

ISLAND EMS
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The No One Brought In Patient:

Strategies for limiting risk and changing EMS service delivery to provide patient centered care.





Population PEI

- Total: 146,283 (28/Km²)
- Female 52%
- Urban/Rural (53/47%)
- Charlottetown 71,143 (81/Km²)
- 59,367 (41%) > 50 years

Sources: Prince Edward island 41st Annual Statistics Review, Statistics Canada



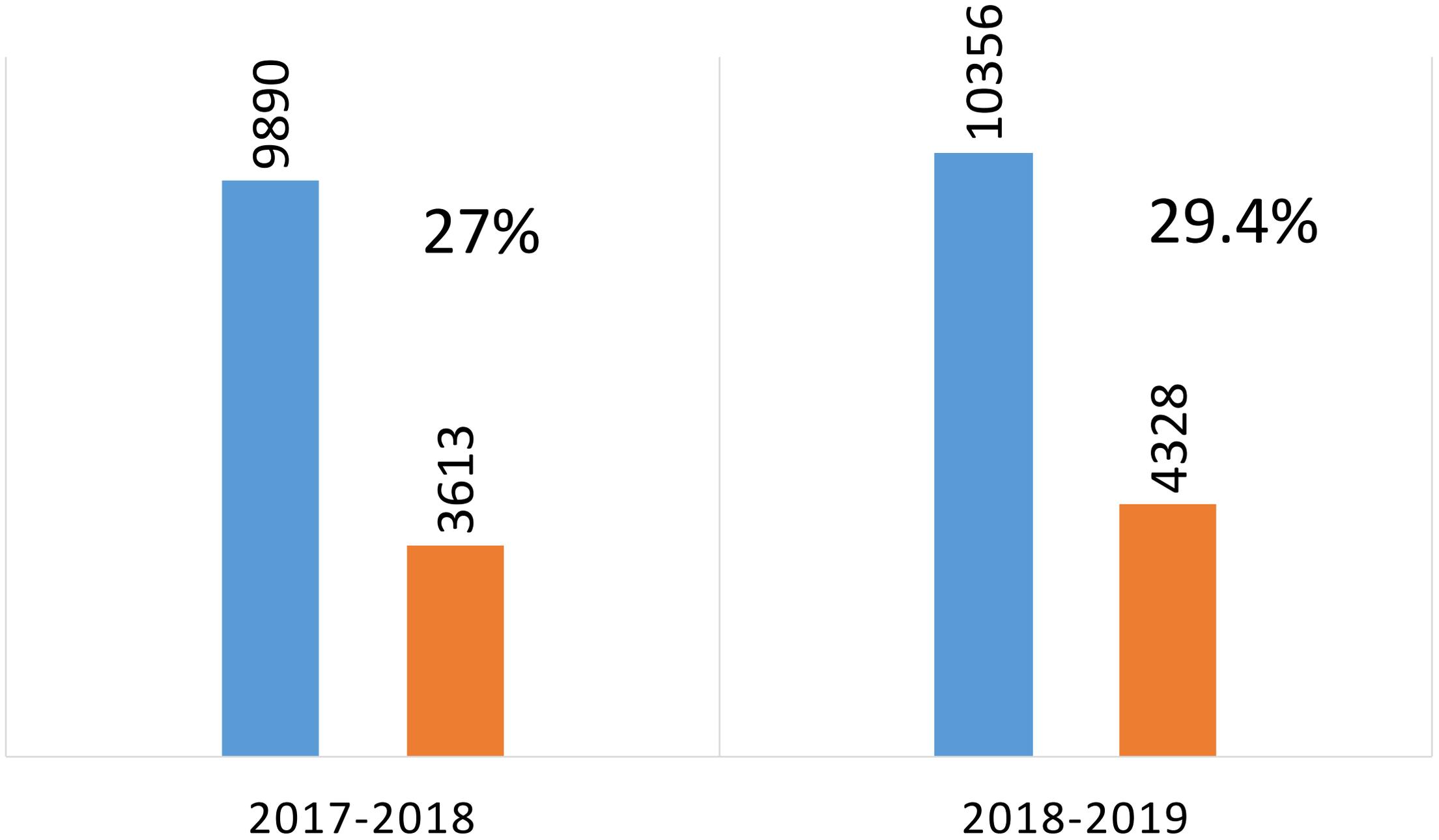
Paramedicine in PEI

- Single contracted service: Island EMS
- 100% ALS response
- 14 ambulances/day
- 3 MIH units
- 2 transfer units
- EMD
- Total calls 17/18: 17,894
- Median response time 7:23-12:24 (Min:Sec)

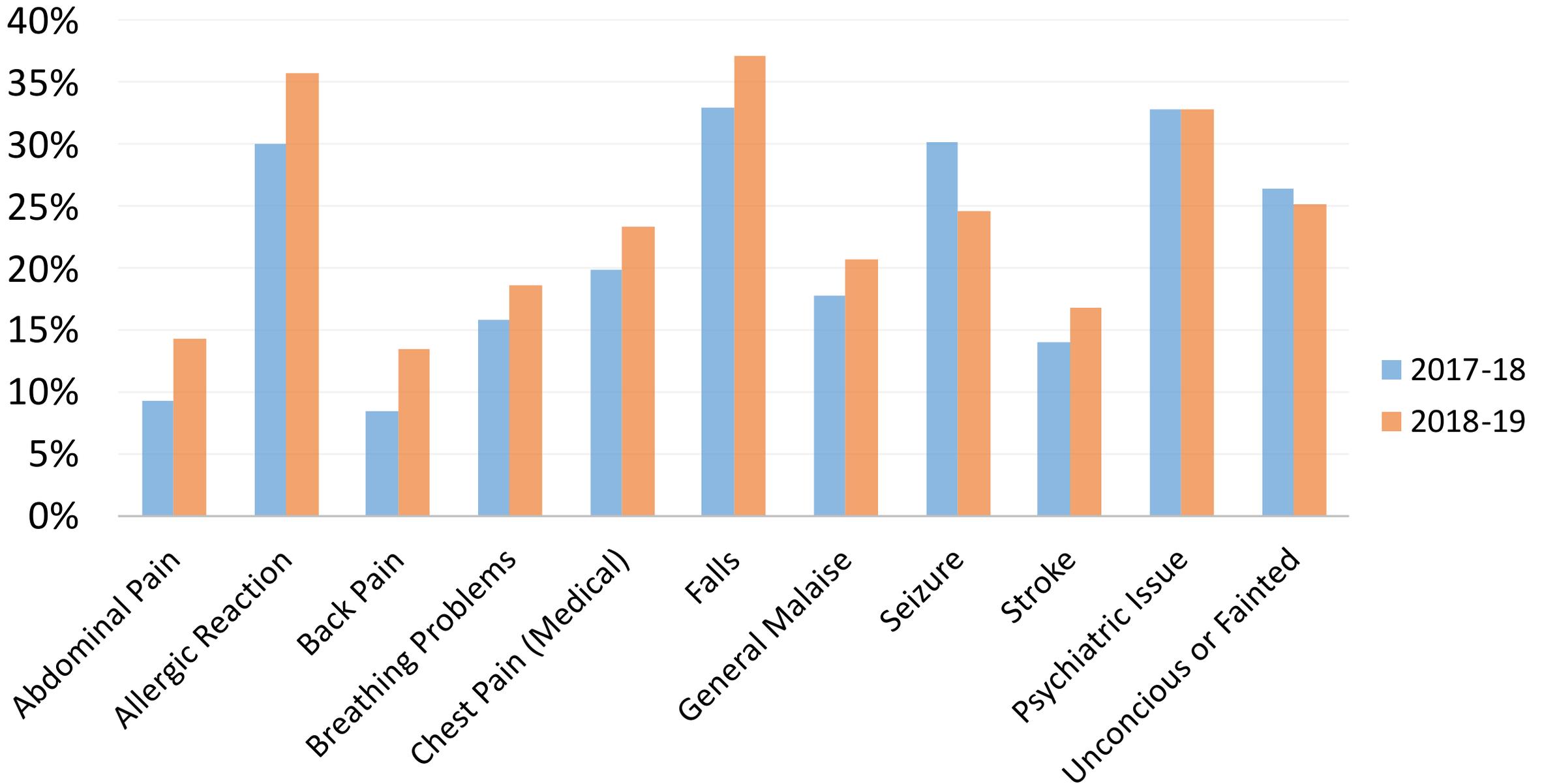
NOBI

No One Brought In

■ Emergency calls resulting in transport ■ NOBIs



NOBIs 2017-18 vs 2018-19



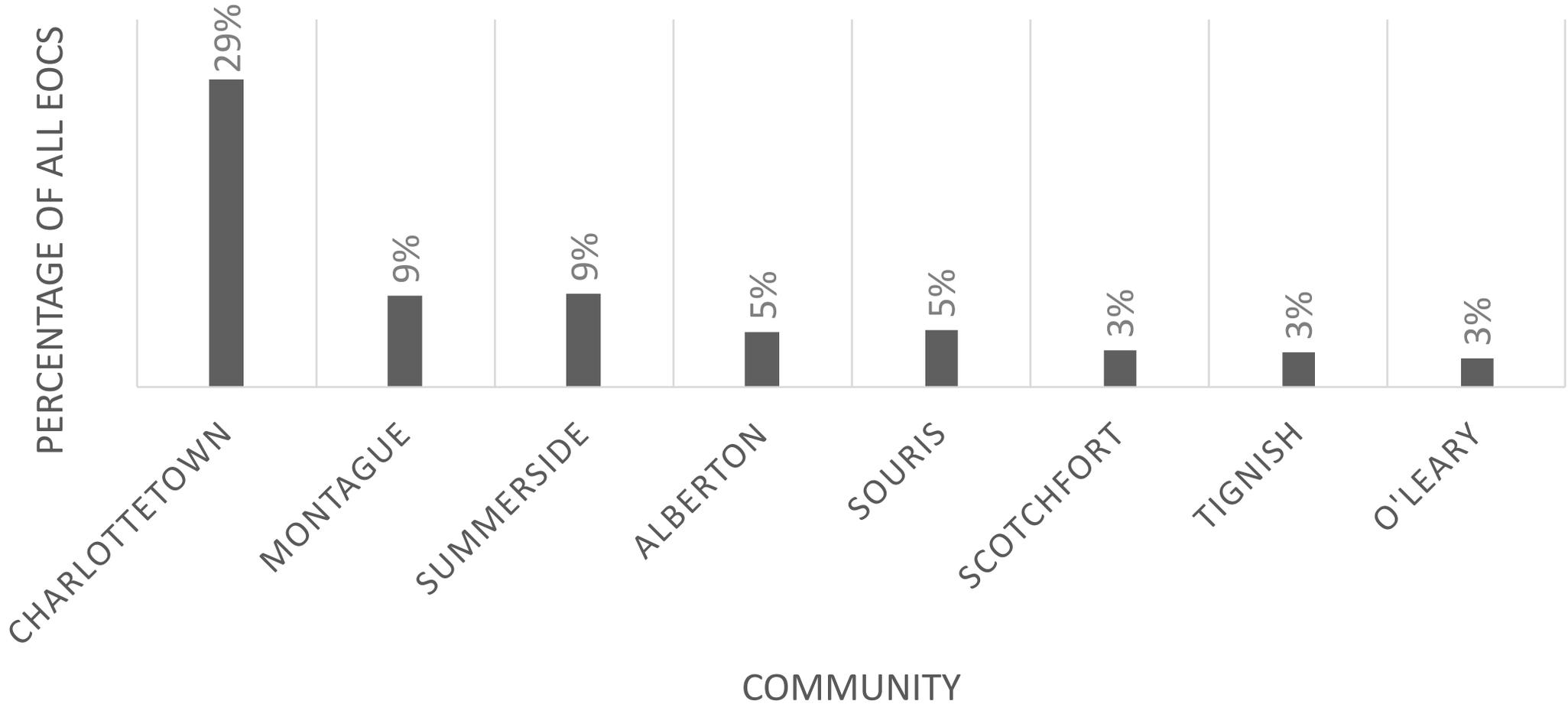
NOBI Follow Up Program

RM AND QM

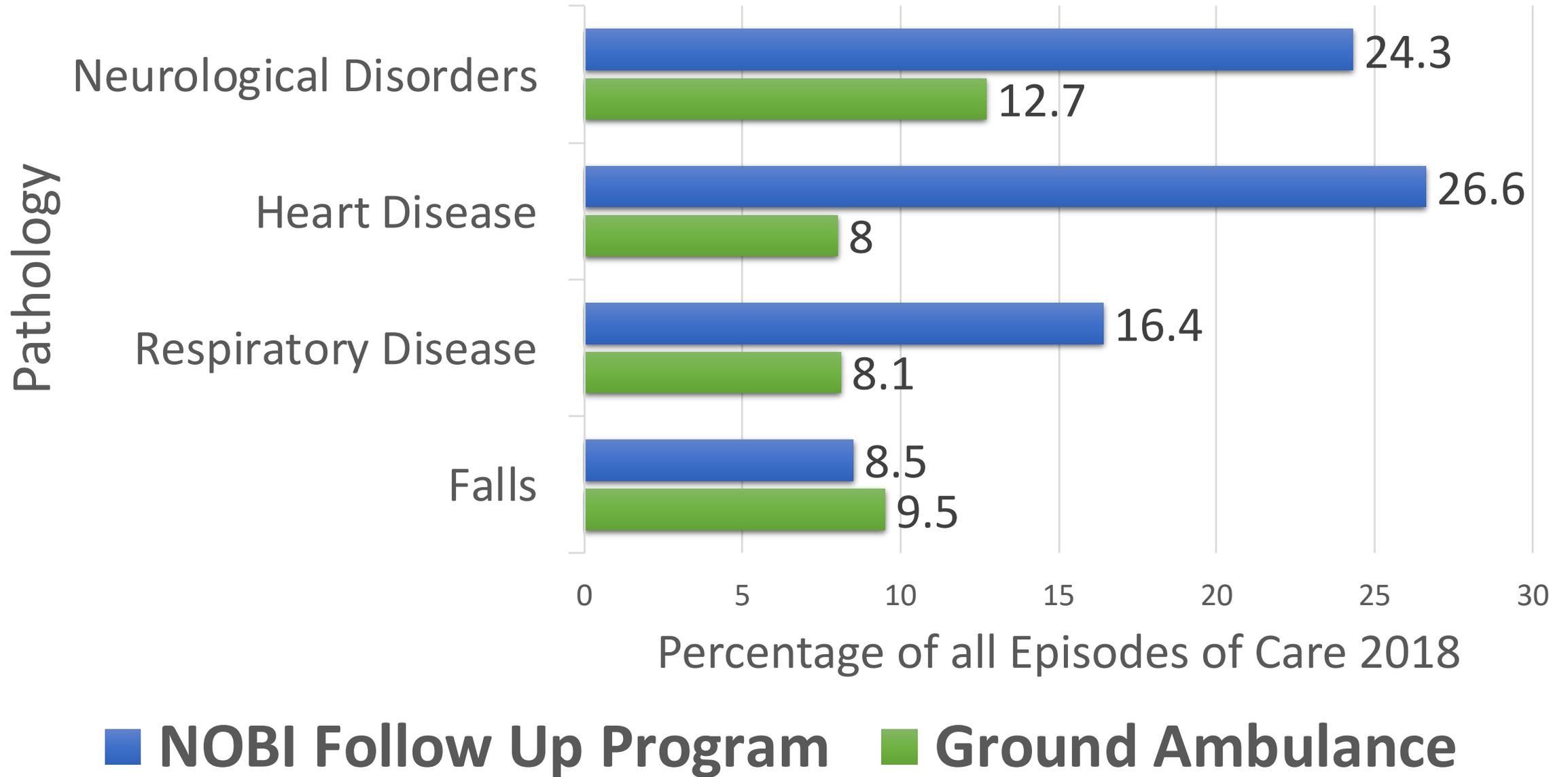


IEMS NOBI Follow Up Program Snapshot

EOCs	COMMUNITIES SERVED	TIME ON SCENE	AVERAGE CALLS/TRUCK/DAY
5180	240	38 MIN	5



PRESENTING PATHOLOGY BY SERVICE DELIVERY MODEL



Program Validation: Patient Perspective

SURVEY QUESTION	CLIENT RESPONSE
Quality of the service?	Exceptional or very good: 99.2% (n=265)
Avoided a hospital trip?	Very much so or definitely: 68.7% (n=259)
Important to maintaining health and wellness?	Very much so or definitely: 87.6% (n=259)

Program Validation: Paramedic Perspective:

SURVEY QUESTION	PARAMEDIC RESPONSE
Valuable to Patient Safety?	Extremely/Very valuable: 78.7% (n=47)
Avoids a hospital trip?	Definitely/Very much so: 76.6%(n=47)
Maintains health and wellness?	Definitely/Very much so: 87.6% (n=47)
Evolution of Paramedicine?	Extremely/Very Important: 76.6%(n=47)

IEMS NOBI Follow Up Program Success Stories

- ECG surveillance for clients living with paroxysmal arrhythmias at home
- Patient centered co-management of clients enrolled in Palliative Care
- Collaborative care delivery with the Abegweit Mi'kmaw Nation Health and Wellness Center
- Delivery of healthcare support for patients with chronic disease that have had no other contact with Provincial Health Care services other than Acute Care and 911