

main article → no ambulances available in Toronto 1,200 times last year, report finds (June 27, 2024)

- auditor general's report on Toronto Paramedic Services

Tara Anderson

(across the city)

→ avg. 2.5 hours each day w/ only 5 staffed ambulances available

- 2023 → 1200 occasions w/ no ambulance, huge ↑ from 29 occasions in 2019
↳ this ↑ occurred even before the pandemic, response times for "high priority" calls also ↑ in 2023

- wait times also ↑ compared to 2019.

- 10 recommendations by Anderson to help paramedic services improve "efficiency + effectiveness"

- ① service review response time targets
- ② report on performance by geographic areas
- ③ explore strategies to manage demand for its services
- ④ plan to divert some mental health calls
- ⑤ improve data analysis of frequent 911 call users
- ⑥ determine "optimal level" of ambulances required to meet needs

* goal: to better understand the pressure each ambulance location faces + to identify where ~~there~~ needs are

- other factors to consider → paramedic wait times in hospitals to offload patients, staffing challenges, traffic congestion, training new call takers + dispatchers

↳ shortage of doctors puts pressure on paramedic services, no family doctor so rely on emergency services.

- response times better in Downtown Toronto for higher priority calls

↳ can be due to higher # of staffed ambulances w/ higher call volume

↳ location of the ambulance at the time of dispatch

- due to offload delays, ambulances/resources drawn towards hospitals

+ bc many of city's larger hospitals located downtown, may have faster response times here/in this area

- ~ 910 emergency calls a day