



Ambulance Dispatch - on the Cusp of Change...Perhaps

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Background

- 2014 Minister of Health & Long-Term Care directs a working group from Ministry, OAPC and AMO to form the Land Ambulance Dispatch Working Group
- May 2015 recommendations tabled with Minister
 - Improve triaging of ambulance calls
 - Access to real time data
 - Use of technology for selection and system monitoring
 - Create a joint implementation working group comprised of Ministry and OAPC



Where are we today?

- OAPC actively voices our concerns with previous government and other parties on the lack of dispatch improvements
- Efforts will continue with new government
- OAPC and AMO still committed to ensuring changes to land ambulance dispatch moves forward with no financial impact to municipalities
- Efforts with Branch and OAPC to move forward with several coordinated initiatives



What are the initiatives?

- Access to real time data (RTD)
- Introduction of long overdue technology to Ontario's land ambulance dispatch centres
- Implementation of MPDS (Medical Priority Dispatch System)
- CAD upgrade to Version 5.7
- Dispatch Implementation Table



Real Time Data

- Advised in early 2018 Ministry is committed to providing access to RTD
- RTD office to be established to coordinate this work
Potentially includes
 - Two-way (bi-directional) data sharing
 - One-way texting to Smartphones
 - One-way data sharing
- Approximately a 2-3 year phase in – needs to be done ASAP– participation is optional and there may be associated costs to interested municipalities





Medical Priority Dispatch System

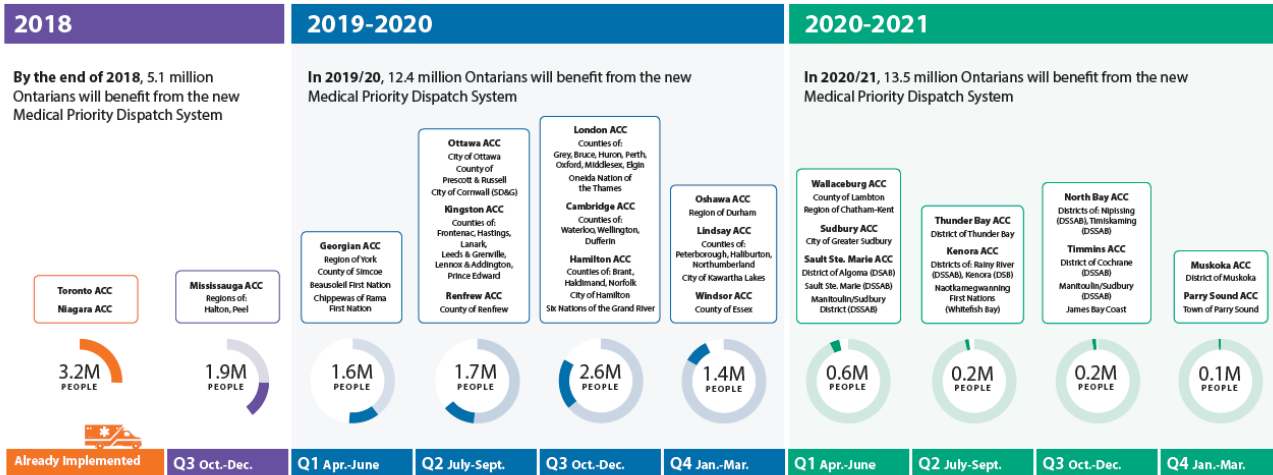
- Intent to proceed announced in summer 2016
- Agreement between Priority Dispatch and the Ministry executed in spring 2018
- Governance model needs to be flexible to meet demands of municipalities
- Multiple levels of expertise have been included to make this work – and are committed to the success of the implementation
- First site launch is foundational, remaining sites will follow the action plan established for Mississauga CACC (Regions of Halton & Peel)



MPDS Timeline

Medical Priority Dispatch System (MPDS)

By the end of 2021, Ontario's 13.5 million* residents will benefit from the new 9-1-1 ambulance call-taking system.



Legend
 ACC - Ambulance Communication Centre
 DSSAB - District Social Services Administration Board
 DSB - District Services Board
 DSAB - District Services Administration Board

* Stats Canada data, 2016

Getting the **right resource** to the **right call** at the **right time**



CAD Upgrade

- The current version may need to be upgraded for MPDS – has delayed MPDS by up to a year
- Version 5.7 has been implemented in Niagara and Toronto
- Version upgrade provides for neighboring CACCs to view nearby vehicles and provided enhanced vehicle routing technology
- Staged plan to implement throughout all dispatch centres



Dispatch Implementation Table

- Table to coordinate and advise on all of the work designed to improve dispatch
- Terms of Reference finalized
- Members include representatives from:
 - Emergency Health Program Management & Delivery Branch, Enhancing Emergency Services Ontario, Emergency Health Regulatory & Accountability Branch, Health IT Cluster
 - OAPC
 - AMO
 - Subject matter experts



Dispatch Implementation Table

Steering	<ul style="list-style-type: none">• EHPMD Director• OAPC Lead• IT Health Cluster Director
Advisory	<ul style="list-style-type: none">• OAPC• EHRAB, EESO, EHPMD• IT Cluster
Working Groups	<ul style="list-style-type: none">• MPDS• RTD• CAD 5• Technology



Summary

- No substantial improvements to Ontario ambulance dispatch system since 2004
- Potential to finally move on recommendations from 2014 Land Ambulance Dispatch Working Group
- Project schedules subject to change



Questions

