



Middlesex-London Paramedic Service

Service Overview & Operating Pressures

October 31, 2023



MLPS Service Overview

- MLPS is the direct provider of paramedic services for the County of Middlesex and the City of London
- MLPS operates from 14 strategically located stations providing 24-hour pre-hospital emergency and non-emergency care
 - 8 stations are located in the City of London
- MLPS staff includes 450+ highly trained professionals including:
 - Paramedics
 - Supervisors
 - Logistics Technicians
 - Quality & Investigations Professionals
 - Management
 - Educational & Administrative Support Staff

MLPS Service Overview



- MLPS operates 80+ vehicles
 - At peak hours, 36 units are actively deployed and available to respond
- In 2023, MLPS is projected to respond to over 120,000 calls:
 - Over 85% of calls originate within the City of London
 - Over 83% of calls transport patients to London Hospitals
- MLPS operates a Neonatal & Pediatric Intensive Care Transport Unit for Southwestern Ontario, 100% funded by the Province
- MLPS operates a Community Paramedics Program, 100% funded by the Province

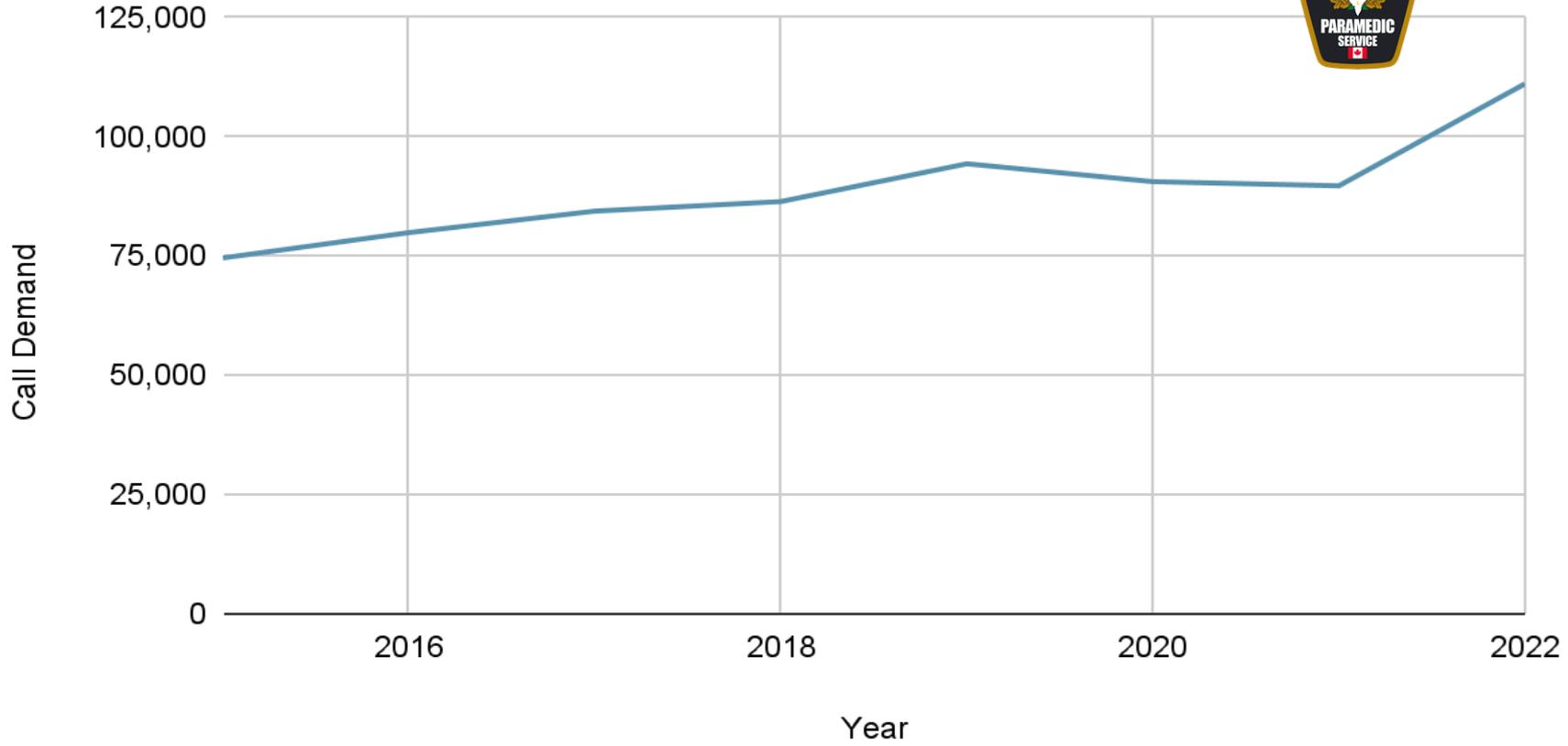


MLPS System Pressures

Call Volume & Complexity

- Population growth in the City of London and County of Middlesex is a contributing factor, it's not the sole reason
 - Changing demographics, heightened public awareness, and escalating complexity surrounding mental health and addiction play significant roles
- Healthcare was and continues to change provincially and worldwide
- MLPS is currently experiencing a 12.5% increase in Priority 1-4 patient calls over 2022
- MLPS is projected to respond to more than 120,000 calls in 2023

MLPS Total Call Demand





MLPS System Pressures

Offload Delays

- Offload delays in 2023 continue to impact MLPS and our ability to respond to calls
 - Offload Delays in 2023 have increased 56% over 2022
 - Offload delays in 2022 increased 159% over 2021
- MLPS has lost 26,362 hours to offload delays in 2023 (January 1-September 16)
- MLPS is losing an average of 4 (24 hour) ambulances to offload delays per day

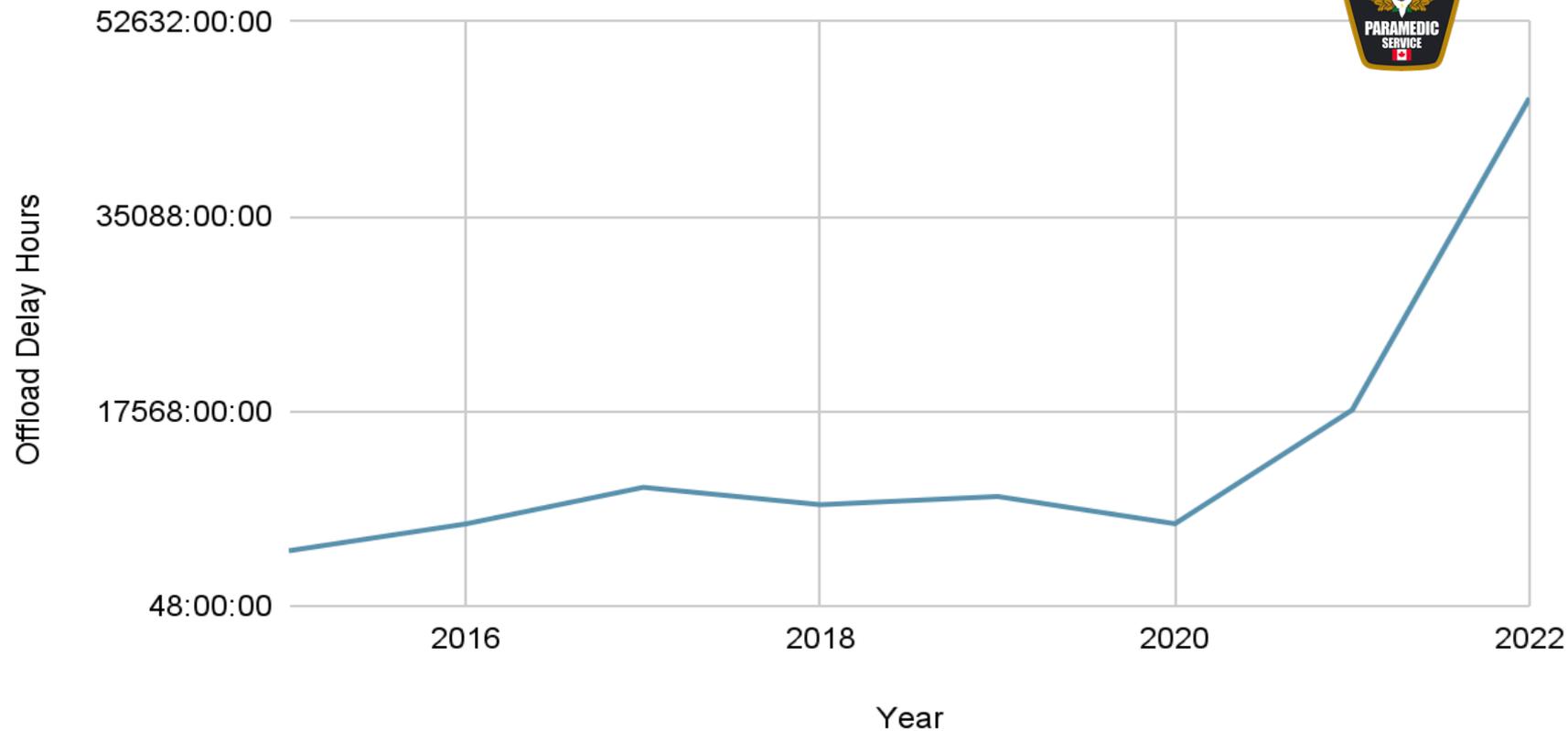


MLPS System Pressures

Offload Delays

- 51% of patients transported to LHSC by MLPS experience an offload delay
- 90th percentile for offload delays is currently 3 hours and 7 minutes
- Hospitals are utilizing MLPS resources as an extension of the emergency department, holding resources from responding to community calls
- This results in increased response times due to greater distances travelled due to lack of available resources

MLPS Offload Delays Year Over Year





MLPS System Pressures

Dispatch

- Calls dispatched by London CACC are over-triaged at a rate of 85%
 - This results in increased response times due to greater distances travelled due to lack of available resources
- MLPS returns to a hospital with a critical patient 4% of the time
- MLPS continues its strategic initiative to obtain ownership of the call answering, clinical triage and dispatch systems and processes
 - This is a foundational element for MLPS to develop a more sophisticated operational response model and enhance clinical outcomes for patients



MLPS System Pressures

Additional System Impacts

- Administrative evolution of MLPS
- Fall season and winter season (Flu, COVID, RSV, Cold)
- Presumptive PTSD and traumatic mental stress supports
- Additional training costs related to meet clinical and occupational health and safety guidelines
- Inflation and supply chain challenges
- Sanctioned and Unsanctioned events

MLPS Performance Improvements & Efficiencies



- Healthcare Transformation:
 - MLPS continues to actively collaborate with the Ministry of Health, Ministry of Long Term Care and partner providers, patient representatives, and staff to develop a short, medium and long-term strategy for the role of MLPS in transforming healthcare delivery, with a focus on improving clinical outcomes and ensuring patients receive the right care, at the right time in the right place

MLPS Performance Improvements & Efficiencies



- Healthcare Transformation:
 - This includes the Early Adopter project launched earlier in 2023 that deploys a paramedic First Response Unit (FRU) to respond to non-urgent Code 3 calls being held in queue (no ambulances available to respond to the call), and calls that fall within the Community Paramedicine mandate, to treat the patient and refer them to Community Paramedicine such that a Community Paramedic will continue treatment in the community rather than necessitating the transport of the patient to an emergency department

MLPS Performance Improvements & Efficiencies



- Quality Assurance & Improvement:
 - MLPS continues to make strategic investments in both quality improvement and quality assurance programs
 - This includes comprehensive clinical and system auditing, system risk assessments, Lean Six Sigma programs as well as data analytics and other targeted strategies that optimize efficiency and quality

MLPS Performance Improvements & Efficiencies



- Efficient Resource Deployment:
 - In order to gain further efficiencies throughout the system, MLPS is undertaking a strategic review of deployment options, with a focus on deploying advanced resources to specific call types that require their skill sets, with the aim of reducing system resources, where appropriate
 - Included in this initiative is a detailed review of the advanced care resources deployed throughout the system to measure and establish a new baseline of advanced care needs in the 911 system

MLPS Performance Improvements & Efficiencies



- Operational Control Acquisition:
 - MLPS continues its strategic initiative to obtain ownership of the call answering, clinical triage and dispatch systems and processes
 - This is a foundational element for MLPS to develop a more sophisticated operational response model and enhance clinical outcomes for patients



CLOSING REMARKS

- MLPS operates in a system where the outcomes are legislated and systemic pressures are controlled by others
- Addressing these pressures is paramount for maintaining stability and resilience in a rapidly evolving healthcare environment



Questions

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