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SUCCESSFUL OPERATOR CERTIFICATE RENEWAL FOR YORK REGION EMERGENCY MEDICAL SERVICES

The Community and Health Services Committee recommends the adoption of the recommendation contained in the following report dated February 25, 2010, from the Commissioner of Community and Health Services.

1. RECOMMENDATION

It is recommended that this report be received for information.

2. PURPOSE

This report advises Regional Council that York Region Emergency Medical Services (EMS) has successfully completed the Ministry of Health and Long-Term Care (the Ministry) certification review resulting in the renewal of its Land Ambulance Operator Certificate through to December 31, 2012. This renewal ensures that York Region EMS will continue to provide quality emergency services to residents and visitors of York Region.

3. BACKGROUND

EMS agencies in Ontario must maintain a valid Land Ambulance Operator's Certificate

The Ambulance Act and the Ministry standards require that municipal providers of Emergency Medical Services maintain a valid Land Ambulance Operator's Certificate. Certificates are issued for a three-year period and then are renewed based on the operator demonstrating ongoing compliance to provincial requirements.

A certification review process occurs every three years in order to maintain EMS' operator's certificate

The certification review process allows a team of peer managers, and paramedics, along with Ministry staff to review all aspects of the organization. The review ensures compliance to legislation and the level of patient care meets patient care standards as required by the Ministry. The service is graded against legislative requirements and best practices for the delivery of Emergency Medical Services. The previously issued Operator's Certificate expired on December 31, 2009.

A 20-member review team completed a certification review of York Region EMS June 9 - 11, 2009.

4. ANALYSIS AND OPTIONS

York Region EMS has successfully completed the certification renewal process

On November 25, 2009, York Region EMS was awarded the three-year operator certificate renewal. A three-year certification award, without conditions, is given only if all of the criteria and standards for continuous quality improvement and effective risk management are in place. In addition, the majority of all other standards must be compliant.

The review assesses compliance to over 250 separate requirements. A preliminary report from the Ministry following the service review indicated that York Region EMS substantively met the requirements of the Land Ambulance Certification Standards.

York Region EMS Paramedics recognized for quality patient care

Patient care evaluated during a series of observational ride-outs was described as professional, courteous, well managed and compassionate.

The service review provided EMS with preliminary comments for consideration with respect to best practices. A final report from the service review team is expected to be received in mid-2010. Staff will bring back a full report outlining the content of the final report for Committee and Council.

5. FINANCIAL IMPLICATIONS

As this was a legislative requirement all expenses were managed in the 2009 approved budget.

6. LOCAL MUNICIPAL IMPACT

Local municipalities will continue to receive quality emergency medical services provided by York Region EMS.

7. CONCLUSION

Participation in a certification program provides the Region, our clients and the public with the assurance of quality by an independent review team. Certification also brings with it enhanced reputation and recognition as a quality of care organization.

For more information on this report, please contact Norm Barrette, General Manager, Emergency Medical Services at Extension 4709.

The Senior Management Group has reviewed this report.