

Ottawa Paramedic Remote Care
Monitoring for Post-Surgical
Patients; *Leveraging Technology to
Provide Better Patient Care and
Reduce Health System Pressures*

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September 17, 2022



Original Investigation | Public Health

April 25, 2022

Delivery of Cancer Care in Ontario, Canada, During the First Year of the COVID-19 Pandemic

HEALTH | News

Canadian doctors say medical delays from COVID-19 led to more advanced cancer cases

Almonte hospital becomes fourth in areas surrounding Ottawa to temporarily close emergency department during Labour Day weekend

“We are playing a game of Russian Roulette with peoples’ lives during the busiest weekend of the season.”

Elizabeth Payne

Sep 03, 2022 • September 5, 2022 • 3 minute read • 10 Comments

‘It’s disappointing’: Ontario hospital closing ER once again due to staff shortages

By Noushin Ziafati • The Canadian Press

Posted August 9, 2022 9:50 am • Updated August 9, 2022 3:56 pm

HEALTH

Cancer surgery delays caused by COVID-19 could lead to shorter life spans: study



By Irelyne Lavery • Global News

Posted March 21, 2022 12:01 am

News / Local News

Kemptville District Hospital ER closure called symptom of ‘burnout’ from province-wide nursing shortage

The 40-bed hospital in the rural community south of Ottawa will be closed from 7 p.m. to 7 a.m. this weekend, with regular 24-hour operations resuming Tuesday morning.

Ardian Holmer
Sep 01, 2022 • September 2, 2022 • 5 minute read • Join the conversation

OTTAWA

Ottawa paramedics at Level Zero more than 700 times so far in 2022



Josh Pringle CTV News Ottawa Digital Multi-Skilled Journalist
@PringleJosh | Contact

Published Wednesday, July 20, 2022 2:17PM EDT
Last Updated Wednesday, July 20, 2022 2:17PM EDT

Paramedics feel the pressure as a city runs out of ambulances



In Ottawa, paramedics have spent thousands of hours in 'offload delays' waiting to hand over care



Adrienne Arsenault, Stephanie Kampf • CBC News •

Posted: Aug 22, 2022 4:00 AM ET | Last Updated: August 22

**OTTAWA
PARAMEDIC
SERVICE**



**SERVICE
PARAMÉDIC
d'OTTAWA**



Montfort

Équipe santé Ontario
de l'est d'
Ottawa
East Ontario Health Team

Interdisciplinary Collaboration

Remote Care Monitoring



Shift Care from Hospital to Home

Early Discharge

Reduce ED Visits & Readmissions

Patient Centered

Surgical Patients

Hysterectomy

Transurethral
Resection of
Prostates (TURPs)

Arthroplasty

Patient Questionnaire

Hip surgery - Arthroplasty Surgery - Day 0/1

Q1: Incision/Dressing: Is your dressing soiled more than 50%?

- Yes
 No

Q2: Have you been able to urinate in the last 6 hours since discharge?

- Yes
 No

Q3: What is your pain level?

No pain 0 1 2 **3** 4 5 6 7 8 9 10 Worst pain

Q4: Do you have nausea?

- Yes
 No

Q5: Do you have pain in your calf?

- Yes
 No

Q6: Do you have trouble breathing?

- Yes
 No

Done Cancel

https://app.aetonix.com

IMEDIC Web Access HPG - Health Partn... Radius DOT for Radius DOT for iMedic - Ot... Swab reporting (HS... Operation Pilot - C... Telestaff Wound Care SNR Portal ACETECH Daily COVID-19 Das... COVID

Hello **TURP-Paramedic** aTouchAway

Account menu View history

Wed, Sep 14, 2022, 06:28:05 AM
Paramedic Response Intervention
- GYNE

Wed, Sep 14, 2022, 09:17:32 AM
Paramedic Response Intervention
- TURP

No groups yet? Try creating one...

Create a new group

No contacts yet? Try inviting others...

Hide offline contacts

Invite a new contact

Create bulk message

Your Managed Users (32)

Hide offline



- [User Icon] [Redacted] - TURP [Redacted]
- [User Icon] [Redacted] - ARTHRO [Redacted]
- [User Icon] [Redacted] - GYNE [Redacted]
- [User Icon] [Redacted] - GYNE [Redacted]
- [User Icon] [Redacted] - GYNE [Redacted]
- [User Icon] [Redacted] - ARTHRO [Redacted]
- [User Icon] [Redacted] - ARTHRO [Redacted]

Your Managed Users (32) Minimize

Hide offline contacts

24/7 Monitoring

Clinical Pathways

Pain Management

Bleeding

Infection

DVT

Staple Removal

Bladder Ultrasound

Catheter Insertion/Removal/Troubleshooting

Bladder Irrigation

Patient
Acceptance
Rate

Hysterectomy	Arthroplasty	TURP
48/54	57/63	52/53
89%	90.4%	98%

April 21, 2022 – September 14, 2022

Hysterectomy

48
Patients

35-70
y/o

Hysterectomy	Early Discharge
April/May	9/12
June	9/15
July	15/19
August	7/14
September	6/11
TOTAL	46/71

65% of Patients Received
an **Early Discharge**

Arthroplasty

57
Patients

50-90
y/o

Arthroplasty	Early Discharge
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July	20/27
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August	23/30
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September	15/15
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TOTAL	58/72
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81% of Patients Received
an **Early Discharge**

TURP

52
Patients

50-80
y/o

TURP	Early Discharge
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April/May	17/17
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June	10/10
------	-------

July	9/10
------	------

August	10/10
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September	5/6
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TOTAL	51/53
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96% of Patients Received
an **Early Discharge**

Early Discharge

Hysterectomy
46 patients

Arthroplasty
58 patients

TURP
51 patients

Total = 155
patients
discharged early

Emergency Department Use Hysterectomy

7 (3%)

2021

6 (6.5%) Post
Implementation



Emergency Department Use Arthroplasty

24 (5%)

2021

2 (3.5%) Post
Implementation



Emergency Department Use TURP

23 (40%)

2021

1 (2%) Post
Implementation



Patient Feedback

-
- "The response was fantastic! I messed up and answered one of the questions wrong and got a call from a paramedic within 20 minutes, which is fantastic! "
 - "The minute I had a question, my question was answered"
 - "I got a call within, at most, a half hour after filling out the questionnaire each time"
 - "I think it's great and they're doing a really good job! It's amazing to be able to talk to a real person to get answers to my questions and **not have to go to the emergency or urgent care for answers**"
-

Provider Feedback

“Patient feedback has been overwhelmingly positive. From a surgeon’s perspective, the feedback has also been enthusiastic. This unique allied health approach to surgical day patient care has revolutionized the day surgery patient’s experience and undeniably has raised the bar for quality care in a time when healthcare resources are strained.”

- David McCoubrey (Chief: Département d'Obstétrique et Gynécologie)

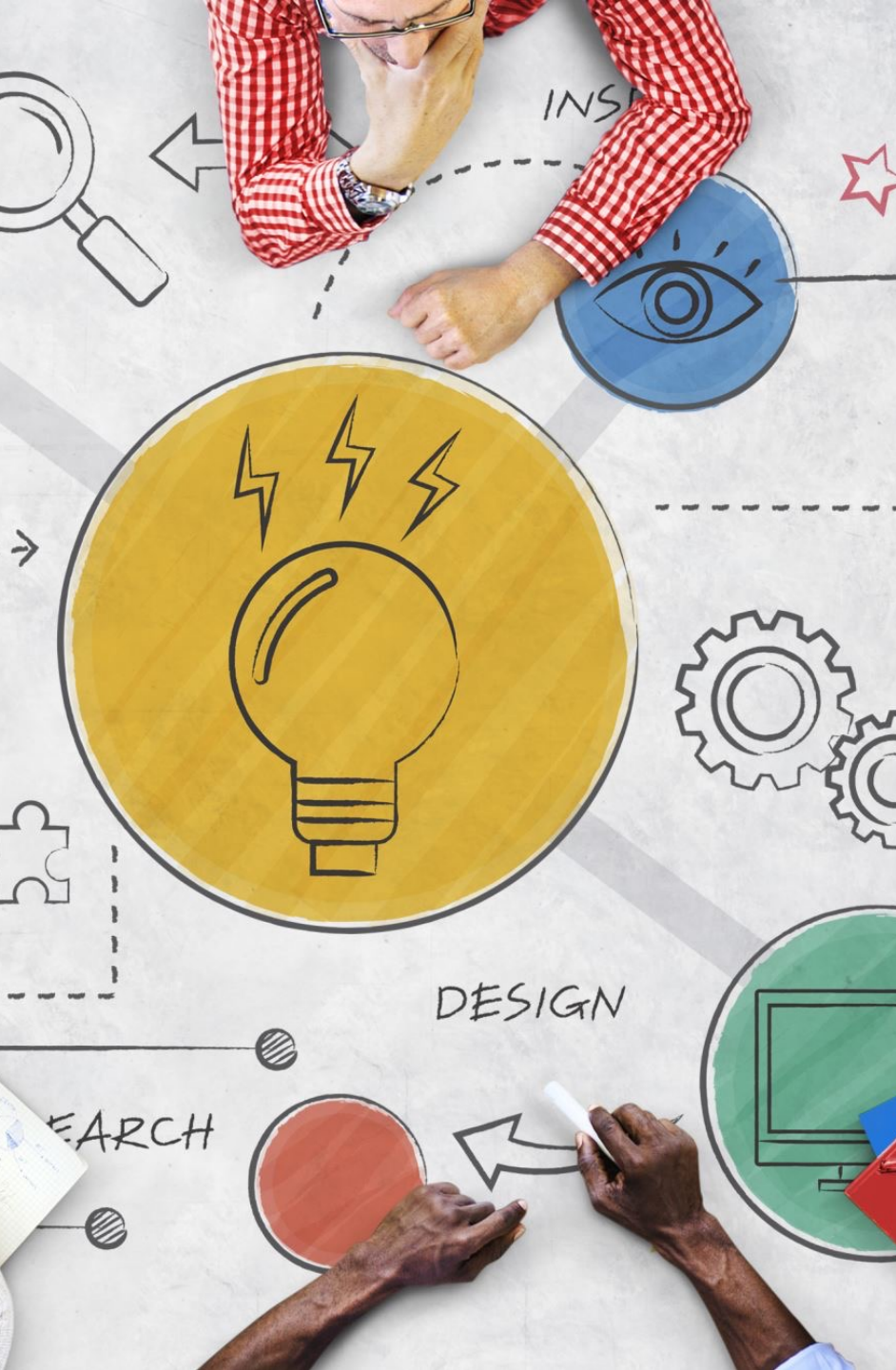
“My experience with our remote care monitoring program has been very valuable for both patients and surgeons alike. I like knowing that my patients will have 24/7 access to our community paramedics and they like knowing that someone will be available to them in the post-op setting. The feedback I have had has been nothing short of spectacular.”

- Dr. James Wong (Montfort Hospital: Department of Urology)



Drivers of Success

- Co-Design of the Program from Day 1
- Program Champions
- Clinical Decision Support
- Interdisciplinary Team and Integrated Model
- Case Review Meetings



Challenges

- Skill Retention
- Staffing Model
- Funding



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