

The front-line ambulance paramedics, call-takers and dispatchers at BC Emergency Health Services provide emergency patient care and inter-facility patient transfers throughout the province.

How we serve the people of BC:

- ➔ BCEHS oversees the BC Ambulance Service and the Patient Transfer Coordination Centre.
- ➔ 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 911 call for an ambulance is received in the BCEHS dispatch centres, call-takers assess the severity of patients' conditions based on information provided by the caller and can also provide life-saving instructions over the phone to help callers care for 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, the BC Patient Transfer Network (BCPTN) works with health authorities to coordinate 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.
- ➔ We're also improving pre-hospital patient care, in partnership with local health care providers through our Community Paramedicine program, where paramedics provide basic health care services to patients in their homes and communities.

In February 2016, BCEHS released the *Transforming Emergency Health Services Action Plan*, which outlined five strategies that will drive the 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 identified in collaboration with local health care teams. The program is adding at least 80 full-time-equivalent community paramedic positions by 2018, with 76 communities selected to date.
- ➔ As of July 2017, BCEHS has trained 124 fire departments and more than 800 community paramedics on how to care for suspected overdose patients, including how to administer naloxone. (Community paramedics are emergency medical responders and primary care paramedics, not licensed for intramuscular injections.)
- ➔ BCEHS has partnered with the ACT Foundation to train high school teachers and students on how to effectively teach CPR and defibrillator use. Since 2005, more than 415,000 BC youth and 1,300 teachers in 236 public secondary schools have received life-saving training.
- ➔ BC 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, BC's survival rate of 14 per cent was second only to Seattle, at 16 per cent.
- ➔ In 2015, BCEHS earned its first-ever accreditation from Accreditation Canada for its ongoing commitment to patient care and quality following a comprehensive, organization-wide survey.

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.



569,000

The number of times ambulances were dispatched last year. That's approximately 503,000 9-1-1 events and 66,000 inter-facility patient transfers.



188

ambulance stations including six aircraft bases throughout the province

6,800

The number of patients transported by air ambulances annually

BC Emergency Health Services

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