

# Ambulance Paramedics Community Solutions



In Metropolitan Communities

UBCM 2018

## The Problem

Expanding populations and higher call volumes mean higher demands on the healthcare system and ambulance service.

## The Roadblocks

Limited healthcare budgets have not allowed paramedic services levels to keep up to demand

## The Solution

More paramedics and expanded roles for paramedics can help reduce 911 call volumes and improve care.

## Today's Challenges for Metropolitan Communities

Most larger BC communities are facing challenges with overcrowding and availability of local healthcare services. Population growth in urban and metropolitan communities continues above the national average, which means more 911 calls and more patients in hospitals. Other pressures, like the opioid epidemic, add to the demands on the system. All of these factors mean that timely access to high-quality pre-hospital paramedic services are more important than ever.



In larger centers, paramedic and dispatch services are stretched to a maximum workload capacity. Paramedics working in this environment are experiencing high levels of stress related injuries, like PTSD. This leads to high levels of sick time and long-term injury. We must ensure we are providing adequate support to the paramedics who care for our communities.

A successful health care system requires a robust and adequately resourced paramedic service. Ensuring paramedics are able to meet the needs of BC communities will ensure the health of British Columbians. Municipalities should not feel the need to duplicate services that should be provided by the BC Emergency Health Service.

## Roadblocks & Solutions

Recent additions to paramedic and dispatchers staffing have helped reduce workloads and improve response times in some communities, but there is more to be done. Kamloops, Kelowna, Prince George and parts of the lower mainland are still under-resourced and desperately need more paramedics.



## Did You Know?

Recent changes were made to the way medical 911 calls are assigned priority levels. Clinical Response Model (CRM) is an internationally used and evidenced based approach to classifying medical 911 call urgency levels.

Since implementation, CRM has resulted in significantly faster response times to the most urgent calls, while response times to other calls slightly improved or stayed the same.

Ask us for more details.



No two communities have the same ambulance and healthcare problems, so solutions must be found which fit each specific area's need. BC Paramedics are a key part of BC's healthcare team and can be part of those solutions. Recent deployment advancements and expansion of rural Community Paramedics are examples of how the BCEHS, the Ministry of Health and the Paramedics union can work collaboratively to find unique solutions.

### **Paramedics - The right resource for patients, in the right amount of time**

BC Paramedics are multifaceted medical experts in the pre-hospital setting. Their extensive education positions them well to tackle health care gaps in your community.

APBC supports an evidenced based approach to delivering paramedic services. Evidence shows that trained paramedics and quick transport to hospital saves lives. More paramedic resources are required to improve response times and reduce burn-out. While we are advocating for additional paramedic resources, we also need to ensure that our existing resources are utilized properly. That means recognizing that while all paramedic response times are important, there must be a focus on getting to life-threatening situations as quick as possible.

### **Community Based Care - Community Paramedicine**

Urban and metropolitan communities could benefit from the expansion of Community Paramedics (CP) into this setting. In other large Canadian cities, CP's have been successfully able to connect with and treat high-risk patient populations like; elderly patients, chronic disease patients, homeless and low-income patients. Bringing care for these patients to them has resulted in reduced 911 calls and emergency room visits.

## **Getting Involved In The Solution**

Municipal representatives have a critical role in the decisions being made about healthcare services in your community. You know the needs of your community better than anyone else.

We welcome the opportunity to discuss your communities specific healthcare needs, gaps and paramedic services. Find us at booth #2.

We ask that you write both the **Health Minister** and **Health Critic** to advocate for enhanced paramedic services and healthcare in your community.

#### **We ask that you highlight:**

- Your unique community issues
- Your concerns about paramedic workloads and burnout
- Your support for new programs like Community Paramedicine
- Share this with other community leaders



Scan For More Info

#### **Want To Know More?**

If you'd like to learn more about these programs, please visit / contact us at:

[www.apbc.ca](http://www.apbc.ca)

BC Paramedics & Dispatchers  
A key part of BC's healthcare system and a valuable resource to your community.

