

Region of Waterloo
Community Services
Paramedic Services

To: Community and Health Services Committee
Meeting Date: March 5, 2024
Report Title: Paramedic Services' Key Performance Measurement Indicators Update 2023

1. Recommendation

For information.

2. Purpose / Issue:

This semi-annual performance measurement report provides analysis of key performance indicators for the period of January 1 to December 31, 2023, with reference to statistics from previous years for comparison.

3. Strategic Plan:

The Response Time Performance Plan aligns with the Equitable Services & Opportunities strategic priority for the Region of Waterloo: Through collaboration and innovative design, we will provide equitable, accessible services across Waterloo Region that support the social determinants of health, safety and complete communities as we grow.

4. Report Highlights:

- In 2023, there were 71,579 vehicle responses, 759 more vehicle responses or a 1% increase, compared to 2022. Despite the below average increase in 2023, call volume growth remains in alignment with the Paramedic Services' Master Plan high growth scenario.
- Unit utilization for 2023 decreased from 52 per cent to 49 per cent compared to 2022, which is an improvement, but remained well above the recommend threshold of 35 per cent. Current unit utilization levels need to continue to decrease to become sustainable.
- The number of ambulance days lost to offload delay worsened by four per cent rising from 602 days lost in 2022 to 625 days lost in 2023; the equivalent of losing nearly three and half, 12-hour ambulance shifts per day to offload delay.

- For 2023, Paramedic Services experienced 132 code red events compared to 210 events, a 37 per cent decrease (improvement) compared to 2022. The median length of a code red was 19 minutes 10 seconds, 3 minutes 54 seconds shorter than in 2022. Total time spent in code red from decreased 0.9 per cent from 2022 (76 hours) to 0.8 per cent in 2023 (69 hours).
- The 80th percentile response time (most urgent calls only) was 9 minutes 14 seconds in 2023, 1 second faster compared 2022.

5. Background:

The Region of Waterloo Paramedic Services uses a data informed approach to decision making and planning, performance measurement and monitoring. This approach allows for the assessment of results in comparison to the Master Plan and assists in ensuring quality performance and excellence in patient care.

6. Communication and Engagement with Area Municipalities and the Public

Area Municipalities: None.

Public: None.

7. Financial Implications:

In July of 2023, as part of the Council approved Paramedic Services Master Plan, four ambulance units were added to deployment to provide 48 additional hours of coverage in a 24-hour period. In January of 2024, an additional four ambulance units (48 hours) were added with four more (48 hours) scheduled for November 2024.

The Region's 2024 approved Paramedic Services Operating Budget has a total approved expenditure of \$64M. Funding is cost shared with the Province primarily on a 50/50 basis but includes 100% funding also. The approved 2023-2032 Paramedic Services Capital Program includes total expenditure of \$10M in 2023 and a ten year total expenditure of \$91M. Expenditures associated with the performance measures in this report are accommodated within 2024 approved budgets.

8. Conclusion / Next Steps:

Paramedic Services will continue to report on performance indicators on a semi-annual basis.

9. Attachments:

Appendix A - Paramedic Services Performance Measurement Report Charts and Figures, January – December 2023

Prepared By: Stephen Drew, Health Data Analyst

James Macintosh, Epidemiologist

Reviewed By: John Riches, Chief Paramedic Services

Approved By: Dr. Hsiu-Li Wang, Commissioner/Medical Officer of Health