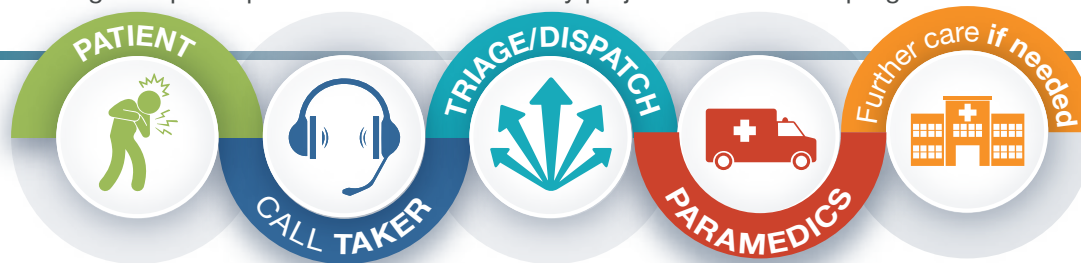


ACTION PLAN UPDATE

The **BCEHS Action Plan** is a provincial strategy to transform how emergency health care services are delivered throughout BC. This regular update provides information on key project milestones as progress is made.



RECENT HIGHLIGHTS

- We have introduced the interim measure of a guaranteed four hours of pay for all Kilo shifts across the province to help stabilize staffing in our rural communities
- Regular Paramedic Specialist positions have been posted
- The contract to provide fixed wing air ambulance in Fort St. John has been extended by 12 months
- Initial communities have been selected for detailed deployment planning with local staff

RECENT PROGRESS

Ensuring Resources can Meet Demand

Deployment planning has been underway with the Patient Care Delivery Area Directors and Managers to identify better staffing models and address two key questions – when (both time of day and day of the week) do we most need resources, and where do those resources need to be located. These changes are intended to ensure we have more effective coverage in both smaller and larger communities as and when required.

Deployment changes will be introduced incrementally across the province, and in each community we will be establishing a team, including local staff, to help review deployment data, assess risks, identify any local issues, and finalize and validate the plans. This team will also

help coordinate and monitor associated implementation activities, and ensure regular project communication with local front line staff and across the organization.

An initial set of five communities have been chosen to trial and refine the implementation process, reflecting different community sizes. They have been prioritized so we can make the maximum impact on our service delivery system as soon as possible.

The initial communities are:

- Metro Vancouver
- Nanaimo/Ladysmith
- Dawson Creek/Chetwynd/Tumbler Ridge
- Williams Lake/100 Mile House/Alexis Creek
- Trail/Fruitvale/Rosland

THE OBJECTIVES OF THE ACTION PLAN ARE TO:

- 1 Improve emergency response time for high acuity patients in all communities
- 2 Improve service and provide sustainable employment in rural and remote communities
- 3 Provide more appropriate clinical responses to low acuity patients
- 4 Increase the resources available for emergency responses

This initiative will progress into other areas of the province based on the lessons learned from these initial communities. Further updates about the progress of the new deployment model will be included in future monthly updates.

For more information or questions about this initiative email ActionPlanIdeas@BCEHS.ca

Due to summer holidays we have condensed this issue and will return with monthly updates in September.



Stabilizing Staffing in Rural Communities

Effective July 1, 2017 BCEHS implemented a four-hour supplementary Kilo pay to all Kilo paramedic shifts across the province that do not receive a call-out during the shift. This interim measure provides more stability for on-call staff by providing a guaranteed income for each shift. The measure is intended to provide more consistent staffing levels in smaller stations and support emergency coverage in rural and remote areas of BC.

As part of the BCEHS Action Plan we are also developing a new sustainable employment model for rural and remote stations, which will include the introduction of more full-time and regular part-time positions as well as changes to how resources are deployed throughout the province.

Community Paramedicine Update

Community paramedicine is a foundational element of the Action Plan, improving access to health care and helping to stabilize paramedic staffing in rural and remote communities. The program rollout is well underway, with an initial 76 communities selected in Northern BC, the Interior and Vancouver Island, as well as six communities in the Vancouver Coastal region and one in the Upper Fraser area. As of early July, 81 community paramedics have been hired into 61 communities. The balance of these positions will be providing services in their communities by the end of 2017.

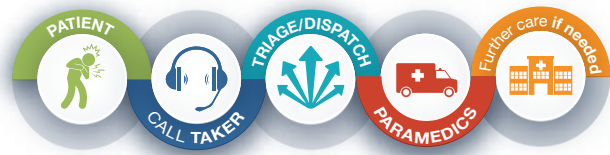
For more information visit go to bcehs.ca and click on Our Services or email CommunityParamedicine@bcehs.ca

Managing Low Acuity 911 Calls

An important part of the BCEHS Action Plan is to transform our business from an organization where “one response fits all” for our patients into one that offers alternative options, providing patients with the right care at the right time in the right location. To provide this expanded support, BCEHS is integrating health care professionals into our dispatch functions.

As a result of these changes, BCEHS has launched a project focusing on identifying alternative ways to respond to low acuity 911 calls. The project introduces a secondary clinical triage function to dispatch. Based on the existing practice for low acuity, or “Omega” calls, we are looking to expand our partnership with HealthLink BC to support the secondary triage of a broader range of low acuity (Alpha) calls. We receive approximately 140,000 Alpha calls each year and our initial assessment of exclusion criteria and patient safety suggests more than half of these could be safely passed to HealthLinkBC. We are looking to support HealthLinkBC nurses to direct callers to the appropriate level of care, which may include sending clients alternate transport options or information on self-care.

For more information about this project, please contact ActionPlanIdeas@BCEHS.ca



Providing Paramedic Specialist Support

To support our response to the opioid crisis, we have been trialling the use of Paramedic Specialists in the Lower Mainland since February 2017. The formal evaluation of this trial is now complete and has demonstrated the value of continuing the Paramedic Specialist role. As part of this we have recently posted for a number of permanent positions.

Paramedic Specialists rotate through our Vancouver Dispatch Operations Centre to support Technical Advisor/HRH type calls provincially. As of July, we have updated the non-medical transport policy so that BCEHS front line staff can contact the Paramedic Specialist for medical oversight to determine whether paramedic care during inter-facility transfer is required. In addition, Paramedic Specialists will support dispatch with the clinical prioritization of ambulance resources across the province.

Paramedic Specialists also rotate through on-car shifts, acting as a single ACP (PRU), responding to events requiring a technical advisor skillset and providing high risk hazards and clinical leadership to our 911 responses.

Introducing Treat and Release Protocols

BCEHS staff are working on expanding alternative care pathways for patients we see that don't require an Emergency Department visit. As part of this, a strategy and framework for developing protocols is being created to see and assess patients, provide them appropriate levels of care and then release them to a partnered health service provider.

This work involves engaging and building partnerships with health authority falls prevention programs, home health programs and mental health and substance use programs to develop opportunities for referrals to their services where appropriate. A working group will be established in August that will have BCEHS Learning, Medical Programs and frontline Paramedic representation to help inform and develop each step of these new practices.

ParaCARE is Coming

The BCEHS ParaCARE project is well underway, with implementation at two pilot sites. The project involves deploying Panasonic CF-20 Toughbooks with Medusa's Siren electronic patient care record (PCR) application to ambulances. Siren is being used by paramedics at stations 255 and 256 (West and North Vancouver). To date, paramedics at these stations have finalized over 1,800 Siren PCRs.

Provincial deployment of the ParaCARE project begins in August 2017. Siren features a direct download of incident information from CAD, doing away with the manual data entry of the incident details. The software also includes a patient look-up feature so that past BCEHS contact with patients can be referenced.

BCEHS will begin the provincial ParaCARE deployment at Station 248 (East Cordova). Paramedics will be supported on-care by the ParaCARE project team members during their early use of Siren.

For more information about the ParaCARE project, Siren software, and Toughbooks please visit ParaCARE's Frequently Asked Questions and Facts and Information pages on the BCEHS intranet.