

## **Text Summary of compliance to 2023 response time performance plan, by Canadian Triage Acuity Score (CTAS)**

Region of Waterloo Paramedic Services, 2022 and 2023

**Response times remain consistent across most acuity levels. Compliance results indicate that urgent calls are being given a more appropriate priority and attended to faster.**

### **Sudden Cardiac Arrest (SCA):**

- Target: 6 minutes or less for a defibrillator to arrive on scene 70% of the time.
- 2022 result: 71 per cent compliance
  - Seventy per cent of the time SCA calls were responded to within 6 minutes 00 seconds.
- 2023 result: 72 per cent compliance
  - Seventy per cent of the time SCA calls were responded to within 5 minutes 45 seconds.
- The six-minute time standard is set by the Ministry of Health.
- The 70 per cent compliance standard for SCA calls was chosen by Paramedic Services, and exceeds the Ministry mandated compliance target of 50 per cent.
- SCA results include data from local all fire departments.

### **CTAS 1 (resuscitation):**

- Target: eight minutes or less 70 per cent of the time
- 2022 result: 74 per cent compliance
  - Seventy per cent of the time CTAS 1 calls were responded to within 7 minutes 31 seconds.
- 2023 result: 74 per cent
  - Seventy per cent of the time CTAS 1 calls were responded to within 7 minutes 42 seconds.

### **CTAS 2 (emergent):**

- Target: ten minutes or less 80 per cent of the time
- 2022 result: 81 per cent compliance

- Seventy per cent of the time CTAS 2 calls were responded to within 9 minutes 50 seconds.
- 2023 result: 81 per cent
  - Eighty per cent of the time CTAS 2 calls were responded to within 9 minutes 54 seconds.

### **CTAS 3 (urgent):**

- Target: eleven minutes or less 80 per cent of the time
- 2022 result: 81 per cent compliance
  - Seventy per cent of the time CTAS 3 calls were responded to within 10 minutes 53 seconds.
- 2023 result: 81 per cent
  - Eighty per cent of the time CTAS 3 calls were responded to within 10 minutes 50 seconds.

### **CTAS 4 (less urgent):**

- Target: twelve minutes or less 80 per cent of the time
- 2022 result: 83 per cent compliance
  - Seventy per cent of the time CTAS 4 calls were responded to within 11 minutes 20 seconds.
- 2023 result: 83 per cent
  - Eighty per cent of the time CTAS 4 calls were responded to within 11 minutes 21 seconds.

### **CTAS 5 (non-urgent):**

- Target: twelve minutes or less 80 per cent of the time.
- 2022 result: 80 per cent compliance
  - Seventy per cent of the time CTAS 5 calls were responded to within 11 minutes 57 seconds.
- 2023 result: 82 per cent
  - Eighty per cent of the time CTAS 5 calls were responded to within 11 minutes 41 seconds.

Compliance values should exceed the target while response time percentiles should be lower than the target. Compliance results indicate that urgent calls were given a more appropriate priority and attended to faster. Setting faster times for more urgent calls, and progressively slower times for less urgent calls, is a standard approach. Response times vary according to population, road density, system capacity,

and road conditions. Drive times are longer in rural areas. To be more reflective of the SCA indicator definition of any defibrillator arriving on scene, only the SCA indicator includes fire department data.

**Source:** ADRS and TabletPCR (January 2024); Local Fire Department dispatch data (January 2024)

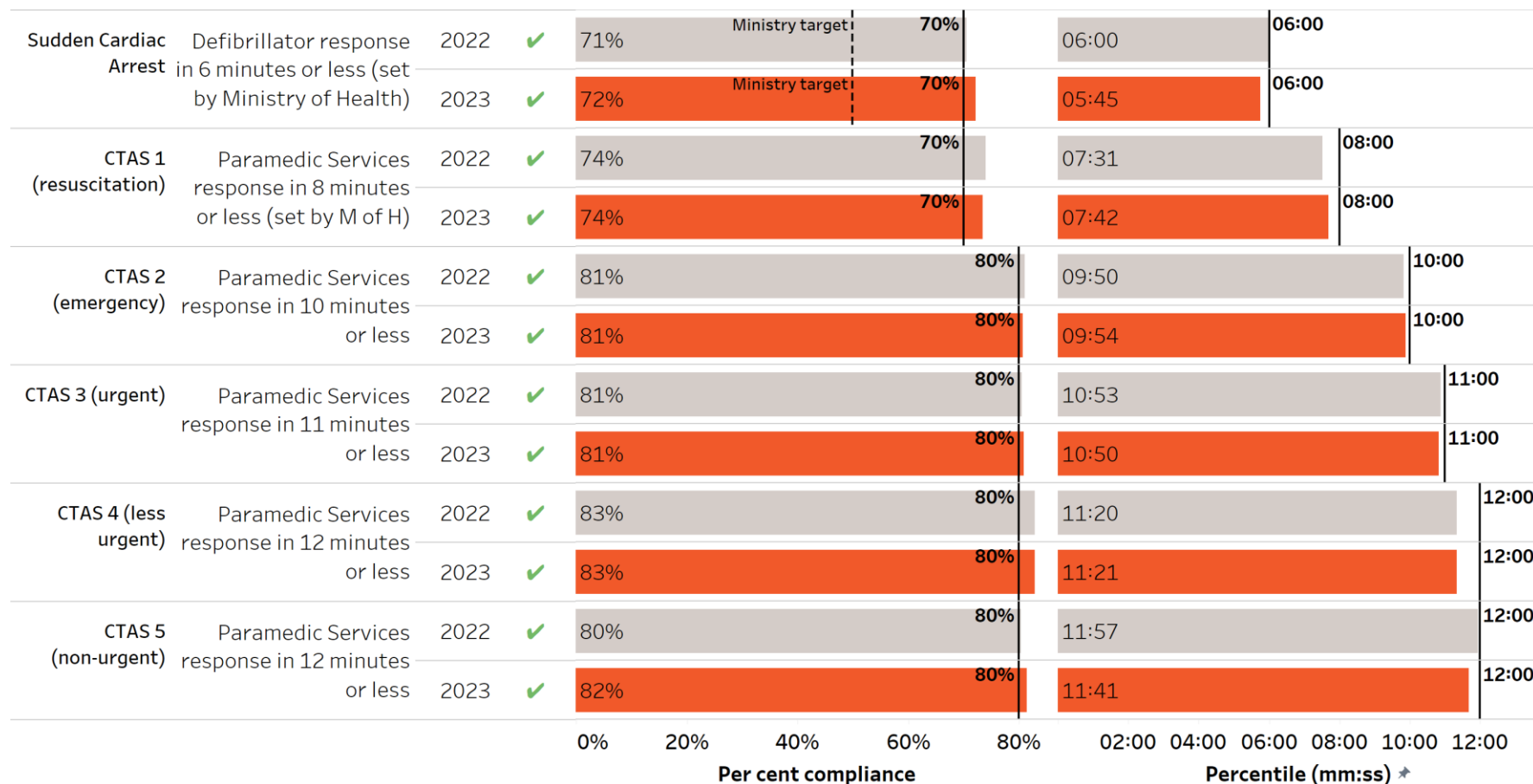
# Region of Waterloo \* Paramedic Services

## PERFORMANCE MEASUREMENT

### Figure Summary of compliance to 2023 response time performance plan, by Canadian Triage Acuity Score (CTAS)

Region of Waterloo Paramedic Services, 2022 and 2023

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# Region of Waterloo \* Paramedic Services **PERFORMANCE MEASUREMENT**

\*A dashed reference line indicates a Ministry mandated target. Paramedic Services chosen targets are indicated with solid reference lines.

Compliance values should exceed the target while response time percentiles should be lower than the target. To be more reflective of the SCA indicator definition of any defibrillator arriving on scene, only the SCA indicator includes fire department data.

Due to data quality improvements results from 2022 may have changed slightly from values previously reported.

**Source:** ADRS and TabletPCR (January 2024); Local Fire Department dispatch data (January 2024)