

Regional Business:

Health & Emergency Services

December 1, 2005

York Region EMS Off Load Delays

- Targeted pilot project – 60 Days
- York Central Hospital
 - Time spent 15K hours v.s. 7K hours @ Southlake
 - Both with approximately 9 K drop offs
- Start Jan/ 06 to end of Feb /06
- 1 - 8 hour shift - 5 days week
- EMS Supervisor to be posted @ hospital to assist in expediting patient offloads
- Review 3 months data to determine optimal shift time
- Get baseline data to quantify gains

First month

- Process mapping of Off Load Process
- Record current state data / processes
 - Arrival
 - Tirage
 - Off stretcher
 - Ready to respond
- Identify key EMS process barriers
- Develop alternatives / options

Second Month

- Implement alternative processes
- Record revised process data
- Quantify operational gains

Report to Health & EMS Committee – Mar /06

- Outline findings
- Develop business case
- Recommend appropriate implementation strategy