


## Appendix 3: Offload Delay Infographic (2023)




# CODE BLACK

SOLVING THE OFFLOAD DELAY CRISIS


## THE PROBLEM: OFFLOAD DELAYS IN WINDSOR-ESSEX

Ambulances are idling outside ERs, instead of being on the road responding to emergency calls, because overburdened hospitals cannot admit patients quickly enough and because of higher-than-average 911 call volumes. These offload delays sometimes cause "Code Blacks," when no ambulances are available.

### THESE 'OFFLOAD DELAYS' IMPACT



The morale and effectiveness of Paramedics who want to save lives, not sit in ambulance bays



The public's faith in the healthcare system, the quality of emergency care and the use of precious tax dollars

**PROVINCE MUST PROVIDE FUNDING TO ALLEVIATE WINDSOR-ESSEX AMBULANCE CRISIS, SAYS PARAMEDICS UNION – WINDSOR STAR, OCT. 2022**

**ONTARIO NDP LEADER CALLS FOR ACTION ON ENDING CODE BLACKS DURING WINDSOR VISIT – CBC WINDSOR, MAY 2023**

**AFTER ER VISIT, MOM CALLS IT 'ALARMING' THAT PARAMEDICS ARE HELD UP FOR HOURS WITH PATIENTS – CBC WINDSOR, MAY 2023**

**CODE BLACKS HAVING 'DANGEROUS RIPPLE EFFECT' ON PROVISION OF CARE IN WINDSOR-ESSEX – AM 800, MAY 2023**

### THE SOLUTION: REDUCE 911 CALL VOLUMES AND INCREASE DIVERSION RATES

- **Increased Funding for Primary and Urgent Care Clinics with Expanded Hours:** Windsor-Essex has an extraordinarily high percentage - the highest in Ontario - of patients who arrive by ambulance at emergency rooms.
- **Increased Funding for Physician Recruitment:** More than 32,000 people in Windsor-Essex are without a family doctor and nearly 50 per cent of those people live in neighbourhoods with the lowest average incomes.
- **Place a Patient Navigator in the Central Ambulance Communications Centre:** The first two measures would help prevent 911 calls and a Patient Navigator would help divert low acuity calls from emergency rooms. A pilot project in the Niagara region has proven successful.
- **Continue supporting Community Paramedicine programs that reduce the volume of 911 calls and divert low-acuity 911 calls away from emergency rooms.**

