

FACTSHEET

Clinical Response Model

- In 2018, BC Emergency Health Services (BCEHS) adopted the Clinical Response Model (CRM) which updated the system for assigning paramedics, ambulances and other resources to 9-1-1 calls to more accurately match resources to the needs of the patient.
- The focus of the CRM is to get paramedics to the most critically ill and injured patients as quickly as possible, and to improve the health-care experience for all patients.
- The CRM replaced the former Resource Allocation Plan, which assumed ambulance transport for every patient.
- The condition of the patient is categorized by dispatch staff using the Medical Priority Dispatch System. Once the condition is categorized, resource assignment is determined using the CRM.
- The CRM uses a colour-coding system with some similarities to the colour system used in hospitals (see chart below) to assign of resources for both emergency and non-emergency calls.
 - The CRM colour indicates the resource and response type for an event, and it also indicates the relative priority of the call, with PURPLE being the highest priority.
 - TEAL calls will not be immediately dispatched and are referred to the Clinical Hub for further clinical assessment by a Secondary Triage Technician and Link and Referral Patient Navigator.
 - BLUE calls are transferred to Nurseline.
- BCEHS receives approximately 140,000 calls per year that are non-urgent. BCEHS estimates that slightly more than half of these calls could be resolved without ambulance transport. About 3,500 of these calls are already transferred to nurses at HealthLink BC.

- In 2017, the *Emergency Health Services Act* was updated to allow BCEHS to provide alternative clinical responses to patients calling 9-1-1.
- The BCEHS CRM has been implemented in other major jurisdictions resulting in improvements in the patient experience and clinical outcomes. Examples of the CRM system can be found in Scotland, Wales and Victoria, Australia.

Patient Condition		Colour
Immediately life-threatening (e.g. Cardiac Arrest)		Purple
Immediately life-threatening or time critical (e.g. Chest Pain)		Red
		Red - BLS
Urgent / Potentially serious, but not immediately life-threatening (e.g. Abdominal Pain)		Orange
YELLOW	Highest Risk Yellow Codes / Top of Cue	Priority Yellow
	Non-urgent (not serious or life threatening) (e.g. Sprained Ankle)	Yellow
	MPDS Codes Suitable for STC Assessment	Teal
Non-urgent (not serious or life threatening). Possibly suitable for treatment at scene determined by STC / LAPN / PS		Green
Referrals to HealthLink BC, Poison Control PCP or EMR if required (per Use of the CRM Policy: Referrable Calls)		Blue

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