

Emergency Health Services: Developing Municipal Agreements

UBCM Convention

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Purpose

- Set the stage for an **engagement strategy** related to the Office of the Auditor General's report *Access to Emergency Health Services* (OAG Report)
 - to build a foundation for future collaboration and engagement between BCEHS and provincial/municipal governments
- Overview of the OAG Report and its recommendations
- Overview of BCEHS Clinical Response Model

Report Overview

- The OAG Report was released in February 2019
- The focus of the report is on:
 - BCEHS management of access to ambulance and emergency health services (pre-hospital) across the province
 - the need for improved coordination between BCEHS and municipal fire departments (medical oversight / data sharing / agreements)
 - a role for the provincial government (Ministry of Health) to work with local governments and BCEHS to improve coordination

Report Recommendations

BCEHS:

1. Review performance management framework to identify additional indicators for timeliness and clinical quality
2. Determine an appropriate level of pre-hospital advanced care coverage that considers patient need, and implement strategies to achieve that level
3. Improve transparency and accountability by publicly reporting on targets and performance

BCEHS Status of Recommendations



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- BCEHS is engaged in a pilot study to place Advanced Care Paramedics in 6 rural communities - to determine how best to utilize their clinical skills to improve care to higher acuity patients and assist with patient transports
- Performance Reporting is scheduled to be available publicly by March 31, 2020

Clinical Response Model - Background

- BCEHS can utilize alternative clinical responses to support:
 - care closer to home by providing alternative care options for low acuity patients
 - Timely access to acute care
 - reduce pressure on emergency departments

Clinical Response Model - Descriptions

PURPLE	RED	ORANGE	YELLOW	GREEN	BLUE
Immediately life threatening (cardiac / respiratory arrest) Highest priority Echos and Deltas	Immediately life threatening or time critical Advanced skills recommended	Urgent / Potentially serious but not immediately life threatening	Non-urgent (not serious or life threatening)	Non-urgent (not serious or life threatening)	Non-urgent (not serious or life threatening). Further telephone triage appropriate.
Code 3	Code 3	Code 3	Code 2	More information coming soon	If a BLUE incident is triaged as requiring an ambulance response the incident will be re-coded to reflect the urgency of attendance. Response will align to the allocated code.
	Potential divert from RED to PURPLE	Potential divert from ORANGE to RED to PURPLE	Potential divert from YELLOW to ORANGE to RED to PURPLE		

POTENTIAL DIVERT



Report Recommendations

Ministry of Health:

Work with local governments and BCEHS to ensure BCEHS can implement a coordinated approach to pre-hospital care that results in:

- Medical oversight
- Data sharing
- Signed agreements

Moving Forward

- Today we are hoping to involve you in laying the groundwork for a new approach
- **Engagement strategy:**
 - Ministry, with BCEHS, will engage with local government bodies over the next year
 - Ministry will be actively involved to ensure effective consultations occur when planning an improved coordinated approach to emergency health services province-wide

- Where we want to get to:
 - Updated consent and collaboration agreements, coordinated outlining roles and responsibilities, and level of care provided
 - Data sharing agreements in place
 - Updated medical oversight model

➤ Questions:

- Are we missing anything?

Questions to You

How could we consult on and develop consent/
collaboration agreements?

- a) By geography
- b) By Rural/Urban/Metro
- c) Other?

Questions to You



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What does success look like for you?

Questions to You

What type of calls cause you the most concern?

- a) High Acuity
- b) Medium Acuity
- c) Low Acuity

Questions to You



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What have you heard from your constituents about pre-hospital care?

Questions to You

We would like to establish a municipal reference group to help us plan and execute an engagement strategy.

Do you support this idea? (Yes or No)

If yes, we would like your input on how to develop the municipal reference group.

Questions to You



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What is the one thing you need from this work?

Questions For Us?



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