
AHS EMS Community Engagement Airdrie

November 2023

AHS Four Priorities



Reducing EMS Response
Times



Decreasing Emergency
Department (ED) Wait Times



Reducing Wait Times for
Surgeries



Improving Patient Flow
Throughout the Healthcare
Continuum

District 3: Northeast/North





Medical Director: Ian Walker

Zone Director: Doug Odney

Manager: Amy Hrenyk



Units Stationed in the District:

-  Advanced Life Saving (ALS) Unit
-  Basic Life Saving (BLS) Unit
-  Paramedic Response Unit (PRU)
-  Interfacility Transfer (IFT) Unit



Calgary NE:

Strathmore   

Alberta EMS Provincial Advisory
Committee Report

Alberta EMS Dispatch Review

HQCA Review Report into EMS
response to fatal dog attack

AHS EMS Provincial Service Plan

AHS EMS Culture Research Study

AHS EMS 2023/24 Operating Plan

55 initiatives, aligns with 5 AHS EMS Priorities

AHS EMS Priorities

Workforce Strategies and Supports

- Improve the workplace for existing staff
- Increase and enhance recruitment of new staff
- Ensure an efficient and supportive work environment

Capacity Increase

- Increase the number of paramedics and ambulances and/or ensure existing resources are used effectively
- Ensure resources are more readily available in communities

Demand Management

- Reduce the number of unnecessary ambulance responses and/or reduce the number of unnecessary ambulance transports to hospital
- Ensure patients receive timely, appropriate and safe care

Strategic Initiatives

- Support long-term improvements to EMS system including:
- Engagement with partners and communities
 - Medical First Response
 - Public Education
 - Enhancing EMS system design

Other Initiatives

Initiatives that will benefit patients, Albertans and/or the EMS system.

**These can reflect improvements elsewhere in the healthcare continuum that will support EMS excellence.*

Initiative: Returning EMS to Service Faster

The Challenge:

- To support the offload of patients brought into an ED by EMS in a safe and manageable way, and to more quickly return EMS to the community

The Goal:

- Safe transfer **within 45 minutes**

What we did:

- Launched first in Calgary on March 15, and then rolled out across the province to 16 regional hospitals by April 16.
- Successful implementation thanks to efforts and cooperation from EMS Staff and Clinical teams.



EMS Call Volume in Airdrie

April 1, 2022 to March 31, 2023 (AHS Fiscal Year)

- Quarter 2 (April to June) – 1328
- Quarter 3 (July to September) – 1304
- Quarter 4 (October to December) – 1428
- Quarter 1 (January to March) – 1222

Total Call Volume: 5282

April 1, 2023 to September 30, 2023 (AHS Fiscal Year)

- Quarter 2 (April to June) – 1326
- Quarter 3 (July to September) – 1441

Total Call Volume: 2767



EMS Ambulances Serving Airdrie

April 1, 2022 to March 31, 2023 (AHS Fiscal Year)

Top units responding into Airdrie:

- Airdrie – 67% of the call volume.
- Calgary – 21% of the call volume.
- Carstairs – 4% of the call volume.
- Cochrane – 3% of the call volume.

April 1, 2023 to September 30, 2023 (AHS Fiscal Year)

Top units responding into Airdrie:

- Airdrie – 76% of the call volume.
 - Calgary – 20% of the call volume.
 - Carstairs – 1% of the call volume.
 - Didsbury – 1% of the call volume.
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Communities/Areas Served by Airdrie Ambulances

April 1, 2022 to March 31, 2023 (AHS Fiscal Year)

The top communities/areas assisted by Airdrie:

- Airdrie – 49%
- Calgary – 31%
- Rockyview – 9%
- Cochrane – 3%

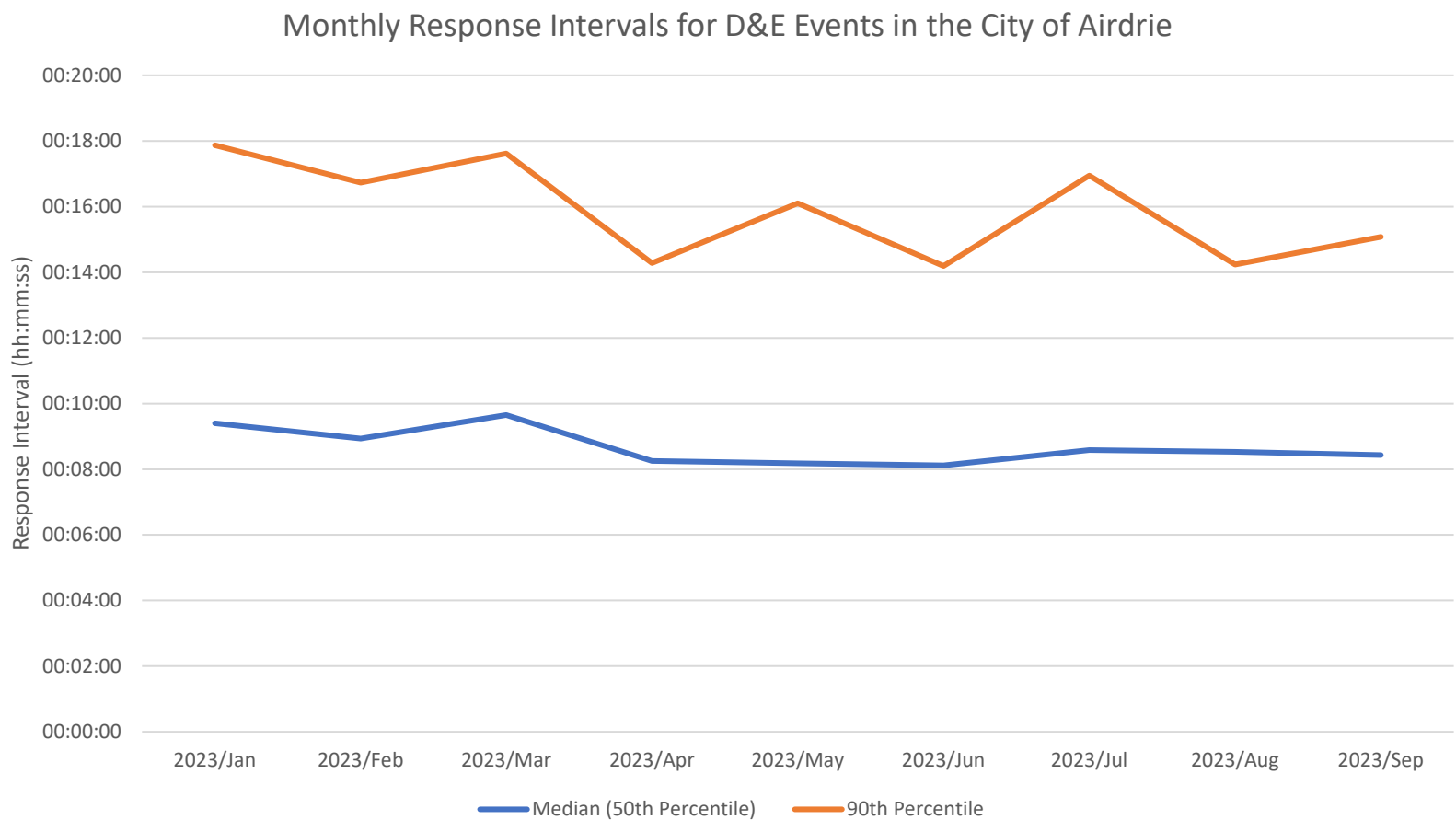
April 1, 2023 to September 30, 2023 (AHS Fiscal Year)

Top communities/areas assisted by Airdrie:

- Airdrie – 66%
 - Calgary – 17%
 - Rockyview – 10%
 - Crossfield – 3%
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EMS Response Times for Events in the City of Airdrie



2023

Questions & Discussion

