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# EMS System Improvements

## Performance Update

April 2023

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# System Improvement Summary:

## What's being done?

- Focus on response time improvement
- Reductions in EMS Hospital Time & EMS Offload Time
  - EMS Return to Service initiative
  - Policies to support timely patient transfer (e.g., waiting room when appropriate)
- Launch of EMS/811 Shared Response
- Addition of 19 new ambulances last year (24 expected in 2023)
- Hiring of new staff
  - Recruiting across Canada and internationally
- Budget increase announced - \$196M over three years
- 2023/24 Operating Plan

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# System Improvement Summary:

## What's being done?

Alberta EMS Provincial Advisory Committee (AEPAC) recommendations (53 total):

- 30 underway
- 3 pending within 30 days

PwC Dispatch Review recommendations (45 total):

- 21 underway
  - 1 pending within 30 days
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# AHS EMS Improvement Strategies

## Workforce Strategies and Supports

- Improve the workplace for existing staff
- Increase and enhance recruitment of new staff
- Ensure an efficient and supportive work environment

## Capacity Increase

- Increase the number of paramedics and ambulances and/or ensure existing resources are used effectively
- Ensure resources are more readily available in communities

## Demand Management

- Reduce the number of unnecessary ambulance responses and/or reduce the number of unnecessary ambulance transports to hospital
- Ensure patients receive timely, appropriate and safe care

## Strategic Initiatives

- Support long-term improvements to EMS system including:
- Engagement with partners and communities
  - Medical First Response
  - Public Education
  - Enhancing EMS system design

## Other Initiatives

Initiatives that will benefit patients, Albertans and/or the EMS system.

*\*These can reflect improvements elsewhere in the healthcare continuum that will support EMS excellence.*

Alberta EMS Provincial Advisory  
Committee Report

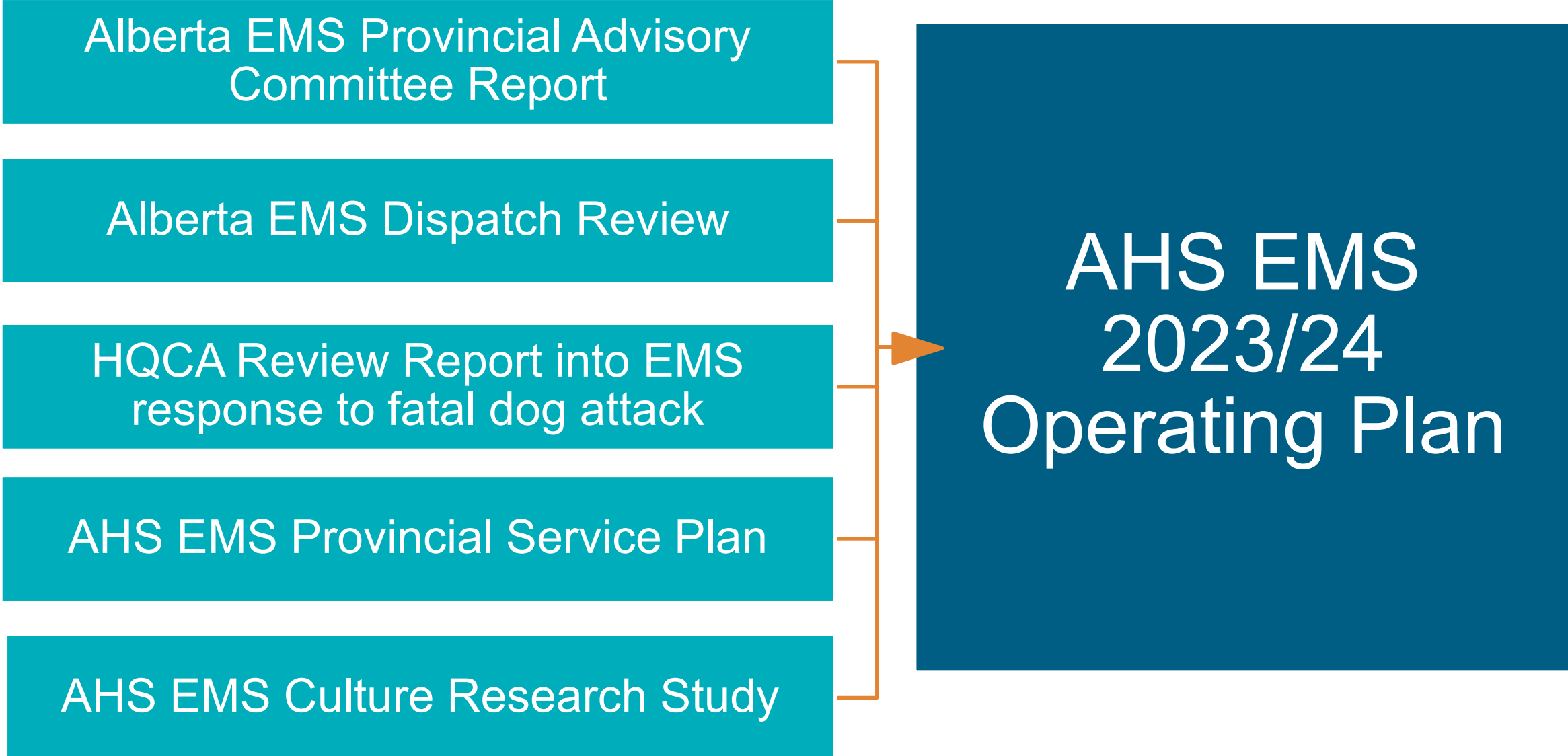
Alberta EMS Dispatch Review

HQCA Review Report into EMS  
response to fatal dog attack

AHS EMS Provincial Service Plan

AHS EMS Culture Research Study

AHS EMS  
2023/24  
Operating Plan



## Initiatives:

- EMS Return to Service
- EMS/811 Shared Response
- Alternative Methods for IFT

## Results:

- Response time improvements
  - 38%** improvement in Calgary
  - 25%** improvement in Edmonton
  - 33%** improvement on average in smaller communities
- Decrease in frequency of Red Alerts

Time in Red Alert	Nov 2022	Apr 2023*
Edmonton	295 minutes	10 minutes
Calgary	254 minutes	4 minutes

*\*Data as of April 26, 2023*



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# Human Resources

- AHS EMS new hires:
    - From April 2022 to February 2023 – 445 employees hired
    - Headcount has increased from:
      - 2,340 to 2,436 FT and
      - 1,146 to 1,182 casual staff
  - Additional staff being hired with additional units in Calgary and Edmonton – 80 FTEs
  - Workforce supports – mental health supports, training, uniform refresh, breaks
  - Expanded use of Emergency Medical Responders
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# Performance Improvements Update

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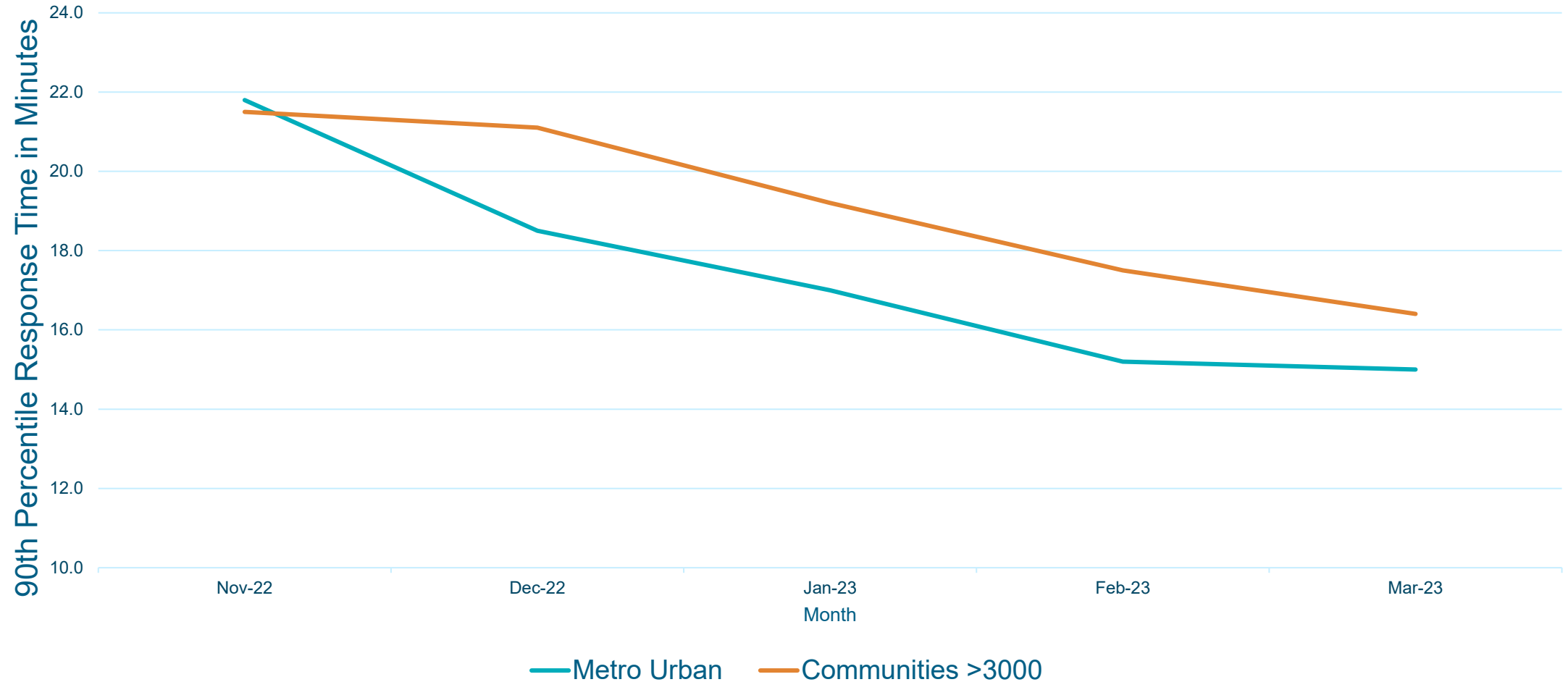
# Response time – Performance at 90<sup>th</sup> Percent

- All call times: h:mm:ss
- Represents performance for March 2023
- Blue = benchmark times from November  
 Green = March improved  
 Red = March degraded

Call Type	Metro/Urban		Communities >3000		Rural		Remote	
	Nov 2022	Mar 2023	Nov 2022	Mar 2023	Nov 2022	Mar 2023	Nov 2022	Mar 2023
Delta/Echo	0:21:48	0:15:02	0:21:29	0:16:23	0:35:59	0:33:16	1:03:55	1:01:41
Bravo/Charlie/ Delta/Echo	0:33:36	0:18:55	0:24:01	0:17:30	0:37:25	0:34:05	1:04:33	1:04:11
Alpha	1:54:17	0:42:10	0:27:12	0:26:43	0:42:41	0:43:41	1:20:20	1:21:34

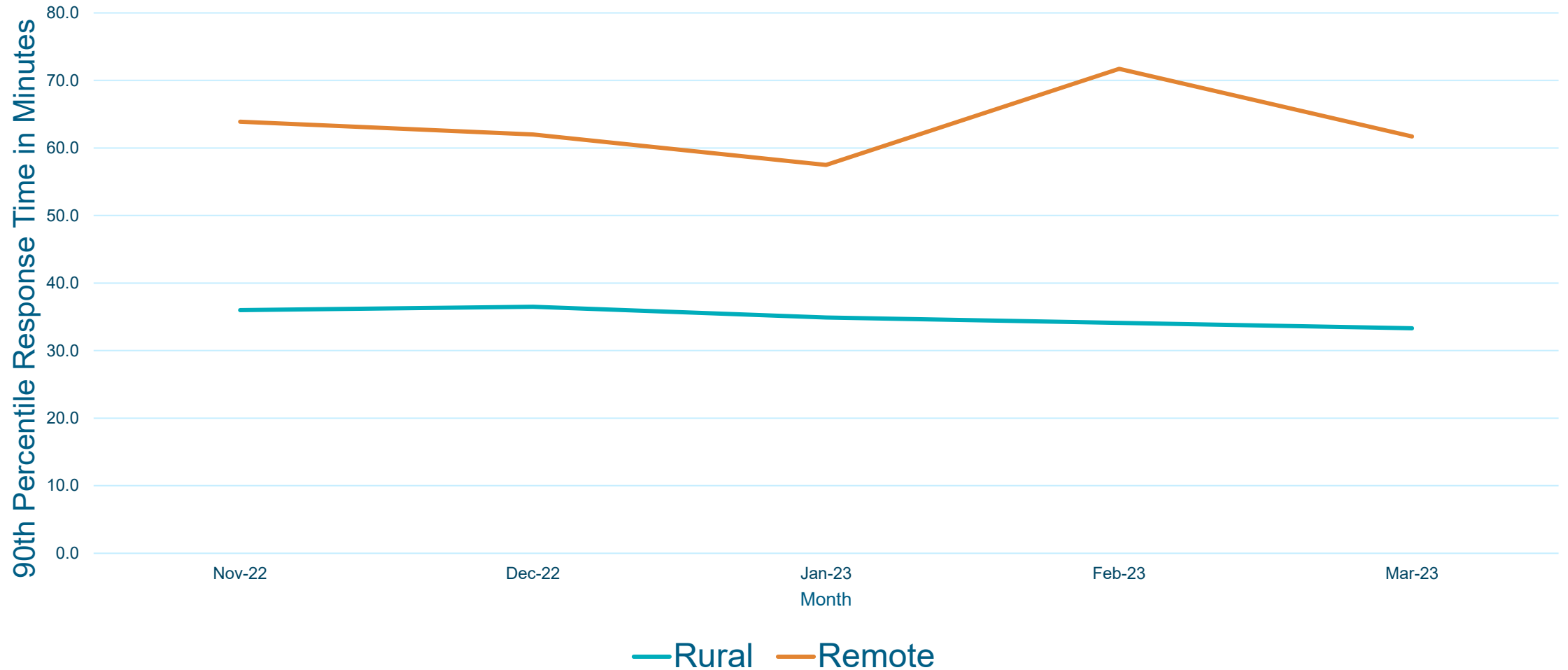
# Response Time Performance Summary

Response Time Performance - Metro/Urban and Communities >3000 (Delta/Echo)



# Response Time Performance Summary

Response Time Performance - Rural and Remote (Delta/Echo)

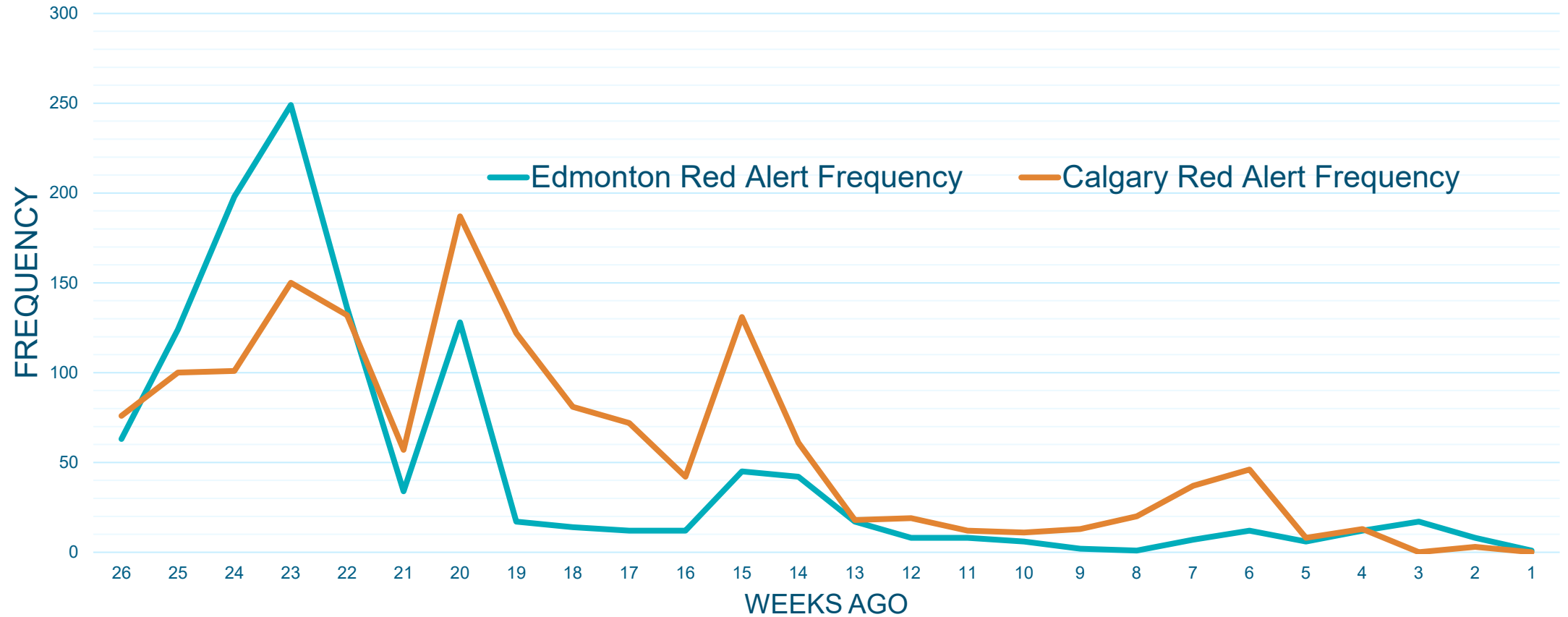


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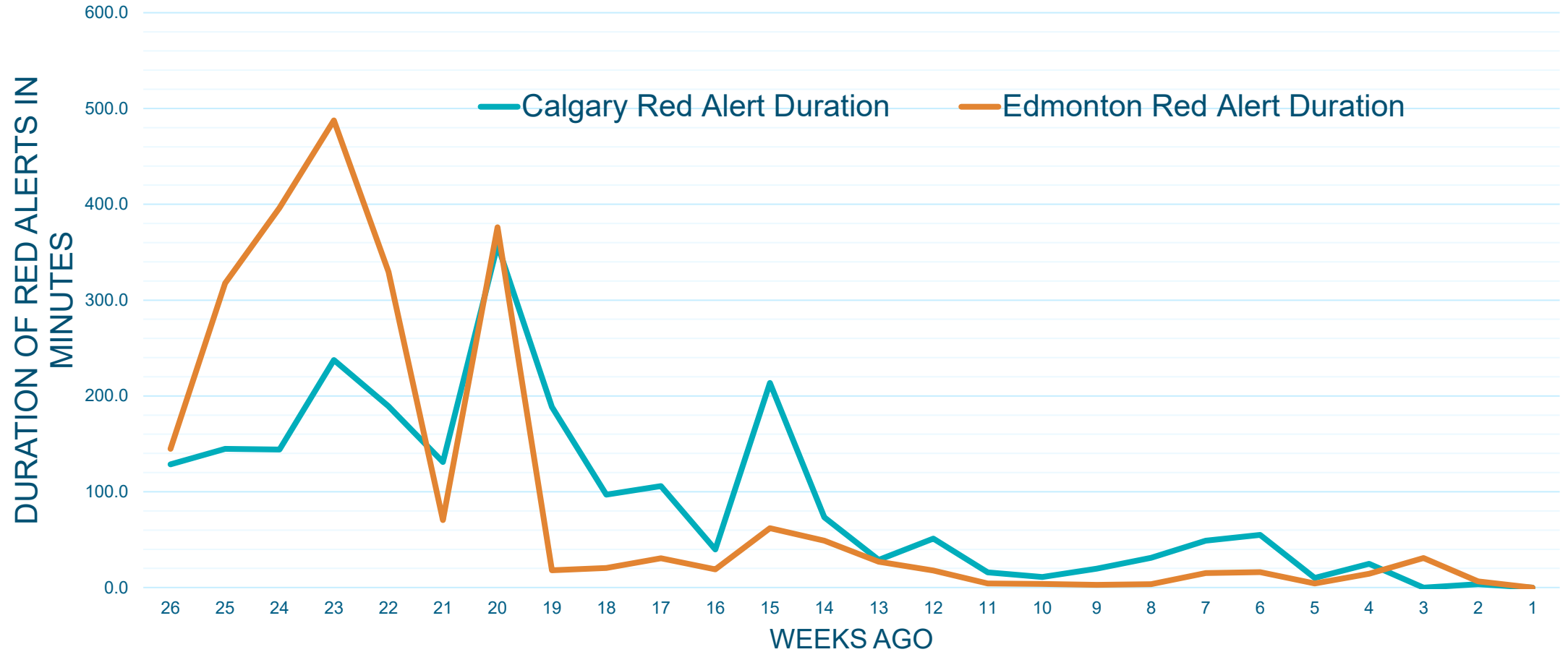
## Performance Improvement – Unit Utilization

- Reflects the percentage of time units on duty are defined as ‘assigned movement’ – on an event (responding, on scene, transporting, at hospital) or moving/relocating for coverage.
- Last 1.5 years:
  - Calgary average – 85-90% - last 1.5 months - approx. 60%
  - Edmonton average – 75-80% - last 1.5 months - approx. 70%

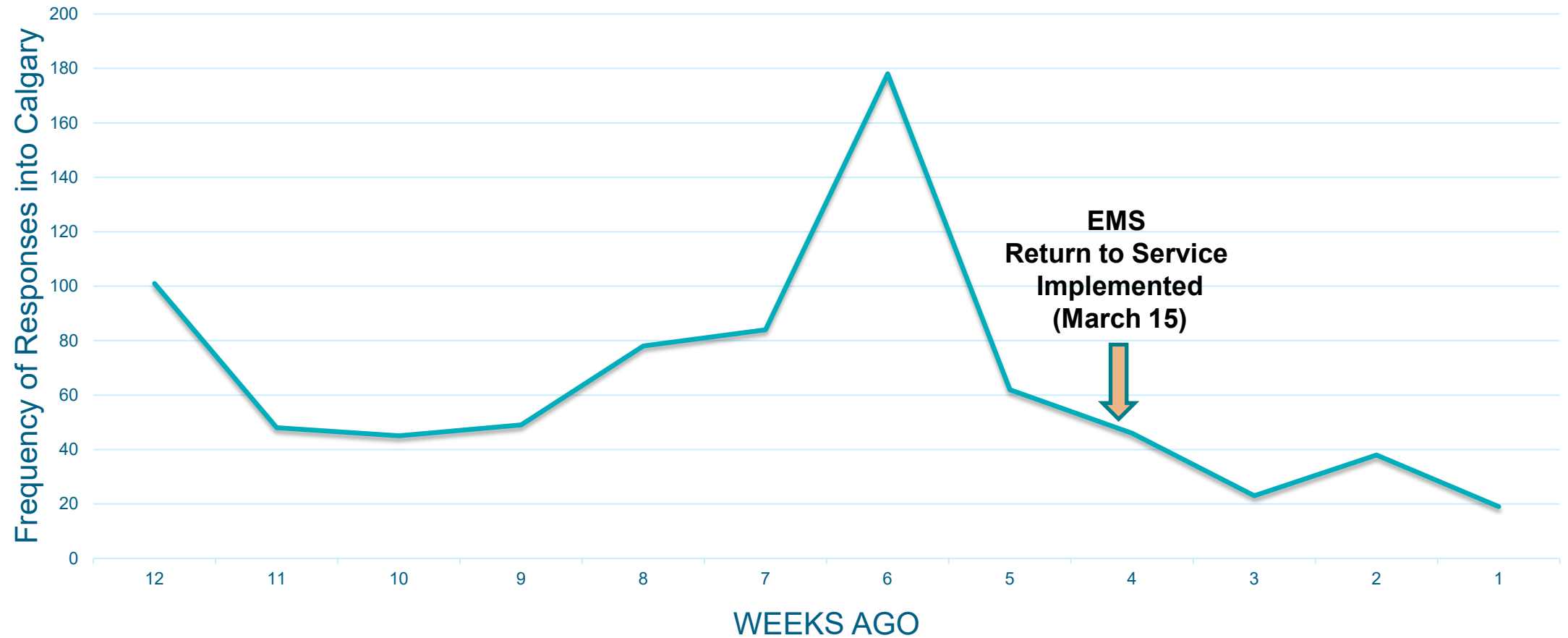
# Red Alert Frequency by Week Calgary/Edmonton



# Red Alert Total Duration by Week Calgary/Edmonton



# Suburban unit responses into Calgary



**Learn more at  
[ahs.ca/ems](https://ahs.ca/ems)**