



STAFF REPORT INFORMATION ONLY

Toronto EMS Achieves 'Centre of Excellence'

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To:	Community Development & Recreation
From:	Chief and General Manager, Toronto EMS
Wards:	All
Reference Number:	

SUMMARY

On April 8, 2008, the Toronto Emergency Medical Services (EMS), Central Ambulance Communications Centre (CACC) was informed that it has achieved the International Academy of Emergency Dispatch's (IAED) coveted 'Accredited Centre of Excellence' (ACE).

Accreditation establishes the Toronto EMS CACC as having achieved an internationally benchmarked, high standard of patient care delivered by Emergency Medical Dispatchers. It assures the 911 calling public that they are receiving the most appropriate pre – hospital care at all times and that their request for service will be answered and managed with the same consistent and effective level of quality.

Financial Impact

There are no financial impacts beyond what has already been approved in the current year's budget. The CACC is 100% funded by the Ministry of Health and Long-Term Care, but is operated by and on behalf of the City of Toronto.

ISSUE BACKGROUND

Toronto EMS has always met the standards and requirements as set out in the Ontario Ambulance Act (O. Reg. 257/00) for the operation of a CACC. In November 2000, the Toronto CACC began certifying its entire staff in the IAED's Medical Priority Dispatch System (MPDS) standards. The MPDS is an industry standard in EMS communications centres world-wide. It is a medically-based and approved call triage system, used to offer immediate assistance to those facing a medical emergency, and helps determine the most

appropriate EMS response. The use of medical priority dispatching allows dispatchers to provide the calling public with immediate medical intervention, prior to an EMS ambulance arriving on the scene. EMS Communications Centre staff were officially certified to these standards in December 2000.

In January 2007, the CACC established a Total Quality Assurance program in preparation for achieving the IAED's ACE designation. Approximately 400 emergency calls per month were randomly audited for compliance to the Academy's established standards.

By the end of December 2007, staff had consistently achieved the prescribed IAED standards and began final preparations for submission of the 20 – Point Accreditation Self Assessment report. The package was submitted to the Academy on February 8, 2008. On February 26, 2008, a representative from the IAED visited Toronto to conduct an onsite audit of our CACC as the final step.

COMMENTS

The IAED is a strong and authoritative voice for emergency dispatch programs (Medical, Police & Fire) nationally and internationally and partners with other influential emergency response groups such as the National Emergency Number Association (NENA), the National Association of EMS Physicians (NAEMSP), the National Center for Missing and Exploited Children (NCMEC), and the Heart and Stroke Foundation of Canada among others, to help guide, improve and professionalize emergency dispatch worldwide. Based in Salt Lake City, Utah, the IAED is a not-for-profit professional organization that mandates the promotion of excellence in emergency dispatch. It accomplishes this by accrediting communications centres that apply the MPDS protocols and achieve the established standards.

There are more than 3,200 communication centers worldwide that apply the IAED's protocols, and just over 100 of these have achieved the ACE status. The Toronto CACC on behalf of the City of Toronto is pleased to have achieved this high level of excellence.

CONTACT

Norm Lambert
Deputy Chief, Toronto CACC
416-392-2061

SIGNATURE

Bruce K. Farr
Chief/General Manager
Toronto EMS