



# Governance & Services Committee

**TO:** Governance and Services Committee

**FROM:** Ross Kotscherofski  
Fire Service Manager

**DATE:** October 4, 2019

**SUBJECT:** BC Ambulance Services

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**Purpose:** To provide the Governance and Services Committee with an update on the BC Ambulance - Clinical Response Model used by BC Health Services

## **Executive Summary:**

BC Emergency Health Services has implemented a new process for dispatching paramedics, ambulances and other resources to patients. The aim is to get to the most life-threatening calls faster, while at the same time improving the experience for patients who don't require transport to hospital.

The "Clinical Response Model" (CRM) went into effect on May 30, 2018. The switchover from the previous system involved IT upgrades, staff education, and careful oversight by senior staff in BCEHS operations and clinical care.

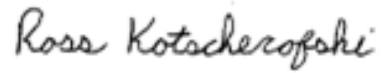
Recently it was brought to the attention of the Electoral Area West Director that there may be significant delays in patient care by BC Ambulance without the dispatch of Emergency Fire Responders. These concerns were also communicated to BCHS and BC Ambulance at the recent UBCM Conference.

On October 3rd, Neil Lilley spoke with the RDCO fire chiefs via conference call explaining the current care model and allowing for questions. BCHS wishes to provide the Governance and Services Committee with additional information regarding the new Clinical Response Model as well as give Directors the opportunity to ask questions.

**RECOMMENDATION:**

THAT the Governance and Services Committee receives, for information, the presentation by BC Emergency Health Services.

Respectfully Submitted:



Ross Kotscherofski  
Fire Services Manager

Approved for Committee's Consideration



Brian Reardon, CAO



David Komaike  
Director of Engineering Services

Attachment(s): BCEHS Fact Sheet