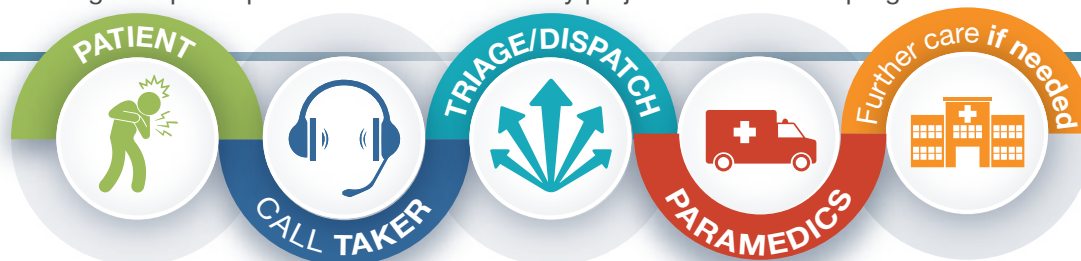


# ACTION PLAN UPDATE

**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.



## CliniCall launches

After an intensive application, examination and review process, the new 15 BCEHS Paramedic Specialists started their training in early October to launch our latest innovative emergency response program – CliniCall.

This remote support program integrates clinical and technical expertise with street experience and operational dispatch knowledge to optimize resource allocation and patient care. When fully operational, CliniCall and the concept of integrating Paramedic Specialists into dispatch, will be an excellent example of clinical leadership in paramedic practice.

With their training scheduled to complete in November, the Paramedic Specialists will spend one third of their time in dispatch and the rest of their time in ALS response units as single responders attending ALS calls, high risk hazard and Hazmat events. A province-wide resource, this program will immediately:

- Support optimal allocation of resources through clinical prioritization of identified calls
- Provide enhanced patient care with reviews of significant event calls

- Enhance dispatch decision making by providing a real-time clinical perspective

In January, the team will also:

- Offer first-line clinical support to paramedics and first responders in the field 24 hours a day, seven days a week
- Conduct call backs to patients for further clinical assessment and advice

The CliniCall working group consists of representatives from all BCEHS dispatch centers, Clinical and Medical Programs, Paramedic Specialists and paramedics. The group meets weekly to develop the processes and procedures needed to support the roll out of first line clinical support to all paramedics and first responders provincially.

Access to this support will begin in early 2018, with CliniCall staff becoming the first point of contact for paramedics needing additional clinical support. CliniCall and Emergency Physician Online Support (EPOS) will work together in defining and clarifying what calls will still require direct physician support and what calls can be

## 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

appropriately supported by the Paramedic Specialists. The old technical advisory program is now being run by the paramedic specialists team.

To further enrich this new program, Rene Bernklau, CliniCall Clinical Operations Manager, and Joel Herrod, PCCP Education Manager will be receiving training in the Manchester Triage Scoring System (MTS). This internationally recognized decision support tool



used by paramedics in the UK will be launched within the CliniCall program in November to support the secondary triage of callers by Paramedic Specialists.

Congratulations to our new Paramedic Specialists: Kristina Anton, John Merrett, Enrico Ruffy, Brian Twaites, Kris Erickson, Graham Harrington, Darrel Hunsbedt, Ryan Stefani, Andrew Mills, Chris Morgan, Jade Munro, Kathleen Pascuzzo, David Hilder, Robert MacMillan and Ole Olsen. CliniCall will be posting for additional personnel to join the team in November.

Additional communication and education for the individual dispatch centers will come once the Standard Operating Guidelines are finalized in early November.

For more information or questions about this initiative, email: [ActionPlanIdeas@bcehs.ca](mailto:ActionPlanIdeas@bcehs.ca).

## New resource & deployment plans underway

The delivery of excellent patient care in every community across the province requires having the right resources in the right place at the right time and using those valuable resources in the most appropriate way.

With the demand for emergency services in our province on the rise as a result of a growing and aging population, our current models for resource allocation and usage need to adapt. BCEHS staff from several parts of the organization have been helping analyze community demand data and working with area managers to help develop plans that match local community need with the most appropriate resources.

The goal of these changes to our deployment model is to ensure more effective use of our staff and resources to help us provide timely, appropriate, patient-focused health care services to patients and communities across the province.

### Phase I – changes rolling out

Five communities and their surrounding areas were identified for Phase I of these changes: Nanaimo, Vancouver, Dawson Creek, Williams Lake and Trail. These communities were chosen to represent a full range of different geographies, from metropolitan to rural and remote. Area Managers, Unit Chiefs and CUPE representatives have been engaged as part of this work, and collaborative meetings started in August. A combination of data analysis and operational experience has provided a solid foundation for the new resource plans, which are focused on capacity and coverage. To date:

- Four meetings have taken place in Nanaimo and two in Metro Vancouver. Draft plans are in place for both areas and are awaiting final approval. The plan is to begin implementation of the new plans in the New Year.
- Dawson Creek and Trail had initial working group meetings. They are on track to start implementation of their new plans before the end of 2017.
- As a result of the wildfires a new timeline for Williams Lake is being developed.



Work is ongoing to ensure all of the new resource plans integrate seamlessly into dispatch practices as they are implemented.

### **Phase II begins – 5 new communities to be added**

The process of identifying five additional communities is underway. Working groups for these areas will be established in December, with the goal of having new resource and deployment plans prepared for approval in early spring 2018.

## **Leadership Series for Frontline Managers Coming**

As part of our plan to better support our front line managers, a small BCEHS working group, consisting of existing and new leaders in a variety of leadership positions within the organization, has been developing a new leadership course, which will begin rolling out in December.

The group chose to use the Paramedic Chiefs of Canada Leadership Competency Framework as the foundation of the course. This competency framework outlines clear and consistent leadership expectations and goals and introduces the use of a common leadership language. The competency framework can be used to evaluate personal practice and assist in development of goals for future professional development.

Objectives of the Frontline Leadership Series are focused upon:

- Demonstrating critical reflection on one's own leadership practice
- Integrating knowledge and skills required to be a leader based upon the Paramedic Chiefs Competency Framework with the responsibilities of being a frontline leader at BCEHS

- Developing an appreciation of how personal leadership attributes contribute to one's ability to lead themselves and others
- Demonstrating the integration of knowledge and skills required to be a successful frontline leader

The intended audience is all frontline leaders including Directors, Supervisors, Managers, Unit Chiefs, Charges, Clinical Nurse Leaders, Paramedic Practice Educators, and Safety Consultants

The Frontline Leadership Series will begin in December. The workshop is five days in length. Participants will meet twice for 2.5 days with a few weeks break between. There will be preparatory pre-work and an intercessional work assignment. Further information will be circulated as the date gets closer.

