

AHS EMS Update to Town of Okotoks

March 11, 2024



Outline

- AHS Priority – Improving EMS Response Times
- EMS Performance Update
- EMS Provincial Initiatives
- In your community
- Questions & Discussion

AHS Four Priorities



Reducing EMS Response
Times



Decreasing Emergency
Department (ED) Wait Times



Reducing Wait Times for
Surgeries



Improving Patient Flow
Throughout the Healthcare
Continuum

EMS Performance Update

Calgary Zone EMS

Zone Assoc Exec Director: Tony Pasich

Medical Director: Dr. Ian Walker

Zone Directors: Tyler Farkas (Districts 1,2,5)
Doug Odney (Districts 3, 4)

District 1: City of Calgary, Downtown

Manager: Gregg Undershute

District 2: Northwest/West

Manager: Rob Jabs

District 3: Northeast/North

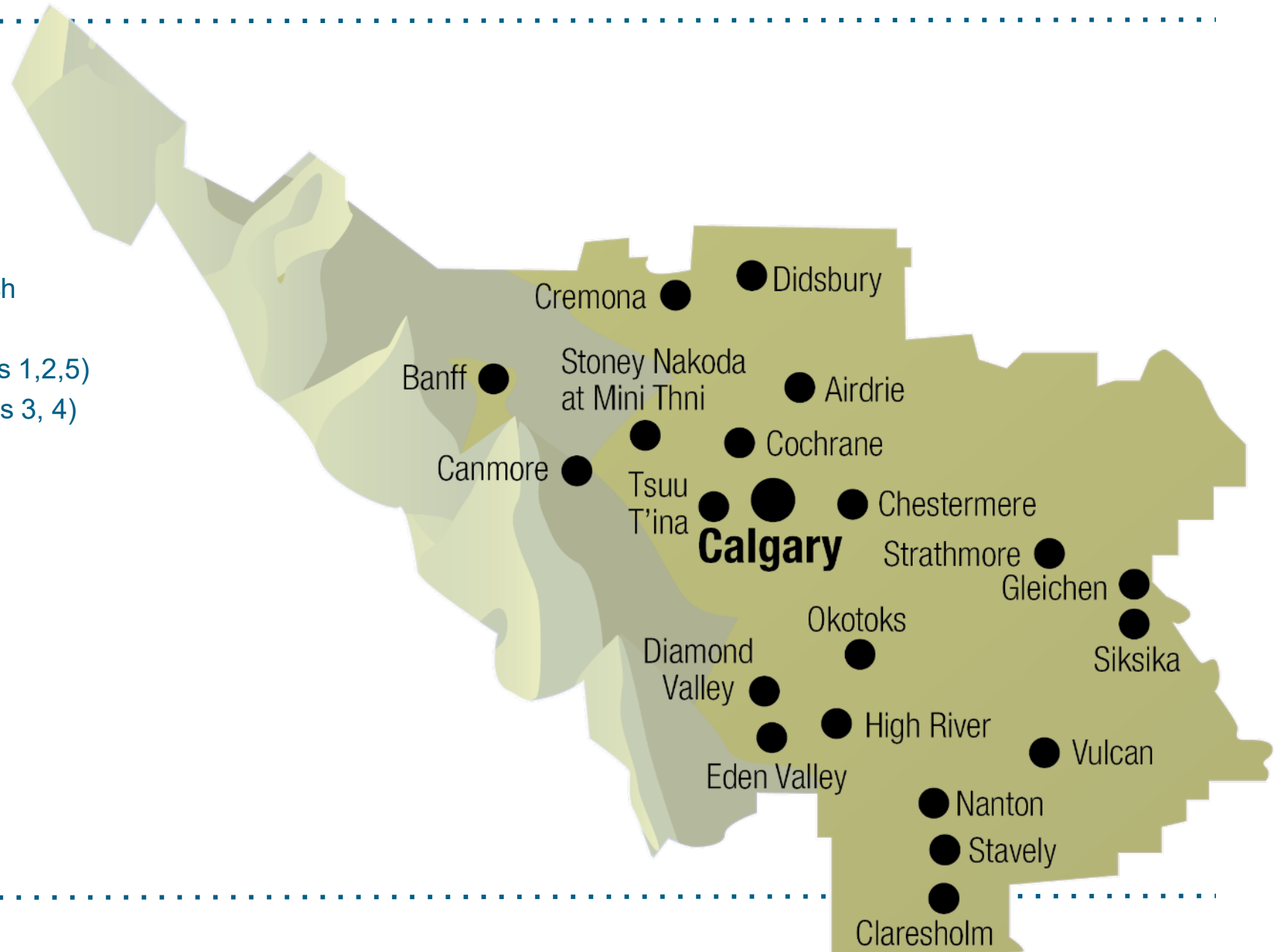
Manager: Amy Hrenyk

District 4: Southeast/South

Manager: Nathan Dasuki

District 5: Southwest/South

Manager: Jamie Nania



District 5: Southwest/South





Medical Director: Dr. Ian Walker

Zone Director: Tyler Farkas

Manager: Jamie Nania



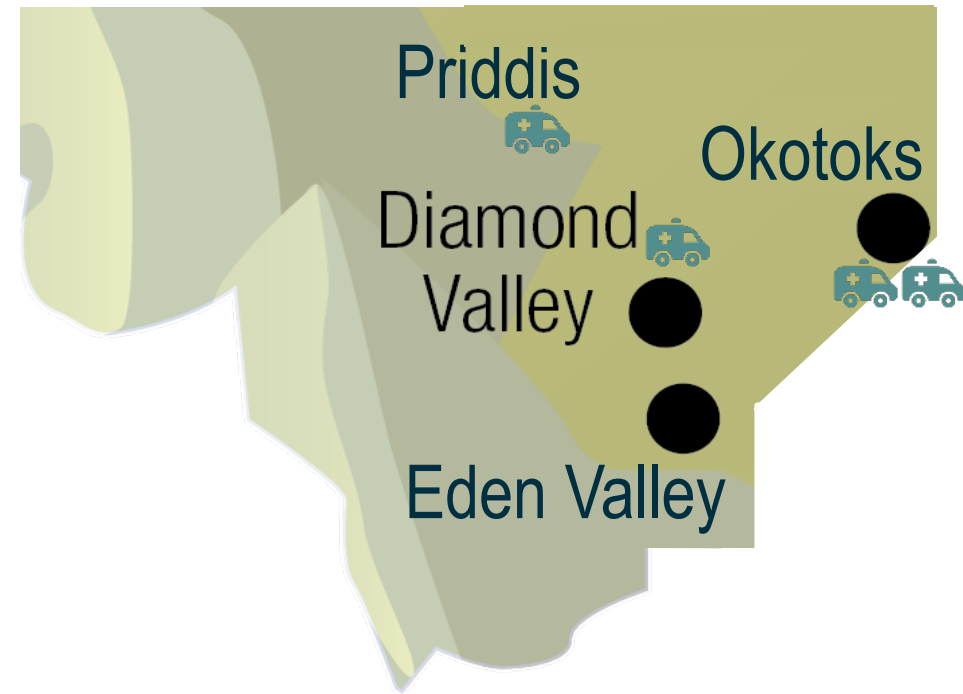
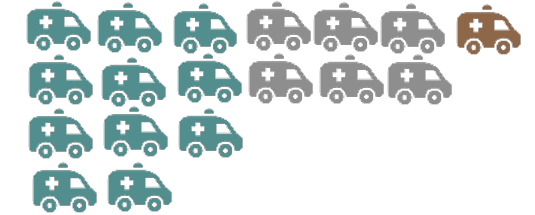
Units Stationed in the District:

-  Advanced Life Support (ALS) Unit
-  Basic Life Support (BLS) Unit
-  Paramedic Response Unit (PRU)
-  Interfacility Transfer (IFT) Unit

District Hospitals/ Urgent Care Centres:

- Oilfields General Hospital
- Okotoks Health & Wellness Centre
- South Health Campus

Calgary SW:



EMS Resources in Okotoks

- One 24-hour Advanced Life Support (ALS) ambulance, seven days a week (0600-1800/1800-0600).
- One 24-hour Advanced Life Support (ALS) ambulance, seven days a week (0700-1900/1900-0700).
- Access to the Advanced Life Support (ALS) IFT ambulance along the Highway 2 Corridor South, Monday through Friday (0700-1500).
- Access to the Basic Life Support (BLS) IFT ambulance along the Highway 2 Corridor South, Monday through Friday (1600-2400).

***Ambulance resources are scheduled based on time of day, day of week and call volume demand.*

Response time – Performance at 90th Percent

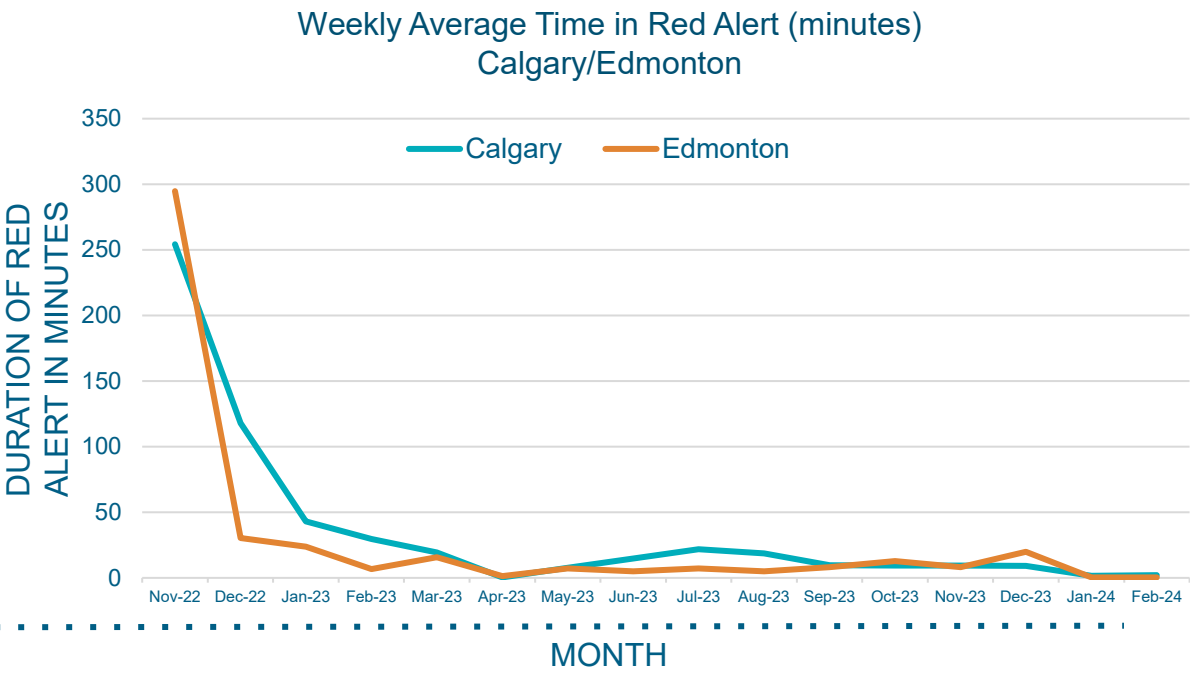
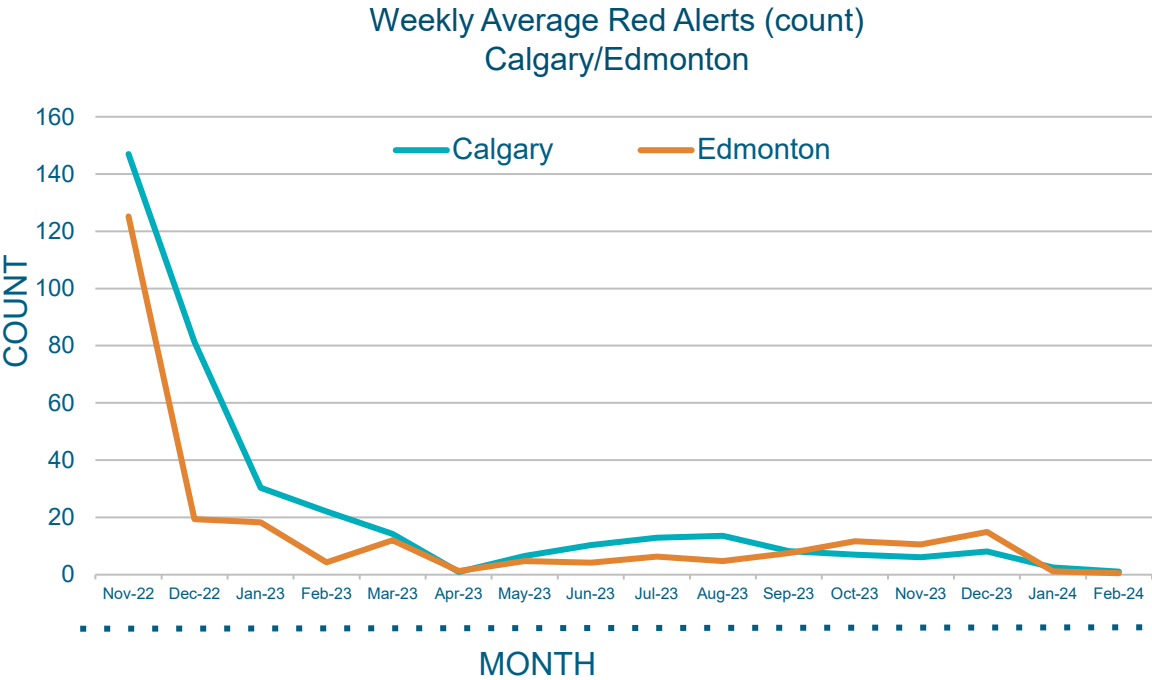
- All call times: h:mm:ss
 - Represents performance for February 2024
 - Blue = benchmark times from November 2022
- Green = Improved
- Red = Degraded

Call Type	Metro/Urban		Communities >3000		Rural		Remote	
	Nov 2022	Feb 2024	Nov 2022	Feb 2024	Nov 2022	Feb 2024	Nov 2022	Feb 2024
Delta/Echo	0:21:48	0:13:11	0:21:29	00:15:21	0:35:59	0:34:19	1:03:55	1:06:55
Bravo/Charlie/ Delta/Echo	0:33:36	0:15:59	0:24:01	0:16:56	0:37:25	0:34:31	1:04:33	1:03:54
Alpha	1:54:17	0:30:28	0:27:12	0:23:60	0:42:41	0:42:57	1:20:20	1:17:44

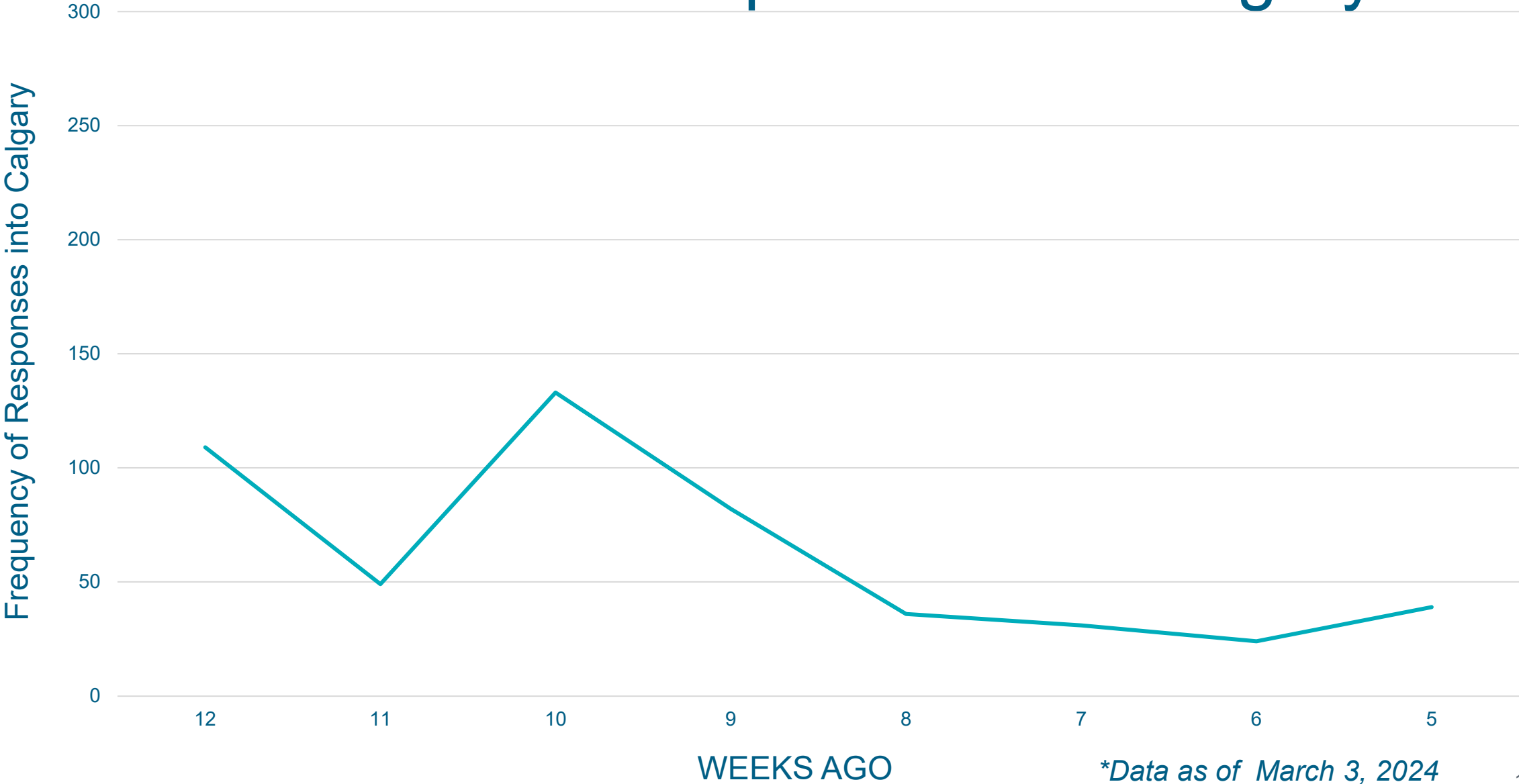
Red Alerts

Red alerts measure the brief instances when all available ambulances are busy helping patients at a point in time but are prioritized to response to the most urgent calls.

Time in Red Alert (weekly averages)	Nov 2022	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024
Edmonton	295 minutes	8.1 minutes	12.7 minutes	8.3 minutes	19.8 minutes	0.5 minutes	2.0 minutes
Calgary	254 minutes	9.5 minutes	9.3 minutes	9.4 minutes	9.2 minutes	1.7 minutes	0.5 minutes



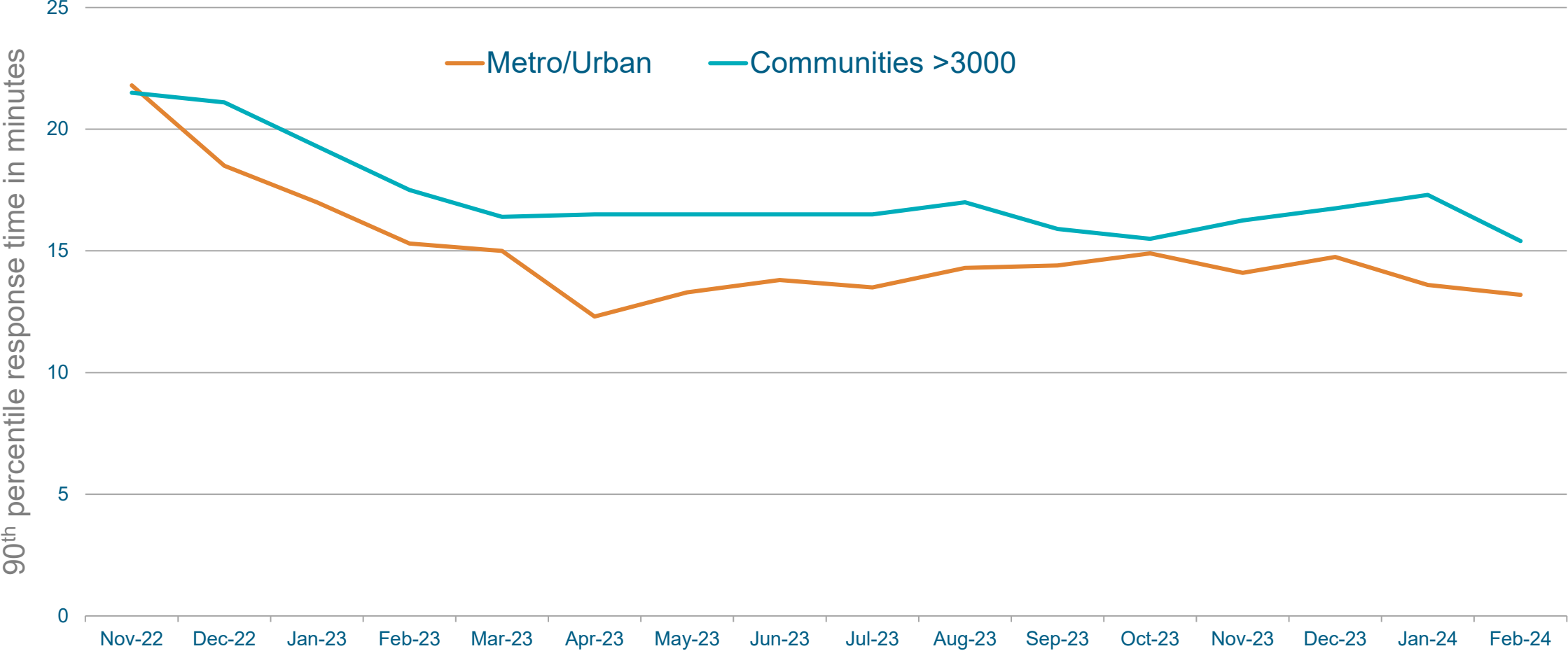
Suburban unit responses into Calgary



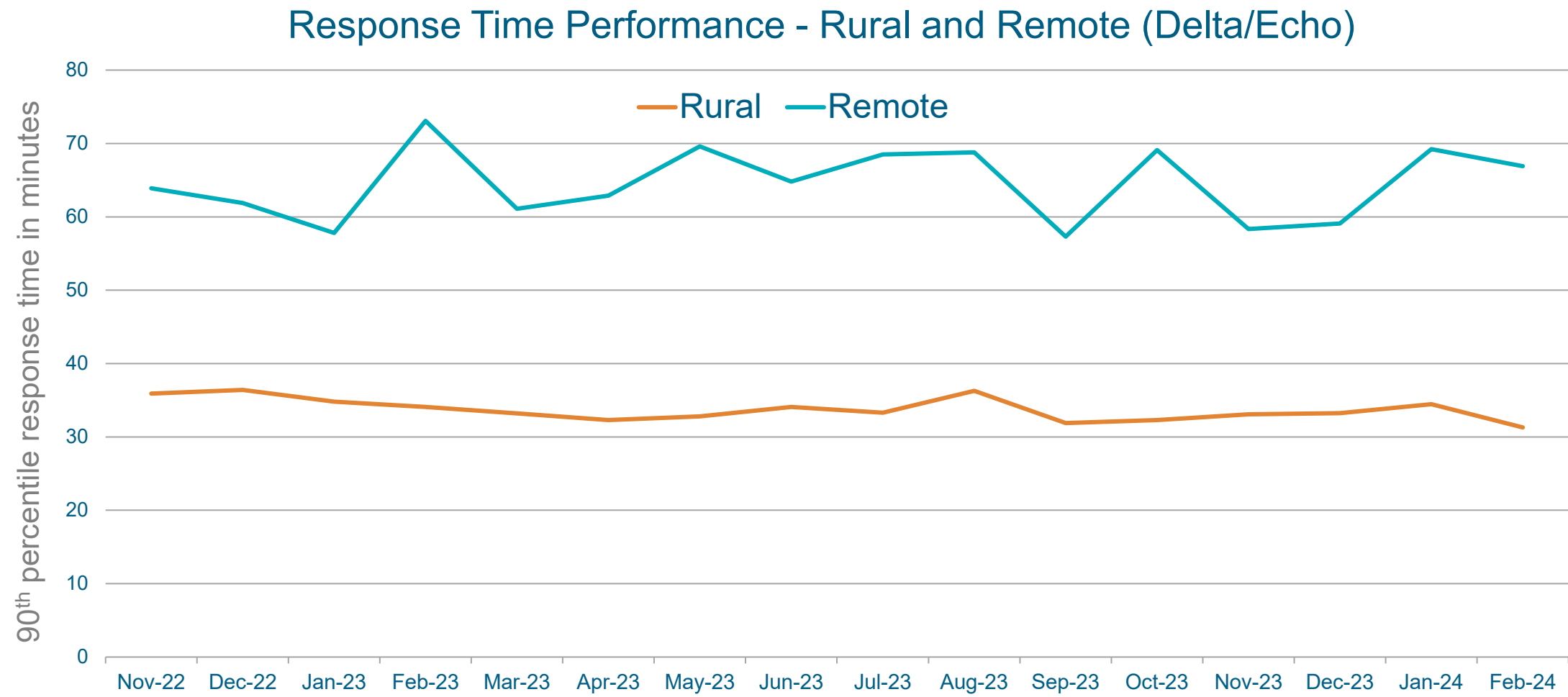
**Data as of March 3, 2024*
*** 911 Emergency Events only*

Response Time Performance Summary

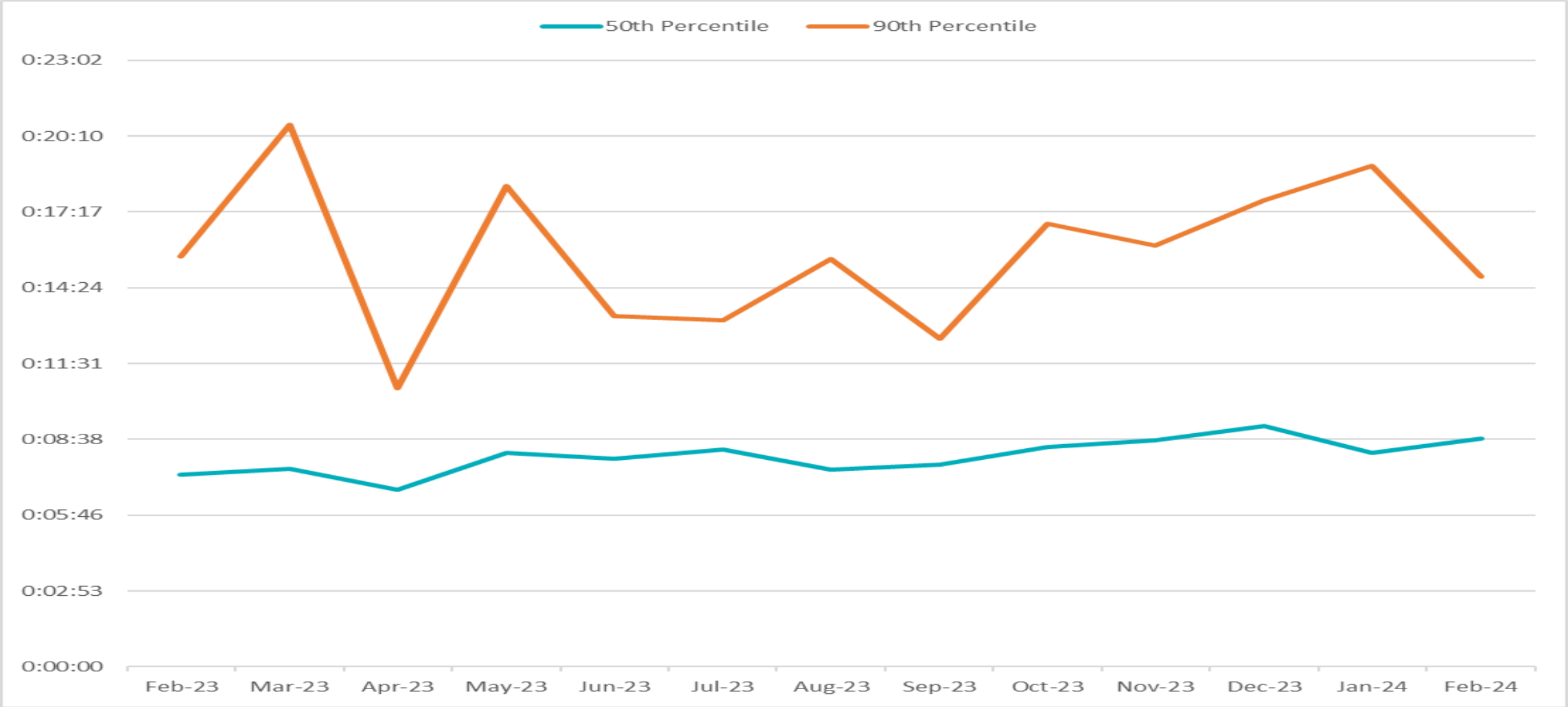
Response Time Performance - Urban/ Metro and Communities 3000 (Delta/Echo)



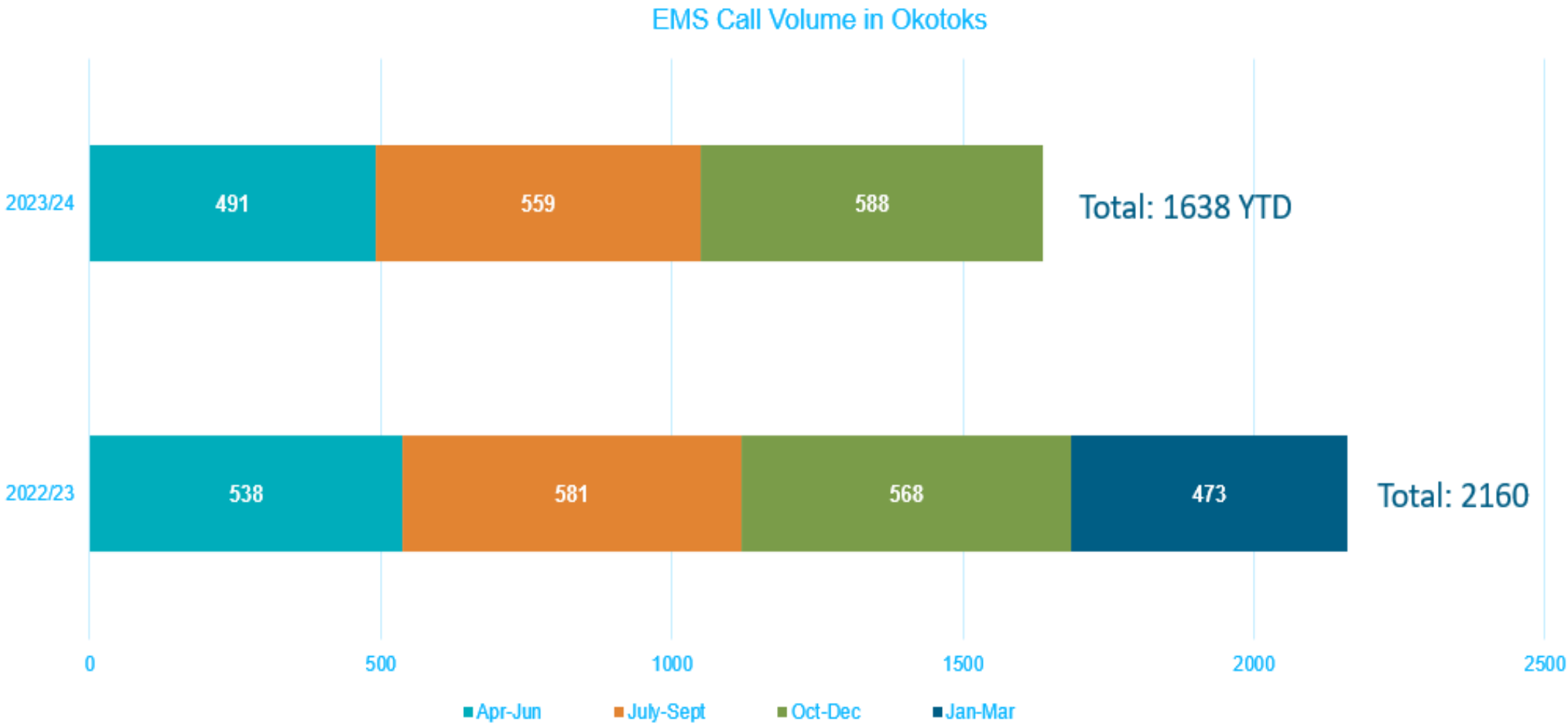
Response Time Performance Summary



EMS Response times for events in the Town of Okotoks



AHS Fiscal Year



EMS Calls (Cumulative)

EMS activity in Okotoks

EMS response time for the most urgent calls

Time in minutes after a call is received at EMS dispatch that patients wait for an EMS crew to arrive on scene for a life-threatening event 50% and 90% of the time (Delta and Echo events)

Okotoks Response Times by year	50 th Percentile	90 th Percentile	# Events
2020	00:06:57	00:15:25	357
2021	00:07:46	00:18:43	356
2022	00:07:58	00:19:50	427
2023	00:07:50	00:15:54	452
2024 (YTD)	00:08:40	00:18:33	96

EMS event volumes for Okotoks

Events by year responded to in Okotoks

EMS Activity Type	2020	2021	2022	2023	2024 (YTD)	TOTAL
Emergency	1354	1496	1659	1575	300	6384
Interfacility Transfers (IFT)	374	336	348	307	66	1431
Other	290	227	201	230	32	980
Totals	2018	2059	2208	2112	398	8795

**Data as of March 4, 2024*

Okotoks-Stationed EMS Unit Activity

Events responded to by Okotoks-stationed EMS Units

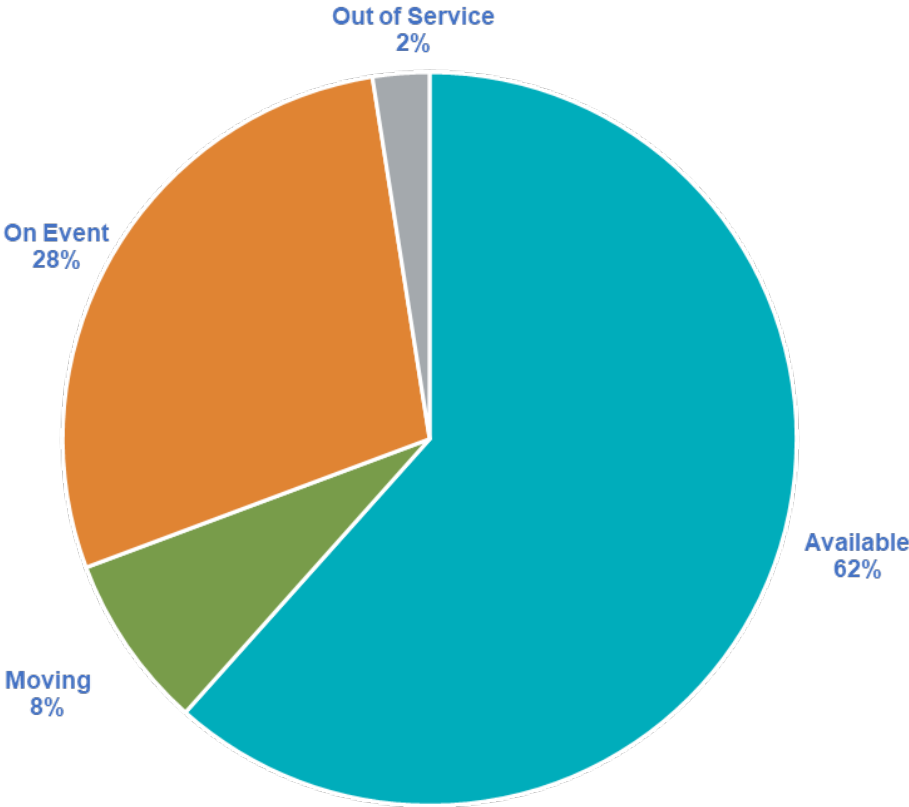
Includes calls in Okotoks and surrounding communities

EMS Activity Type	April 2023 to March 2024 (YTD)
Emergency	2610
Other	109
Interfacility Transfers (IFT)	313
Total	3032

Top Transport Destinations For Events in Okotoks (911 Events)

Transport Destination	Apr 2023 to Mar 2024 (YTD)
High River Hospital	39%
South Health Campus	30%
Okotoks Health & Wellness Center	10%
Oilfields General Hospital	7%

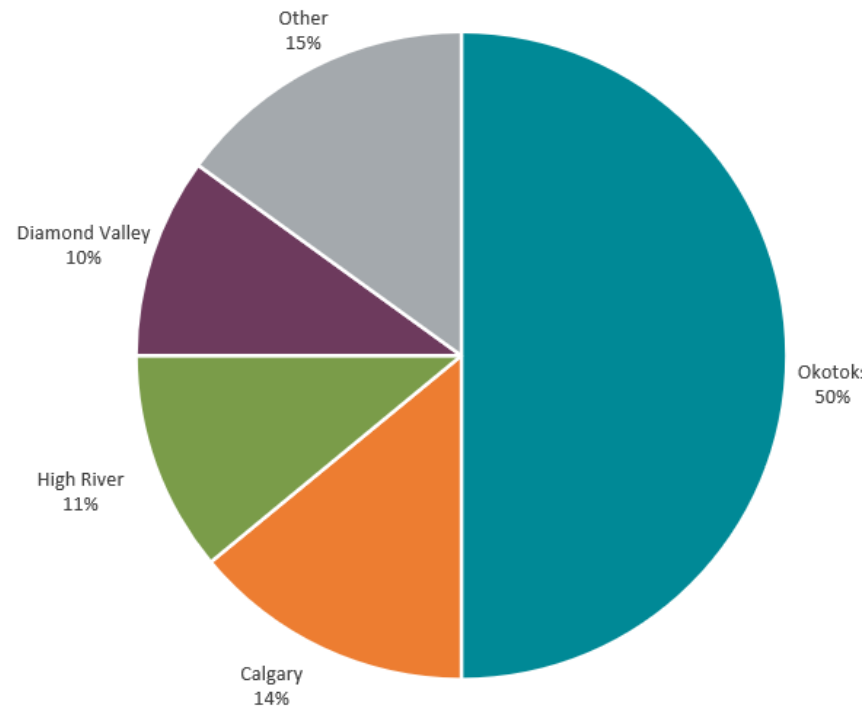
Okotoks Unit Utilization
April 2023 to March 2024 (YTD)



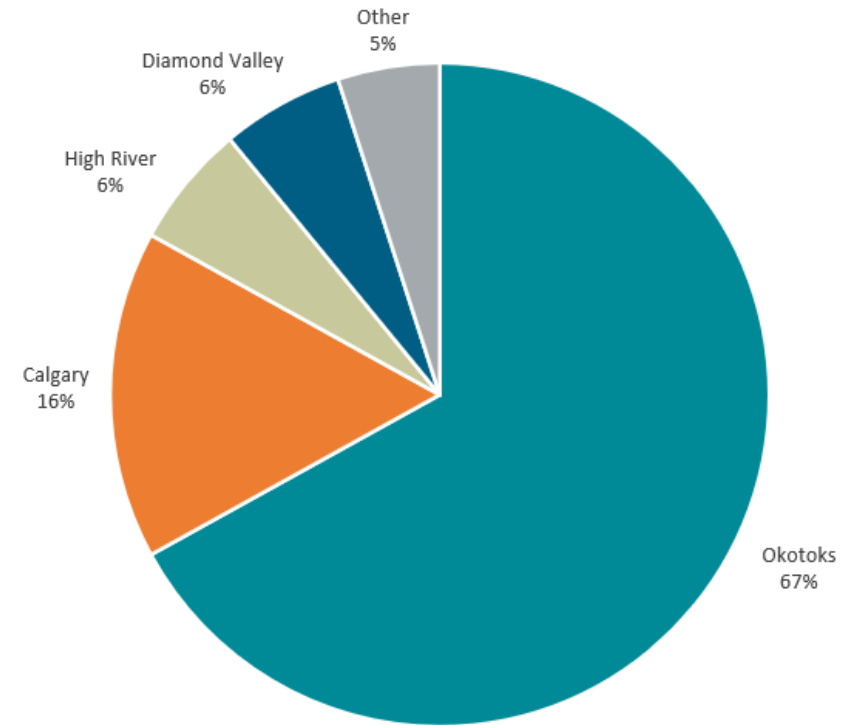
**Data as of March 4, 2024*

EMS Ambulances Serving Okotoks

EMS Units responding to Okotoks calls
2022/23 AHS Fiscal Year

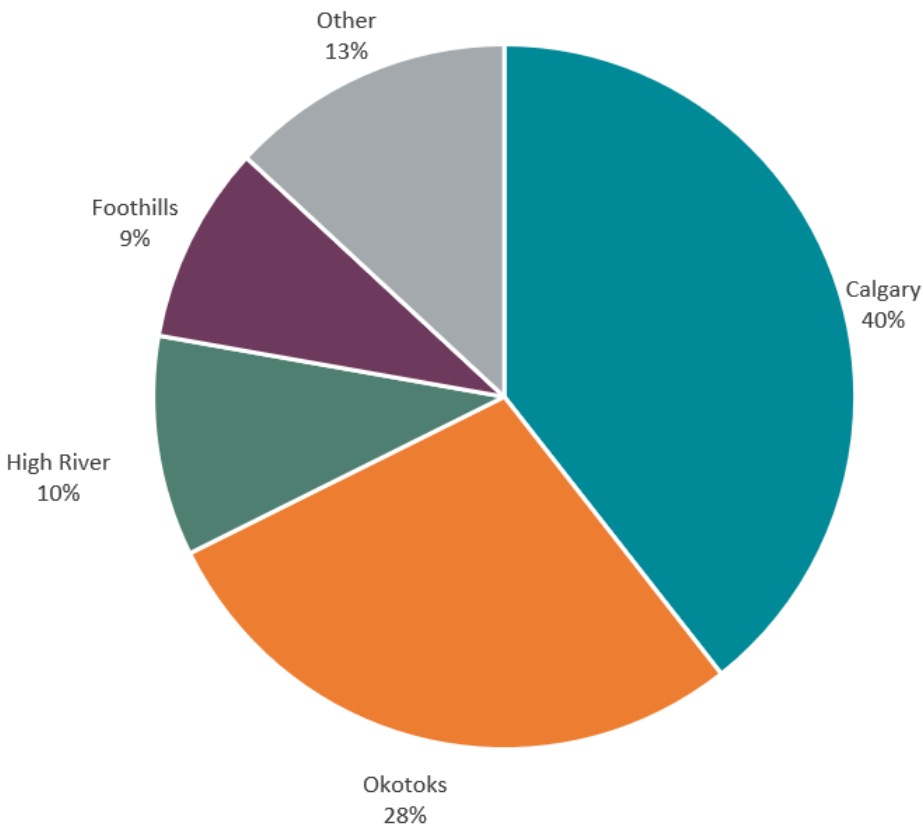


EMS Units responding to Okotoks calls
2023/24 AHS Fiscal Year (YTD)

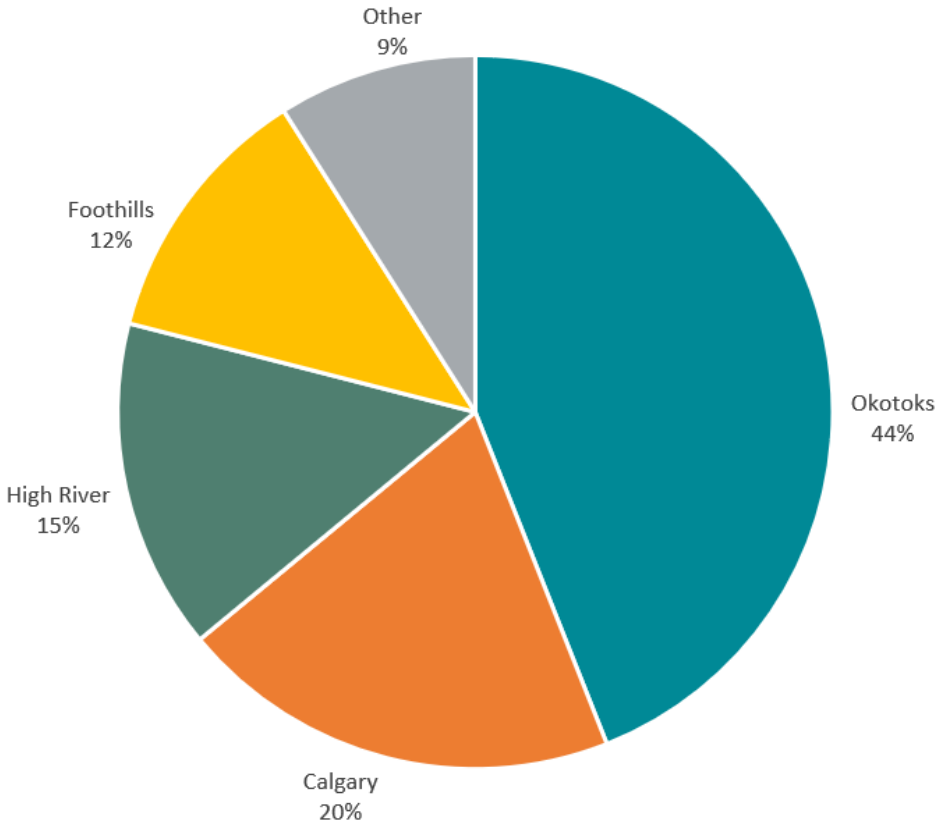


Communities/Areas served by Okotoks-Stationed Ambulances

2022/23 AHS Fiscal Year



2023/24 AHS Fiscal Year (YTD)



EMS Provincial Initiatives

Alberta EMS Provincial Advisory
Committee Report

Alberta EMS Dispatch Review

HQCA Review Report into EMS response
to fatal dog attack

AHS EMS Provincial Service Plan

AHS EMS Culture Research Findings

AHS EMS 2023/24 Operating Plan

Initiatives

2023 Actions and Progress



Increased ambulance capacity

- Additional ambulances (Calgary, Edmonton, Red Deer and Lethbridge)
- Dedicated resources Central Zone
- EMS/811 Shared Response



Safe and timely transfer of care to Emergency Depts

- Return to Service initiative implemented March 15th in 16 regional hospitals



Managing Demand

- Assess, Treat & Refer (ATR) Guidelines
- EMS/811 Shared Response



Interfacility Transfer (IFT) Policy & Process

- RFEIOIQ process for dedicated low-acuity IFT metro resources
- Non-ambulance transfer policy & process



Medical First Responder Program Enhancements

- Funding
- Training



Workforce Strategies

- Workforce Strategy and Action Plan (2023-26)

Engagement on EMS

- Staff
- Elected Officials
- Public



Addressing Report Recommendations

- Moving forward for 2024/25 Operating Plan



Initiative: Recruitment & Retention

The Goal:

To recruit new paramedics while also ensuring every effort is made to retain our dedicated staff.

What we did:

- Launched a multifaceted marketing campaign targeting local, national and international audiences, to recruit new EMS staff to Alberta
- Mental health supports for EMS staff have increased to keep staff healthy.
- Implemented the EMS fatigue management initiative to reduce fatigue-related service outages.
- Expanded the EMS Peer Support Program, providing consistent peer training and clinical oversight to support paramedic resiliency and mental health.

Results so far:

- Between November 2022 and January 2024, EMS added 154 frontline staff, including paramedics, emergency communications officers, and frontline supervisors.
 - For calendar year 2023, EMS hired 470 new staff members including 362 paramedics.
-



*Congratulations and welcome to the newest
North Zone Emergency Communications Officer graduates
February 2024*

EMS Recruitment Campaign

National Advertising Campaign

- Launched October 5, expanded on December 7
- Includes radio, outdoor advertising, digital media

Candidate Intake Pipeline

- Launched October 5
- Nearly 600 responses to date





Coming up

- Career & Recruitment Displays
- Will be profiling other career pathways in paramedicine

ABOUT AHS ▾ FIND HEALTHCARE ▾ INFORMATION FOR ▾ CAREERS ▾ NEWS ▾ AHS IN MY ZONE ▾ ENGAGE ▾

Home > Careers > Emergency Medical Services

Emergency Medical Services (EMS)

FOLLOW AHS CAREERS    





Find your Calling.

All across Alberta, our Emergency Medical Services (EMS) teams are there to respond whenever and wherever they are needed. Every year, more than 5,600 EMS professionals support nearly a half a million emergency and transfer calls, both on the ground and in the air.

EMS is often the first point of contact for patients during a crisis, we bring care to people and people to care, during every step of an emergency. Join our dynamic team and help make a meaningful difference in your community.

[Join our Talent Community >](#) [Search Current Openings >](#)

Why Choose Alberta Health Services?

-  Join an award-winning workplace that has been recognized as a top employer since 2017.
-  Get access to comprehensive benefits to support your health and well-being at work and at play.
-  Celebrate the differences in our experiences, backgrounds, and cultures.
-  Alberta boasts expansive natural beauty so you can find activity and wonder at your doorstep.

Candidate
Intake
Survey

Initiative: EMS/811 Shared Response

The Challenge:

Some people who call 911 for EMS may be seeking help, advice or guidance. They may not require an ambulance, but still require assistance and care.

The Goal:

- Helping Albertans who call 911 get the care they need from the right provider.
- Reduce non-urgent ambulance responses, freeing up EMS to respond to life-threatening emergencies.

What we did:

- Launched January 2023, collaboration between EMS and Health Link 811 allows for the transfer of EMS callers who EMS assesses as low-acuity – or not experiencing a medical emergency that requires an ambulance - to Health Link 811 registered nurses for further triage, assessment and care.
- This collaboration provides better support for patients while allowing ambulances to remain in the community to respond to life-threatening emergencies, meaning faster emergency response times and better flow through the health system.

Results so far:

- Since the launch in January 2023, more than 7500 EMS 911 callers were assessed as low acuity, transferred to, and helped by Health Link 811, keeping more ambulances available for higher acuity calls and reducing pressure on Emergency Departments.



EMS/811 Shared Response Video:
<https://www.youtube.com/watch?v=aJV55ppFqoE>

Initiative: Returning EMS to Service Faster

The Challenge:

To support the offload of patients brought into an ED by EMS in a safe and manageable way, and to more quickly return EMS to the community.

The Goal:

Safe transfer **within 45 minutes**

What we did:

- Launched first in Calgary on March 15, 2023, and then rolled out across the province to 16 regional hospitals.

Results so far:

- The amount of time paramedics spend in hospital is down, with the current average at approximately 1.6 hours, compared to more than three hours in November 2022.
 - From March 15 to November 13, 2023, there were over 87,000 hours returned to community availability.
 - Seeing a decrease in rural and remote response times.
-



Initiative: Dedicated IFT Resources

The Challenge:

To address capacity pressures at hospitals by providing more transportation options to move patients.

The Goal:

Provided by contracted partners, dedicated resources to be used for scheduled, low-acuity, inter-facility transfers which will also help patients return to their home communities sooner to heal closer to friends and family.

By contracting third party partners to transport patients requiring support between care facilities, patients receive the supports they need, and EMS ambulances are freed up to respond to emergencies.

What we did:

- Red Deer/Central Zone IFT Pilot and Implementation (launched April 18, 2023)
- Issued an RFEOIQ for Calgary and Edmonton metro areas

Results so far:

In Red Deer, dedicated people and resources have improved IFT on-time performance, helping to ease capacity pressures at Red Deer Regional Hospital Centre. This has increased ambulance availability by 28% and reduced emergency response times in some communities by over four minutes.



Initiative: MFR Program Enhancement

Medical First Responders (MFR) are important partners that co-respond with EMS to many 911 emergencies, providing on scene support to EMS.

MFRs include fire departments, rural and remote municipalities and Indigenous communities. They are often the first to arrive on the scene and provide life-saving care especially in remote communities, until an EMS ambulance arrives

The Goal:

To strengthen the quality and delivery of MFR in communities across the province.

What we did:

- As announced by the Government of Alberta on February 21, funding has increased. More than 200 MFR partner agencies across Alberta will receive targeted funding for EMS.
- A total of \$3.85 million in funding will be distributed to MFR partner agencies across the province to provide training, equipment and direct financial support to strengthen emergency medical services in rural, remote and Indigenous communities.

Two streams of funding:

- Equipment and Training funding, used for Automated External Defibrillators, medical kits, training equipment such as CPR manikins, and training courses.
- Direct Financial Support, will provide direct financial support to MFR agencies to help partially offset the costs incurred to respond to medical emergencies alongside EMS.



Medical First Response Online Portal

<https://www.albertamfr.ca/>

Questions & Discussion

