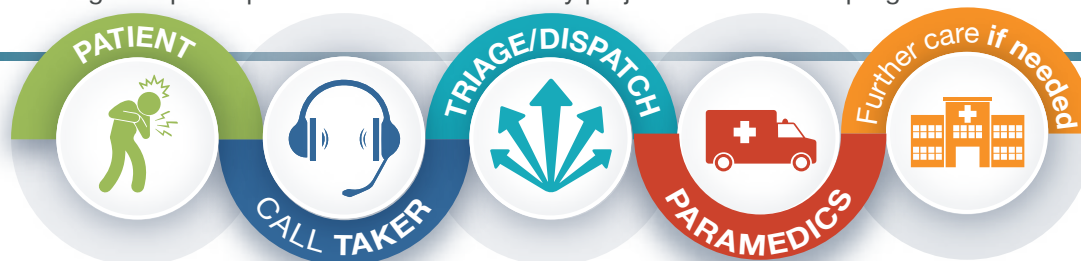


ACTION PLAN UPDATE

BCEHS | BC Emergency Health Services

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.



Paramedic Specialist Program Goes Live

Our new emergency response program, **CliniCall**, recently officially launched, bringing Paramedic Specialists into BCEHS dispatch 24/7. Education and training for our dispatch and communication centers occurred in November following the completion of Paramedic Specialist training. These resources are now available provincially to provide clinical prioritization support to all dispatch centers and technical advice for high risk hazard and Hazmat events for paramedics.

Along with the program launch, improvements have taken place within dispatch to support recording capabilities, and a new telephone number has been released to access **CliniCall**, 1-833-829-4099 or 604-829-4099. External agencies such as the Coroner, Health Authorities and Emergency Departments access technical support through the new number.

Currently, fifteen Paramedic Specialists are in this role, with additional new hires expected to start in early February. New guidelines are being developed by the **CliniCall** working group to provide clear processes for



when ground crew should access Paramedic Specialist Support and when they should contact EPOS. The guidelines will be provided early in the New Year.

Recently, one of our Paramedic Specialists got involved with a call for a young child with special needs who wasn't breathing properly. The paramedic got on the call and supported the Mom in addressing the issue her child was having. Subsequently, the call was upgraded and an air ambulance was dispatched because for this patient, a ground ambulance would have taken too long. The integration of Paramedic Specialists into dispatch provides this kind of clinical oversight to support the assignment of the most appropriate 911 resource.

For more information or questions about this initiative, email: ActionPlanIdeas@bcehs.ca.

THE OBJECTIVES OF THE ACTION PLAN ARE TO:

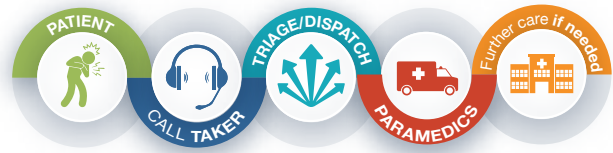
- 1 Improve emergency response time for high acuity patients in all communities
- 2 Improve service and provide sustainable employment in rural and remote communities
- 3 Provide more appropriate clinical responses to low acuity patients
- 4 Increase the resources available for emergency responses

 **CliniCall**
support services

1-833-829-4099

or

604-829-4099



New roles and shift changes in Metro Vancouver

As part of the BCEHS Action Plan strategy, leaders from across the organization are addressing the need to better match our service to when and where our patients need us. As our population grows and ages, demand is increasing and new approaches are being developed to ensure we are able to provide excellent patient care in every community across the province.

Metro Vancouver, which has the highest average crew workload in the province, has undergone a comprehensive resource deployment review and an announcement outlining changes in this area was recently released. A working group consisting of Area Managers, Unit Chiefs and CUPE 873 representatives, was consulted to develop a plan to better match our service to demand, especially for the extremely busy afternoon and evening shifts.

These service improvements are part of the BCEHS Action Plan rollout. The new deployment strategy, which will add 262 additional hours per week of coverage in Metro Vancouver, affects six stations and calls for the following:

- the addition of 10 more full-time positions
- time modifications to some shifts
- three more ambulances
- the introduction of eight Regular Part-Time positions.

“These changes improve our ability to respond to patients at the times of the day and week when we know demand for our service is the highest, like evenings and weekends,” said Barb Fitzsimmons, Chief Operating Officer, “Metro Vancouver is the first area where we’ve rolled these changes out; work is underway to do similar changes in other parts of the province as well. This is an exciting time for BCEHS.”

The eight new Regular Part-Time positions, unlike on-call work, will have the same schedule each week. In Vancouver, these positions will be scheduled for 20 hours per week during peak times over the weekend. All of the new positions and shift changes will take effect on January 22, 2018.

“This plan is a game changer for Vancouver,” said Sam Wilbur, Acting Director for Vancouver Coastal, “some of our crews were at 90% capacity and now we can anticipate a much better balance in terms of workload which is a win for our patients and better work experience for our team – it’s good news all around.”

To ensure the new ambulances can be brought into service as quickly as possible, the additional staff and ambulances will be located in existing stations where there is capacity. All Vancouver units will continue to be dispatched based on proximity to the patient rather than assigned response area to allow for flexibility and faster patient care.

An announcement detailing upcoming service improvements in the Nanaimo area is expected in the near future and more news regarding plans for Dawson Creek, Williams Lake and Trail will be provided as plans are developed in the new year.





New electronic patient records

The ParaCARE project is supporting BCEHS paramedics and BC hospital emergency departments with new tools to deliver high quality patient-centered care at the beginning of a patient's journey through BC's health care system.

Through ParaCARE, state-of-the-art Panasonic Toughbooks with Medusa's Siren electronic patient care record (PCR) software are being rolled out to paramedics. This replaces the current paper patient care records used by BCEHS paramedics. Siren ensures that patient event information is clearly documented while protecting patient confidentiality.

The ParaCARE team has rolled out Siren in areas of Vancouver, West Vancouver, North Vancouver and the Victoria Central Reporting Station (CRS). Paramedics have undergone training through a combination of online education and on-car training by ParaCARE's paramedic team members. Over 300 paramedics have been trained and are now using this new system.

The Siren software is continually being updated to reflect the feedback and improvements suggested by BCEHS paramedics using Siren in the field. Siren updates in early 2018 will include a smart card reader so that information on BC services cards can be included in the patient's

electronic record, and cardiac monitor readings will attach to the patients' PCR. At some hospitals, including Lions Gate in North Vancouver along with other high-volume locations, a Siren Notification Board will be installed so that incoming patient event information can be sent to the hospital before the ambulance arrives with the patient.

ParaCARE station deployments and paramedic training will continue in Metro Vancouver and Vancouver Island this winter and will begin in Interior BC and in the North Island in early 2018. ParaCARE deployments will continue through 2018 as part of the Action Plan roll out.

Dispatch Library Updates

In coordination with deployment plan changes, the BCEHS dispatch library is undergoing an update to ensure it remains an effective tool to support optimal resource assignment and usage. The library provides critical information that enables our dispatchers to access deployment information, so standardization of the library is critical. Key changes include:

- A re-alignment of community listings so that stations are grouped together into appropriate areas and resources can be deployed most efficiently

- Standardization of information layout for each section to enable faster information retrieval
- The inclusion of updated deployment rules as changes are introduced as part of the BCEHS Action Plan

A review of administrative access is also taking place to ensure information can easily be updated as required. The team is working closely with our IT specialists to establish timelines and deliverables associated with three phases of this renovation. Phase I is underway and includes updating

administrative access and adjusting deployment rules within the current format. Phase II will see the establishment of a working group to review content for each center and assess accuracy and relevancy and Phase III will roll out the new layout complete with updated information. Updates on this project will be provided as the project continues to roll out.



New Director and Clinical Practice Team

A culture of clinical excellence is critical to our ability to deliver exceptional patient care. Placing a paramedic practice lens on major projects, initiatives and organizational strategies allows BCEHS to embed the principals of paramedic clinical leadership into everything we do. In support of this philosophy, last month a new leadership role was announced, making Joe Acker the Director of Clinical Practice for BCEHS. The role is among the first of its kind in paramedic service across Canada.

Formerly the BCEHS Director of Patient Care Delivery for Vancouver Coastal district, Joe is now responsible for developing, leading, delivering and maintaining the clinical strategic direction for the organization.

Reporting to Dr. John Tallon, Vice President of Medical Program and Clinical Practice, and working closely with the BCEHS Medical Directors, Joe's new role is to lead the development of a culture which promotes clinical excellence and enhances professional leadership and clinical supervision across the organization. This provincial role will support the transformation of care throughout the prehospital, inter-facility, patient care communication, and community paramedicine focused areas of practice.

“Having paramedics lead paramedic clinical and professional practice helps us remain current with emerging trends in patient care and professional practice and also supports our commitment to continuously improve quality and patient safety in all aspects of our organization. This is an impactful and important new addition to Medical Programs here at BCEHS” said Dr. Tallon.

Going forward, Joe will build a team of Paramedic Practice Leaders, who will be expert clinicians with a passion for advancing clinical practice, education and research. They will provide professional leadership, clinical supervision, and function as paramedic consultants internally and externally.

In addition to working on the front lines at least one day per week either in an ambulance or as a single responder, the Paramedic Practice Leaders will help develop clinical guidelines, policies and procedures, participate in clinical audits and reviews, and support education and research initiatives. Paramedic Practice Leaders will work collaboratively with Regional Medical Directors to advance clinical practice across the Province.

“An exciting part of this role is the opportunity to work with physician colleagues and our paramedic clinical leaders to develop new treatment plans, procedures, and pathways based on evidence that not only improves patient care, but contributes to the evolution of the paramedic profession,” said Joe.

Longer term goals for this team include:

- Undertaking a full review and update of clinical guidelines to reflect contemporary paramedic practice and up to date medical evidence
- Creating a robust clinical quality assurance system
- Introducing new medications and clinical skills to the scope of practice
- Designing a strategy for clinical education and professional development
- Working with community stakeholders to promote the development of a paramedic degree and post graduate opportunities by 2025

It is expected that postings for Paramedic Practice Leaders will occur this month with a goal of filling these positions starting in early March.

Watch this newsletter for more updates on this team.