



Paramedics, call-takers and dispatchers at BC Emergency Health Services provide emergency patient care and patient transfers throughout the province.

How we serve the people of B.C.:

- ➔ BCEHS oversees the BC Ambulance Service and Patient Transfer Services.
- ➔ BC Ambulance Service paramedics, call-takers and dispatchers provide pre-hospital emergency care and inter-facility ground and air ambulance patient transfers province-wide, covering nearly 950,000 square kilometres.
- ➔ When a 9-1-1 call for an ambulance is received in BCEHS dispatch centres, call-takers assess the severity of patients' conditions based on information provided by the caller and can provide life-saving instructions over the phone to help patients until emergency responders arrive.
- ➔ BCEHS has more than 4,750 employees who support air and ground ambulances, and staff including nurses and physicians –who manage inter-facility transfers of patients and provide clinical oversight and research.
- ➔ As part of BCEHS, BC Patient Transfer Services works with health authorities to co-ordinate the safe, timely and cost-effective transfer of patients who require paramedic care between health care facilities in BC, or out-of-province or country.

In 2016, BCEHS released the Transforming Emergency Health Services Action Plan which outlined five strategies to drive system-wide improvements needed to meet the growing demand for emergency services.

- 1.** Improve performance efficiencies to reduce dispatch and mobilization response times;
- 2.** Review the approach to responding to calls of a minor nature and low-acuity transfers;
- 3.** Work with health authorities to improve turn-around times from hospitals and patient-transfer times;
- 4.** Develop a multi-year strategy for implementation of new resources; and
- 5.** Enable innovation in the way we deliver emergency health services.



How we are improving patient care:

- ➔ Community paramedicine is helping to stabilize paramedic staffing in rural and remote communities, and bridging health-service delivery gaps. The program is delivered in collaboration with local health care teams. The program has created more than 80 full-time-equivalent community paramedic positions in 99 rural and remote communities in B.C.
- ➔ Increasing resources at BCEHS has meant adding more than 120 full and part-time positions in the past year (fiscal, April 2017-March 2018) in both urban and rural areas. And 45 additional ambulance vehicles have been added to the BCEHS fleet.
- ➔ Changes have been made to our dispatch centres to better to respond to patient calls. Those changes include adding more full-time dispatch positions, introducing a new triage process and deploying the Clinical Response Model (CRM) of dispatch. The CRM updates the system of how we assign paramedics, ambulances and other resources to 9-1-1 calls. Together, the changes better meet the needs of patients who call with medical emergencies and allow us to get to the most life-threatening situations quicker.
- ➔ In the past year, BCEHS has also made improvements to enhance the patient experience and to reduce the risk of injury to paramedics, including the addition of power stretchers and power loaders to replace manual equipment.
- ➔ Recently BCEHS increased its capacity to respond to critical emergency calls at night by working with its helicopter service provider Helijet to install night vision technology.
- ➔ BCEHS has partnered with the ACT Foundation to train high school teachers and students on how to effectively use CPR and defibrillators. More than half a million students in B.C. and several thousand teachers have received life-saving training.
- ➔ B.C. is among North America's best when it comes to survival rates for patients who call for an ambulance after a cardiac arrest. In a US and Canadian study, B.C.'s survival rate of 14 per cent was second only to Seattle, at 16 per cent.

Every minute
of every day

an ambulance crew is dispatched to a medical call in BC.



23.9M

kilometres is how far BC ambulances have travelled. This is equivalent to 575 times around the world.



756,000

In 2018 BCEHS responded to more than 756,000 patients.



188

ambulance stations including six aircraft bases throughout the province.

7,195

The number of patients transported by air ambulances in 2018.

BC Emergency Health Services
250-953-3298
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