

Call delays continue at central ambulance hub

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The current CACC system has a detrimental impact on productivity and costs. Improvements to the CACC system would enable Halton Region to further reduce response times, adds region staff.

According to Sage, the region's hands are essentially tied until the ministry decides to upgrade its outdated technology at the Mississauga CACC that services it.

In fairness, these communication centres are very complex and expensive to run and operate, but for whatever reason, the ministry has more or less just not kept up with technology and industry standard business processes, he said.

I wouldn't want to alarm anybody. Ninety-nine per cent of the time the calls are handled appropriately and in a timely manner, said Sage. But there is a risk that when there's problems in the communication centre, they can and frequently do result in delays to calls.

Those delays don't typically impact on patient safety or patient outcome, but there certainly is a potential there that should something untoward in the communications centre, there could be a delay to a call,

added Sage.

The region report indicates the MOHLTC has agreed to a request from Halton and Peel Regions to give priority to the Mississauga CACC for the implementation of new technology, which the ministry says is currently in the works.

The Mississauga CACC was identified as an early adopter site in implementing new enhancements that will improve the dispatching of ambulance and paramedic resources. One of these enhancements is the new medical triage algorithm using internationally proven standards that will be implemented in the Mississauga CACC in 2017-18, wrote the MOHLTC in an emailed response to the IFP.

In addition to the implementation of the medical triage algorithm and broader enhancements across the province, the ministry and the Halton Region Paramedic Services continue to work collaboratively to ensure patients receive timely high-quality emergency health services.

In the meantime, the region says the situation and its concerns haven't changed much since 2002.

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Parade June 3
9:30am

CANADA 150

June 3 & 4:

Norval-on-the-Credit Festival

Join us for more Canada 150 celebrations in Norval

- June 11: Norval Garden Tour
- June 17: Annual Strawberry Social @ Carter's Family Farm
- August 12: Speaker Series with Elaine Crawford
- August 11, 12, 13: LMMontgomery's Book "The Blue Castle" play
- August 19: "Annual Paint-out" - Plein Air Society @ Carter's Farm
- September 16: Dedications of LMM storyboards & CVT node in WPEC
- September 16: Hike UCC's Moccasin Trail - Dedication of Pollinator Canoe
- September 30: Canada 150 "Not-so-Empty Bowls" with CVA
- November 25: Montgomery Christmas Celebrations

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Face Painting & Henna Tattoos

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Bands and Performers at LMM Gazebo from noon - 5:30pm
Jennifer Noble - Open Mic!

Blues Bands @ Nashville North
Smoke Wagon Blues Band, DAYFOOT, & Pepper the Crow - doors open at 1pm

Food and Entertainment at Norval's, United, Nirankari, and St. Elias Ukrainian Churches

Kairos Blanket Exercise at St. Paul's Parish Hall.

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Wild Canada @ Willow Park

