

FIRE SERVICES MEDICAL RESPONSES MONTHLY UPDATE

Issue

A review of emergency medical services' (EMS) response times in Okotoks will be provided on a monthly basis for Council's information.

Motion Proposed by Administration

That the Fire Services Medical Responses Monthly Update for November, December 2022 and the twelve month (2022) review be received as information.

Report, Analysis and Financial Implications

Following Council's request, Administration is in the process of adding Alberta Health Services' (AHS) unit availability to this report when it is available. After a number of formal requests some data in the form of a presentation arrived mid December 2022. We are also tracking data locally, anecdotally.

At Council's request the way the data is displayed has changed in order to ensure it covers all incidents, where Okotoks Fire & Rescue (OFR) and EMS have responded together, rather than just incidents over 10 minutes to give the whole picture.

- November was the highest 2022 medical call volume for OFR with 76 incidents reducing to 60 incidents in December, which, along with July is the second highest for 2022. This equated to 60% (November) and 51% (December) of total call volume for OFR.
- Over the two months 70/136 (51%) of these incidents OFR arrived prior to EMS, November 45/76 incidents (59%) reducing in December to 25/60 incidents (42%).
- Wait times increased in November to the highest of 2022 averaging 11:31 with a total of 08:38:37. This is a possible indicator of units being unavailable due to staffing and/or out of the Okotoks region decreasing the unit availability and increasing the response time.
- EMS response times increased to 17:39 on average over the month of November, 15:35 in December thus the trend is continuing upwards. Although winter weather conditions can slow units down these times are excessive.
- From anecdotal information there were 16 occasions in November and 12 in December in which EMS units were not staffed and therefore out of service, this includes one night, 25th December, where no units were staffed for the 12 hour night shift. A reduction of service from Advance Life Support (ALS) to Basic Life support (BLS) occurred on one occasion in December.

- Fire response times remained positive at 6:08 November and 6:12 December, annual average of 6:13.
- Over the 12 month period in 2022 Fire arrived before EMS to incidents 51% (314/614) of the time. 63% (198/314) EMS arrived under ten minutes after OFR.
- AHS provided data which shows that between the beginning of July 2022 and end of October 2022 the Okotoks Units responded to 1015* incidents, 786 (77%) were in the Okotoks region (Okotoks, Foothills, High River, Black Diamond), 625 (61%) of which were in Okotoks. The rest of the call volume was split 216 (21%) in Calgary and +1% surrounding areas.*The data OFR collects is only those incidents that OFR and EMS respond to the same incidents (614 in 2022), it does not include the incidents that EMS respond to outside our jurisdiction or lower acuity incidents (an additional 415 in the Okotoks region) and therefore has no data about response times for these. These additional calls includes patient transfers and low acuity calls.
- Staff numbers based in Okotoks are reported to be Advanced Care Paramedics (8) Primary Care Paramedics (7) full time and two 50% totalling eight full time equivalents (FTE). Total staff FTEs 16.

Strategic Plan Goals

<input type="checkbox"/>	Responsibly Managed Growth	<input type="checkbox"/>	Demonstrated Environmental Leadership
<input type="checkbox"/>	Strong Local Economy	<input checked="" type="checkbox"/>	Enhanced Culture & Community Health
<input type="checkbox"/>	Organizational Excellence		

Equity/Diversity/Inclusivity Impacts and Strategy

Environmental Impacts

Public Participation Strategy

Alternatives for Consideration

CAO Comments

This monitoring report highlights the service levels being provided to Okotokians and is being shared with AHS to help develop strategies to improve service delivery to the public.

Attachment(s)

1. November 2022 EMS
2. December 2022 EMS
3. 2022 Summary with Pie

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