

**CONFIDENTIAL ISSUE NOTE****July 15, 2016 – Surrey Letter FOI – Teenager (DB) Injured  
Updates January 22, 2017**

The City of Surrey has fulfilled an FOI request for a letter sent by Surrey Fire Chief Len Garis to BCEHS regarding the response provided when the 9-1-1 call was received in the December 2014 assault of a teenager. The teenager was seriously injured and subsequently died.

A redacted version of the letter was released and reported in the media on July 11 2016.

**Background:**

- Media have previously reported 15 year old Dario Bartoli of Surrey was seriously injured in an assault at a South Surrey location in the early morning of Saturday, December 13, 2014.
- A month later on January 20th, 2015, Surrey Fire Chief Len Garis wrote Linda Lupini in her capacity as executive vice president of BCEHS and PHSA to point out BCEHS did not dispatch a Surrey Fire Department fire rescue unit to the scene for what should have been prioritized as a Code 3 call. He stated Surrey RCMP then called the fire department directly for a fire rescue crew to attend after BCEHS had not.
- A Section 51 Patient Care Quality Office (PCQO) investigation was conducted in order to learn how to ensure better response in similar situations in the future.
- Since the incident, BCEHS has created a closer working relationship with Fire-Rescue first responders, resulting in improved protocols and data-sharing with Fire.
- The circumstances surrounding the dispatch decisions made in this incident are now used as a case study in dispatch training by BCEHS. This has been implemented with the endorsement of the patient's mother.
- Three new ambulances were added in early 2016.
  - Response times for Code 3 (lights and sirens) calls are similar to 2014 (5 seconds slower median average than 2014), however call volumes are increasing so new ambulances are allowing BCEHS to at least keep pace.
- Ms. Lupini and Chief Garis and both agree the dispatch concerns expressed in the letter have been addressed.
- In April 2015, media reported Dario's mother, June Iida, publicly launched the Dario Bartoli Movement, an initiative aimed at 'protecting local youth and securing the community' through the use of security cameras, and having parks lit after dark.
- The City of Surrey received an FOI request for communications from the period around Dario's death, which includes the letter from Chief Garis.
- The City responded to the FOI request by releasing a redacted letter to the applicant.
- After pre-recording an interview with BCEHS Executive Vice President Linda Lupini on July 7 2016, CKNW reporter Janet Brown publicly broadcast July 11 2016 she had sought the FOI.

- Ms. Brown reported on the contents of the letter and aired audio of comments by Ms. Lupini.
- In a morning interview on CKNW, the reporter also suggested an inquiry be held into the death.

### **Confidential Background**

- Surrey RCMP called BCEHS, which responded by sending a Basic Life Support (BLS) ambulance crew initially without lights and sirens, until the call was upgraded. The ambulance arrived 21 minutes later, and after spending another 13 minutes on scene, rushed the patient by ambulance to Peace Arch Hospital in three minutes, where the patient subsequently died a few hours later.

*The Provincial Health Services Authority - Communications Department recommends that the following key messages be communicated publicly:*

### **Key Messages:**

- This young person's death was devastating and our hearts go out to the family and friends involved in this case.
- BCEHS dispatchers and paramedics work hard every day to make the right decisions to save lives.
- An internal review of our ambulance response was done and since the incident, BCEHS has worked to provide a more consistent dispatch protocol when it comes to dispatching fire first responders
- The circumstances surrounding the dispatch decisions made in this incident are now used as a case study in dispatch training by BCEHS.
- Yes, the Chief of the Surrey Fire Department did reach out to BCEHS regarding the response in this case - which I think shows how seriously we all take patient safety.
- They proactively called on us to work with them on improving and coordinating emergency responses.
- BCEHS continuously works toward improving its patient-centre care to British Columbians, and the lessons learned from incidents like this one provide us with the opportunities to improve.
- BCEHS and the Surrey Fire Department have consulted further since the letter was sent, and both agree the concerns expressed have been rectified.

Contact Information			
Contact	Name	Title	Phone
<b>Program:</b>	Linda Lupini	Executive Vice President, BCEHS and PHSA	<b>Tel:</b> 604-675-7403
<b>Communications</b>	Lesley Pritchard	Manager, Media Relations and Issues Management, PHSA	<b>Tel:</b> 604-675-7472 <b>Cell:</b> s.17 <b>PHSA Media Pager:</b> 604-871-5699
<b>Spokesperson(s)</b>	Linda Lupini		
<b>Family member involved (if consent form signed)</b>			
Creation & Revision History			
Date		Name	
27 April 2016		Trevor Pancoust	
July 5, 2016		FS	
July 15, 2016		TP	
January 22, 2017		LP	

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- A Section 51 Patient Care Quality Office (PCQO) investigation was conducted in order to learn how to ensure better response in similar situations in the future.
- Since the incident, BCEHS has worked to provide a consistent protocol when it comes to dispatching fire first responders, and the circumstances surrounding the dispatch decisions made in this incident are now used as a case study in dispatch training by BCEHS. This has been implemented with the endorsement of the patient's mother.
- Lupini and Garis both agree the dispatch concerns expressed in the letter have been addressed.
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- BCEHS and the Surrey Fire Department have consulted further since the letter was sent, and both agree the concerns expressed have been rectified.

*If asked about response times in Surrey since the incident*

Call Location	Year - Month	Alpha/Omega		Bravo/Charlie		Delta/Echo	
		Events	Median Event Resp Time (mm:ss)	Events	Median Event Resp Time (mm:ss)	Events	Median Event Resp Time (mm:ss)
Surrey	2015 Jan	929	19:03	1,750	12:40	1,044	9:56
	2015 Feb	826	17:35	1,533	12:47	887	9:47
	2015 Mar	983	17:51	1,662	12:16	964	9:27
	2015 Apr	972	19:11	1,731	12:40	980	9:49
	2015 May	947	19:28	1,781	13:26	1,039	10:02

2015 Jun	1,008	20:53	1,751	13:35	1,039	9:43
2015 Jul	972	19:57	1,696	13:09	1,103	9:56
2015 Aug	964	19:39	1,878	13:28	1,075	9:57
2015 Sep	889	23:19	1,708	14:11	1,062	10:14
2015 Oct	957	21:39	1,812	14:19	1,058	10:38
2015 Nov	922	20:47	1,762	13:51	1,029	9:59
2015 Dec	1,019	20:41	1,839	14:21	1,088	10:32
2016 Jan	1,060	19:46	1,899	13:20	1,178	10:01
2016 Feb	1,032	18:27	1,848	13:01	1,061	9:33
2016 Mar	1,089	18:38	2,004	13:03	1,146	9:50
2016 Apr	996	18:17	1,867	13:03	1,184	9:33
2016 May	1,057	18:32	1,933	13:03	1,134	9:52
2016 Jun	1,089	18:35	1,784	13:02	1,148	9:43
Total	17,711	--	32,238	--	19,219	--

Contact Information			
Contact	Name	Title	Phone
<b>Program:</b>	Linda Lupini	Executive Vice President, BCEHS and PHSA	<b>Tel:</b> 604-675-7403
<b>Communications</b>	Lesley Pritchard	Manager, Media Relations and Issues Management, PHSA	<b>Tel:</b> 604-675-7472 <b>Cell:</b> s.17 <b>PHSA Media Pager:</b> 604-871-5699
<b>Spokesperson(s)</b>	Linda Lupini		
<b>Family member involved (if consent form signed)</b>			
Creation & Revision History			
Date		Name	
27 April 2016		Trevor Pancoust	
July 5, 2016		FS	
July 15, 2016		TP	

**September 28, 2016 – Surrey Delayed Ambulance Response**

On Monday, September 26, 2016, BC Emergency Health Services (BCEHS) received a 9-1-1 call to respond to a midday motor vehicle accident in South Surrey involving two patients.

The call was coded as routine (Code 2, not life-threatening), and Surrey Fire Department first responders attended, however ambulance paramedics did not arrive to care for, and transport, these patients until roughly 3½ hours later.

Surrey Fire Department has criticized the delayed response in the media. BCEHS calls the delay “unacceptable” and is investigating.

**Background:**

- BC Emergency Health Services received a call at 11:51 a.m. on September 26th requesting an ambulance to respond to two patients injured in a motor vehicle incident near 160<sup>th</sup> Street and King George Boulevard.
- In total, 11 ambulances were dispatched to scene during this call, however nine of them were diverted.
- The shortage of available ambulance resources was also exacerbated by a total of 18 offload delays at hospital emergency departments.

**Timeline:**

- Based on information provided by the caller to 9-1-1 this was categorized by dispatchers as a Code 2 call, meaning based on the information received, the injuries were not considered life threatening.
- At 11:54 a.m., local fire first responders were dispatched.
- At 12:07 p.m., first responders reported<sup>s.22</sup>
- Between 12:18 p.m. and 12:52 p.m., Surrey Fire Department made four requests regarding the estimated time of arrival for an ambulance and paramedics. On the final request, dispatch advised ETA was 30 minutes.
- Due to at least two significant incidents occurring elsewhere and other higher priority calls during this time period, there was a temporary shortage of available ambulances.
- Over a two-hour period that followed (between 13:28 p.m. and 15:13 p.m.), nine ambulances were dispatched to the scene one after the other, only to be redirected to other calls.

- At 15:17 p.m., a 10th ambulance was dispatched and arrived at 15:29, to take one patient to hospital.
- An 11<sup>th</sup> ambulance was dispatched at 15:31 p.m. and arrived a short time later to take the second patient to hospital.

### **Key Messages:**

*PHSA Communications recommends the following key messages be communicated publicly:*

- The time that it took for an ambulance to respond to this call is not acceptable.
- At this stage we do know there was a spike in 9-1-1 calls requiring ambulances during that period, and a number of ambulance crews were busy offloading their patients at hospital emergency departments.
- While we work on longer term solutions, we have introduced an immediate interim escalation plan to better manage ambulance resource challenges in rare occasions like this one, and to respond to patients in situations like this more quickly.
- BC Emergency Health Services will further review all the circumstances that led to this.
- We also want to find a way to reduce offload delays at hospitals, to keep more ambulances on the road, and prevent excessive delays in response. This is one of the priorities contained in the BCEHS Action Plan released in February, 2016.
- Regardless, waiting this length of time was no doubt stressful for these patients, their families and bystanders and we apologize to these patients.
- While we are not able to share private patient information with the public without consent, we are anxious to answer any questions they may have.
- Patients can also contact the Patient Care Quality Office to act as a third party to look into their concerns.

<b>Contact Information</b>			
<b>Contact</b>	<b>Name</b>	<b>Title</b>	<b>Phone</b>
<b>Program</b>	Linda Lupini	Executive Vice President, PHSA and BCEHS	<b>Tel:</b> (604) 675-7403
<b>Communications</b>	Lesley Pritchard	Manager Media Relations & Issues Management, PHSA	<b>Tel:</b> (604) 675-7472
	Trevor Pancoust	Director Communications, BCEHS	<b>Tel:</b> (604) 660-6998
<b>Spokesperson(s)</b>	Linda Lupini	Executive Vice President, PHSA and BCEHS	
<b>Creation &amp; Revision History</b>			
September 28, 2016		Trevor Pancoust	



**CONFIDENTIAL ISSUE NOTE****January 23, 2017 – Andrew Cho Ambulance Response Time**

Vancouver resident Andrew Cho has gone to media to question why it took an ambulance up to an hour to attend his downtown apartment on the evening of Friday, January 6, 2017 after he suffered sudden onset paralysis.

**Background:**

- [CTV Vancouver](#) and [Global BC](#) have done news stories about Cho's experience.
- The stories stated the 29-year-old Cho felt dizzy while out for dinner with friends earlier that evening on January 6, 2017 and went home, where he experienced paralysis and fell to the floor.
- He told reporters by using his chin and mouth, he was able to reach his mobile phone just inches away and dialed 9-1-1 using voice command.
- After calling 9-1-1, fire rescue crews attended and stayed with Cho until an ambulance could arrive.
- Patients with life-threatening symptoms including cardiac arrest, chest pain, breathing difficulties, severe bleeding or unconsciousness generally receive a high-priority (lights and sirens/code 3) response.
- This request was coded as non-life-threatening ( no lights and sirens), and occurred during a period of time when BC Ambulance Service responses were delayed for some non-life-threatening cases due to factors including:
  - Poor road conditions due to ice and snow
  - An increased number of 9-1-1 calls for falls, for which ice on the ground is believed to be a contributing factor
  - The influenza outbreak
  - The ongoing opioid crisis
- s.22
- BCEHS provided interviews to CTV and Global BC regarding how BCEHS typically responds to calls like this one, and indicated the factors at play that evening may have affected response time.
- The reporters were also advised PCQO will provide the Cho family directly with answers to their questions.

**Confidential Background:**

- s.22
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*The Provincial Health Services Authority - Communications Department recommends that the following key messages be communicated publicly:*

**Key Messages:**

- Our thoughts are with Andrew and all his family and friends during this extremely difficult time.
- We are taking this incident very seriously and have initiated a review with the Cho family through our Patient Care Quality Office.
- We will be working directly with the Cho family to review the particulars of this event.
- BCEHS is committed to providing the best and most appropriate patient care throughout BC.
- We work with our fire first responder partners in Vancouver to reach patients as quickly as possible.
- BCEHS sends the closest available ambulance as quickly as possible.
- We have been experiencing very high call volumes this winter due to weather conditions, the flu season, and the ongoing opioid crisis.
- We have a growing, aging population and that is also increasing demand by about six per cent a year.

***If asked why some calls are dispatched with lights and sirens and others are not:***

- BCEHS prioritizes ambulance calls based on the information received from the caller and an internationally recognized system known as the Medical Priority Dispatch System.
- In this system, patients with life-threatening symptoms including cardiac arrest, chest pain, breathing difficulties, and severe bleeding or unconsciousness generally receive a lights and sirens (Code 3) response.
  1. That's because research shows that unlike other circumstances, a few minutes can make the difference between life and death.
  2. The system is designed to make life-threatening calls a priority, and this sometimes leaves non-life-threatening patients waiting longer, depending on the availability of ambulances.
- Driving without lights and sirens is also safer for patients, the public and paramedics.

Contact Information			
Contact	Name	Title	Phone

<b>Program:</b>	Barb Fitzsimmons	Interim Chief Operating Officer, BCEHS	<b>Tel:</b> 604-660-1016
<b>Communications</b>	Sally-Anne Lilley	Manager, Media Relations and Issues Management, PHSA	<b>Tel:</b> 604-675-7472 <b>Cell:</b> s.17 <b>PHSA Media Line:</b> 778-867-7472
<b>Spokesperson(s)</b>	Joe Acker	Director, Patient Care Delivery, Vancouver Coastal District	
<b>Family member involved (if consent form signed)</b>			
<b>Creation &amp; Revision History</b>			
January 23, 2017		TP/LP	

**CONFIDENTIAL ISSUE NOTE****January 23, 2017 – Lawsuit filed by mother of a Surrey teenager**

In December, 2014 a 9-1-1 call was received regarding the assault of a Surrey teenager who was seriously injured and subsequently died. The mother of the teenager, Ms. Junko Iida, has filed a wrongful death suit in the Supreme Court of BC.

**Background:**

- A notice of civil claim has been filed in BC against the Ministry of Health and a 9-1-1 dispatch operator who is employed by BCEHS.
  - The plaintiff's lawyer has incorrectly assumed MoH is still responsible for operating BCEHS; we expect BCEHS will be substituted as the correct defendant, as the case proceeds.
- The plaintiff is suing for general damages, special damages and costs.
- A written response to the Court is being prepared.
- It is BCEHS's position that s.14, s.22
- Media have previously reported 15 year old Dario Bartoli of Surrey was seriously injured in an assault at a South Surrey location in the early morning of Saturday, December 13, 2014.
- A Section 51 Patient Care Quality Office (PCQO) investigation was conducted in order to learn how to ensure better responses in similar situations in the future.
- Since the incident, BCEHS has created a closer working relationship with Fire-Rescue first responders, resulting in improved protocols and data-sharing with Fire.
- The circumstances surrounding dispatch decisions made in this incident are now used as a case study in dispatch training by BCEHS. This has been implemented with the endorsement of the patient's mother.
- Refer to the July 15, 2016 Surrey Teen DB FOI IN for further background.

*The Provincial Health Services Authority - Communications Department recommends that the following key messages be communicated publicly:*

**Key Messages:**

- This young person's death was devastating.
- We have met with his family to offer our deepest condolences and have shared what we could about the incident.
- Out of respect for the privacy of those involved, BCEHS will not be offering further comment at this time.

**Written statement January 23, 2016 to be issued from Linda Lupini, Executive VP, BCEHS and PHSA in answer to most recent media request.**

*"This young person's death was devastating, and we have met with his family to offer our deepest condolences and shared what we could about the incident. Out of respect for the privacy of those involved, BCEHS will not be offering further comment at this time."*

**If asked about Section 51 reviews:**

- BCEHS shares what it is lawfully able to share with the families from these reviews.
- BCEHS continuously works to improve the patient-centred care it offers to British Columbians, and the lessons learned from incidents like this one provide us with the opportunities to improve.
- Refer to website posting on Section 51 reviews. <http://www.phsa.ca/about/news-stories/media-enquires/patient-safety-event-reviews>

**If asked about the lawsuit:**

To respect the legal process, it would not be appropriate for BCEHS to offer further comment at this time.

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Contact	Name	Title	Phone
<b>Program:</b>	Linda Lupini	Executive Vice President, BCEHS and PHSA	<b>Tel:</b> 604-675-7403
<b>Communications</b>	Sally-Anne Lilley	Manager, Media Relations and Issues Management, PHSA	<b>Tel:</b> 604-675-7472 <b>Cell:</b> s.17 <b>PHSA Media Line:</b> 778-867-7472
<b>Spokesperson(s)</b>	Linda Lupini		
<b>Family member involved (if consent form signed)</b>			
Creation & Revision History			
January 23, 2017		TM/LP	

## Key Messages – Dario Bartoli FOI investigation

July 2016

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- This young man's death was devastating and my heart goes out to his family and friends.
- BC Ambulance dispatchers and paramedics work hard every day to save lives.
- An internal review of ambulance responses was done as a result of this case, and representatives from the ambulance service met with Dario Bartoli's mother to go over what was learned.
- Since the incident, emergency health services has worked to provide a more consistent dispatch protocol when it comes to dispatching fire first responders.
- The circumstances surrounding the dispatch decisions made in this case are now used in dispatch training by BC Ambulance.

### **If asked about** <sup>s.22</sup>

### **matter**

- I am unable to discuss matters involving the privacy of employees at BCEHS.

### **If asked about the letter**

- I know the Chief of the Surrey Fire Department did reach out to BC Ambulance regarding the response in this case - which I think shows how seriously the emergency health service takes patient safety.
- The Surrey Fire Department called on BC Ambulance to work with them on improving and coordinating emergency responses.
- The ambulance service is working on improving its patient-centred care to British Columbians, and the lessons learned from incidents like this one provide opportunities to improve.

- Emergency health services and the Surrey Fire Department have consulted further since the letter was sent, and both agree the concerns expressed have been addressed.

**If asked about response times in Surrey since the incident:**

- There has been some improvement in response times in Surrey since new resources were added in the Lower Mainland earlier this year.
- We also know response times in Surrey need to improve, and BC Ambulance is looking at ways to do that.
- PHSA is currently reviewing the Action Plan proposed earlier this year by BC Ambulance to improve their ability to respond to emergencies across B.C.
- The emergency response needs of all communities, including Surrey, will be considered as PHSA decides where to invest in new ambulance resources.

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**Wolford, Jessica GCPE:EX**

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**From:** tno@gov.bc.ca  
**Sent:** Thursday, February 2, 2017 9:55 AM  
**Subject:** CKNW: Brown - paramedic working conditions ■

CKNW (Vancouver)  
CKNW Jon McComb  
02-Feb-2017 06:08

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