



Peel Regional Paramedic Services

Strategic Plan

2024 - 2028

SUMMARY



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Community for Life

Peel Regional Paramedic Services Strategic Plan 2024-2028

Vision

Elevating emergency and community health care, together.

Mission

To meet the diverse needs of the community through reliable, innovative, quality care that prioritizes people, culture and safety.

Service commitment

CARE – Compassion, Allied, Responsive and Effective

Strategic goals

Cultivate a supportive, psychologically healthy and safe workplace culture fostering employee success and well-being.

Deliver unparalleled patient care, experience and outcomes.

Advance health system partnerships and community collaboration, and co-design innovative solutions to meet the growing and evolving needs of Peel region.

FOUR SOURCES of input to create our strategic plan

1

Employee data



- Commissioner's Leadership Survey key findings (2023)
- How Are You Doing? Survey (2022)
- Workforce Census Survey (2022)
- Focus groups led by Culture and Well-being team (2023)

2

Organizational data



- Ambulance Service Review (2022)
- Sick leave summary (2023)
- WSIB summary (2023)
- Enterprise Risk Management

3

Environmental scan



- Review of best practices in paramedic services across the globe
- Review of strategic plans of relevant paramedic services in Ontario

4

Interviews



- 23 interviews with 34 stakeholders (19 internal to Peel Regional Paramedic Services and 18 external, including hospitals, fire and police)

Guided by your input

Our strategic plan has been thoughtfully crafted with your feedback at its core. By actively listening to your insights, analyzing organizational data, conducting environmental assessments and holding comprehensive interviews, we have ensured that your input has been integrated into our planning process.

After reviewing all the sources of input, we were clear we needed a strategic plan focused on transforming our work environment by cultivating a safe and supportive learning culture for our employees to thrive; delivering unparalleled patient care, experience and outcomes; and doing so in proactive partnership with others on a similar mission.

Strategic goal 1

Cultivate a supportive, psychologically healthy and safe workplace culture fostering employee success and well-being.

Employee input

- Employees want increased engagement with their people leaders.
- Employees want a broad recognition of the critical role of people leaders in supporting and promoting employee well-being.
- Employees want an elevated investment in employee learning and development of clinical skills and competencies related to conflict resolution, improved mental health, stress management and other soft skills to enhance their effectiveness and work experiences.
- Employees want improved and ongoing support for injured and unwell staff.

We will accomplish this goal by

1. Building leadership capacity and capabilities to ensure people leaders are equipped with knowledge, skills and abilities to support employees.
2. Facilitating learning to ensure employee success, safety, well-being and flourishing. This learning would be facilitated through training courses, learning experiences and dialogue to diversify ways in which employees could engage in learning and development.
3. Optimizing staffing to ensure adequate workloads and support staff with seamless workforce transitions.

Strategic goal 2

Deliver unparalleled patient care, experience and outcomes.

Employee input

- Employees take pride in providing patients with care that exceeds expectations.
- Frontline paramedics want continuous learning and development opportunities to enhance their clinical competencies.
- Offload delays at the hospitals are very stressful and inefficient for frontline paramedics and patients and they want creative strategies to mitigate some of the negative impact of hospital offload delays.
- Hospital staff and frontline paramedics would benefit from clarity of processes to proactively engage and inform each other.

We will accomplish this goal by

1. Delivering person-centred care guided by individual needs and health equity so that each employee who serves patients can uphold the dignity of every patient while delivering the best care in a culturally competent manner.
2. Optimizing performance for the delivery of unparalleled patient care, experience and outcomes by investing in continuous enhancement of clinical competencies and learning from the successes of others in exceeding patient expectations.
3. Mitigating the negative impact of hospital offload delays by taking ownership of things within our control.

Strategic goal 3

Advance health system partnerships and community collaboration, and co-design innovative solutions to meet the growing and evolving needs of Peel region.

Employee input

- Employees want to strengthen relationships with allied health care providers, including other first responders and health system partners to provide the most appropriate care to patients.
- Hospital offload delays constituted a significant source of frustration for front line paramedics and hospital staff.
- Employees recognize that a reduction in the negative impacts of hospital offload delays could significantly improve patient and employee experience.
- Most interviewees acknowledged the positive contributions of the Community Paramedicine program in elevating community health, while reducing the burden on emergency health care.

We will accomplish this goal by

1. Prioritizing and expanding community paramedicine services to proactively deliver preventative care, health education and community outreach initiatives, addressing health care needs at the grassroots level while offering upstream solutions that reduce strain on emergency services and hospitals.
2. Proactively partnering with allied professionals, such as primary care physicians, police officers, firefighters, social workers and public health professionals to optimize community health.
3. Aligning service capacity to demand by leveraging data analytics and predictive modelling to anticipate health care needs and allocating resources accordingly.

Our strategic plan sets us up for success with

Focused action

To elevate the employee and patient experiences while working collaboratively to respond to evolving community needs.

Long term prioritization

To guide the work over the next four years to retain top talent, exceed patient expectations and continue to lead by example.

Service commitment

Grounding everyone's work in our service commitment to CARE for ourselves, each other, our patients and our partners.

What's next?

Get curious. Explore the detailed strategic plan to understand the ways we'll advance each strategic goal.

The strategic plan is supported by comprehensive implementation and measurement plans to ensure effective execution. We will use these plans to enhance transparency and accountability, addressing the feedback staff have shared with us.

The ultimate progress of our paramedic service will depend on each person doing their part to advance our vision and mission.



CARE
compassionate
allied
responsive
effective



**For the full strategic plan
scan the QR code.**