

**Ministry of Health and
Long-Term Care**

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**Ministère de la Santé et des
Soins de longue durée**

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Investigation Unit file: 09IU-03-141

September 24, 2009

Bruce Farr
Chief and General Manager
Toronto Emergency Medical Services
4330 Dufferin Street
Toronto ON M3H 5R9

Dear Chief Farr,

At your request I have completed the investigation of the emergency ambulance response on June 25, 2009 to 40 Alexander Street in Toronto. I have enclosed my Summary Report for your information.

The evidence obtained during my investigation substantiated that there was a preventable delay in the provision of emergency ambulance service for Mr. James Hearst.

As a result of the investigation it is requested that consideration be given to the following:

- ✘ That the management of Toronto CACC provides remedial training to EMD #1 in the roles and responsibilities of a call receiver and the requirements to process requests for emergency medical services as required by Toronto CACC policy and procedure and upon successful completion of this training his performance be monitored for a minimum of three (3) months to ensure compliance.
- ✘ That the management of Toronto CACC provides remedial training to EMD #1 in the requirement to document all pertinent patient and scene condition information learned while receiving requests for ambulance service, including any information that there are individuals with a patient, and that such documentation be accurate as provided by the caller and that upon successful completion of this training that his performance be monitored for a minimum of three (3) months to ensure compliance.
- ✘ That the management of Toronto CACC provides remedial training to EMD #1 in the appropriate method to request police assistance on scene as stipulated by CACC policy and procedure and that his performance be monitored for a minimum of thirty (30) days to ensure compliance.
- ✘ That the management of Toronto CACC provides remedial training to EMD #5 in the roles and responsibilities of a call receiver and the requirements to process requests for emergency medical services as required by Toronto CACC policy and procedure and

upon successful completion of this training his performance be monitored for a minimum of three (3) months to ensure compliance.

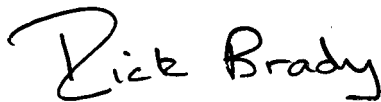
- ✘ That the management of Toronto CACC provides remedial training to EMD #5 in the requirement to document all pertinent patient and scene condition information learned while receiving requests for ambulance service, including any information that there are individuals with a patient, and that such documentation be accurate as provided by the caller and that upon successful completion of this training that his performance be monitored for a minimum of three (3) months to ensure compliance.
- ✘ That the management of Toronto CACC reviews current policy and procedure regarding call processing and documentation requirements and to upgrade and or modify such policy to ensure that all EMDs document pertinent information pertaining to patient and scene conditions.
- ✘ That the management of Toronto CACC and Toronto EMS reviews the police notification policies and amend as required to ensure that police assistance at the scene of a medical emergency is necessary for the protection of paramedics, patients and bystanders health and safety.
- ✘ That the management of Toronto EMS provides remedial training to PCP #1 in the requirements of the *Basic Life Support Patient Care Standards* as well as Toronto EMS Standard Operating Procedures regarding the decision making process to withhold patient care (stage) and that upon successful completion of this training his performance be monitored for a minimum of six (6) months to ensure compliance.
- ✘ That the management of Toronto EMS provides remedial training to PCP #2 in the requirements of the *Basic Life Support Patient Care Standards* as well as Toronto EMS Standard Operating Procedures regarding the decision making process to withhold patient care (stage) and that upon successful completion of this training her performance be monitored for a minimum of six (6) months to ensure compliance.
- ✘ That the management of Toronto EMS provides remedial training to Operations Supervisor #1 in the roles and responsibilities of a Supervisor when notified that a paramedic crew is staging and upon successful completion of this training his performance be monitored for a minimum of thirty (30) days to ensure compliance.
- ✘ That the management of Toronto EMS provides direction to all staff, either by memorandum, directive or policy, that in any situation where the paramedic does not believe they have sufficient information regarding scene safety that they will request the dispatcher to provide additional information.
- ✘ That the management of Toronto CACC provides direction to all staff, either by memorandum, directive of policy that in any situation where it is unclear as to what is occurring on scene to ask pertinent questions of the caller in order to obtain as much information as possible and all such information will be documented in the call details and provided to the responding paramedics.
- ✘ That the management of Toronto EMS reviews the current policies regarding paramedic staging to ensure it is compliant with the *Basic Life Support Patient Care Standards* as

well as relevant health and safety legislation and that consideration is given to amending these policies to include:

- immediate notification of TEMS management of any and all paramedic staging events
- the immediate response of an individual from TEMS management to the scene to perform a scene and safety assessment
- that Incident Reports will be completed by the paramedics and TEMS manager involved with a paramedic staging event
- that all such Incident Reports will be tracked and reviewed in a timely manner to ensure that all paramedic staging events are reasonable and necessary.

If you have any questions or require any further assistance, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Rick Brady". The signature is written in a cursive, slightly slanted style.

Rick Brady
Manager – Investigation Unit

c: M. Bates, Director – EHS Branch
D. Brown, Sr. Manager Performance & Quality Management – EHS Branch
G. Bragagnolo, Sr. Field Manager GTA Field Office – EHS Branch