



January 25, 2010

**Toronto Emergency Medical Services (EMS) Summary Actions in Response to Recommendations of the Working Group on Toronto EMS Staging Policy released January 25, 2010**

Recommendation	Toronto EMS Action
<p>1) EMS management proceed with the implementation of the revised standard operating procedures policy (SOP) on patient care and scene safety. The primary objective of the SOP and its related directives is to ensure the safety of EMS personnel and reflect all regulatory standards including the Basic Life Support Patient Care Standards. It describes the circumstances in which it is appropriate to delay service and outlines the procedures which paramedics will follow in the event that service is delayed.</p>	<ul style="list-style-type: none"> <li>The enhanced policy will be implemented as part of the training of paramedics and supervisors which begins February 1, 2010.</li> </ul>
<p>2) The scope of Toronto EMS paramedic training be expanded to encompass a broader range of conflict resolution skills.</p>	<ul style="list-style-type: none"> <li>As enhanced training is rolled out in February staff will be polled on additional desired skill requirements to be built into future Continuing Medical Education (CME).</li> </ul>
<p>3) That new training materials and techniques be developed to better prepare all EMS personnel to deal with situations in which there may be a risk to employee safety. Specifically that:</p> <ul style="list-style-type: none"> <li>Paramedics receive specific training in distinguishing the causes of problematic patient behaviour (e.g. recognizing the metabolic causes of combative behaviour) and in assessing scene safety to determine when it is appropriate to delay service</li> <li>Call takers and dispatchers receive specific training to help them to use existing systems and any future system enhancements to elicit all relevant information from callers and to communicate that information to paramedics and supervisors on the scene</li> </ul>	<ul style="list-style-type: none"> <li>This training material is developed and will be implemented as part of the CME training cycle that begins week of February 1 and ends March 25.</li> <li>Emergency Medical Dispatcher training runs</li> </ul>

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<ul style="list-style-type: none"> <li>Supervisors receive additional training and support to ensure consistent application of policy and procedures.</li> </ul>	<p>from mid to end of March.</p>
<p>4) Toronto EMS Training on service delay:</p> <ul style="list-style-type: none"> <li>Reflects the provisions of the standard operating procedures policy</li> <li>Empowers paramedics to make more informed decisions about scene safety</li> <li>Employs experiential learning techniques such as case studies and simulation exercises</li> <li>Draws on training materials from other jurisdictions as appropriate</li> <li>Uses the expertise from a variety of disciplines including psycho-social professionals</li> </ul>	<ul style="list-style-type: none"> <li>This recommendation has been built into the training that begins February 1.</li> </ul>
<p>5) In the process of implementing the revised SOP and other continuous system improvements, EMS management consult with employee groups to determine what additional training may be required.</p>	<ul style="list-style-type: none"> <li>During the training that begins February 1 staff input will be sought as recommended.</li> </ul>
<p>6) EMS management implement new online reporting forms—the Paramedic’s Operational Service Delay Incident Report and Checklist and the Operations Supervisor’s Service Delay Report— for use by paramedics and supervisors in assessing scene safety, managing delays in service and determining if service has been appropriately delayed.</p>	<ul style="list-style-type: none"> <li>The recommended reporting forms will be implemented as part of the training starting February 1<sup>st</sup>.</li> </ul>
<p>7) Data from service delay reports be effectively tracked and analysed to help ensure that EMS service is being delivered safely, promptly and effectively</p>	<ul style="list-style-type: none"> <li>Reports are in development and will be implemented by April 2010.</li> <li>The real time alert system was implemented in the Central Ambulance Communication Centre (CACC) in October. 2009. Its purpose will be reinforced during CME.</li> </ul>
<p>8) The City Manager forward a copy of his final report and recommendations on this review to the Toronto Police Service and Toronto Fire Services and to the deputy city managers for their information.</p>	<ul style="list-style-type: none"> <li>The recommendations and action plan is being forwarded as recommended.</li> </ul>

Recommendation	Toronto EMS Action
9) EMS management approach the Ministry of Health and Long-Term Care (MOHLTC) for pilot funding for the creation of a new safety officer/clinical advisor position in the Central Ambulance Communications Centre to assist in assessing on-scene risks.	<ul style="list-style-type: none"> <li>Request is being made to the MOHLTC as recommended.</li> </ul>
10) The Mayor forward the recommendations and associated documents to the Ministry of Labour and the Ministry of Health and Long-Term Care as an example of a leading practice.	<ul style="list-style-type: none"> <li>Recommendations will be forwarded as outlined.</li> </ul>

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