

One Number to Call (ONTC) Project Update - February 2016

One Number to Call (ONTC) Project Implementation

- CritiCall Ontario's Call Centre provides a single point of contact for hospital based physicians to access both specialist consultation and inter-facility transfer, if required.
- Phase 1 of the ONTC project, launched December 2015, enhances the current case facilitation process by adding transportation coordination for all Confirmed Life or Limb cases. It is anticipated that this process will reduce the time required for Emergency staff to coordinate a transfer.
- ONTC includes the electronic transfer of patient and clinical data from CritiCall Ontario to the Provincial Transfer Authorization Centre (PTAC) system and Ornge's Flight Vector systems to reduce duplication of data communications.
- The ONTC process is designed to add consistency to the transport selection process and ensure the most appropriate transportation option is selected to support timely transport and reduce the need for hospital escorts.
- Operational managers from Ornge, CritiCall Ontario and the Central Ambulance Communication Centres (CACCs) met frequently during the early implementation stage to address issues as they arose and improve the existing processes and protocols. The group has identified:
 - Some data transfer, technical and process issues
 - Additional education required regarding roles and responsibilities for all stakeholders (Hospital, CACC, Ornge and CritiCall Ontario's staff)
- More than half of the issues identified have already been resolved while the remainder are being addressed by stakeholders; through ongoing staff education; refinement of the ONTC process; and updates to technical systems.
- Neonatal and Pediatric transfers are currently excluded from the ONTC process but will be addressed in the coming months through collaboration with the Provincial Council for Maternal and Child Health (PCMCH).
- Strokes and STEMIs are also not included in the Life or Limb policy since well-developed protocols are already in place and CritiCall Ontario services are not generally utilized. Hospitals will need to facilitate transport directly with the transport providers as defined by these protocols. However, a hospital based physician, in an area without defined protocols can contact CritiCall Ontario for either of these specialties. The Call Centre will facilitate both the consultation and transport if the patient is Confirmed as Life or Limb.

Data and Report Development

- The volume of ONTC cases averages 60 per week and a number of process performance indicators are being produced
- During the first six weeks of implementation, the majority of Confirmed Life or Limb cases met the Life or Limb Policy of being transferred to a higher level of care within the 4 hour window. All outliers are being reviewed. In most cases, the delays were a result of weather, distance, or change in patient acuity.
- A Data Review Working Group has been formed to review ONTC data to support the creation of ONTC reports that can be used by the ONTC Advisory Committee to assess further opportunities for improvements.
 - Transport specific reports will be provided by CritiCall Ontario to the Ministry Emergency Health Services Branch, Ornge and CACCs.
 - In the next few months, CritiCall Ontario in conjunction with CCSO, will be reviewing adding additional data elements related to ONTC to the current Life or Limb reports provided to hospitals.

Next Steps

The ONTC processes continue to be fine-tuned through:

- The Provincial ONTC Working Group is reviewing the process of obtaining and confirming Estimated Arrival Times (ETAs) in order to minimize the number of phone calls, and reduce disruption to staff.
- The current Transport Decision Algorithm is under review. Physicians have indicated that in some cases they would prefer to send the patient by land with an escort. The potential impact of this change will be monitored for several months before any changes are made.

For more information about ONTC or the services that CritiCall Ontario provides, please contact the CritiCall Ontario Client Relations Manager for your region. For a complete listing of the Client Relations Managers, please see the CritiCall Ontario website at www.criticall.org