

Board Presentation January 27, 2022 @ 2pm

Expectation is to provide a service in Northumberland County that currently is lacking service. The general response time is anywhere from 24 – 48 hrs. from time request is placed. Services can more often than not exceed these delay times.

In the Town of Cobourg there have been instances that a resident has taken an after-hours service and had to wait upwards of several hours and had a cost of \$225.00 to get home to a local address in Cobourg, when requested as a private service. In Campbellford these transfers have been in excess of \$300.00 as it becomes classified as a rural area, when requested as a private service.

With Voyago providing service a local Cobourg trip can be at a minimum cost of \$141.75 + mileage and tax, plus additional charges if required. In Campbellford these could be a base charge of \$165 – 245 + mileage and tax, and additional charges could be added.

Lindsay Community Care

Using City of Kawartha Lakes and Lindsay Community as a service to resemble, they currently have an agreement with Ross Memorial Hospital to provide all HAL (Home at Last) and Stretcher home service. (Statistics below)

Stretcher Rides	2019	2020	2021
Discharges	177	149	120
Medical Appointments	224	173	142
Total	401	322	262

They provide their service from 7 am – 5 pm booked and scheduled through the off, on call driver Monday to Friday till 10pm, Saturday and Sunday 8 am – 5pm. They currently charge the hospital at a rate of \$95 / hr. no kms charge, and for client direct billing it is \$45/hr. + mileage.

They operate the service with 2 drivers scheduled per stretcher service and have a response time with in 4 hrs. They often will do service within 2 hrs. This requires to have an abundance of drivers available, they currently have 13 drivers, usually carry 22 casual drivers, 3 drivers are in place as full time, without status.

Our plan – Phase #1

- Retrofit our 1 vehicle in the Port Hope service area, this at a cost of approx. \$6000 installed, this includes the van stretcher securement, and Paramedic bed, 5 point harness. Funding has been granted by the Count of Northumberland to cover initial costs of retrofit and purchase of stretcher.
- We want to be able to directly service Ed's House, transfers from NHH and residential to Ed's House for Hospice services. Regular business hours only
- Goal is to be able to provide this with in a 4 hr period or less

Phase #2

- Open available service to the NHH for CCN clients to be able to be transported to hospital and return from hospital, regular business hours only
- Provide this service to Ed's House and surrounding area under 2 hrs. from reservation

Phase #3

- Retrofit 2nd vehicle out of Campbellford service area, vehicle attachment and bed purchase at approximately \$6000
- Be able to provide residential and Hospice service to local residents
- Potential to add additional van to be able to leave vehicle in a stretcher state should the service expand.

What we are required to do

- Must carry 5 million liability coverage for vehicles, already a requirement for the Municipality service as of January 1, 2022
- Requires 2 persons to provide lift and transport. Our belief is in early stages that if transporting to Ed's House we would use a RN/RPN from Ed House to be second for our driver.
- Requires hands on training for lift/pull/push training, to ensure safety when handling client
- On vehicle training with senior operator to ensure securement and cleaning done according to expectations
- Require safe storage for stretcher and securement items, as well as linens and pillows. Believe that the best place to provide this is at Ed's House and then items can be launder regularly.
- We will set up cleaning expectations and guidelines for staff

- All stretchers are required to have an 18-point inspection to be done on a 6-month rotation, this is something that can be trained by stretcher company to provide to a staff member of facility of our choice. This easily could be done by our mechanic facility on our semi annual vehicle safety

Our expectation of costs and timing

- We currently provide HAL, HF at a base rate \$17.18 per hour, total cost including kms of \$25
- To provide the stretcher service to Ed's House these costs will be quite comparable if using their staff. Our expectation for Stretcher service for increased time we are thinking likely \$50 per drive locally, additional kms and time to be billed under same standards
- We would have the ability to move and book around advanced booking and using local drivers be able to move around calls to suit the service requirement
- Our hopes would still remain that 24 hr pre-book requests when possible, but for emergent services we would manipulate the current schedules to allow the service a quicker turnaround time.



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