

TORONTO EMS' CHIEF'S STAFFING RECOMMENDATION

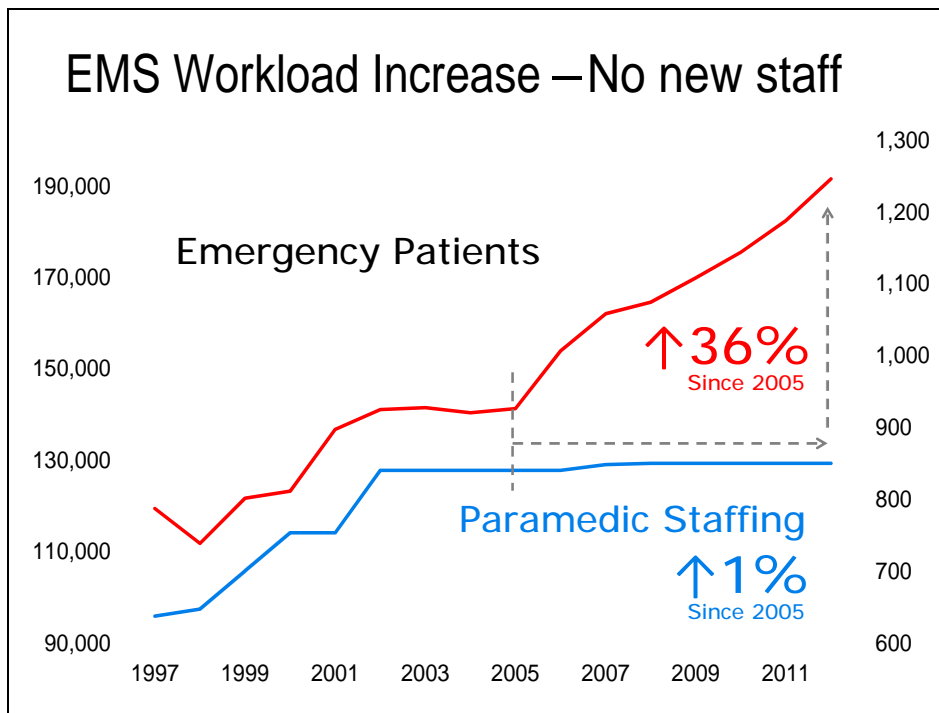
Issue

To provide an overview and background for Toronto EMS' staffing requirements.

Key Points: Drivers of EMS Demand

Toronto EMS' emergency call demand has increased by 36% since 2005. The drivers of this increased demand include:

- Aging population -
 - After age 55, need for EMS rises significantly
 - EMS treats 30% of all residents 75+ yrs at least once per year
- Rising population
 - EMS treats ~5.7% of population per year
- Increase in the number of people living in poverty
 - Compromised baseline health
 - Fragmented health support systems
 - Reliance on EMS and public services



The 36% shown in the chart above represents 50,256 additional patient transports (over 7 years).

The 1% shown in the chart above represents an additional 10 paramedics added to complement (over 10 years).

Key Points -- Ambulance Act Requirements

The Ambulance Act of Ontario does not allow Toronto EMS to refuse service for an emergency call.

Key Points -- Progressive Risk

The Toronto EMS system is operating at capacity. This is demonstrated by the following indicators:

- Patients requiring transport outstripping available resources
- Not a response issue, but a transport issue
- Increased overtime costs
- OT used to cover some of the increasing demand
- Mandatory extension of shifts
- Paramedic workload is an issue

Key Points -- Ongoing Mitigation Efforts:

Over the last three years, Toronto EMS has implemented numerous efficiencies to make improvements in the EMS system which have mitigated the increase in call volume, including;

- Innovative dispatch technology
- Continue to reduce Hospital Offload Delays
 - Additional funding from the MOH LTC to pay for offload delay nurses
 - A reduction from 70minutes on average to 45 minutes on average
- Increased call deferral – e.g. Telehealth Ontario
- Paramedic schedule change that better matches emergency call demand to paramedic staffing
- Ability to hire Part-time Paramedics

Conclusion:

As noted above, Toronto EMS has implemented a number of strategies to mitigate the need for additional paramedics while responding to increasing call volume. Recognising the current and future demands in EMS, we have worked with the City Manager to identify staffing requirements through the EMS/Fire efficiency study. Over the past few months the consultant has fully reviewed Toronto EMS and completed a comprehensive staffing analysis reflective of current and future call demand.

The consultant has verbally provided information that confirms that despite the number of efficiencies implemented by Toronto EMS the City must increase the number of paramedics to address this call demand.

Once we receive the final consultant's report, I will be proposing to Council an improved staffing plan for EMS over the next 3 years. However, at this time, I believe that 50 additional staff are required to meet the 2013 call demands.

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