

## **Supplementary Report: Toronto Paramedic Services - Rising Response Times Caused by Staffing Challenges and Pressures in the Healthcare System**

**Date:** July 16, 2024

**To:** City Council

**From:** Auditor General

**Wards:** All

### **SUMMARY**

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#### **Average Wait Time to Offload Patient (in Minutes) by Hospital, 2022-2023**

This supplementary report provides additional information on the Auditor General's audit of the [Toronto Paramedic Services: Rising Response Times Caused by Staffing Challenges and Pressures in the Healthcare System](#). The Auditor General's report<sup>1</sup> was considered at the July 5, 2024 Audit Committee meeting.

The Audit Committee passed a motion to request the Auditor General to report directly to the July 24, 25 and 26, 2024 meeting of the City Council with information that identifies the 13 hospitals mentioned in the "Average Wait Time to Offload Patient (in Minutes) by Hospital, 2022-2023" portion of the report (June 21, 2024) from the Auditor General and presentation to Committee.

According to the Paramedic Chiefs of Canada, 30 minutes is the generally accepted time it should take to offload a patient; anything greater is considered an offload delay. Except for North York General Hospital and Sunnybrook Hospital, the other 11 hospitals in Toronto have average wait times longer than 30 minutes to offload patients from 2022 to 2023.

Our audit report noted that the average time waiting to offload varies by hospital because each hospital is unique in its size, layout, staffing level, internal processes, and the volume of patients it serves.

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<sup>1</sup> <https://secure.toronto.ca/council/agenda-item.do?item=2024.AU5.6>

## RECOMMENDATIONS

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The Auditor General recommends that:

1. City Council receive this report for information.

## FINANCIAL IMPACT

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The recommendation in this report has no financial impact.

## DECISION HISTORY

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On July 5, 2024, the Auditor General issued a report, "[Toronto Paramedic Services - Rising Response Times Caused by Staffing Challenges and Pressures in the Healthcare System](#)". The report presented the results of an operational review of the 9-1-1 emergency response services performed by the Toronto Paramedic Services and provided 10 recommendations. Implementing the recommendations will help Toronto Paramedic Services improve the efficiency and effectiveness of its operations.

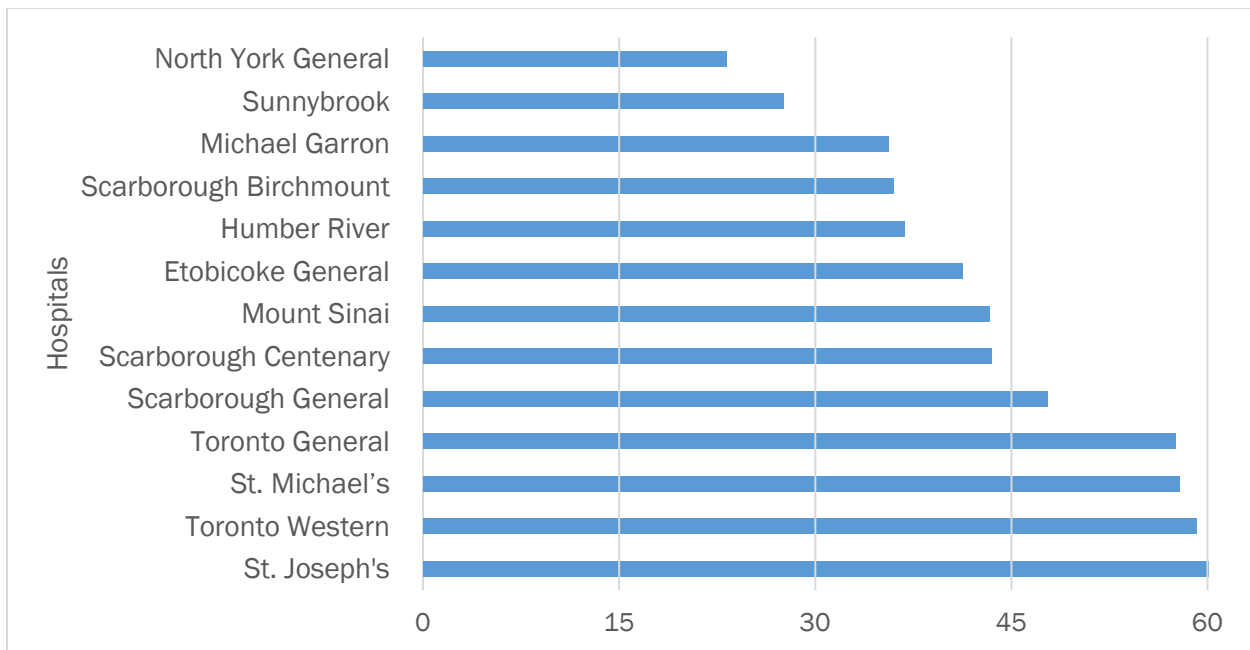
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## COMMENTS

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This supplementary report provides additional information about the average wait time to offload patients at Toronto hospitals.

According to the Paramedic Chiefs of Canada, 30 minutes is the generally accepted time it should take to offload a patient; anything greater is considered an offload delay. The figure below shows that except for North York General Hospital and Sunnybrook Hospital, the other 11 hospitals in Toronto have average wait times longer than 30 minutes to offload patients from 2022 to 2023. In particular, St. Joseph's Hospital, Toronto Western Hospital, St. Michael's Hospital, Toronto General Hospital, and Scarborough General Hospital have average wait times longer than 45 minutes to offload patients.



Our audit report noted that the average time waiting to offload varies by hospital because each hospital is unique in its size, layout, staffing level, internal processes, and the volume of patients it serves.

## CONTACT

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## SIGNATURE

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 Auditor General