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OTHER JURISDICTIONAL EMS RFP INFORMATION

The Health and Emergency Medical Services Committee recommends the adoption of the recommendations contained in the following report, November 17, 2004, from the Commissioner of Health Services:

1. RECOMMENDATION

It is recommended that:

1. Health and Emergency Medical Services Committee and Regional Council approve in principle a Request for Proposal (RFP) to identify a consultant to: conduct an internal review of York Region EMS and identify potential internal efficiencies; and report the conditions under which it would be reasonable to accept ambulance dispatch, subject to the 2005 budget approval process.
2. A copy of this report be forwarded to the Deputy Minister of Health and Long-Term Care for information.

2. PURPOSE

The purpose of this report is to respond to Health and Emergency Medical Services Committee's request of November 4, 2004, for additional information on EMS reviews in The Regional Municipalities of Peel and Niagara.

3. BACKGROUND

On November 4, 2004 the Health and Emergency Medical Services Committee received the Request for RFP to Improve York Region EMS Response Times report with additional recommendations including that a further report be prepared detailing other jurisdictional EMS RFPs.

4. ANALYSIS AND OPTIONS

Throughout the GTA and surrounding area, many municipalities have retained the services of consultants to conduct comprehensive reviews. The reviews detailed EMS service delivery options, the role of dispatch operations and trends that will affect future EMS delivery.

Reviews were conducted based on the necessity to ensure the continued quality of EMS service delivery, assess and eliminate the risk of any system failure and continue to incorporate best practice performance initiatives.

4.1 The Regional Municipality of Peel

The Regional Municipality of Peel has recently completed a review of the current delivery of land ambulance service. The purpose of the review was:

- To assess the current situation which includes the service delivery performance specifically looking at data and financial analysis.
- To identify the factors and trends that affect how services are provided for future planning.
- To provide service delivery modelling options for the desired level of service.

As a result of the review, Peel Regional Council adopted a direct service delivery model. The approved total costs for the consultant review was to not exceed \$250,000.

4.2 The Regional Municipality of Niagara

The Regional Municipality of Niagara retained a consultant to prepare a dispatch business case presentation for submission to the Minister of Health and Long-Term Care. The purpose was:

- To assume responsibility for dispatching and managing deployment of ambulance resources within the Region of Niagara.
- To introduce a performance-based dispatch system that would include; reducing call processing and incident response times, enhancing the roles of communications personnel, and improving accountability.

The business case document provided The Regional Municipality of Niagara the foundation to successfully bid on the MOHLTC RFP to operate and manage land ambulance dispatch. The approved total costs including the consultant review was to not exceed \$350,000.

4.3 The Regional Municipality of York

York Region EMS is requesting to retain the services of an independent EMS expert consulting organization to report back and validate the effectiveness and efficiency of the current internal York Region EMS program. The focus of this review will include:

- A review of call data analysis.
- System status evaluation.
- Deployment planning.
- Role of dispatch.

In consideration for the framework of this review, the multiple drivers within the Ontario EMS system must be considered; first response, advanced and primary care paramedic provision, the roles of base and receiving hospitals, the role of provincially controlled ambulance dispatch centres, and the unique data sets created and provided by the MOHLTC.

4.4 Relationship to Vision 2026

York Region EMS supports the Vision 2026 goals of Responding to the Needs of Our Residents and Supporting a Safe and Healthy Community by continuing to provide and

support high quality emergency services. The use of best practise dispatch systems provides EMS operational staff further ability to plan and manage EMS resources in achieving Vision 2026 goals.

5. FINANCIAL IMPLICATIONS

It is proposed that York Region EMS include \$100,000 in the 2005 operating budget for retaining the services of an independent EMS expert consulting organization.

6. LOCAL MUNICIPAL IMPACT

Increased internal efficiencies of York Region EMS may result in improved response times as York Region EMS continues to operate within provincial dispatch inefficiencies and increased hospital off-load delays. Improved response times benefit all residents of York Region who require emergency medical services.

7. CONCLUSION

York Region EMS staff recommends that a RFP be completed to review the effectiveness and efficiency of the current York Region EMS program. This opportunity to review the EMS program is timely given the recent announcements by the Minister of Health and Long-Term Care regarding plans to transition health care in the Province of Ontario.

York Region EMS staff recommends that a RFP be completed to identify a consultant to: conduct an internal review of York Region EMS and identify potential internal efficiencies and report the conditions under which it would be reasonable to accept ambulance dispatch, subject to 2005 budget approval; and that a copy of this report be forwarded to the Deputy Minister of Health and Long-Term Care.

The Senior Management Group has reviewed this report.