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DEFIBRILLATOR SUPPLIES, MAINTENANCE, AND SUPPORT SERVICES

The Community and Health Services Committee recommends the adoption of the recommendations contained in the following report dated August 17, 2011, from the Commissioner of Community and Health Services.

1. RECOMMENDATIONS

It is recommended that:

1. The Region enter into contract(s) with Physio-Control Canada (a division of Medtronic of Canada) for monitor-defibrillator and automated external defibrillator supplies, maintenance, and support services, with a total cost of approximately \$1,160,000 for a four-year period with the option to renew for two additional 12-month periods (\$290,000 per year).
2. Subject to satisfactory performance Council delegate authority to the Commissioner of Community and Health Services to enter into contract renewals subject to review by the Regional Solicitor.

2. PURPOSE

This report seeks authorization for the Region to purchase consumable supplies, ongoing maintenance, and support service from Physio-Control Canada (a division of Medtronic Canada) to maintain compatibility with existing York Region EMS cardiac monitor/defibrillators purchased through RFP 09-62 and Heart Alive automated external defibrillators (AEDs). All York Region EMS ambulances and Paramedic Response Units currently have Physio-Control LifePak 15 monitor/defibrillators assigned to each vehicle. AEDs are strategically placed in public places throughout the region which are compatible with the Physio Control LifePak 15.

The purchasing by-law requires that, with respect to awarding a sole source purchase contract if the total cost exceeds \$100,000, the award shall be subject to Council approval.

3. BACKGROUND

Council previously approved a contract award to Physio-Control Canada (a division of Medtronic, Inc.) for the purchase of defibrillators

Regional Council, at its meeting on January 21, 2010, adopted Clause No. 1 of Report No. 1 of the Community and Health Services Committee, *Contract Award for York Region Emergency Medical Services Monitor-Defibrillators*. The report authorized the Region to purchase 60 Lifepak -15 model defibrillators through Medtronic of Canada in accordance with RFP 09-62.

Monitor-defibrillators are required in ambulance and paramedic response vehicles in accordance with Ministry of Health and Long-Term Care standards

Monitor-defibrillators are controlled medical devices used by paramedics in the treatment of medical emergencies. These complex devices monitor a patient's heart and lung functioning and in cases of cardiac emergencies, provide an electrical cardiograph (ECG) of the heart, an electrical shock to the heart (defibrillation), or external cardiac pacing (pacemaker) as the case may be.

Monitor-defibrillators are required in each ambulance and paramedic response vehicle in accordance with the provincial Ministry of Health and Long-Term Care (Emergency Health Branch) standards. York Region Emergency Medical Services (EMS) operates 65 Physio-Control LifePak-15 models and three Physio-Control LifePak-1000 models, on EMS vehicles. These defibrillator units are maintained and serviced by Medtronic of Canada.

Publicly accessed AEDs used in the Heart Alive Program are directly compatible with the monitor-defibrillators used in the EMS emergency vehicles

AEDs are controlled medical devices used by trained responders for the treatment of sudden cardiac arrest emergencies. These devices monitor and interpret the heart rhythm of a patient experiencing sudden cardiac arrest and deliver an electrical shock to the heart, if required. Through the Region's Heart Alive Program, regional and municipal staff and York Regional Police have been trained and certified in the use of these automated devices. The Region owns 90 Physio-Control CR-Plus models, which are located throughout the Region. These AEDs can be accessed by the public to assist in a cardiac emergency. The AEDs used in the Heart Alive Program are directly compatible with the monitor-defibrillators used by paramedics within the Region resulting in optimum transfer of care between AED providers and paramedics. The AEDs are also maintained and serviced by Medtronic of Canada.

Ongoing readiness of supplies and device maintenance are needed to ensure service delivery expectations

Monitor-defibrillators require three types of supplies:

1. Disposable supplies include sensors and electrodes that connect the patient to the device and are designed for single-patient use.
2. Accessory equipment includes batteries, cables, and blood pressure cuffs that are reused.
3. Information management software is used to extract electronic information used for quality control from these devices.

Monitor-defibrillators and AEDs are biomedical devices that require ongoing assessment, maintenance and upgrading to ensure they are functioning at the required standard.

4. ANALYSIS AND OPTIONS

Physio-Control Canada is the Region's vendor of monitor-defibrillators (RFP-09-62) and AEDs owned by the Region

Physio-Control Canada (a division of Medtronic, Inc.) is the world's largest provider of defibrillators with over 650,000 units in operation and has a strong Canadian presence. Its Canadian head office is located in Mississauga where a technical team, providing 24/7 service, is maintained. All York Region monitor-defibrillators and AEDs have been purchased from Physio-Control Canada. Physio-Control monitor-defibrillators and AEDs owned by the Region are a critical component of EMS and the Heart Alive Program. As these are proprietary devices, no other vendor is authorized to perform the maintenance and service or supply the consumable medical supplies. The devices have been procured through RFP 09-62.

5. FINANCIAL IMPLICATIONS

The annual cost of supplies is estimated at \$185,000. Annual cost of maintenance and support services for the EMS monitor-defibrillators and AEDs is estimated at \$105,000. The total annual cost of \$290,000 for these supplies and services are managed within the annual operating budget for EMS branch.

6. LOCAL MUNICIPAL IMPACT

There are no local municipal implications associated with this report.

7. CONCLUSION

Physio-Control has been awarded the contract to supply the Region with monitor-defibrillators since 2000. The award for the contracts has been based on Physio-Control consistently scoring the highest in technical evaluations pre contract award. Furthermore, Physio-Control has consistently delivered high quality products and service that meet the critical demands of our daily operations including:

- Provision of “onsite next business day service or replacement for defective units.”
- Provision of “onsite preventative maintenance and service.”
- “On-time delivery of supplies and support services to ensure high quality provision of patient care.”

It is recommended that the Region enter into contract(s) for defibrillator supplies, maintenance, and support services with Physio-Control Canada to ensure the integrity and ongoing operation of monitor-defibrillators and AEDs owned by York Region.

For more information on this report, please contact Norm Barrette, Chief/General Manager at Ext. 4709.

The Senior Management Group has reviewed this report.