

6

2003–2006 HEALTH AND EMERGENCY MEDICAL SERVICES COMMITTEE ACCOMPLISHMENTS

The Health and Emergency Medical Services Committee recommends the adoption of the recommendation contained in the following report, August 17, 2006, from the Commissioner of Community Services, Housing and Health Services:

1. RECOMMENDATION

It is recommended that:

1. This report be received for information.

2. PURPOSE

The purpose of this report is to highlight the major accomplishments of the Health Services Department during York Regional Council's 2003 to 2006 term.

3. BACKGROUND

The Health Services Department consists of three operational branches, Emergency Medical Services (EMS), Long Term Care and Seniors, and Public Health and one support branch, Business Services.

The Department provides a wide range of programs and services to the residents of York Region that support safe, secure and healthy communities, promote wellness and healthy lifestyles, respond to the needs of vulnerable residents and support health care needs at all stages of life. Programs and services are co-ordinated across the Department, where appropriate, in order to achieve common goals.

3.1 Emergency Medical Services (EMS)

EMS provides emergency and non-emergency land ambulance services to residents and visitors of York Region. Paramedics perform patient assessment, life saving treatment and provide skills and procedures which require medical control along with the provision of safe and timely transport.

EMS is committed to an Advanced Care Paramedic Training program which enhances primary paramedic skills and enables advanced patient assessment and treatment to begin prior to arrival at hospital.

EMS also provides diversified customer service and response options, including the Mountain Bike and Marine Paramedic programs.

EMS monitors and continually strives to improve on the benchmarks of a performance-based EMS service which include response time reliability, clinical excellence, economic efficiency and customer satisfaction.

With respect to emergency management, EMS staff, in cooperation with various agencies and partners, develops and evaluates regional, municipal and institutional contingency plans to establish and ensure integration and consistency in the event of an emergency or disaster.

3.2 Long Term Care and Seniors (LTC)

LTC provides programs and services that recognize the needs of individuals (18 years of age or older) who can no longer live independently. These programs and services focus on promoting the health, well-being, safety and independence of these individuals.

Two LTC facility programs provide medical/nursing and personal care services to 232 residents. Special emphasis is placed on serving individuals with heavy, complex physical, cognitive and/or psychiatric care requirements. Short stay/convalescent care is also available at the Newmarket and Maple Health Centres.

Supportive programs are in place for adults who may suffer from cognitive impairment, physical disability, acquired brain injury, and/or communication disorders. These programs are offered in partnership with the Alzheimer Society of York Region, York-Durham Aphasia Centre, and York Central Hospital Behaviour Management Services. These programs provide a supportive environment to assist individuals in achieving and maintaining a maximum level of functioning and provide support and respite to caregivers.

The Alternative Community Living (ACL) Program provides housing support services and essential homemaking to seniors so that they can stay in the community and remain independent. Support is currently available 24 hours a day, 7 days per week at four of the six locations in York Region. At two sites night service is available on an as needed basis. Short stay respite is also available.

Support Services for Seniors offers social work services to older adults in the privacy of their own home. This program provides intervention and support services to vulnerable and at risk seniors and persons with physical disabilities.

The Psychogeriatric Consulting Service supports Long Term Care Facilities and Community Support Agencies in York Region that serve people who exhibit difficult or aggressive behaviours. Consultants operate in a continuum of care model and serve as a link between inpatient, specialty and community resources, among others.

3.3 Public Health

Public Health delivers programs and services legislated by the MOHLTC. Under requirements of the *Health Protection and Promotion Act* (HPPA), the Public Health Branch ensures the provisions of Mandatory Health Programs and Services according to the provincial guidelines published in December 1997. The Dental and Nutrition Services, Child and Family Health, Health Protection, Infectious Disease Control, Healthy Lifestyles and Community Development Divisions utilize highly specialized professionals to deliver and support public health programs and services that endeavour to meet the mandate of the HPPA, while being responsive to the special needs of York Region's unique and diverse community.

These programs and services encompass a wide range of approaches that are essentially population based and include such measures as restaurant inspections, immunization, outbreak control, and health promotion activities designed to prevent the onset of disease. Standards of performance are set provincially, but the actual public health program delivery is locally driven. Public Health is responsible and accountable for protecting the health of the public and providing services that promote the health of the community.

3.4 Business Services

Business Services ensures fiscal and program integrity within the Health Services Department through budget development and fiscal responsibility, adherence to the MOHLTC and York Region policies and procedures, human resource management, business continuity planning and emergency preparedness response. The Branch also provides administrative support and technical expertise related to a variety of program support needs which include compliance under the *Personal Health Information Protection Act* and the development and implementation of technology strategies that will integrate systems across the Department.

4. ANALYSIS

4.1 Health Services Department – 2003 SARS Outbreak (Preliminary Reports)

SARS was first identified in York Region in mid-March 2003 and continued until the beginning of July 2003. By the end of the outbreak in York Region, two SARS outbreaks and 17 different exposure sites had been identified.

The entire Health Services Department were greatly involved in the outbreak. At the height of SARS 1, approximately 270.7 Public Health FTE, 30 EMS staff and 40 LTC staff were redeployed to assist with the outbreak.

Activities included daily conference calls with Region hospitals, the Ministry of Health and Long-Term Care (MOHLTC), long term care facilities, the Community Care Access Centre and emergency responders (fire, police and EMS). York Region Health Services established, managed and operated the only SARS Assessment Clinic in Ontario.

A retirement home, a school, two workplaces and a retail outlet were either closed and/or had full screening activities conducted on site. Over 21,000 contacts (those potentially exposed to SARS) were investigated and followed-up. More than 5,000 York Region residents were quarantined due to their apparent exposure to SARS and 1,153 patients were screened and assessed at the SARS Assessment Clinic in a 44-day period. Approximately 4,795 quarantine kits were delivered in conjunction with the Canadian Red Cross.

It is important to note that the collaborative York Region response included support from many departments including Community Services and Housing, Corporate Services, and Finance, as well as Corporate Communications and individual volunteers. In addition, eight health units assigned staff to assist York Region and five medical doctors/public health physicians provided onsite medical direction for varying lengths of time. This type of co-operation and assistance helped to ensure the Health Services Department's success in many of the countless activities required to address the 2003 Outbreak.

4.2 Emergency Medical Services (EMS)

The EMS Branch is committed to providing an efficient, cost-effective service to the residents of York Region. Between 2003 and 2006, key achievements included the following:

- Responded to approximately 344,186 calls.
- Provided 744,800 service hours.
- Trained 24 Primary Care Paramedics to Advanced Care Paramedic level.
- Opened 4 new paramedic response stations [Mount Albert, King City, Markham (Riviera Station) and Vaughan (Racco Parkway Station)] and replaced the Richmond Hill station in partnership with York Regional Police.
- Implemented Heart Alive public access defibrillation program. Sixty-five automated external defibrillators were installed in 28 York Region worksites and trained 500 York Region employees through 47 targeted responder courses.
- Received 3-year MOHLTC certification award for 2003 and has completed the initial process for 2006 certification.
- Hosted and received an MOHLTC recognition award for the Chemical, Biological, Radiological and Nuclear (CBRN) conference for all Emergency Services and Public Health leaders in Ontario.
- Received Association of Municipal Emergency Medical Services Ontario awards for York Region's Scheduling Phone System, EMS Staff Intranet Reference Site and Quality Review System.
- Partnered with York Region and the York Regional Police in the opening of the Community Safety Village.

4.3 Long Term Care and Seniors (LTC)

The LTC Branch is committed to providing quality programs and services that assist individuals who can no longer live independently. Between 2003 and 2006, key achievements included the following:

- Developed and circulated a Seniors Resource Directory to all York Region Homes.
- Regional Psychogeriatric and Mental Health Consulting Service provided education and/or consultation to 27 long term care facilities.
- Received three year accreditation award from the Canadian Council on Health Services Accreditation.
- Opened 26 additional, accessible ACL Supportive Housing Units at Armitage Gardens, Newmarket.
- Opened 32 additional long-term care beds at the Newmarket Health Centre.
- Developed and implemented a convalescent Care Program at the Newmarket Health Centre in partnership with local hospitals and CCAC.
- Converted a total of 19 beds into the Convalescent Care Program.
- Installed automated ceiling lifts at Alternative Community Living sites and Newmarket and Maple Health Centres.
- Achieved/maintained an average of 138 volunteer hours per client.

4.4 Public Health

The Public Health Branch is committed to providing programs and services that protect promote and enhance the health and well-being of the residents of York Region. Between 2003 and 2006, key achievements included:

- Implemented Phase III of the York Region No Smoking By-law.
- Lobbied the Provincial Government to enact Province wide No Smoking legislation.
- Published Article “The Lesser Evils of Battling Round Goby Infiltration” in the Canadian Medical Association Journal and released the Health Status and award winning State of Environment Reports.
- Received a funding award of \$726,070 for Ontario Tobacco Strategy initiatives.
- Distributed 1,938,001 vaccine doses [which included 270,240 doses of Prevnar (to prevent meningitis, pneumonia and infection of the bloodstream), Menjugate (to prevent invasive meningococcal disease) and Varicella (to prevent chicken pox and its complications) since 2004] to York Region physicians and facilities and administered 128,037 Influenza, Grade 7 Hepatitis B and Meningococcal vaccines through community and school clinics.
- Led the public health nutritionists from seven health units in developing the *Call to Action: Creating a Healthy School Nutrition Environment* document which was released to the provincial government and school boards across the province.
- Expanded Seniors Dental Program to include 27 retirement homes.
- Expanded accessibility to Health Connection support with the implementation of Telecommunications Device for the Deaf/TeleTYpewriter and the integration of the Sexual Health line and responded to 159,140 calls.
- Completed a comprehensive needs assessment in partnership with Toronto Public Health and Baycrest Centre for Geriatric Care to design and pilot a new Falls Intervention Program for Seniors.
- Provided screening and assessment for developmental risk factors, post partum and high risk home visiting, prenatal and parent education, breastfeeding clinics and postpartum depression support to over 20,000 York Region families.

4.5 Business Services

The Business Services Branch is responsible for a wide variety of business services and functions that impact and support programs and services across the Health Services Department. Between 2003 and 2006, key achievements included:

- Developed Personal Health Information Protection procedures, policies and training for all Health Services Department staff ensuring legislative compliance.
- Co-ordinated and published the Health Services Pandemic Influenza Plan in cooperation with the Public Health, EMS and LTC branches.
- Provided pandemic preparedness consultation to nine municipalities through Councils and/or task groups and hosted Pandemic Preparedness conference for York Region businesses and for long term care and acute care facilities.

4.6 Relationship to Vision 2026

The Health Services Department provides programs and services that respond to and support Vision 2026 goals which include: Quality Communities for a Diverse Population, Responding to the Needs of Our Residents, and Engaged Communities and a Responsive Region.

5. FINANCIAL IMPLICATIONS

Table 1 identifies the approved budgeted operating and capital costs associated with the programs and services delivered by the Health Services Department for the period 2003–2006. These figures do not include restatements for 2006 for any additional funding received after the completion of the budget approval process.

Table 1
Health Services Department
Operating and Capital Budgets 2003-2006

	2003 Budget (\$Million)	2004 Budget (\$Million)	2005 Budget (\$Million)	2006 Budget (\$Million)
Gross Expenditures	\$91.1	\$104.3	\$99.7	\$103.7
Revenue	56.2	64.9	57.5	60.5
Net Tax Levy	\$34.9	\$ 39.4	\$42.2	\$ 43.2

6. LOCAL MUNICIPAL IMPACT

York Region Health Services Department continues to provide mandatory and integrated programs and services in order to meet the health needs of the residents of York Region.

7. CONCLUSION

This report provides a brief overview of the Health Services Department and each of its three operational Branches, EMS, LTC and Public Health as well as the Business Services support branch. It also provides a summary of the Department's major achievements from 2003 to 2006.

Under the guidance of Regional Council, the Health Services Department will continue to work together to protect, promote and enhance the health and safety of the people who live and work in York Region. The Department will continue to monitor, evaluate and adjust programs and services to meet the needs of a rapidly growing, diverse York Region population.

The Senior Management Group has reviewed this report.