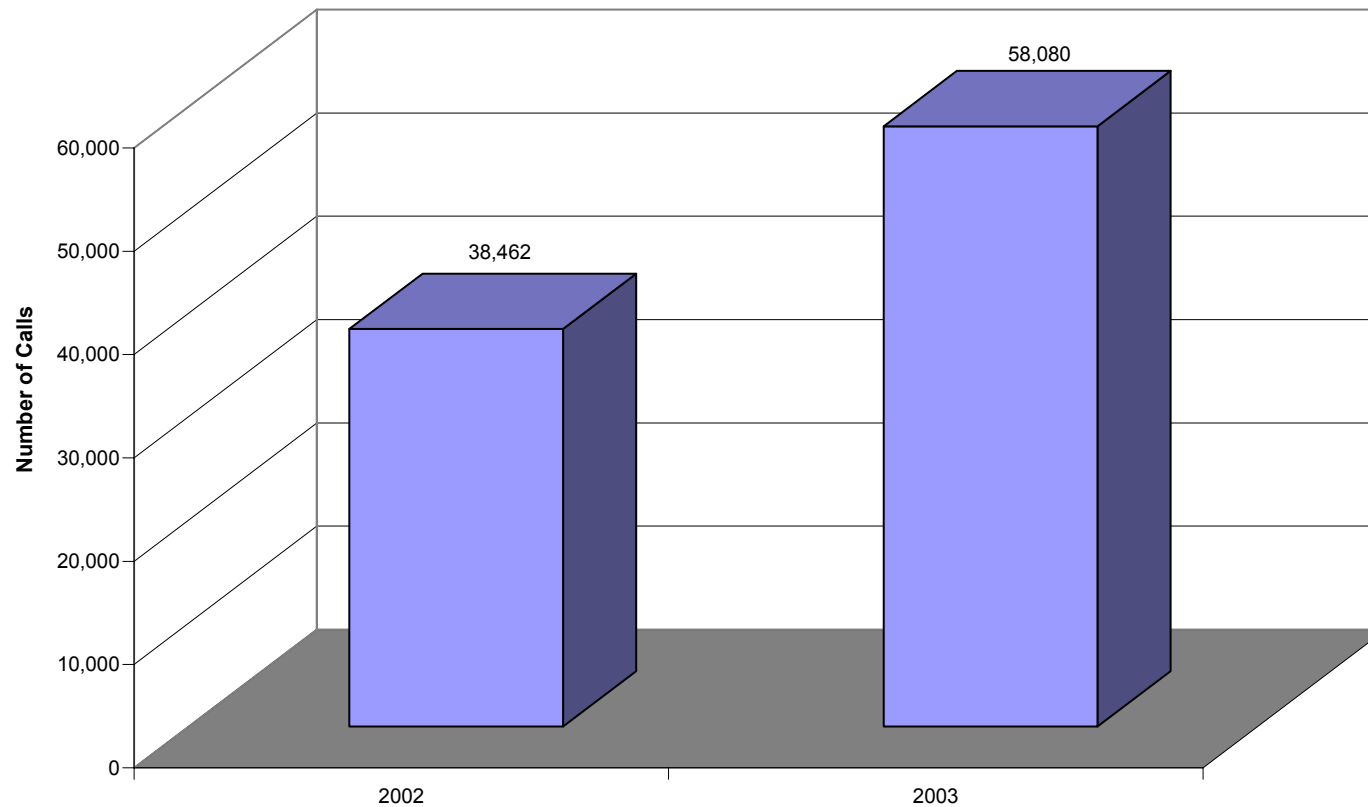
#New Reporting Format: Previously reported the following: number of families screened from all sources, number of families screened with a score of 9 or higher, and percentage of screens with a score of 9 or higher.

##New Category of data collected as of January 1st 2003

*** Revised figures as of January 2004**

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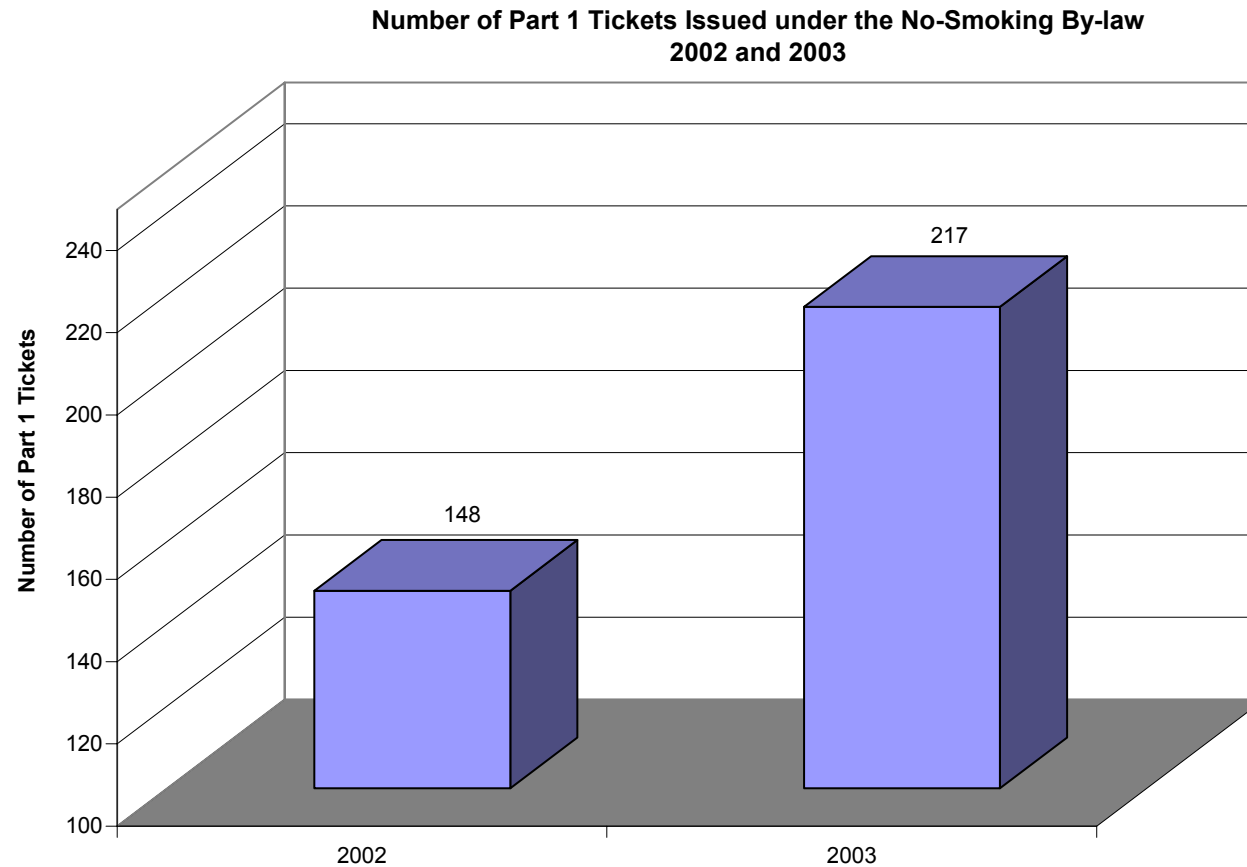
**Number of Health Connection Nursing Line Calls
2002 and 2003**



Public Health Branch Highlight:

The number of calls received by the Health Connection Nursing Line increased 51% from 2002 to 2003.

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Public Health Branch Highlight:

The number of Part 1 tickets issued under the No-Smoking By-law increased 47% from 2002 to 2003

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SUBPOENAS

SUBPOENA ACTIVITY	Q1	Q2	Q3	Q4	TOTAL		% DIFFERENCE
					2003	2002	(2003-2002)
Emergency Medical Services Branch	16	4	15	4	39	58	33%
Long Term Care and Seniors Branch	0	0	0	0	0	0	NO CHANGE
Public Health Branch							
-No-Smoking By-law	2	0	0	1	3	6	-50%
-Health Protection	0	1	0	0	1	5	-80%
-Healthy Babies Healthy Children*	0	2	0	1	3	2	50%
Total for Health Services Department	18	5	15	6	46	71	-35%

* Revised 2003 figures as of September 2003