

# Ottawa Community Paramedic Clinical Response Teams for COVID-19 Outbreaks in Long-Term Care and Retirement Homes; *Lessons Learned and Keys to Success*

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Commander, Clinical Programs  
September 17, 2022

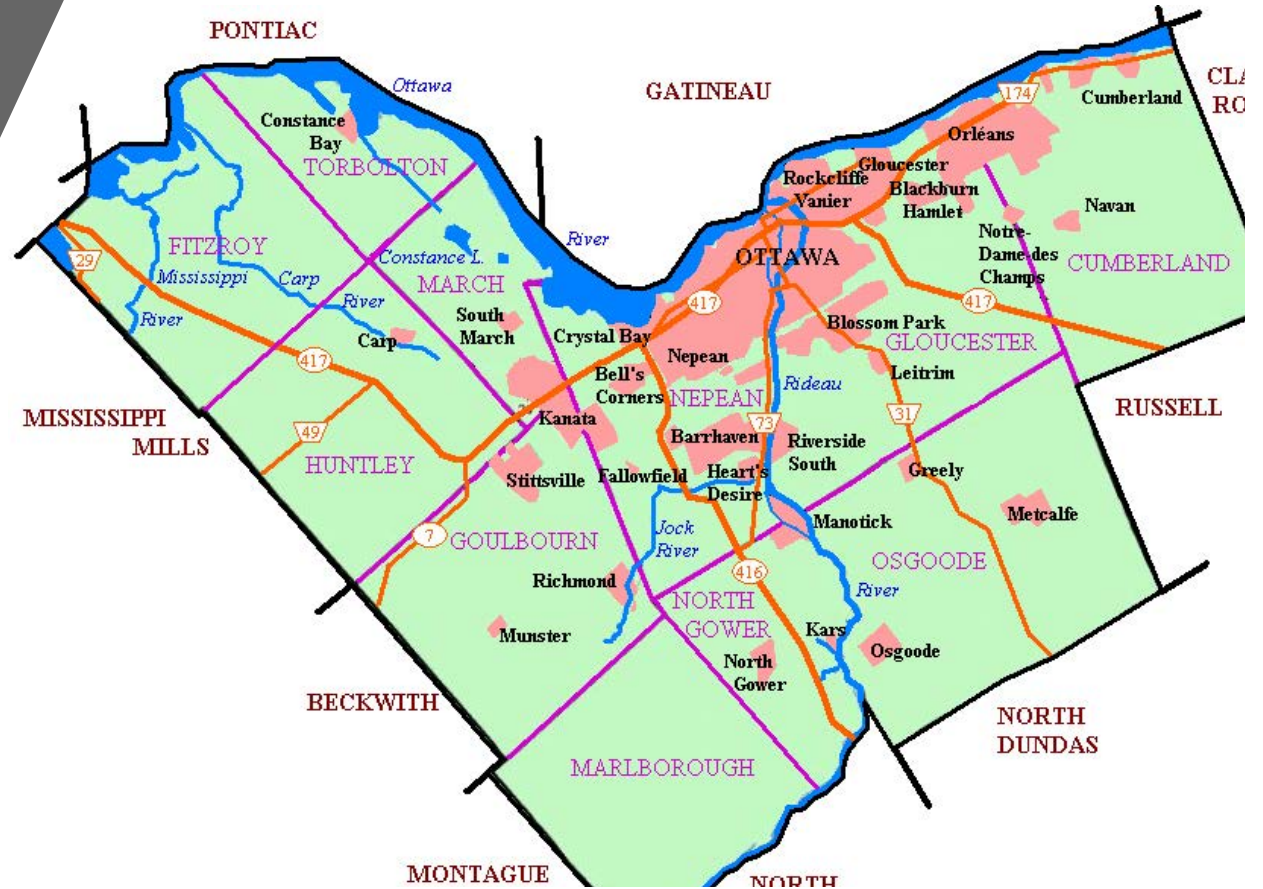


2,796 Sq Km

1 Million People

28 Long-Term  
Care Centers

$\cong$  160  
Retirement  
Homes and  
Congregate Care  
Settings





28 LTCs

#### Residents:

- Older
- Frail
- Comorbidities
- High Risk of Harm When Hospitalized
- Preventable ED Visits

#### Homes:

- Poor Staffing Ratio
- High Turn Over
- Lack of Time
- Lack of Registered Staff





Local News

# Update: First COVID-19 case identified in Ottawa — man was asymptomatic on flight from Austria

Blair Crawford, Elizabeth Payne

Mar 11, 2020 • March 11, 2020 • 5 minute read • [11 Comments](#)





## SPECIAL POPULATION RESPONSE TEAM (SPRT)

- New or Worsening Cough
- Fever
- Acute Mild-Moderate Respiratory Complaints
- Suspected UTIs
- IV starts / Restarts
- Patients Requiring IV Rehydration



# Canada's nursing homes have worst record for COVID-19 deaths among wealthy nations: report



Deaths represented 69% of overall fatalities, well above international average

 [Julie Ireton](#) · CBC News · Posted: Mar 30, 2021 4:00 AM ET | Last Updated: March 30, 2021



# What we Found

- Severe Conditions
- High Volume of Palliative / End of Life
- Physicians Missing
- Terrified & Overtaxed Staff
- Lack of Pathways to Put Care in Place
- Day 5 Critical
- 722 Patients Wave 1

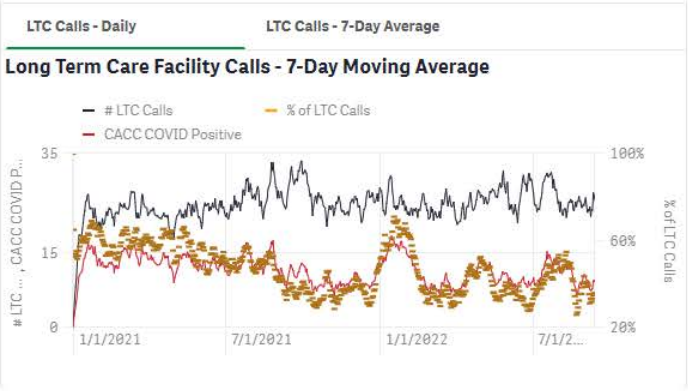


Technicalities





LTC Facility Incidents



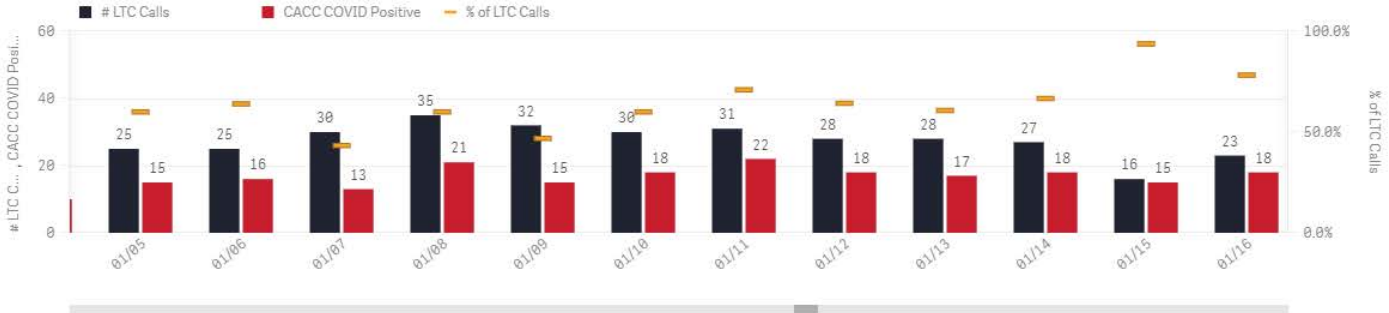
LTC Calls - Daily Details

LTC Calls - 7-Day Average D...

Details by day

Date	# Unique LTC Addresses	# LTC Calls	CACC COVID Positive	% of LTC Calls	
Totals	150	15,528	7,198	46.4%	
09/13	14	19	4	21.1%	
09/12	19	23	11	47.8%	
09/11	25	37	16	43.2%	
09/10	16	21	8	38.1%	
09/09	26	35	11	31.4%	
09/08	13	15	6	40.0%	

Long Term Care Facility Calls by day



Note: Only calls with priority code of 3 or 4 are included in the scope

Details by address

LTC Name	LTC Type	LTC match (address)	FullAddress	Priority Code	Proble... Nature Code	Problem Nature	# LTC Calls
Totals							15,480
Abbotsford House - Glebe Centre Long-Term Care Home	Long Term Care	Yes	950 BANK ST	4	HART	Heart Problems/AICD	
Abbotsford House - Glebe Centre Long-Term Care Home	Long Term Care	Yes	950 BANK ST	4	STRK	Stroke/Transient Ischemic Attack	
Alta Vista Manor 40171	Retirement Residence	Yes	751 PETER MORAND CR	3	ABDO	Abdominal Pain	
Alta Vista Manor 40171	Retirement Residence	Yes	751 PETER MORAND CR	3	BACK	Back Pain	
Alta Vista Manor 40171	Retirement Residence	Yes	751 PETER MORAND CR	3	BEHA	Psychiatric/Abnormal Behaviours/Suicide Attempt	

Hide Problem Nature / Priority Code



# Challenges

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- PPE Shortage
- AGMPs in Home
- Physician Shortage
- Rapid Adaptation to Integrated Teams
- Not at IMS Table

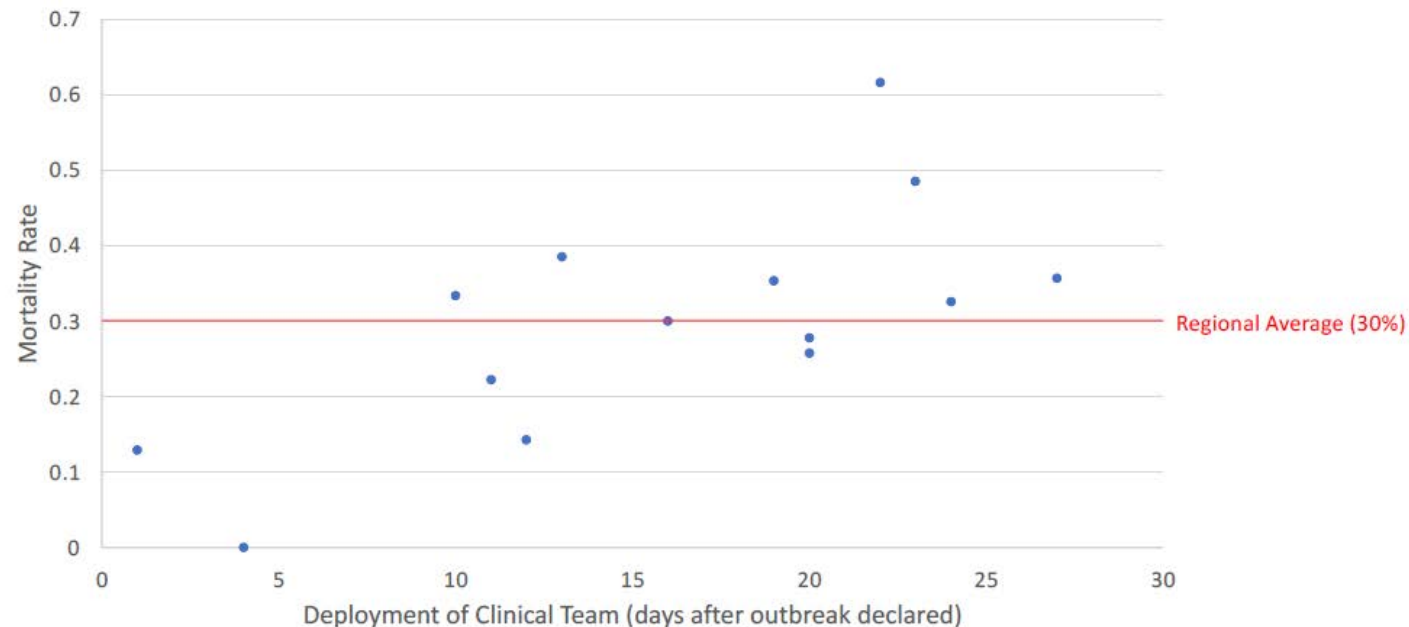
## ORIGINAL RESEARCH

# A Clinical Response Team Providing Support to Long-Term Care Homes with COVID-19 Outbreaks in Eastern Ontario—a Cohort Study



James Downar, MDCM, MHSc<sup>1,2</sup>, Kaitlyn Boese, MD, CCFP(PC)<sup>1,2</sup>, Genevieve Lalumiere, RN, BScN, MN<sup>2</sup>, Ghislain Bercier, ACP<sup>3,4</sup>, Shannon Leduc, ACP, MSc(Epi)<sup>3,7</sup>, Jill Rice, MD, MHSc, CCFP(PC)<sup>1,2</sup>, Amit Arya, MD, CCFP(PC), FCFP<sup>5</sup>, Valerie Charbonneau, MD, MSc, FRCPC<sup>6</sup>

DOWNAR: CLINICAL SUPPORT TO LTC HOMES WITH COVID-19 OUTBREAKS







# The Space Between

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VACCINES!!





# Omicron

- Staffing Crisis
- Retirement Homes





# New Challenges

- Mass Triage
- Patient Condition Subtle
  - Generally Unwell
  - Falls
  - Fatigue
  - Anorexia
- Incidental Findings
- Day 7/8 Critical
- Building Trust with Staff
- Staff Fatigue





# Partnership

- Community Paramedics
- Public Health
- The Ottawa Hospital
- Home and Community Care Support Services



# Integrated Support Teams

Supported By:  
Public Health  
Regional IPAC Team

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Community Paramedic

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Rapid Response Nurse

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Physician

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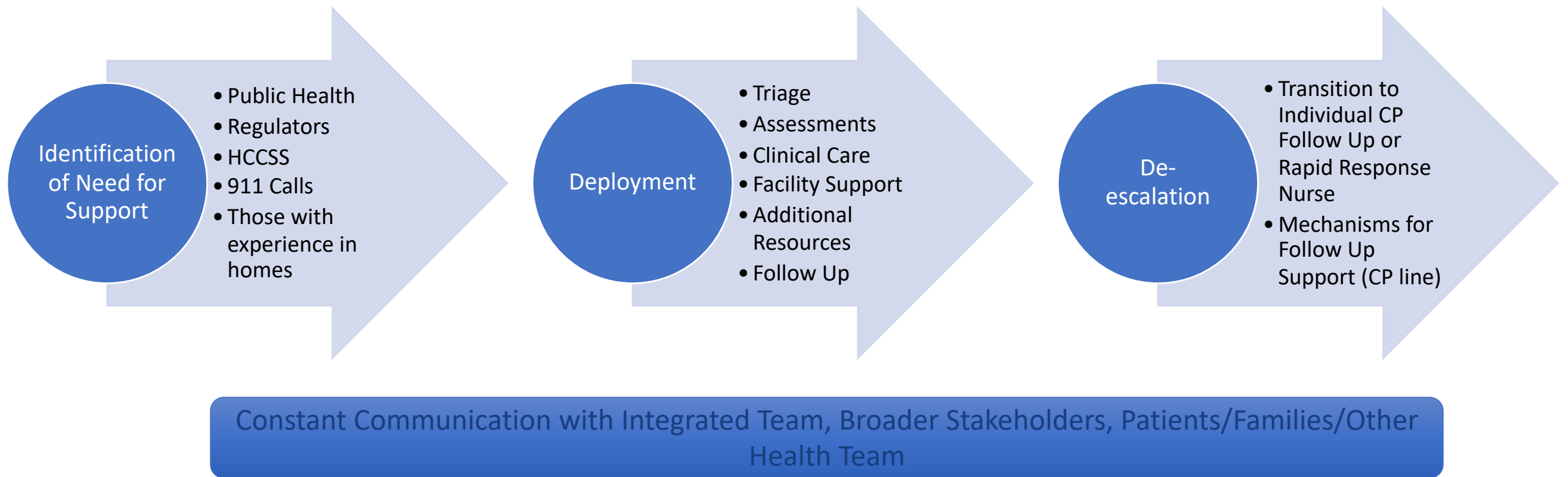
Geriatric Specialist and Extreme  
Outbreak 'Hacker'

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Nurse Practitioners



# Overview of Outbreak Response



# Typical Responses

## Day 1

- Triage
- Assessments of all positives, symptomatics and patients identified by DOC

## Day 2 - x

- Reassessment and Follow Up

## De-escalation

- Transition to individual CP follow up or Rapid Response Nurse

# Clinical Response Deployments

**94 Deployments** between January 2- July 7, 2022

- **29 unique residences**
  - 1 Shelter
  - 3 LTC
  - 25 Retirement Homes
- **61 Interdisciplinary**

**1222 Assessments**


- **Triage up to 200** in one deployment
- **Majority** of patients **managed in the residence**
- **23 (1.8%) patients** assessed resulting in **transport to ED**

**DIVERSION** - 183 'high risk' patients followed

- **Active ongoing interventions** provided to 55 (**30%**) of those patients
  - Including: **ongoing oxygen, IV rehydration, Dexamethasone, Palliative Care**

**183 Patients**  
Monitored at Home  
**30%\***  
**ED Diversion**  
\*Conservative





# Infrastructure for the Future

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- Diagnostics
- Medications
- Virtual Care
- Business Intelligence
- Integrated Team



## Acknowledgments

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- Long-Term Care and Retirement Home Staff
- Patients and Family
- Regional Palliative Care Team
- The Ottawa Hospital
  - Marney Cooper
  - Dr. James Downer
- Ottawa Public Health
- Home and Community Care Support Services
- Regional Paramedic Program for Eastern Ontario
- Dr. Valerie Charbonneau







# Community Paramedic Team

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***“...I believe their approach, dedication and leadership in LTCHs which were affected by large COVID-19 outbreaks have saved many lives and provided a comfortable end-of-life to those who didn’t survive.”***

**Geneviève Lalumière, BScN, RN MN  
Clinical Nurse Specialist and Coordinator  
Regional Palliative Consultation Team  
Elisabeth Bruyère Hospital**

# Shannon Leduc

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