

**Provision/Expansion of Proprietary EMS  
Communication Centre Medical Priority Dispatch  
System**

<b>Date:</b>	November 18, 2013
<b>To:</b>	Community Development and Recreation Committee
<b>From:</b>	Chief, Emergency Medical Services and Director, Purchasing and Materials Management Division
<b>Wards:</b>	All
<b>Reference Number:</b>	P:\2013\Internal Services\pmmd\cd13001pmmd (AFS18726)

**SUMMARY**

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The purpose of this report is to request authority to enter into a single source contract with Priority Dispatch Corporation, who is the current vendor providing Toronto Emergency Medical Services (TEMS) Central Ambulance Communications Centre (CACC) with the Medical Priority Dispatch System, in the total amount of \$1,081,595.00 (USD) net of HST, \$1,100,631.07 (USD) net of HST recoveries, for a period of 5 years from the effective date of the agreement.

City Council approval is required in accordance with Municipal Code By-law Chapter 195- Purchasing, where the current request has exceeded the Chief Purchasing Official's authority of the cumulative five year commitment limit under Section 1 of the Purchasing By-Law and also exceeds the threshold of \$500,000, net of HST allowed under staff authority as per the Toronto Municipal Code By-law, Chapter 71 – Financial Control,.

**RECOMMENDATIONS**

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**The Chief, Emergency Medical Services and the Director, Purchasing and Materials Management Division recommend that:**

1. City Council authorize the Chief, Emergency Medical Services to negotiate and enter into a contract with Priority Dispatch Corporation for the amount of \$1,081,595.00 (USD) net of HST, to provide additional licences for the Medical Priority Dispatch System, certification training and quality assurance professional services for a period of 5 years from the date of the agreement, on terms and

conditions satisfactory to the Chief, Emergency Medical Services and in a form satisfactory to the City Solicitor.

**Financial Impact**

The total potential cost of this contract including all years identified in this report is \$1,081,595.00 (USD) net of HST, \$1,100,631.07 (USD) net of HST recoveries. Funding in the amount of \$216,319.00 (USD) net of HST is included in the 2014 Proposed Operating Budget in cost centre B33100, cost element #4474. Additional funding in the amounts detailed below will be requested in the 2015 to 2018 Operating Budget submissions for Toronto EMS in cost centre B33100, cost element #4474. Please note that all expenditures are eligible for 100% funding from the Ministry of Health and Long-Term Care.

<b>2014</b> <i>net of HST</i>	<b>2015</b> <i>net of HST</i>	<b>2016</b> <i>net of HST</i>	<b>2017</b> <i>net of HST</i>	<b>2018</b> <i>net of HST</i>	<b>5 Year Total</b> <i>net of HST</i>	<b>5 Year Total</b> <i>(net of HST Recoveries)</i>
<b>\$216,319.00</b>	<b>\$216,319.00</b>	<b>\$216,319.00</b>	<b>\$216,319.00</b>	<b>\$216,319.00</b>	<b>\$1,081,595.00</b>	<b>\$1,100,631.07</b>

The Deputy City Manager and Chief Financial Officer have reviewed this report and agree with the financial impact information.

**ISSUE BACKGROUND**

Since 1992 the Toronto EMS Central Ambulance Communications Centre has used the Medical Priority Dispatch System (MPDS) and the associated software product (ProQA) provided by Priority Dispatch Corporation.

The MPDS allows emergency medical 911 calls to be triaged efficiently and safely and allows Toronto EMS to efficiently utilize City resources with the goal of meeting response time agreements with the Ministry of Health and Long Term Care while both reducing exposure to risk and providing an unmatched customer service experience.

Priority Dispatch Corporation (PDC) is the single source provider of the above program, as well as the associated quality assurance programs and certifications, support products, and services. Priority Dispatch Corporation holds exclusive proprietary rights, trademarks and patents for the MPDS.

**COMMENTS**

TEMS Central Ambulance Communications Centre uses Priority Dispatch Corporation’s MPDS to ensure the delivery of patient care, maximize responder and bystander safety, and take full advantage of service efficiencies.

The MPDS supports dispatchers in determining the severity or patient acuity level in order to prioritize and determine the most appropriate paramedic response. It was designed and endorsed by expert physicians, and is used as an industry standard in EMS communications centres worldwide; the effectiveness of which has been validated in research publications and studies. .

The MPDS evaluates various medical or traumatic patient conditions by using prescriptive triage protocols each designed to elicit the most relevant information. Priority Dispatch Corporation provides TEMS with a comprehensive suite of products and services that encompass each and every aspect of TEMS emergency call assessment model. In addition to the protocol software used by EMDs to assess each emergency call, these components include: initial Emergency Medical Dispatcher (EMD) training and certification, bi-annual re-certification, and Continuing Dispatch Education training material to maintain the skill level of the EMD's. PDC also provides additional software and a complete training and certification process for on-going quality assurance of the call taking process. The protocols are frequently updated by PDC to ensure that its methodology and provision of Pre-Arrival Instructions are based on the most current research available. The program benefits patients because the triage protocol's high sensitivity and specificity consistently identify seriously ill patients when analyzed with paramedic patient care documentation

In 2008, the International Academy of Emergency Dispatch awarded Toronto EMS accreditation as a 'Centre of Excellence'. The International Academies of Emergency Dispatch is a professional organization based in Salt Lake City, Utah. Their mandate is to promote excellence in emergency dispatch, and it accomplishes this by accrediting Communications Centres that use MPDS and achieve the established standards. Accreditation establishes the CACC as having achieved an internationally benchmarked, high standard of patient care delivered by Emergency Medical Dispatchers. It assures callers and patients that they are receiving the most appropriate care and response no matter what their situation is and ensures that all calls for emergency medical services will have their call answered and managed with the same consistent and high level of quality service. Toronto EMS was reaccredited in 2011.

MPDS also supports Toronto EMS in safely referring low acuity calls to TeleHealth, reducing the number of paramedic responses each year, and to confidently assign specialty resources to calls such as cardiac chest pain.

The MPDS is approved by the Ministry of Health and Long Term Care (MOHLTC) for use in the Province of Ontario and is in use around the world as a recognized best practice and preferred methodology, clinically-backed system with continual physician endorsed and driven updates. In addition, MPDS is designed to reduce the risk to paramedics and the public by focusing on key scene safety criteria and minimizing the requirement of lights and siren responses. It would present significant risk to the City to change the entire medical response program and structure to another system as it would involve retraining all TEMS paramedics, Emergency Medical Dispatchers, and management staff in addition to the purchase of new software while maintaining seamless 24/7/365 emergency operations. The continued use of MDPS will provide opportunity to

continue to improve patient care outcomes and service effectiveness while consistently identifying seriously ill patients.

MPDS is an industry standard in EMS Communications Centres world-wide. Priority Dispatch Corporation is the only provider of a complete program containing triage protocols, associated quality assurance products and certifications, support services and holds exclusive proprietary rights, trademarks and patents for MPDS. Together, all of these components ensure that TEMS is providing the highest level of service and best patient care to the citizens of Toronto

The Fair Wage Office has reported that Priority Dispatch Corporation has reviewed and understood the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

## **CONTACT**

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## **SIGNATURE**

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