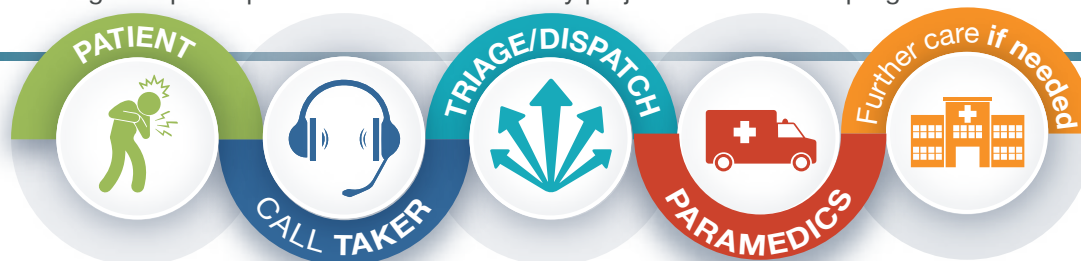


# ACTION PLAN UPDATE

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.



## CliniCall – Making an Impact

Since the launch of CliniCall, an innovative emergency response program that brought paramedic specialists into dispatch this past fall, the program has been enhancing our ability to ensure the most appropriate resources are allocated to the right patient at the right time.

Paramedic specialists have now reviewed almost 7,000 calls providing clinical oversight as requested by the dispatch operations teams and supporting paramedics throughout the province at active 911 events.

Early February weather provided a good example of the positive impact of the benefits of having paramedic specialists in dispatch.

On February 6, a large winter snow event wreaked havoc on portions of BC, resulting

in multiple 911 calls where ambulance crews could not respond in a safe and timely manner.

The paramedic specialist in Vancouver dispatch notified and communicated with management, worked with the BCEHS Emergency Physician Online Support (EPOS) group and advised patients. The specialist provided support into the early hours of the morning, when ground ambulance crews could once again safely get to patients.

“This is an impressive example of the benefit of this program and the power of having clinical expertise in dispatch,” said Rene Bernklau, BCEHS Clinical Operations Manager, “The addition of this team has allowed BCEHS to improve our ability to provide excellent patient care.”

## THE OBJECTIVES OF THE ACTION PLAN ARE TO:

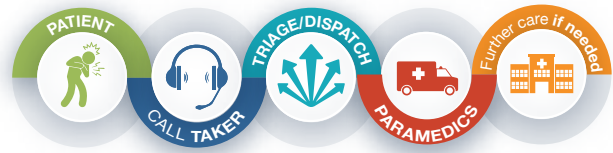
- 1 Improve emergency response time for high acuity patients in all communities
- 2 Improve service and provide sustainable employment in rural and remote communities
- 3 Provide more appropriate clinical responses to low acuity patients
- 4 Increase the resources available for emergency responses

### CliniCall impact

- Technical advice on over 2,000 calls.
- High-risk hazard guidance on over 1,000 calls since October 2017.
- Clinical input into the re-prioritization of 1,971 calls in December and January allowing paramedic crews to be better utilized and available for patients most in need.



**1-833-829-4099 OR 604-829-4099**



## Province-wide resource review update

Since August 2017, BCEHS has been evaluating staffing and deployment to better match patient demand with resources and ensure emergency health services are available when and where they are needed. Five communities of various sizes and locations, including rural, remote and urban, and their surrounding areas were the first to be reviewed: Vancouver, Nanaimo, Dawson Creek, Williams Lake and Trail.

Working groups, including BCEHS area managers, unit chiefs and CUPE representatives, were established to assess patient demand data and integrate local operational needs within new resource plans.

Announcements have included:

- November 2017 – a new plan for the Vancouver area that added 10 full-time and eight regular part-time positions. All of these employees have now started in their new positions.
- January 2018 – a new plan for the Nanaimo and mid-island area that added 24 new full-time positions in Nanaimo, two new full-time positions in Parksville, Qualicum Beach and Ladysmith each, and three additional ambulances. Employees will start working in these new at the end of March.

Announcements for the Dawson Creek, Williams Lake and Trail areas are expected later this month.

The next phase in the province-wide review is underway in Kamloops and Kelowna. A working group has been established in both communities and an initial meeting has taken place.

The next meetings will occur in early March to review the analysis of demand data, which will drive the development of potential new solutions. Feedback from various stakeholders and team members is critical during this stage and will

streamline the identification of a new resource plan. Final plans for both of these communities are expected to be announced this summer.

For more information on the deployment review, email [actionplanideas@bcehs.ca](mailto:actionplanideas@bcehs.ca).





## Review of air ambulance service underway

The BCEHS air ambulance program provides critical transportation links between hospitals and referral centres across the province for patients requiring a higher level of care. Without hospitals and specialty centers nearby, patients in rural and remote communities who are unable to travel long distances require an alternative to ground transportation.

The dedicated aviation fleet, comprised of four rotary wing helicopters and six fixed wing airplanes, plays an important role in providing both pre-hospital scene response and inter-facility transfers between hospitals and referral centres.

Within the Air Ambulance program, there are Primary Care Paramedics (PCPs) as well as Critical Care Paramedics (CCT) and Infant Transport Team paramedics (ITT), who provide specialized, emergency patient care and transport for critically-ill or injured patients utilizing both air and ground transport capability.

As part of the Action Plan commitment to enhance delivery of out of hospital services to remote areas of the province, a low acuity plane trial was launched in July 2017 in North Eastern British Columbia. The plane trial employs PCP crews based in Fort St. John and aims to improve response times

for surrounding communities and ensure ground ambulance resources remain within their home communities.

The BCEHS Air Ambulance program serves the entire province through dedicated bases located in Vancouver, Nanaimo, Kelowna, Kamloops, Prince George, Prince Rupert, and the trial location of Fort Saint John.

BCEHS is also conducting a review of the air ambulance service as part of the Action Plan, to optimize the delivery of out-of-hospital services and long-distance transfers in the most remote areas of BC.

Key objectives of the review include:

- Optimization of air services to enhance service in rural and remote communities and improve the time to definitive care for patients.
- Improvement of patient experience for long distance transfers.
- Reduction of the time patients spend in transit from one facility to another.
- Development of a sustainable model that improves performance and patient care.

Patient demand data, current practices and fleet utilization will be explored as part of the review. Regular updates will be provided in future Action Plan Updates.

