

Delta Council Presentation

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BCEHS | BC Emergency
Health Services

Who We Are:

Provincial provider of emergency medical care and inter-facility patient transport.

Our Teams:

Paramedics, dispatchers, call takers, clinical specialists, and support staff.

What We Do:

- 911 emergency response
- Inter-facility transfers (IFTs)
- Community Paramedicine
- Air ambulance services

Our Commitment:

Serving patients and communities with compassion, clinical excellence, and innovation.

A COMPLEX SYSTEM

Providing province-wide emergency health services requires BCEHS to work proactively with many partners from across the health-care system and within the communities we serve. BCEHS is proud of the range of our collaborative work, including with:



Paramedics:

Over 5,000 paramedics (Primary Care, Advanced Care, Critical Care, Community Paramedics, Call Takers & Dispatchers)

Ambulance Stations:

More than 180 stations across British Columbia

911 Dispatch Centres:

3 Emergency Communications Centres & Patient Transfer Coordination Centre
(Victoria, Vancouver, and Kamloops)

Fleet:

- 500+ ground ambulances
- 12 dedicated air ambulance aircraft
- Infant Transport Team, Specialized Response Teams

Coverage:

Province-wide — from large urban centres to remote and Indigenous communities

Over 683,000 911 emergency calls per year & 75,000 inter-facility transfers

- Steady **year-over-year increase in call volume**, reflecting:

- Population growth
- Aging demographics
- Pressures on emergency departments
- Increased complexity of calls
- Overdose-related emergencies

*= More than one call
every minute, every
day*

- **Provincial Reach:**

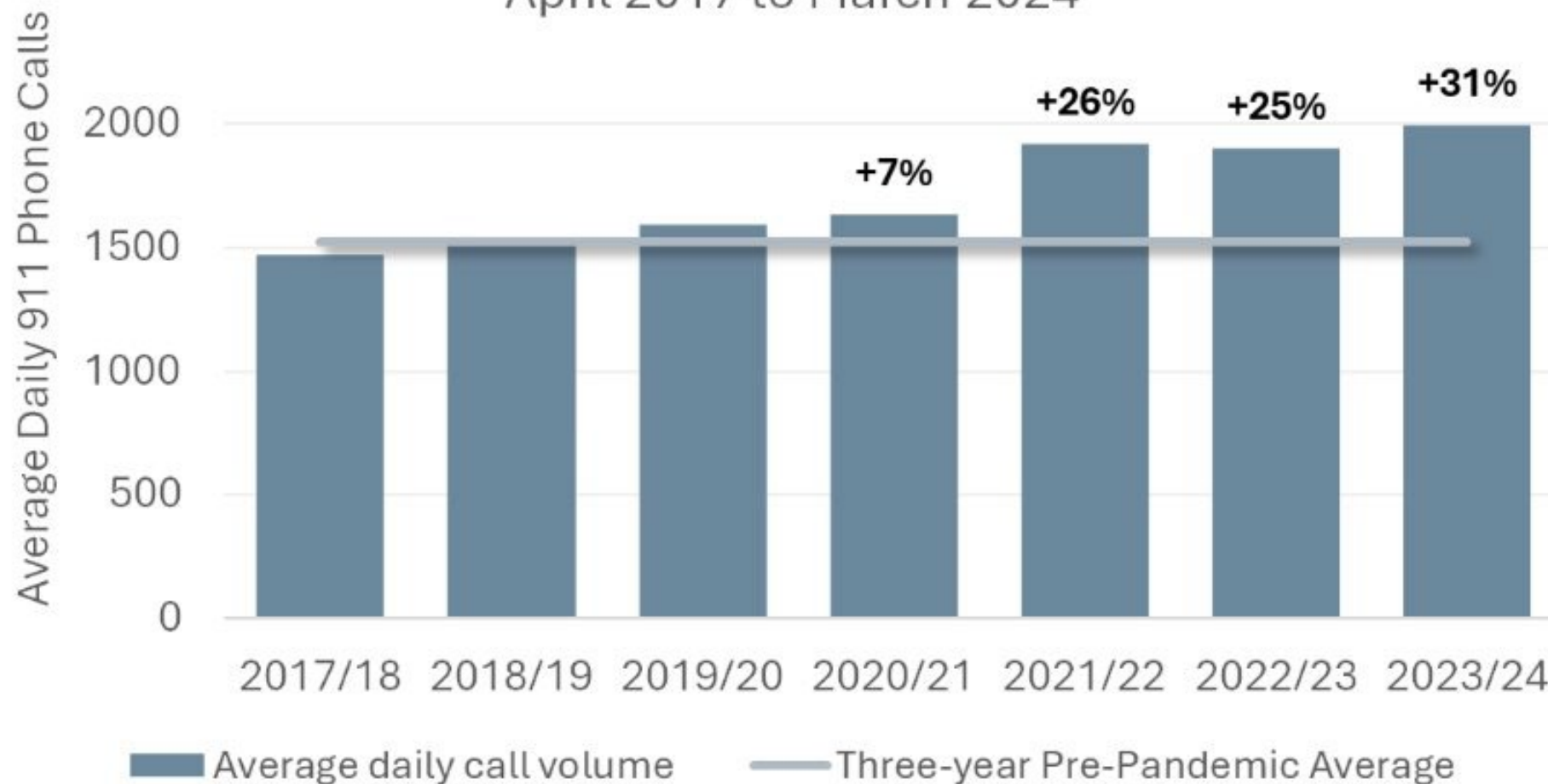
- Calls received from every region of BC

Call Takers & Dispatchers:

- First point of contact for patients
- Use clinical triage tools to prioritize and dispatch resources appropriately

Average Daily 911 Phone Call Volume By Fiscal Year

April 2017 to March 2024



BCEHS Clinical Resource Management

Getting the Right Resources to the Right Patient at the Right Time

Key Objectives:

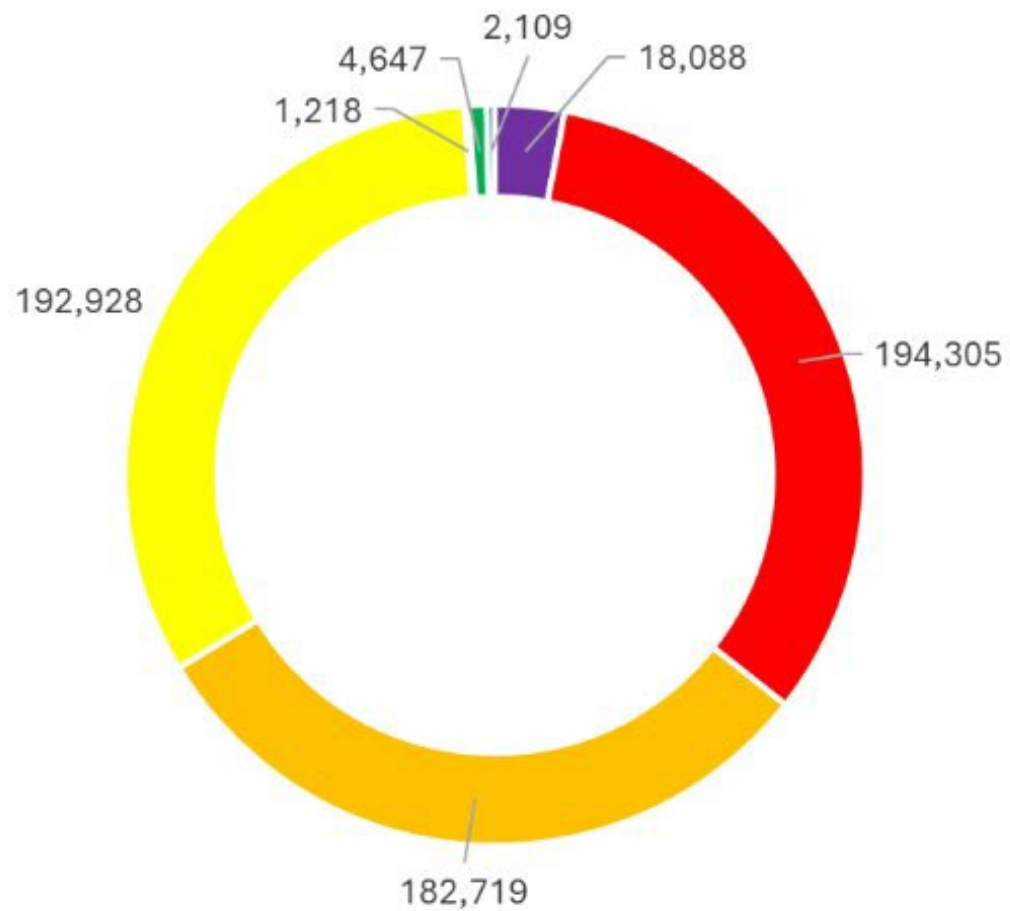
- Match clinical acuity with appropriate response level
- Optimize use of Advanced and Critical Care Paramedics
- Improve ambulance availability and system performance

How It Works:

- Led by a dedicated Dispatch team operating 24/7
- Informed by real-time data, dispatch intelligence, and clinical triage tools
- Coordinates urgent inter-facility transfers and high-acuity 911 responses



911 events by Clinical Response Model colour - 2023/2024



BCEHS 911 Response in Delta

Supporting Community Health & Emergency Care

Total 911 calls (2024)

8,918 emergency calls responded in Delta

Local Impact:

- BCEHS is an essential part of the Delta emergency response system
- Calls include a mix of high-acuity medical emergencies, trauma, and community-based care needs
- Services provided by a team of skilled Primary and Advanced Care Paramedics

Collaborative Response:

- Coordinated efforts with Delta Fire, police, and Fraser Health
- Ongoing work to address ED congestion and enhance patient flow

Context:

- Consistent with broader trends of rising 911 call volumes across the province
- Reflects growing and aging population, and shifting community health needs

The Delta logo features the word "Delta" in a white serif font against a teal background. A stylized white torch is positioned above the letter 't'.

Significant Rise in Urgent 911 Calls – Delta *Meeting Escalating Emergency Care Needs*

- ▲ Most urgent calls (Purple/Red) in Delta **increased by + 67%**
- Represents the most critical, time-sensitive medical emergencies
- Includes cardiac arrest, major trauma, respiratory failure, and high-acuity medical collapses



Implications:

- Increased demand on Advanced Life Support (ALS) paramedics
- Greater strain on ambulance resources and hospital offload times
- Requires rapid triage, skilled response, and inter-agency coordination



System Response:

- Enhanced clinical triage tools in dispatch
- Investment in paramedic staffing, education, and equipment
- Strengthened collaboration with Delta Fire and Fraser Health



Significant Rise in Urgent 911 Calls – Delta *Meeting Escalating Emergency Care Needs*

▲ In 2024 BCEHS responded to more Purple/Red (3,448+) calls in Delta than either Orange (2,631+) or Yellow (2,672+) calls.

Implications:

- Increase in response times to calls—and we are working to improve those:
 - Our most recent data indicates we have been responding, on average, to our most time sensitive calls (Purple events) about two minutes beyond our target of 9 minutes.

67% increase in critical calls — focused action underway



What We're Doing to Address Response Times in Delta

Targeted Actions to Support Timely Emergency Care

Increasing Paramedic Coverage

- Adding units to improve availability
- 93% staffing in Delta

Deploying Clinical Resource Management (CRM)

- Prioritizing critical calls using real-time clinical triage
- Ensuring the right level of care is sent to the right patient

Improving Ambulance Turnaround Times

- Working with Fraser Health to reduce offload delays at local hospitals
- Piloting patient flow solutions to get ambulances back on the road faster

Partnering with Delta Fire and First Responders

- Strengthening first responder coordination for faster on-scene care
- Supporting shared response planning and data review

What We're Doing to Address Response Times in BC *Targeted Actions to Support Timely Emergency Care*

Increasing Paramedic Coverage

- In 2024 alone, BCEHS added 295 new positions, including 270 paramedic positions and 25 positions in Dispatch and Patient Transfer Services.

Introduction of the Clinical Hub

- Connects 911 callers with less urgent health needs to the care required
- Provides transport to UPCC via a BCEHS link and referral unit
- Telehealth referrals
- Reserves ambulances for patient with the most critical health conditions- those very same Purple/Red patients who made up the single largest category of patients in Delta in 2024



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