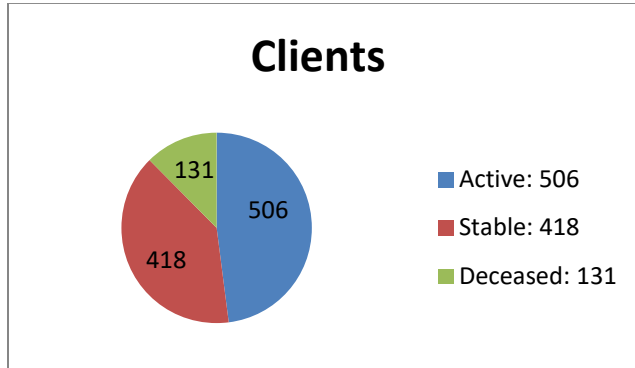




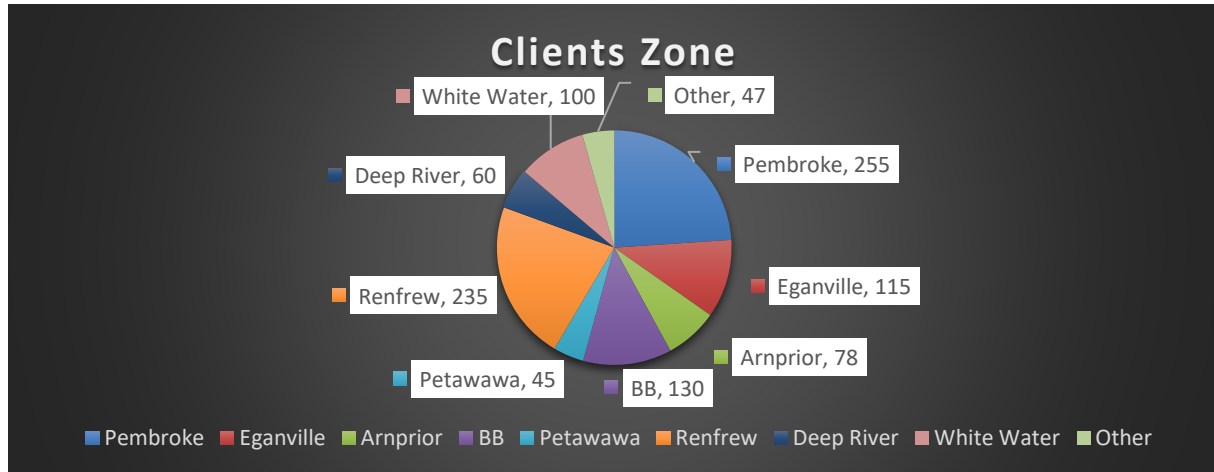
Community Paramedic Program 2017 Year in Review

Section 1 – Clients location and demographic

Total clients enrolled in program: **1055**



- Active Clients: **506**
- **406** Older than 75 years old
 - **230** Live alone
 - **40** are less than 65 years old
 - **3222** home visits this year
 - **7615** assessments performed



Section 2 - Operations performed by Community Paramedics in 2017

	Jan 1 to March 30	Apr 1 to June 30	%change	July 1 to Oct 31*	% change Q1/Q3	Nov 1 to Dec 31	Total 2017
Home Visits*	545	682	+25.13%	1088	+99.63%	907	3222
New clients	72	81	+12.5%	121	+68.05%	100	375
Point of Care test (BGL,INR)	264	325	+23.10%	452	+71.21%	481	1522
Delegated Medical Acts	377	487	+29.17%	617	+63.66%	605	2086
Blood Draw	-	-	-	151	N/A	121	272
Unsuccessful Blood draw	-	-	-	23	N/A	11	34
Phone call Interactions	-	-	-	1178	N/A	1126	2304

* 4 months

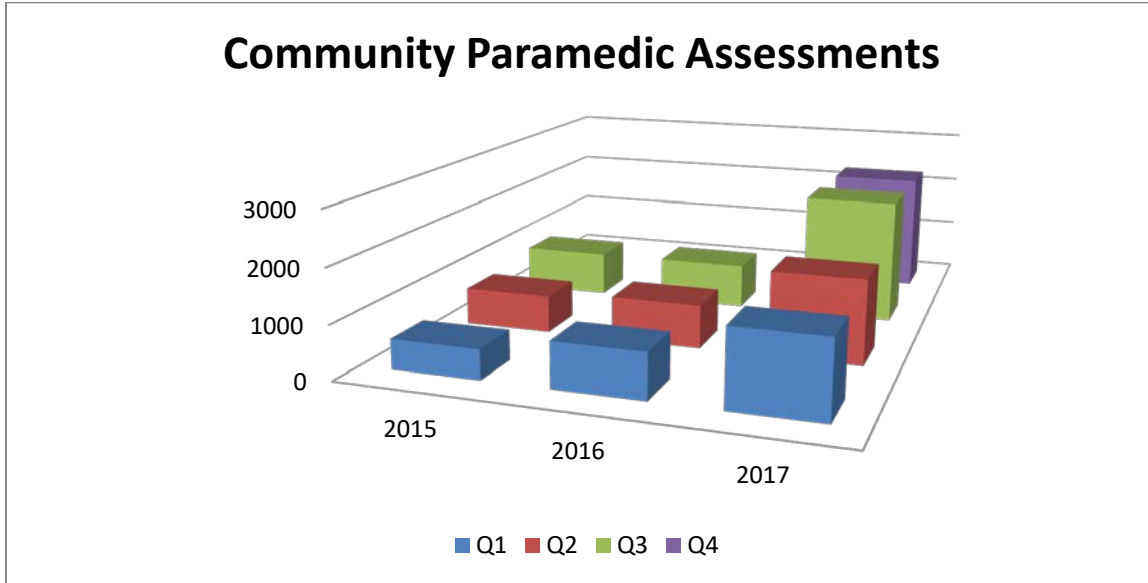


Community Paramedic Program 2017 Year in Review

Section 3 - Assessments performed by Community Paramedics

	Jan 1 to March 30	Apr 1 to June 30	%change	July 1 to Oct 31*	% change Q1 Vs Q3	Nov 1 to Dec 31	total
Paramedics assessments	1424	1579	+10.88%	2344	+64.60%	2268	7615

*4 months



Community Paramedic assessments have increased by 317.82% since 2015

Section 4 – Community Paramedic Remote Monitoring Program

Active clients	90
Total clients enrolled	234

Since January 2015, our CPRU program has partnered with Canada Health Infoway, Queens University and Ideal life. So far 234 remote systems have been installed and 90 clients are continuously monitored with this system. This innovative technology has proven to be very effective to quickly identify worsening in condition of our most vulnerable clients diagnosed with either/or CHF, COPD and Diabetes. Patients use the provided equipment to obtain daily vital signs. Vital sign readings are transmitted in direct to a secure software portal who automatically alerts Community Paramedics of abnormal vital signs readings. Community Paramedics then follow up on each alert to determine the care needed.

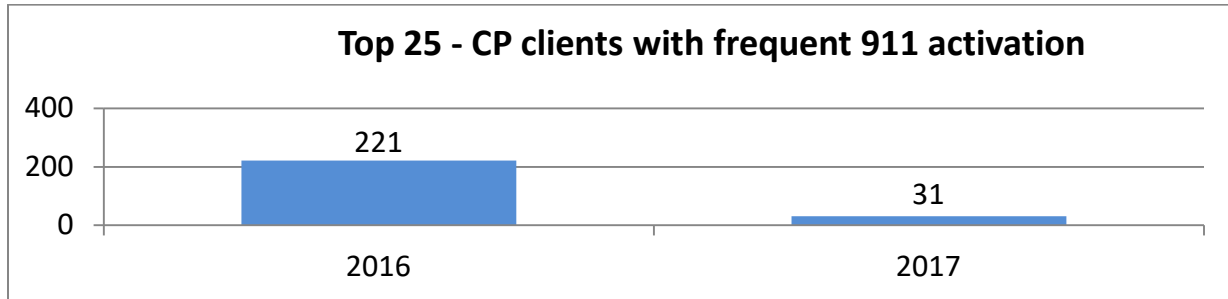


Community Paramedic Program 2017 Year in Review

Section 5 – CP visits impact on patients 911 activation

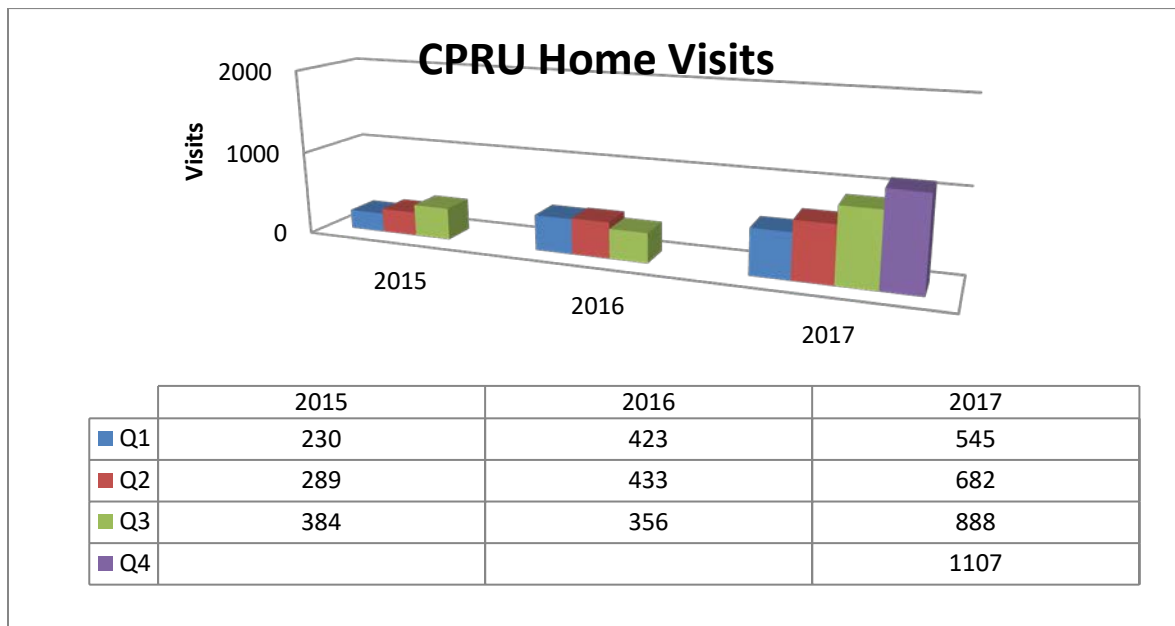
Total 911 calls from clients in 2017 : **709**

In Renfrew County, a small group of 25 Clients has generated over **221** 911 calls in 2016 . Following enrollment in the CPRU program the same group only called **31** times in the period from January 2017 to the end of October. Representing a decrease of **190** calls or - **85.97%**



Period	Jan-Mar	Apr-Jun	Jul-Oct	Dec-Nov
911 calls	99	73	204	164
911 led to ED transport	90	67	173	146
New clients	+72	+81	+121	+100

Section 6 – Program home visits overall summary

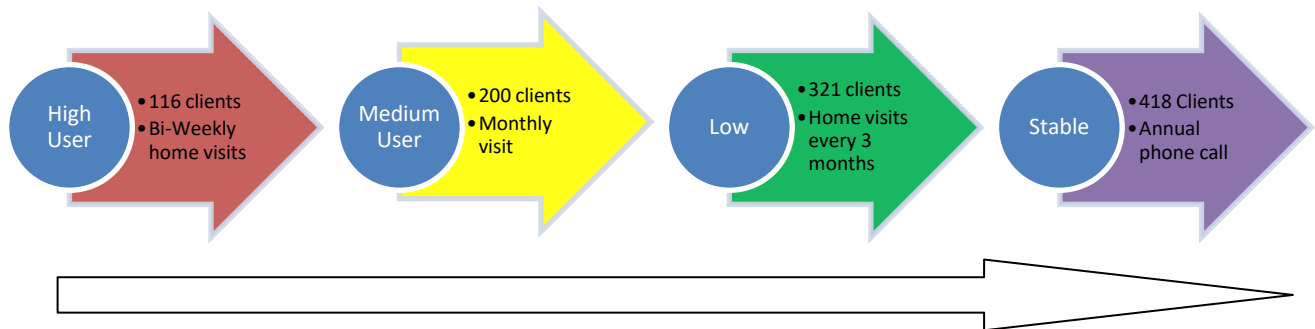


There have been 3222 home visits performed in 2017: Since 2015, home visits performed per quarter have increased by 381.30%



Community Paramedic Program 2017 Year in Review

Section 7 - Clients transition triage



Clients triage is based on how many community paramedic visits are needed to stabilize their condition then maintain their autonomy at home.

High: 116 clients of the program require one visit every two week, from whom 35 require a weekly visit. Their visits are focused on stabilizing worsening conditions and also receive advanced interventions and medical treatments from community paramedic.

Medium: 200 clients require one visit every month. Their visit is aimed at monitoring their clinical situation, measuring vital signs and capturing health problems earlier when they can be managed less invasively and more importantly managed by the patient himself.

Low: 321 clients require only a visit or a phone call every 3 months. Their visit is often of routine nature to perform annual blood draw and plasma level. Most clients of this group are enrolled on the remote monitoring program.

Stable: 418 clients are managing their situation autonomously and receive a phone call from the community paramedic's once a year.

Deceased: 131 of our client have passed away. Community paramedics are now playing a wider role in palliative care and support their patients and their families by providing guidance with resuscitation planning, pain control and supportive care.



Community Paramedic Program 2017 Year in Review

Section 8 – Community Paramedic Situation Table

Since the beginning of the 2017 spring, a community paramedic is assigned to a situation table including various stakeholders such as: O.P.P, Fire services, Community and social services, mental health services, Addiction services, Hospitals, Health link and Public Health. The purpose of the Situation Table is to identify persons, families, groups or locations at acutely elevated risk of harm, and customize a multi-disciplinary intervention which mitigates those risks. The discussion at the Situation Table focuses on providing an immediate, coordinated and integrated response through the mobilization of the most appropriate resources. This initiative has proven to be an effective approach for reducing levels of risks and the probability of harm and results in a rapid and targeted intervention for those risky situations.

Section 9 - Community Paramedic Wellness Clinics

The County of Renfrew Paramedic Service is still offering free wellness clinics to the communities of Renfrew County. Wellness clinics are offered on a monthly basis at 14 locations within our area where any citizen can have his vital signs and other Point of care testing being performed (INR,BGL) at those locations. Those clinics provide initial contact with a community paramedic for many clients who are vulnerable and at risk from their geographical isolation and chronic diseases. Over 1500 people a year attend the various clinics and community paramedics can hence continuously identify and support potential new clients.

Section 10 – Influenza seasonal surge strategy

As of November 27th, 2017, a pilot project is being launched to offer an additional service to Long Term Care Homes that may be helpful for resident care during the annual flu season. The project was developed by the Champlain LHIN seasonal surge working group. Until March 31st, 2018, the Paramedic Service will be available to provide at home care for the residents of local long term care facilities, retirement homes, social housing, and vulnerable populations within our community. This care will be provided by Community Paramedics and will be focused toward the identification, treatment and containment of the Influenza Virus. For approximately the next month, we will be hosting influenza immunization clinics. If you would like a clinic to be held at your facility, please contact us and we can organize a date. The service is offered at no charge and is completely voluntary.

The Paramedics chosen for this responsibility will have been trained on the influenza clinical practice guidelines and how to prevent its transmission to other residents. When a Community Paramedic is summoned to assess the resident, they will be equipped with the necessary tools to suspect the flu and create a care plan to treat the specific patient on site. Diagnostic testing performed by a Community Paramedic includes a nasopharyngeal swab that provides results within 10 minutes.



Community Paramedic Program 2017 Year in Review

To this date, The County of Renfrew Paramedic Service have been able to provide 200 influenza-vaccines through 15 vaccinations and wellness clinics. In addition to vaccination, flu treatments kits have been rolled out within the service and frontline paramedics are prepared to respond to Flu-activation calls.

The 24hr/24 1-844-860-2778 phone number as well as flu information pamphlets have been widely distributed and every Long term center and social housing will be receiving an information package about how to activate the flu response.

To this date, 50 emergency room visits have been diverted in addition of the 330 home visits performed by the two community paramedics provided from this initiative. To this date no patients in the County of Renfrew have shown with positive results to influenza virus.

Section 11 – Health link approach

Community health Links provide coordinated, efficient and effective care to patients with complex needs. In Ontario, 5 per cent of patients account for two-thirds of health care cost. These are most often patients with multiple, complex conditions.

When the hospital, the family doctor, the long-term-care home, community organizations and others work as a team, the patient receives better, more coordinated care.

As provider with the North Renfrew and South Renfrew health links and with the Arnprior AROW program, the Community Paramedic can ensure the patient receives the care they need and for the patient it means they will:

- Have individualized, coordinated plan
- Have care providers who ensure the plan is being followed
- Have support to ensure they are taking the right medications
- Have care provider they can call who knows them, is familiar with their situation and can help.

This approach has also provided extra education for the community paramedics to enhance their scope of practice and capacity and advanced assessments.

There are currently 80 patients in the AROW health link and 50 clients in the North Renfrew Health Link.