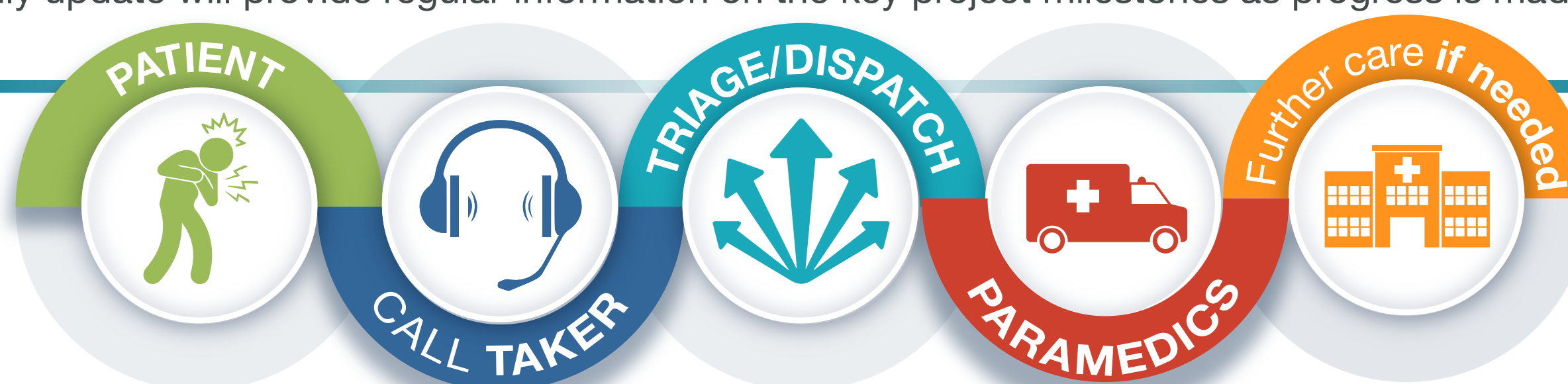


ACTION PLAN UPDATE

BCEHS | BC Emergency Health Services

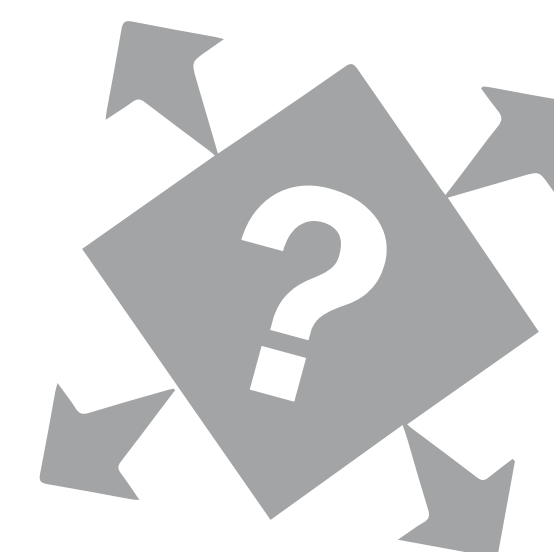
The **BCEHS Action Plan** is a provincial strategy to transform how emergency health care services are delivered throughout BC. This monthly update will provide regular information on the key project milestones as progress is made.



Why are we changing?

In recent years there has been an increasing demand for emergency patient care. Without changes, demand is projected to increase by 6.1% annually.

BCEHS responded with an action plan that outlined key innovations and the strategic investment of additional resources to help improve patient care and ensure our provincial service is more sustainable moving forward. Government approved the action plan as well as other key projects, and provided \$91.4M in additional funding over the next three years to help BCEHS undertake these improvements in service delivery and transformation of its service model.



What does BCEHS want to achieve?

Improve patient experiences by:

- Helping paramedics get to critical patients more quickly
- Offering alternative pathways so patients can get the care they need without necessarily going to the emergency department
- Changing the ways we care for low acuity patients
- Raising public awareness about when to call 911

Improve staff experiences by:

- Increasing paramedic and dispatch staffing levels and stabilizing staffing in our rural communities
- Increasing the **Universal Hourly Rate** which will bring wage parity to part-time paramedics.
- Increasing clinical and technical support in dispatch
- Increase clinical support in dispatch

What is the timeline for this?

2017 2018 **Building the foundation**

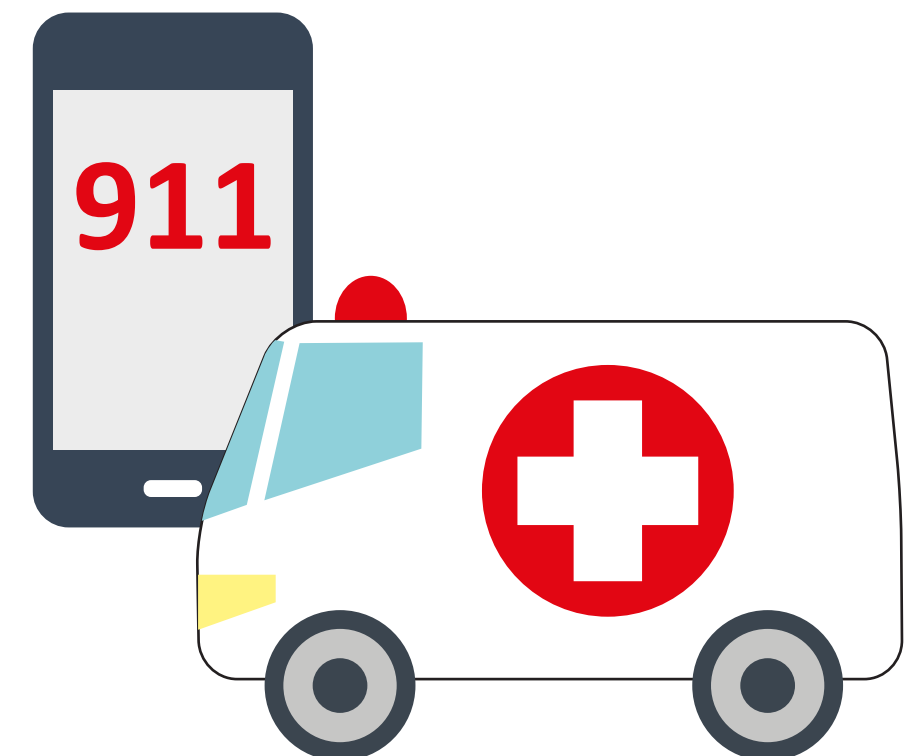
- Implement initiatives to stabilize rural and remote retention and recruitment like:
 - Complete the hiring and rollout of Community paramedicine
 - Introduce the Universal Hourly Rate of pay
 - Introduce regular part-time positions.
- Introduce new shift patterns into the Lower Mainland to improve response times at the busiest times.
- Stabilize staffing across dispatch centres.

2018 2019 **Prototype implementation**

- Phase in new rural and remote deployment models
- Roll out secondary triage and treat and release in selected communities around the province.
- Work with the Northern Health Working Group to prototype new configurations of air response.

2019 2020 **Implementation**

- Complete roll out of secondary triage and treat and release throughout the province.



Priorities in the coming months

Deployment/response times

- Develop urban deployment plan
- Continue to introduce new FTEs
- Continue dispatch improvement work to decrease activation and chute times for high acuity calls
- Review and revise front-line supervisory model
- Introduce regular part-time positions and flexible shift schedules, to improve ambulance availability at times of peak demand.
- Review our current Resource Allocation Plan (RAP) and layering matrix for ALS responses and get feedback from front line staff to ensure we are responding to patients appropriately.

Rural and remote service

- Stabilize rural staffing
- Identify opportunities to convert on-call and stand-by ambulance shifts to regular shifts so paramedics can have consistent and reliable work hours
- Develop sustainable rural and remote deployment plan



Better support the delivery of patient care

- Reduce turnaround time at hospital through improved handover processes and monitoring of delays
- Introduce **ParaCare** for more efficient completion of patient care records
- Deploy new power stretchers throughout the province to help reduce the risk of MSI injuries
- Improve scheduling and absence management processes
- strengthen our resiliency and mental wellness supports for staff

Clinical responses to low acuity calls

- Expand the range of clinical options for 911 callers
- Increase and expand the functions of BCEHS clinical staff and develop supporting tools into dispatch. This will provide patients with care options that don't necessarily involve an ambulance taking them to an emergency department.
- Enable paramedic crews to treat and release specific types of 911 patients on scene