
NEWS RELEASE

For Immediate Release
2017HLTH0045-000508
March 8, 2017

Ministry of Health

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

“British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services,” said Health Minister Terry Lake. “Today’s funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C.”

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid

overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS annual budget up to \$441 million dollars a year, an increase of approximately eight per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Enhancing Emergency Care



BRITISH
COLUMBIA

BCEHS | BC Emergency
Health Services

[illegible]

Guest List - Event Title

[illegible]

Email

TManning@phsa.ca

Also email: cathy.prentice@phsa.ca

C.Roy@phsa.ca

linda.lupini@phsa.ca
Public Health Inspector

Barbara.Fitzsimmons@bcehs.ca

Paul.valley@bcens.ca

William dick@bcehs.ca

brad.cameron@bcehs.ca

bronwyn.barter@apbc.ca

sunny.dhaliwal@bcehs.ca

leslie.white@bcehs.ca

Nancy.kotani@bcehs.ca

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840. 84

nick.smith@bcehs.ca

neil.lille@books.co

| |
|----------------------|
| hell.lilley@bcens.ca |
| joey.acker@bcens.ca |

wendy.machana@hcehs.ca

paul.swain@bcehs.ca

rick.mowles@bcehs.ca

| |
|--|
| |
|--|

| |
|--|
| |
|--|

| |
|--|
| |
| |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| |
|--|
| |
| |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| |
|--|
| |
|--|

| |
|--|
| |
|--|

| |
|--|
| |
|--|

| |
|--|
| |
| |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| | |
|--|--|
| | |
| | |

| |
|--|
| |
|--|

| |
|--|
| |
|--|



Please join

The Honourable Terry Lake

Health Minister

and

Jordan Sturdy

MLA for West Vancouver – Sea to Sky

**for an important announcement regarding
Emergency Services in British Columbia**

**Wednesday, March 8th, 2017
11:00 a.m.**

Location:
Outside Front Steps
Parliament Buildings
501 Belleville Street
Victoria, B.C.

Please RSVP to Emily Young – Events Coordinator
Emily.Young@gov.bc.ca

Ministry of Health

Emergency Services Funding Announcement

Location:
Outside Front Steps
Parliament Buildings
501 Belleville Street
Victoria, B.C.

Date: Wednesday, March 8th, 2017

Time: 11:00 a.m.

| Time | Event Itinerary |
|-------------------------|--|
| 9:00 a.m. | Emily Young and Audio Visual Specialists on site for technical setup.

Ambulance to arrive – position for backdrop. |
| Event Summary | The event will take place at the bottom of the steps at the front of the Parliament Buildings in Victoria. An ambulance creates the backdrop. |
| 10:10 a.m. | Media Relations: Karen van Marum
Photographer: Jordan Grimsrud |
| 10:45 a.m.
Pre-brief | Pre-brief with guest speakers led by Emily Young, Event Coordinator
Location: s.15 <ul style="list-style-type: none"> • Terry Lake, Health Minister • Jordan Sturdy, MLA for West Vancouver – Sea to Sky EMCEE • Linda Lupini, Executive VP – BCEHS and PHSA • Bronwyn Barter, President of Ambulance Paramedics and Emergency Dispatchers Union • Rhiannon Davis, Community Paramedic |
| 10:59 a.m. | Speakers move to podium area. |
| 11:00 a.m. | MLA Jordan Sturdy goes to podium, welcomes everyone, introduces himself, and the guests speakers, and invites Minister Lake to give his remarks. |
| 11:02 a.m. | Minister Lake delivers remarks. |
| 11:05 a.m. | MLA Jordan Sturdy thanks Minister Lake and invites Linda Lupini to say a few words. |
| 11:06 a.m. | Linda Lupini gives remarks. |
| 11:09 a.m. | MLA Jordan Sturdy thanks Linda Lupini and invites Bronwyn Barter to say a few words. |
| 11:10 a.m. | Bronwyn Barter delivers remarks. |
| 11:13 a.m. | MLA Jordan Sturdy thanks Bronwyn Barter and invites Rhiannon Davis to say a few words. |
| 11:14 a.m. | Rhiannon Davis delivers remarks. |
| 11:17 a.m. | MLA Jordan Sturdy thanks Rhiannon Davis, gives closing remarks and invites all speakers to join for a group photo. PHOTO-OP |
| 11:20 a.m. | Media availability |
| 11:30 a.m. | Event concludes |

Events Coordinator – Emily Young
Phone Number: 250-812-3471

Key Messages – Funding for enhanced emergency service

March 2017

- The BC government is announcing more than \$91.4 million over three years in additional funding for BC Emergency Health Services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics.
- As well, the province will provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.
- With this funding lift, BCEHS will implement a strategy focused in three areas:
 - Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
 - Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
 - Introducing provincewide innovations to how BCEHS responds to calls.

Urban Areas

- To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances to the Lower Mainland – on top of 10 more

already put on the road last year – along with additional resources in the Interior. Locations are still to be finalized.

- An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response.

Rural Areas

- To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training for some paramedics to provide more complex levels of care.
- Specific allocations and locations are still to be determined.
- In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities.
- So far community paramedics are now working in 20 rural and remote communities, providing patients with increased access to health-care services to help them manage their health.
- A newly-negotiated universal hourly wage – effective April 7, 2017 – will also support more stable paramedic staffing in rural areas. Many front line employees, including part-time paramedics in smaller communities, will get pay increases.

Province-wide innovations

- Two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits.
- BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments.
- These higher-level dispatch staff will be trained to assist with appropriate non-life threatening calls to better identify the urgency of a caller's condition and ensure patients get the right care, reducing demand for non-urgent ambulance responses.
- Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:

B.C. Parliament Buildings

Front steps

501 Belleville St.

Victoria

Ministry of Health

Communications

250 952-1887 (media line)

NEWS RELEASE

For Immediate Release
[release number]
March 8, 2017

Ministry of Health

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

“British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services,” said Health Minister Lake. “Today’s funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care across B.C.”

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs,

which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS budget up to \$441 million dollars a year, an increase of approximately 8 per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media contact: Ministry of Health Communications

250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Page 016 to/à Page 031

Withheld pursuant to/removed as

s.13



EMCEE SPEAKING POINTS FOR

Jordan Sturdy

MLA for West Vancouver-Sea to Sky

Enhancing emergency care

B.C. Parliament Buildings
Front steps
501 Belleville St.
Victoria

Wednesday, March 8, 2017
11:00 a.m. – 12:00 p.m.

10:45 a.m. (arrival time)
11:00 p.m. (speech)

Event Profile:

Event will announce funding of \$91.4 million to support emergency care in the province. This includes timely access to ambulances with more ambulances, paramedics and dispatchers while maintaining a strong emphasis on community care that helps patients avoid emergency department visits if they can be treated at home.

Audience:

Media invited. Audience to consist of families, health care and emergency care providers, health authority and BC Emergency Health Services representatives.

Event Details:

Event to take place on the front steps of the BC Legislature. An ambulance will be parked in the background, and there will be a podium for speakers, with a microphone.

Event Contact:

Emily Young
GCPE Events Coordinator
Cell: 250 812-3471

- Good morning everyone.
- I am Jordan Sturdy, MLA for West Vancouver-Sea to Sky, and I will be your emcee today.
- Thank you for joining us for an important announcement affecting all British Columbians, rural and urban.
- I'd like to welcome our speakers ...
 - Terry Lake, Health Minister;
 - Linda Lupini, executive vice-president of the Provincial Health Services Authority and BC Emergency Health Services;

- Bronwyn Barter, President of the Ambulance Paramedics and Emergency Dispatchers Union; and,
- Rhiannon Davis, a community paramedic in Tofino here to share her lived experiences.
- To speak about today's announcement, I invite Health Minister Lake to the podium.

[Minister Lake speaks]

- Thank you, Minister Lake.
- You're right. It's time for the health system to focus on the needs of patients, including when they need it most – in an emergency.

- As a paramedic for over 20 years, I know first-hand the challenges that paramedics face every day on the job.
- It is great news that this funding will not just support paramedics, but also improve services for patients throughout the province.
- Today's announcement couldn't happen without planning from BC Emergency Health Services.
- To speak on their behalf, please welcome executive vice-president Linda Lupini.

[Linda speaks]

- Thank you, Linda.

- It is encouraging to hear about the ongoing work to improve the delivery of emergency services across the province.
- To expand on this, I invite Bronwyn Barter, President of the Ambulance Paramedics and Emergency Dispatchers Union, to say a few words.

[Bronwyn speaks]

- Thank you Bronwyn.
- Our next speaker gives us a chance to hear from one of the people helping to meet the health-care needs of BC residents.

- Please welcome Rhiannon Davis, community paramedic in Tofino to the podium.

[Rhiannon speaks]

- Thank you, Rhiannon.
- It's great to hear about the work going on to improve access to emergency health services.
- **[MLA Sturdy to add any personal tie in to his time as a paramedic]**
- Before we wrap up, I'd like to invite all the speakers up to the podium for a photo and then I will open the floor for a brief Q&A.

- Once again, thank you all for joining us here today.

[Speakers gather for photo-op/QA]



SPEAKING POINTS FOR

Terry Lake

Health Minister

Enhancing emergency care

B.C. Parliament Buildings
Front steps
501 Belleville St.
Victoria

Wednesday, March 8, 2017
11:00 a.m. – 12:00 p.m.

10:45 a.m. (arrival time)
11:00 p.m. (speech)

Event Profile:

Event to announce the Ministry of Health is adding \$91.4million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics.

Audience:

Media invited. Audience to consist of families, health care and emergency care providers, health authority and BC Emergency Health Services representatives.

What does the audience want to hear?

The audience wants to hear how the funding will improve ambulance response times and if they can receive emergency care in their community without having to wait in the emergency room.

Event Details:

Event to take place on the front steps of the BC Legislature. An ambulance will be parked in the background and there will be a podium and microphone for speakers.

Event Contact:

Emily Young
GCPE Events Coordinator
cell: 250 812-3471

Key Messages:

- Targeted new investments of \$91.4 million over three years for emergency services will help enhance access to rural and urban care in urgent situations, ensuring British Columbians at home and in their communities have the best care possible by the most appropriate providers.
- Further to the \$91.4 million, the province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.
- Together with BC Emergency Health Services, we are focused on improving all emergency services for British Columbians. This includes ensuring timely access to ambulances with more ambulances, paramedics and dispatchers.
- We are supporting access to new resources while enhancing community care that helps patients avoid emergency department visits if they can be treated at home.

INTRODUCTION

- Thank you, MLA Sturdy. With more than 20 years of service as a paramedic, I'd like to thank you and the other paramedics here today for your commitment to improving patient care in British Columbia.

[I would like to take a moment to acknowledge with respect the history, customs and culture of the Lekwungen people (La-kwungen) on whose traditional territory we meet today.]

- Good morning and welcome.
- I would also like to recognize those joining us today, including Bronwyn Barter, President of Ambulance Paramedics and Emergency Dispatchers Union. **[Minister to recognize other guests, if desired.]**
- Thanks for joining us.

ANNOUNCEMENT

- Paramedics are on the front-lines, saving lives every day.
- They have the courage to be the difference between life and death for British Columbians on any given day.

- And the number of ambulances and their response times are often our focus – and of course are critically important, in situations when seconds count...
- As we have seen in the recent months managing the overdose crisis.
- Paramedics have saved lives and acted in a critical role managing this public health emergency.
- However, with the valuable skills that paramedics, dispatch staff and other staff with BC Emergency Health Services have, we have an opportunity to expand their role in the health system – to improve emergency response services, and provide care to people in the community.
- That's why today, we are providing BC Emergency Health Services with Ministry of Health funding of \$91.4 million over the next three years – to support enhanced access to emergency and basic care for patients in BC.
- In addition, the province will also provide \$4 million in immediate additional funding for necessary equipment – including carbon monoxide monitors, stretchers, safety kits and visibility gear.

- This new targeted funding is made possible through the Ministry of Health increase under this year's provincial budget.
- Budget 2017 provides a total of \$4.2 billion in additional funding for the ministry over the next three years.
- With the targetted funding lift for emergency health services, we will implement a strategy focused in three areas:
 - Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care;
 - Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers; and,
 - Introducing provincewide innovations and improvements to how BCEHS responds to calls.
- The ministry's has a strong focus on expanding care in the community in ways that better support the needs of vulnerable patients.
- So before we get to the ambulances and response times, I'd like to talk about a whole area of care that BC Emergency Health Services is now providing to BC families in many rural communities.

- This is care in the community far before the emergency happens – in fact perhaps helping to prevent an emergency in the first place.
- BC Emergency Health Services will complete the implementation of the community paramedicine program into 73 communities.
- Community paramedics, like Rhiannon Davis from Tofino here today, work hard in smaller communities in BC to help support the health care needs of residents.
- Under this program, paramedics are providing basic health-care services, within their scope of practice – in partnership with other local health care providers.
- This work complements and supports the work of other health professionals in the community – such as nurses – in non-urgent settings in the community or in patients' homes.
- They may check blood pressure, help with diabetic care, identify fall hazards, assess medications, offer post-injury or illness evaluation, and help with respiratory conditions.
- They are a valuable addition to the health-care community, expanding access to care for families living in rural or remote locations, and helping patients get the care they need closer to home.

- This is also helping to stabilize paramedic staffing in rural areas – by giving them greater roles - because hiring, retaining and attracting paramedics to smaller communities can be a challenge.
- Also supporting more stable and sustainable staffing will be the newly-negotiated universal hourly wage, effective April 7, 2017, which will result in a pay increase for part-time paramedics.
- This, along with hiring more permanent full- and part-time paramedics in rural and remote communities, will help address staffing challenges in these locations.
- To further enhance emergency pre-hospital services in rural and remote areas of the province, BC Emergency Health Services will also be adding to the air ambulance fleet and providing higher level training to some paramedics already stationed in rural and remote areas, so that they can provide more advanced care to patients.

FURTHER SUPPORTS

- In support of our work to provide more robust care in the community – rather than our historic focus on hospital care – we also see opportunities for BC Emergency Health Services to be more integrated with the broader health system.

- Integration of care means we are meeting the needs of the patient in the most appropriate place, by the most appropriate provider.
- Just as community paramedicine helps people to avoid hospital upstream by supporting their health, emergency response staff can also help people avoid unnecessary trips to hospital.
- To do this, BC Emergency Health Services will start providing additional training for some paramedics across the province that will allow them to treat patients at the scene of a call and discharge them there on-site, instead of taking them to the hospital
- In addition, they will implement a strategy known as ‘Secondary Triage’ for non-urgent 9-1-1 calls.
- Highly trained paramedics and other clinical staff will be added to the team at the dispatch centre, where they can provide non-urgent 9-1-1 callers with more specialized triage assessments – to better identify the urgency of a caller’s condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses and unnecessary trips to the emergency department.
- This may involve providing help or referral to service or a community paramedic for follow-up by trained BC Emergency Health Services staff, over the phone, to reduce non-emergency demand for paramedic care.

- As you can see, this is a broad plan to help use paramedic and dispatch staff more effectively.
- With this plan, we can better support care for patients in the community and in rural areas, and improve response times by using ambulance resources efficiently.
- Of course, we also know that ambulance response times are an issue in some communities.
- To improve response times in a few areas that require more resources, BC Emergency Health Services will add six more ambulances in the Lower Mainland over the next year, along with 60 paramedics to staff them 24/7.
- This adds to the 10 additional ambulances we introduced in the Lower Mainland last year – for a total of 16 new ambulances.
- There will also be additional resources added in the Interior – in locations that are still being finalized.
- In addition, up to 20 staff positions will be added to dispatch centres, and more supervisory positions added to provide front-line paramedics with more support.

CONCLUSION

- The reality is clear.
- These new measures that BC Emergency Health Services will be implementing as a result of this funding lift will help to ensure improvements in response times.
- More paramedics, more dispatch staff, more ambulances, higher levels of training, reducing the number of ambulances sent to non-urgent calls, supporting people to stay healthier – all will work together to ensure British Columbians get the care they need, when they need it, in the appropriate setting.
- These changes will provide better care for patients and ensure the system is sustainable well into the future.
- Thank you.

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Wednesday, March 8, 2017 10:42 AM
To: O'Brien, Kellie HLTH:EX; Chan-Kent, Marissa HLTH:EX; Jukes, Shaina HLTH:EX
Cc: Young, Emily GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Belanger, Matthew GCPE:EX; May, Stephen GCPE:EX
Subject: FW: finals: Province to fund more ambulances and paramedics to improve emergency response
Attachments: 2017HLTH0045-000508.pdf

Here's the final release. All approved by Manjit.

For Immediate Release
2017HLTH0045-000508
March 8, 2017

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This

investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS annual budget up to \$441 million dollars a year, an increase of approximately eight per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Belanger, Matthew GCPE:EX

From: Pritchard, Lesley EHS:EX
Sent: Tuesday, March 7, 2017 9:06 AM
To: Grewal, Preet EHS:EX; Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: RE: Adding 1 more Q- BCEHS event

Bronwyn is planning to come, and we are asking her if she would like to speak. Will let you know.

Lesley

From: Grewal, Preet EHS:EX
Sent: Tuesday, March 7, 2017 9:04 AM
To: Lindstein, Sarah GCPE:EX; Pritchard, Lesley EHS:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: RE: Adding 1 more Q- BCEHS event

Morning,

Okay according to our latest INS.13,s.17 (That's not including the addition \$5m opioid funding).

Cheers,
Preet

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 8:28 AM
To: Pritchard, Lesley EHS:EX; Grewal, Preet EHS:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: Adding 1 more Q- BCEHS event

Hi folks question for you- if you don't have the answer I can go to Finance but I thought I might check first here:

What is the annual budget *operating budget? Of the BCEHS?

Thanks

Also I left a voicemail with Preet but do you know if Bronwyn is confirmed? The Minister will be acknowledging the union/her at the event.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 8:54 AM
To: Plank, Sarah GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: Re: BCEHS NR

And his notes too, right?

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 8:51 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: BCEHS NR

Hi Sarah,
s.13

Thanks,
Sarah.
Sarah Plank
Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 8:28 AM
To: Pritchard, Lesley EHS:EX; Grewal, Preet EHS:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: Adding 1 more Q- BCEHS event

Hi folks question for you- if you don't have the answer I can go to Finance but I thought I might check first here:

What is the annual budget *operating budget? Of the BCEHS?

Thanks

Also I left a voicemail with Preet but do you know if Bronwyn is confirmed? The Minister will be acknowledging the union/her at the event.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, February 28, 2017 3:19 PM
To: Lindstein, Sarah GCPE:EX
Cc: Plank, Sarah GCPE:EX; Young, Emily GCPE:EX
Subject: emcee for ambulance event

Hi, MLA Jordan Sturdy is confirmed to emcee our event next week.

He is also wanting an update on Bowen Island. Sarah P. maybe you know more about this?

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Chant, Jon GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Cc: Stagg, Linda R GCPE:EX; Carruthers, Dana GCPE:EX; Boudreau, Marc GCPE:EX
Subject: finals: Province to fund more ambulances and paramedics to improve emergency response
Attachments: 2017HLTH0045-000508.pdf

...to go at 11:15 a.m. provincewide, all ethnic, gallery.

Cheers,
Jon

-----Original Message-----

From: Chant, Jon GCPE:EX [mailto:Jon.Chant@gov.bc.ca]
Sent: Wednesday, March 8, 2017 10:30 AM
To: Chant, Jon GCPE:EX
Subject: Province to fund more ambulances and paramedics to improve emergency response

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/14075>

News ID: NEWS-14075
NR Number: 2017HLTH0045-000508
NR Type: News Release
State: Planned
Planned Release Date: March 8, 2017 at 11:15 am Lead Organization: Ministry of Health
Headline: Province to fund more ambulances and paramedics to improve emergency response

This email was auto-generated.

For Immediate Release
2017HLTH0045-000508
March 8, 2017

Ministry of Health

NEWS RELEASE
Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS annual budget up to \$441 million dollars a year, an increase of approximately eight per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, March 6, 2017 4:20 PM
To: Chan-Kent, Marissa HLTH:EX; Dhanowa, Damon HLTH:EX
Cc: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Shepherd, Brent GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX; Robertson, Derek HLTH:EX
Subject: FOR MTL AND MLA STURDY -- Finals- BCEHS event materials
Attachments: Itinerary HLTH March 8th 2017.docx; NR_Emergency care funding event_March 6_237pm.docx; SN_Emcee_Emergency care funding event_Mar 6_233pm.docx; SN_Emergency care funding event_Mar 6_258pm.docx; QA_Emergencycarefundingevent_Mar6_252pm.docx; Itinerary HLTH March 8th 2017.pdf; NR_Emergency care funding event_March 6_237pm.pdf; SN_Emcee_Emergency care funding event_Mar 6_233pm.pdf; SN_Emergency care funding event_Mar 6_258pm.pdf; QA_Emergencycarefundingevent_Mar6_252pm.pdf; BCEHSGuestList_MoHEventMar8.xls; Invitation HLTH March 8th 2017.pdf; MA_Emergency care funding event_Feb 17_1204pm.docx

Hi, here are the materials for the BCEHS event on Wednesday. A reminder that Emily needs to send invites today.

Attached are:

- Guest list – for approval
- Invite – for approval
- Media advisory – for approval to go tomorrow
- NR - for quote approval
- Itinerary
- Q&A
- Speaking notes- Minister Lake
- Emcee notes- MLA Sturdy

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:53 AM
To: McLachlin, Jessica GCPE:EX; Williams, Susan GCPE:EX
Cc: Edwardson, Jamie GCPE:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: For urgent review- BC Emergency Health Services event tomorrow- News Release
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Importance: High

Hi folks- I thought we should run this by you, please have a look & let us know if any concerns- as soon as you can, please.

Thanks very much
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 9:23 AM
To: GCPE Editors
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Subject: For V-5: Emergency care funding Activity Id: HLTH-79163
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Hi there, NR to go provincewide please- at 11:15 today?

We are having some formatting issues with all of our Word files, so if it looks weird...It's all like that and we can't seem to change it. Sorry

Also I have something that I may have to change the wording for, but I want this to go out for stuff now.

Thank you

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Thursday, March 2, 2017 9:06 AM
To: Plank, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RE: NR_Emergency care funding event_Mar1_3pm.docx

Yes, I have updated the Q&A on the LAN...waiting for further directions

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Plank, Sarah GCPE:EX
Sent: Wednesday, March 1, 2017 10:16 PM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: NR_Emergency care funding event_Mar1_3pm.docx

Hi Sarah – I have done some revisions in the news release, which is saved on the LAN. Can you please have a read through and make sure that the way I've framed this is reflected in the speaking notes and QA before I go through them?

s.13

Thanks Sarah!

Sarah.

Sarah Plank
Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: 250.208.9621 | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: O'Brien, Kellie HLTH:EX
Sent: Tuesday, March 7, 2017 2:48 PM
To: Thistle-Walker, Carlene GCPE:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Shepherd, Brent GCPE:EX; Jukes, Shaina HLTH:EX
Subject: RE: UPDATED BCEHS materials - nr, qa, sn

Quote approved.

Kellie O'Brien
Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.
E: Kellie.O'Brien@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 1:40 PM
To: O'Brien, Kellie HLTH:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Shepherd, Brent GCPE:EX; Jukes, Shaina HLTH:EX
Subject: UPDATED BCEHS materials - nr, qa, sn

Updated materials with one change requested by BCEHS --s.13

Highlighted below.

Attached are:

- News release
- Speaking notes - MTL
- QA

All other materials the same. Waiting to hear on Bronwyn's speaking role.

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province’s new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics’ scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller’s condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don’t need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

s.13

Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Sidhu, Manjit HLTH:EX
Sent: Wednesday, March 8, 2017 10:28 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Ryall, Karen HLTH:EX
Subject: RE: UPDATED NR- BCEHS with total funding- \$441

Looks fine....one minor suggestion below.

By the third year, this new investment will bring the BCEHS services annual budget up to \$441 million dollars a year, an increase of approximately eight per cent increase over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Manjit Sidhu
Assistant Deputy Minister
Financial and Corporate Services
250 952-2066

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 10:09 AM
To: Sidhu, Manjit HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: UPDATED NR- BCEHS with total funding- \$441

Hi Manjit this is ok to go?

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Chant, Jon GCPE:EX
Sent: Wednesday, March 8, 2017 10:06 AM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Cc: Stagg, Linda R GCPE:EX; Carruthers, Dana GCPE:EX; Boudreau, Marc GCPE:EX
Subject: revised: DRAFT: Province to fund more ambulances and paramedics to improve emergency response
Attachments: DRAFT.pdf

-----Original Message-----

From: Chant, Jon GCPE:EX [mailto:Jon.Chant@gov.bc.ca]
Sent: Wednesday, March 8, 2017 10:03 AM
To: Chant, Jon GCPE:EX
Subject: DRAFT: Province to fund more ambulances and paramedics to improve emergency response

Please refer to the files attached to this email. The following is the summary of the News Release

NR Number: Not Approved
NR Type: News Release
State: Planned
Planned Release Date: March 8, 2017 at 11:15 am No Lead Organization
Headline: Province to fund more ambulances and paramedics to improve emergency response

This email was auto-generated.

Not Approved
March 8, 2017

Ministry of Health

NEWS RELEASE
Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts,

increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 2:35 PM
To: Pritchard, Lesley EHS:EX
Cc: Young, Emily GCPE:EX; Grewal, Preet EHS:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: Updated Emcee notes & itinerary for Bronwyn
Attachments: Itinerary HLTH March 8th 2017.pdf; SN_Emcee_Emergency care funding event_Mar 7_1051am.pdf

Hi Lesley, for Bronwyn's information- itinerary with pre-brief room and also emcee notes for her reference.

Thanks!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:39 AM
To: Plank, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RE: BCEHS NR
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Sure

Here is the reworked NR- have a look, then want me to run it by everyone again- not a lot changed actually

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:37 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: BCEHS NR

We need to remember to send this to Ministry of Finance for review as well...

Sarah Plank
Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Pritchard, Lesley EHS:EX
Sent: Tuesday, March 7, 2017 8:50 AM
To: Plank, Sarah GCPE:EX
Cc: 'McCurry, Theresa'; XT:Cunningham, Dave HLTH:IN; Thistle-Walker, Carlene GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Event tomorrow

Will do.

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 8:48 AM
To: Pritchard, Lesley EHS:EX
Cc: 'McCurry, Theresa'; XT:Cunningham, Dave HLTH:IN; Thistle-Walker, Carlene GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: Event tomorrow
Importance: High

Hi Lesley,

The minister would like us to ask Bronwyn to speak at the event tomorrow. Can you please see if she would like to speak. Your folks can let her know that you can share embargoed materials with her at some point today as well, as soon as they are ready.

We have been asked to do some more work on the news release, so we will have a revised version back to you this morning for review. Sorry...

Thanks,
Sarah.

Sarah Plank
Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Chant, Jon GCPE:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Cc: Stagg, Linda R GCPE:EX; Carruthers, Dana GCPE:EX; Boudreau, Marc GCPE:EX
Subject: RE: finals: Province to fund more ambulances and paramedics to improve emergency response

Thanks Jon, good to go for finals!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

-----Original Message-----

From: Chant, Jon GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Cc: Stagg, Linda R GCPE:EX; Carruthers, Dana GCPE:EX; Boudreau, Marc GCPE:EX
Subject: finals: Province to fund more ambulances and paramedics to improve emergency response

...to go at 11:15 a.m. provincewide, all ethnic, gallery.

Cheers,
Jon

-----Original Message-----

From: Chant, Jon GCPE:EX [mailto:Jon.Chant@gov.bc.ca]
Sent: Wednesday, March 8, 2017 10:30 AM
To: Chant, Jon GCPE:EX
Subject: Province to fund more ambulances and paramedics to improve emergency response

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/14075>

News ID: NEWS-14075
NR Number: 2017HLTH0045-000508
NR Type: News Release
State: Planned
Planned Release Date: March 8, 2017 at 11:15 am Lead Organization: Ministry of Health
Headline: Province to fund more ambulances and paramedics to improve emergency response

This email was auto-generated.

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS annual budget up to \$441 million dollars a year, an increase of approximately eight per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Belanger, Matthew GCPE:EX

From: Chan-Kent, Marissa HLTH:EX
Sent: Tuesday, March 7, 2017 12:13 PM
To: Thistle-Walker, Carlene GCPE:EX; Dhanowa, Damon HLTH:EX
Cc: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Shepherd, Brent GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX; Robertson, Derek HLTH:EX
Subject: RE: FOR MTL AND MLA STURDY -- Finals- BCEHS event materials

Invite list is good to go thanks!

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, March 6, 2017 4:20 PM
To: Chan-Kent, Marissa HLTH:EX; Dhanowa, Damon HLTH:EX
Cc: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Shepherd, Brent GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX; Robertson, Derek HLTH:EX
Subject: FOR MTL AND MLA STURDY -- Finals- BCEHS event materials

Hi, here are the materials for the BCEHS event on Wednesday. A reminder that Emily needs to send invites today.

Attached are:

- Guest list – for approval
- Invite – for approval
- Media advisory – for approval to go tomorrow
- NR - for quote approval
- Itinerary
- Q&A
- Speaking notes- Minister Lake
- Emcee notes- MLA Sturdy

Belanger, Matthew GCPE:EX

From: Pritchard, Lesley EHS:EX
Sent: Tuesday, March 7, 2017 10:44 AM
To: Lindstein, Sarah GCPE:EX
Cc: Grewal, Preet EHS:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; XT:Cunningham, Dave HLTH:IN; McCurry, Theresa
Subject: RE: For urgent review- BCEHS NR- minor updates

Looks good to us, thanks.

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:51 AM
To: Pritchard, Lesley EHS:EX; XT:Cunningham, Dave HLTH:IN; McCurry, Theresa
Cc: Grewal, Preet EHS:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: For urgent review- BCEHS NR- minor updates

Very minor changes asked for by the Minister- nothing substantive. Please do have a quick look, thanks!

Thanks!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Glover, Hannah GCPE:EX; Young, Emily GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: FW: finals: Province to fund more ambulances and paramedics to improve emergency response
Attachments: 2017HLTH0045-000508.pdf

FINALS

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

-----Original Message-----

From: Chant, Jon GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Cc: Stagg, Linda R GCPE:EX; Carruthers, Dana GCPE:EX; Boudreau, Marc GCPE:EX
Subject: finals: Province to fund more ambulances and paramedics to improve emergency response

...to go at 11:15 a.m. provincewide, all ethnic, gallery.
Cheers,
Jon

-----Original Message-----

From: Chant, Jon GCPE:EX [mailto:Jon.Chant@gov.bc.ca]
Sent: Wednesday, March 8, 2017 10:30 AM
To: Chant, Jon GCPE:EX
Subject: Province to fund more ambulances and paramedics to improve emergency response

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/14075>

News ID: NEWS-14075
NR Number: 2017HLTH0045-000508
NR Type: News Release
State: Planned
Planned Release Date: March 8, 2017 at 11:15 am Lead Organization: Ministry of Health
Headline: Province to fund more ambulances and paramedics to improve emergency response

This email was auto-generated.

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS annual budget up to \$441 million dollars a year, an increase of approximately eight per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Belanger, Matthew GCPE:EX

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 5:32 PM
To: Robertson, Derek HLTH:EX
Cc: hlth Ministerial and Executive Assistants; Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: KM_BCEHS funding event_Mar7_5pm
Attachments: QA_Emergencycarefundingevent_Mar7_5pm.docx; KM_BCEHS funding event_Mar7_5pm.docx

Here you go, Derek. Also created a shorter Q&A that may be useful to provide along with the KMs. Let me know if you need anything else.

Thanks,
Sarah.

Sarah Plank
Director of Strategic Communications | Ministry of Health
Government Communications & Public Engagement
Office: 250.952.1889 | Mobile: 250.208.9621 | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 11:16 AM
To: hlth Ministerial and Executive Assistants
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: MA emergency care funding event
Attachments: MA_Emergency care funding event_Feb 17_1204pm.pdf; MA_Emergency care funding event_Feb 17_1204pm.docx

Hi, here's the BCEHS MA, which is going out at 11:45 a.m.

Shannon

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:
B.C. Parliament Buildings
Front steps
501 Belleville St.
Victoria

Ministry of Health
Communications
250 952-1887 (media line)

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:00 AM
To: GCPE Editors
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: MA to go today- after 11am please emergency care funding event

Hi folks, MA to go out today- can go anytime after 11, please. To go to Victoria-area media.

Thanks
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Thursday, March 2, 2017 12:21 PM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: Materials for Mar 8th HLTH
Attachments: Invitation HLTH March 8th 2017.pdf; Itinerary HLTH March 8th 2017.docx

Just sending these again, added a line in the itinerary for the arrival of the ambulance.

Any word on approval for podium sign?

Invites going on Monday?

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Wednesday, March 1, 2017 10:24 AM
To: Grewal, Preet EHS:EX
Cc: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: Ambulance

Hi Preet,

I think I remember you being my point person for arranging the Ambulance for Wednesday's event at the legislature?

Given that we have an 11am start time, our AV team will be arriving at 9am for setup. If possible, could we have the ambulance arrive at the same time? This way we can have it in place as our backdrop and then AV can setup around it.

Let me know! ☺

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, February 28, 2017 9:59 AM
To: Chan-Kent, Marissa HLTH:EX; O'Brien, Kellie HLTH:EX
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Young, Emily GCPE:EX
Subject: for approval: 5063: Emergency Vehicles - Podium Sign, ver01
Attachments: 5063_EmergencyVehicles_Podium.pdf

Hi, are you good with this podium sign for the ambulance event next week?

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: Young, Emily GCPE:EX
Sent: Tuesday, February 28, 2017 9:56 AM
To: Lindstein, Sarah GCPE:EX
Cc: Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: FW: 5063: Emergency Vehicles - Podium Sign, ver01

For your approvals. Please forward to the BCEHS folks too! ☺

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

From: Jones, Calvin GCPE:EX
Sent: Tuesday, February 28, 2017 9:55 AM
To: Young, Emily GCPE:EX
Subject: 5063: Emergency Vehicles - Podium Sign, ver01

Hi Emily:

Here's the artwork for the "Emergency Vehicles" podium sign you requested. Let me know if this works for everyone.

Cal
250 356-8565

Please note: 10 digit dialing required for internal calls effective immediately

Graphic Design Requests: <http://gdu.gcpe.gov.bc.ca>
BCID Website: <http://gww.bcid.gov.bc.ca/>

From: GCPE Graphics Request [mailto:gcpegrar@victoria1.gov.bc.ca]
Sent: Monday, February 27, 2017 1:57 PM
To: Jones, Calvin GCPE:EX
Subject: #Ticket#5063: New project submitted - Podium Sign - HLTH Emergency Vehicles Funding March 8th, Victoria
Event:

--reply above this line--

New ticket: **Podium Sign - HLTH Emergency Vehicles Funding March 8th, Victoria**

Event: HLTH announced funding for emergency services in BC
Date: Wednesday March 8th
Delivery to: Emily Young, 4th flr 617 Government
Delivery by: Tuesday March 7th
Messaging: **Enhancing Emergency Care**
Logos: BCid and attached logo

<http://gdu.gcpe.gov.bc.ca/Ticket/5063>

NOTE: When replying to this email please leave the subject-line intact.

Belanger, Matthew GCPE:EX

From: Horlor, Shannon GCPE:EX
Sent: Tuesday, March 7, 2017 11:11 AM
To: Lindstein, Sarah GCPE:EX; Boudreau, Marc GCPE:EX; Carruthers, Dana GCPE:EX; Chant, Jon GCPE:EX; Kerr, Grant GCPE:EX; Stagg, Linda R GCPE:EX; Platts, Robin GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: FOR APPROVAL: MA to go today- after 11am please emergency care funding event
Attachments: MA_Emergency care funding event_Feb 17_1204pm.pdf; MA_Emergency care funding event_Feb 17_1204pm.docx

Hi Sarah

Here are your finals for review. Upon approval, we can set this up for 11:45 to Victoria media.

Shannon

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:
B.C. Parliament Buildings
Front steps
501 Belleville St.
Victoria

Ministry of Health
Communications
250 952-1887 (media line)

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:00 AM
To: GCPE Editors
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: MA to go today- after 11am please emergency care funding event

Hi folks, MA to go out today- can go anytime after 11, please. To go to Victoria-area media.

Thanks
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, March 6, 2017 4:20 PM
To: Chan-Kent, Marissa HLTH:EX; Dhanowa, Damon HLTH:EX
Cc: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Shepherd, Brent GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX; Robertson, Derek HLTH:EX
Subject: FOR MTL AND MLA STURDY -- Finals- BCEHS event materials
Attachments: Itinerary HLTH March 8th 2017.docx; NR_Emergency care funding event_March 6_237pm.docx; SN_Emcee_Emergency care funding event_Mar 6_233pm.docx; SN_Emergency care funding event_Mar 6_258pm.docx; QA_Emergencycarefundingevent_Mar6_252pm.docx; Itinerary HLTH March 8th 2017.pdf; NR_Emergency care funding event_March 6_237pm.pdf; SN_Emcee_Emergency care funding event_Mar 6_233pm.pdf; SN_Emergency care funding event_Mar 6_258pm.pdf; QA_Emergencycarefundingevent_Mar6_252pm.pdf; BCEHSGuestList_MoHEventMar8.xls; Invitation HLTH March 8th 2017.pdf; MA_Emergency care funding event_Feb 17_1204pm.docx

Hi, here are the materials for the BCEHS event on Wednesday. A reminder that Emily needs to send invites today.

Attached are:

- Guest list – for approval
- Invite – for approval
- Media advisory – for approval to go tomorrow
- NR - for quote approval
- Itinerary
- Q&A
- Speaking notes- Minister Lake
- Emcee notes- MLA Sturdy

Belanger, Matthew GCPE:EX

From: Sidhu, Manjit HLTH:EX
Sent: Wednesday, March 8, 2017 10:24 AM
To: Plank, Sarah GCPE:EX; Ryall, Karen HLTH:EX
Cc: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: FW: BC Ambulance

s.13,s.17

!

Manjit Sidhu
Assistant Deputy Minister
Financial and Corporate Services
250 952-2066

From: Wong, Wilfred [<mailto:wwong4@phsa.ca>]
Sent: Wednesday, March 8, 2017 10:14 AM
To: Sidhu, Manjit HLTH:EX
Cc: XT:HLTH Chan, Thomas
Subject: BC Ambulance

Hi Manjit,

s.13,s.17

Thanks.

Wilf

Belanger, Matthew GCPE:EX

From: Pritchard, Lesley EHS:EX
Sent: Tuesday, March 7, 2017 6:18 PM
To: Plank, Sarah GCPE:EX
Cc: XT:Cunningham, Dave HLTH:IN; McCurry, Theresa; Lindstein, Sarah GCPE:EX
Subject: Re: Q&A on BCEHS 2020 Action Plan
Attachments: Two more questions for announcement QA.docx

These are with program for review - I've asked them to confirm that we only added 34 in that first announcement. I know that's what the release said at the time, but it doesn't add up with that many ambulances. Will come back when I hear if it is indeed correct.

Cheers,
Lesley

From: Pritchard, Lesley EHS:EX
Sent: Tuesday, March 07, 2017 3:40 PM
To: Plank, Sarah GCPE:EX
Cc: XT:Cunningham, Dave HLTH:IN; McCurry, Theresa; Lindstein, Sarah GCPE:EX
Subject: RE: Q&A on BCEHS 2020 Action Plan

Will come back to you as soon as possible.

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 3:30 PM
To: Pritchard, Lesley EHS:EX
Cc: XT:Cunningham, Dave HLTH:IN; McCurry, Theresa; Lindstein, Sarah GCPE:EX
Subject: Q&A on BCEHS 2020 Action Plan
Importance: High

Hi Lesley,

The minister has asked for a couple more Qs&As on the 2020 action plan.... Sorry to ask at this late hour... Are you able to help with responses?

Q1. Last year, BCEHS put out its 2020 Action Plan. Are all the recommendations addressed in this funding announcement?

- Xx

Q2. What progress has been made on the action items outlined in the 2020 Action Plan?

- xx

Thanks,
Sarah.

Sarah Plank
Director of Strategic Communications | Ministry of Health
Government Communications & Public Engagement
Office: 250.952.1889 | Mobile: 250.208.9621 | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: O'Brien, Kellie HLTH:EX
Sent: Tuesday, March 7, 2017 2:48 PM
To: Thistle-Walker, Carlene GCPE:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Shepherd, Brent GCPE:EX; Jukes, Shaina HLTH:EX
Subject: RE: UPDATED BCEHS materials - nr, qa, sn

Quote approved.

Kellie O'Brien
Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.
E: Kellie.O'Brien@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 1:40 PM
To: O'Brien, Kellie HLTH:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Shepherd, Brent GCPE:EX; Jukes, Shaina HLTH:EX
Subject: UPDATED BCEHS materials - nr, qa, sn

Updated materials with one change requested by BCEHS -- removing the word nurse and replacing it with 'clinical staff.'
Highlighted below.

Attached are:

- News release
- Speaking notes - MTL
- QA

All other materials the same. Waiting to hear on Bronwyn's speaking role.

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province’s new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics’ scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller’s condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don’t need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Sidhu, Manjit HLTH:EX
Sent: Wednesday, March 8, 2017 10:28 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Ryall, Karen HLTH:EX
Subject: RE: UPDATED NR- BCEHS with total funding- \$441

Looks fine....one minor suggestion below.

By the third year, this new investment will bring the BCEHS services annual budget up to \$441 million dollars a year, an increase of approximately eight per cent increase over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Manjit Sidhu
Assistant Deputy Minister
Financial and Corporate Services
250 952-2066

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 10:09 AM
To: Sidhu, Manjit HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: UPDATED NR- BCEHS with total funding- \$441

Hi Manjit this is ok to go?

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS services annual budget up to \$441 million dollars a year, an eight per cent increase over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Wednesday, March 8, 2017 10:17 AM
To: O'Brien, Kellie HLTH:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Belanger, Matthew GCPE:EX; Jukes, Shaina HLTH:EX; Young, Emily GCPE:EX
Subject: Updated BCEHS materials
Attachments: QA_Emergencycarefundingevent_Addendum_Mar7_9pm.docx; QA_Emergencycarefundingevent_Mar8_1004am.docx; SN_Emcee_Emergency care funding event_Mar 7_1051am.docx; SN_Emergency care funding event_Mar 7_FINAL.docx; QA_Emergencycarefundingevent_Addendum_Mar7_9pm.pdf; QA_Emergencycarefundingevent_Mar7_252pm.pdf; SN_Emcee_Emergency care funding event_Mar 7_1051am.pdf; SN_Emergency care funding event_Mar 7_FINAL.pdf; DRAFT.PDF; KM_BCEHS funding event_Mar7_5pm.pdf; KM_BCEHS funding event_Mar7_5pm.docx

Hi, here is the package for BCEHS – sorry for the delay.

- Draft NR- waiting for Manjit's final okay on the \$s but should be good
- Q&A
- Added Q&A from BCEHS
- Speaking notes- Emcee
- Speaking notes- Minister
- KMs

Belanger, Matthew GCPE:EX

From: Belanger, Matthew GCPE:EX
Sent: Wednesday, March 8, 2017 11:33 AM
To: GCPE Communications - Health; hlth Regional Communications Directors; hlth Executive Committee; hlth Ministerial and Executive Assistants; hlth Key Contacts
Cc: hlth Secretaries to the Executive Committee; Stearn, Anne HLTH:EX; Tyson, Jo HLTH:EX; Piasentin, Eddy HLTH:EX; Cambiazo, Valentina C HLTH:EX; Somner, Kurstie HLTH:EX; Meldrum, Erica HLTH:EX; HLTH HAD Issues HLTH:EX; Moen, Shelley L HLTH:EX; Murray, Heather HLTH:EX; Will, Jordan HLTH:EX; McCormick, Erika HLTH:EX; Biffard, Bev HLTH:EX; Barnes, Renee A HLTH:EX; Leake, Greg HLTH:EX; Darling, Sara K HLTH:EX; 'Davis McKenzie (dmckenzie@fnhc.ca)'; 'Trevor Kehoe (trevor.kehoe@fnha.ca)'
Subject: NEWS RELEASE: Province to fund more ambulances and paramedics to improve emergency response

Here is the news release that was distributed today.

Province to fund more ambulances and paramedics to improve emergency response

Thank you,

Matt Belanger | Health Communications
Government Communications & Public Engagement
p: 952-1881 | f: 952-1883 | matthew.belanger@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, February 27, 2017 3:02 PM
To: O'Brien, Kellie HLTH:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

I am hearing this may need to move, but they are not sure to when ...

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: O'Brien, Kellie HLTH:EX
Sent: Monday, February 27, 2017 10:26 AM
To: Thistle-Walker, Carlene GCPE:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

Fair enough – I've moved it in the calendar.

Kellie O'Brien
Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.
E: Kellie.Obrien@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, February 27, 2017 10:00 AM
To: O'Brien, Kellie HLTH:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

Apparently there's another event at noon so they'd like ours to be at 11.

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: O'Brien, Kellie HLTH:EX
Sent: Monday, February 27, 2017 9:47 AM
To: Thistle-Walker, Carlene GCPE:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

Sure – Why not noon, though?

Kellie O'Brien
Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.
E: Kellie.O'Brien@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, February 27, 2017 8:23 AM
To: O'Brien, Kellie HLTH:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: Ambulance event March 8

So we are hearing that the speaker has an event in the reception hall at 10 a.m. so the BCEHS event will likely need to move to 10:30 or 11 on the 8th. We tentatively have for 11 to give a bit of space between the two. Would that work?

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Horlor, Shannon GCPE:EX
Sent: Tuesday, March 7, 2017 11:18 AM
To: Lindstein, Sarah GCPE:EX
Subject: RE: FOR APPROVAL: MA to go today- after 11am please emergency care funding event

Great. Did you want the press gallery too or just Victoria?

Shannon

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:15 AM
To: Horlor, Shannon GCPE:EX; Boudreau, Marc GCPE:EX; Carruthers, Dana GCPE:EX; Chant, Jon GCPE:EX; Kerr, Grant GCPE:EX; Stagg, Linda R GCPE:EX; Platts, Robin GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: RE: FOR APPROVAL: MA to go today- after 11am please emergency care funding event

Thanks Shannon, we are good to go!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Horlor, Shannon GCPE:EX
Sent: Tuesday, March 7, 2017 11:11 AM
To: Lindstein, Sarah GCPE:EX; Boudreau, Marc GCPE:EX; Carruthers, Dana GCPE:EX; Chant, Jon GCPE:EX; Kerr, Grant GCPE:EX; Stagg, Linda R GCPE:EX; Platts, Robin GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: FOR APPROVAL: MA to go today- after 11am please emergency care funding event

Hi Sarah

Here are your finals for review. Upon approval, we can set this up for 11:45 to Victoria media.

Shannon

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:

B.C. Parliament Buildings

Front steps

501 Belleville St.

Victoria

Ministry of Health

Communications

250 952-1887 (media line)

From: Lindstein, Sarah GCPE:EX

Sent: Tuesday, March 7, 2017 11:00 AM

To: GCPE Editors

Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX

Subject: MA to go today- after 11am please emergency care funding event

Hi folks, MA to go out today- can go anytime after 11, please. To go to Victoria-area media.

Thanks

Sarah

Sarah Lindstein

Sr. Public Affairs Officer, BC Ministry of Health

Desk: 250-952-2462

Cell: 778-678-6447

Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Trotter, Wendy HLTH:EX
Sent: Tuesday, March 7, 2017 3:50 PM
To: Rongve, Ian HLTH:EX; Lindstein, Sarah GCPE:EX; Ryall, Karen HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: RE: Funding added to bottom of BCEHS NR- Ok?

Me as well...

Wendy Trotter, Executive Director
Associate Deputy Minister's Office
Office: 250-952-2378; Cell: 250-415-0655
Email: wendy.trotter@gov.bc.ca

From: Rongve, Ian HLTH:EX
Sent: Tuesday, March 7, 2017 2:52 PM
To: Lindstein, Sarah GCPE:EX; Ryall, Karen HLTH:EX; Trotter, Wendy HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: RE: Funding added to bottom of BCEHS NR- Ok?

Fine with me if it ok with Manjit

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 2:51 PM
To: Ryall, Karen HLTH:EX; Rongve, Ian HLTH:EX; Trotter, Wendy HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: Funding added to bottom of BCEHS NR- Ok?

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This

investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province’s new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics’ scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller’s condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don’t need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

s.13

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Tuesday, March 7, 2017 2:35 PM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: RE: itinerary tomorrow?
Attachments: Itinerary HLTH March 8th 2017.docx

Attached.

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 2:31 PM
To: Thistle-Walker, Carlene GCPE:EX; Young, Emily GCPE:EX
Subject: RE: itinerary tomorrow?

Also I can put the room number in the itinerary- it is ^{s.1}_r I hear

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 2:28 PM
To: Young, Emily GCPE:EX
Cc: Lindstein, Sarah GCPE:EX
Subject: itinerary tomorrow?

Is pre-brief confirmed in ^{s.15} i. Currently we have TBC on itinerary.

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:21 AM
To: Chan-Kent, Marissa HLTH:EX; Thistle-Walker, Carlene GCPE:EX; hlth Ministerial and Executive Assistants
Cc: Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: RE: MA emergency care funding event

She is confirmed to attend. She has not yet advised whether she would like to speak.

From: Chan-Kent, Marissa HLTH:EX
Sent: Tuesday, March 7, 2017 11:19 AM
To: Thistle-Walker, Carlene GCPE:EX; hlth Ministerial and Executive Assistants
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: RE: MA emergency care funding event

From the morning call – do we have Bronwyn confirmed with a speaking role?

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 11:16 AM
To: hlth Ministerial and Executive Assistants
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: MA emergency care funding event

Hi, here's the BCEHS MA, which is going out at 11:45 a.m.

Shannon

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:
B.C. Parliament Buildings
Front steps
501 Belleville St.
Victoria

Ministry of Health
Communications
250 952-1887 (media line)

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:00 AM
To: GCPE Editors
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: MA to go today- after 11am please emergency care funding event

Hi folks, MA to go out today- can go anytime after 11, please. To go to Victoria-area media.

Thanks
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Dhanowa, Damon HLTH:EX
Sent: Monday, March 6, 2017 8:38 PM
To: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: Re: BCEHS edits

No he just wrote 'rework', thanks :D

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Plank, Sarah GCPE:EX
Sent: Monday, March 6, 2017 8:32 PM
To: O'Brien, Kellie HLTH:EX
Cc: Dhanowa, Damon HLTH:EX; Thistle-Walker, Carlene GCPE:EX
Subject: RE: BCEHS edits

Thanks for this. Did the minister provide any guidance on what he'd rather say for the quote in the news release? Or should I ask him on the call in the morning?

Thx, S.

From: O'Brien, Kellie HLTH:EX
Sent: Monday, March 6, 2017 6:35 PM
To: Plank, Sarah GCPE:EX
Cc: Dhanowa, Damon HLTH:EX; Thistle-Walker, Carlene GCPE:EX
Subject: BCEHS edits

Here you are – these are the edits to the BCEHS stuff.

Thanks Sarah.

Kellie

Kellie O'Brien

Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.

E: Kellie.O'Brien@gov.bc.ca

From: KOBRIEN [<mailto:Kellie.O'Brien@gov.bc.ca>]

Sent: Monday, March 6, 2017 6:34 PM

To: O'Brien, Kellie HLTH:EX

Subject: Scan From

Belanger, Matthew GCPE:EX

From: Pritchard, Lesley EHS:EX
Sent: Tuesday, March 7, 2017 8:50 AM
To: Plank, Sarah GCPE:EX
Cc: 'McCurry, Theresa'; XT:Cunningham, Dave HLTH:IN; Thistle-Walker, Carlene GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Event tomorrow

Will do.

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 8:48 AM
To: Pritchard, Lesley EHS:EX
Cc: 'McCurry, Theresa'; XT:Cunningham, Dave HLTH:IN; Thistle-Walker, Carlene GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: Event tomorrow
Importance: High

Hi Lesley,

The minister would like us to ask Bronwyn to speak at the event tomorrow. Can you please see if she would like to speak. Your folks can let her know that you can share embargoed materials with her at some point today as well, as soon as they are ready.

We have been asked to do some more work on the news release, so we will have a revised version back to you this morning for review. Sorry...

Thanks,
Sarah.

Sarah Plank
Communications Director | Ministry of Health
Government Communications & Public Engagement
Mobile: [250.208.9621](tel:250.208.9621) | Email: sarah.plank@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Chan-Kent, Marissa HLTH:EX
Sent: Tuesday, March 7, 2017 12:13 PM
To: Thistle-Walker, Carlene GCPE:EX; Dhanowa, Damon HLTH:EX
Cc: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Shepherd, Brent GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX; Robertson, Derek HLTH:EX
Subject: RE: FOR MTL AND MLA STURDY -- Finals- BCEHS event materials

Invite list is good to go thanks!

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, March 6, 2017 4:20 PM
To: Chan-Kent, Marissa HLTH:EX; Dhanowa, Damon HLTH:EX
Cc: Plank, Sarah GCPE:EX; O'Brien, Kellie HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Shepherd, Brent GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX; Robertson, Derek HLTH:EX
Subject: FOR MTL AND MLA STURDY -- Finals- BCEHS event materials

Hi, here are the materials for the BCEHS event on Wednesday. A reminder that Emily needs to send invites today.

Attached are:

- Guest list – for approval
- Invite – for approval
- Media advisory – for approval to go tomorrow
- NR - for quote approval
- Itinerary
- Q&A
- Speaking notes- Minister Lake
- Emcee notes- MLA Sturdy

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:53 AM
To: McLachlin, Jessica GCPE:EX; Williams, Susan GCPE:EX
Cc: Edwardson, Jamie GCPE:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: For urgent review- BC Emergency Health Services event tomorrow- News Release
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Importance: High

Hi folks- I thought we should run this by you, please have a look & let us know if any concerns- as soon as you can, please.

Thanks very much
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:51 AM
To: Pritchard, Lesley EHS:EX; XT:Cunningham, Dave HLTH:IN; McCurry, Theresa
Cc: Grewal, Preet EHS:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: For urgent review- BCEHS NR- minor updates
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Very minor changes asked for by the Minister- nothing substantive. Please do have a quick look, thanks!

Thanks!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 3:16 PM
To: Sidhu, Manjit HLTH:EX
Cc: Ryall, Karen HLTH:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: For urgent review- Updated BCEHS NR with additional funding
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Hi Majit- I am emailing you due to Karen's experiencing email/outlook issues. We had two more requests and I have highlighted them below:

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

s.13

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 1:06 PM
To: Trotter, Wendy HLTH:EX; Rongve, Ian HLTH:EX; Stevenson, Lynn HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: FYI- 1 change to BCEHS materials- flagged here
Attachments: NR_Emergency care funding event_March 7_237pm.docx;
QA_Emergencycarefundingevent_Mar7_252pm.docx; SN_Emergency care funding
event_Mar 7_816am.docx

A heads up, BCEHS requested we make 1 small change- made to all materials: s.13
s.13

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca





“British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services,” said Health Minister Lake. “Today’s funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C.”

MTL and PS Plecas quotes in Plecas report release – Thursday, March 9, noon



“Seniors are an important part of the fabric that makes up our communities, and often some of the most vulnerable,” said Health Minister Terry Lake. “This investment helps ensure our aging population has access to quality services across the continuum of care, from supports in their homes to residential care. No matter how complex a person’s needs are, we want to ensure they get the most appropriate care that best enhances their quality of life.”

“We learned a great deal through the review of residential care services in B.C., and identified where more work needs to be done to improve care for seniors,” said Plecas. “I am confident that in moving forward with this fully-funded action plan for seniors, we will help our province to meet current and future needs for seniors care services, including residential care, and improve the lives of seniors living in our province.”

PCC, MNL and MST quotes in Interior Health news release on art submissions for the Community Health and Services Centre building in Kelowna – Wednesday, March 9, TBC

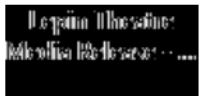


“Art helps create an environment where emotional and physical healing can happen,” said Premier Christy Clark, MLA for Westside-Kelowna. “Aside from the therapeutic benefits, art can also bring joy and beauty to viewers and create a vibrant atmosphere and positive experience for anyone entering a health-care facility.”

“I encourage people to contribute their artistic creations to the Community Health and Services Centre,” said Steve Thomson, MLA for Kelowna-Mission. “Enjoying a piece of art can help someone get through a tough time and also add to the overall ambience of any environment.”

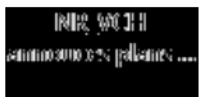
“The Community Health and Services Centre sees an average of 1,000 people a day and this is a great opportunity for our local artists to showcase their works and have them be part of a setting that helps others heal,” said Kelowna-Lake Country MLA Norm Letnick.

MTS quote in Royal Inland Hospital Foundation news release on lecture theatre at RIH – Friday, March 10, 10 a.m.



“We wouldn’t be here today without the fundraising of the Royal Inland Hospital Foundation and the members of the community who give so generously,” said Todd Stone, MLA for Kamloops-South Thompson. “This new space will benefit medical students, physicians and, ultimately, patients for years to come.”

Richmond MLA quotes - Vancouver Coastal Health news release on Richmond Lions Manor – week of March 13 TBC



“I am delighted to see Vancouver Coastal Health committed to replacing Richmond Lions Manor with a new, purpose-built care facility for seniors,” said John Yap, MLA for Richmond-Steveston. “There is strong support from the community and my fellow Richmond MLAs to build a residential care home on this site and I look forward to doing what I can to help the project move forward.”

“It’s great to see progress being made towards a new residential care home in Richmond,” said Richmond East MLA Linda Reid. “There is a need for such a facility and the work currently being done by the partners involved is encouraging.”

“Residential care ensures the aging and growing population receive quality care in a comfortable environment,” said Richmond Centre MLA Teresa Wat. “I know local residents will be pleased by the news of work continuing towards a new facility.”

PROCLAMATIONS

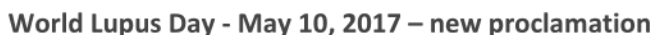
World Down Syndrome Day - March 21, 2017 – proclaimed every year since 2014



Lynch Syndrome Awareness Day - March 22, 2017 – proclaimed every year since 2011



Purple Day for Epilepsy Awareness - March 26, 2017 – proclaimed every year since 2009





Intergenerational Day Canada - June 1, 2017 – proclaimed each year since 2014



World Elder Abuse Awareness Day - June 15, 2017 – proclaimed every year since 2009



AGE FRIENDLY GRANTS

MLA Rustad quotes in Burns Lake and Granisle age-friendly grant news releases



MLA Tegart quote in Cache Creek and Lytton age-friendly grant news release



PCC and MLAs Letnick and Thomson quotes in Kelowna age-friendly grant news release



MLAs Cadieux, Hogg, Hunt, Fassbender, Virk quotes for Surrey age-friendly grant news release



MLA Foster quote in Vernon and Cherryville (Regional District of North Okanagan) age-friendly grant news release



MLA Oakes quote in Wells age-friendly grant news release



MLA Yamamoto, Thornthwaite, Sultan and Sturdy quotes in North Shore age-friendly grant news release



CAPITAL

Royal Columbian



Hearing from RCH that for RCH Phase 1, Bird Construction will begin stripping asphalt and excavating the week of March 6. So our folks say if a ground breaking event is to occur, it should ideally happen that week.

s.12,s.13

EVENTS/ ANNOUNCEABLES

Note: Carleen has asked us to flag all events that we tentatively have for after March 31 as they need approval from PO before we can proceed. That would be s.13

Upcoming – with program for approval:

s.13

W

MCPPE Pro Pakoanigun
K. K. K. K. K.

 **2000-2009 100 100 100**
100-100-100 100-100-100

s.13

 **Politički Dnevnik**
Prijodgovarajuća časopisna...













 **110 Economics**
Callisto Sifianou | Balkan...

Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Tuesday, March 7, 2017 2:48 PM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RSVPs for tomorrow
Attachments: BCEHSGuestList_MoHEventMar8.xls

Here are your RSVPs for tomorrow, so far.

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Wednesday, March 8, 2017 8:54 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RSVPs
Attachments: BCEHSGuestList_MoHEventMar8.xls

Updated RSVPs

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 1:40 PM
To: O'Brien, Kellie HLTH:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Shepherd, Brent GCPE:EX; Jukes, Shaina HLTH:EX
Subject: UPDATED BCEHS materials - nr, qa, sn
Attachments: NR_Emergency care funding event_March 7_237pm.docx; QA_Emergencycarefundingevent_Mar7_252pm.docx; SN_Emergency care funding event_Mar 7_816am.docx; NR_Emergency care funding event_March 7_237pm.pdf; QA_Emergencycarefundingevent_Mar7_252pm.pdf; SN_Emergency care funding event_Mar 7_816am.pdf

Updated materials with one change requested by BCEHS - s.13

Highlighted below.

Attached are:

- News release
- Speaking notes - MTL
- QA

All other materials the same. Waiting to hear on Bronwyn's speaking role.

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

s.13

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 1:11 PM
To: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: UPDATED BCEHS materials
Attachments: NR_Emergency care funding event_March 7_237pm.docx;
QA_Emergencycarefundingevent_Mar7_252pm.docx; SN_Emergency care funding
event_Mar 7_816am.docx; NR_Emergency care funding event_March 7_237pm.pdf;
QA_Emergencycarefundingevent_Mar7_252pm.pdf; SN_Emergency care funding
event_Mar 7_816am.pdf

BCEHS requested we make 1 small change- made to all materials: s.13
s.13

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

“British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services,” said Health Minister Lake. “Today’s funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C.”

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

s.13

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 3:25 PM
To: Sidhu, Manjit HLTH:EX
Cc: Ryall, Karen HLTH:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: RE: For urgent review- Updated BCEHS NR with additional funding

Sure thing. Will update- thanks.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Sidhu, Manjit HLTH:EX
Sent: Tuesday, March 7, 2017 3:23 PM
To: Lindstein, Sarah GCPE:EX
Cc: Ryall, Karen HLTH:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: Re: For urgent review- Updated BCEHS NR with additional funding

s.13

Manjit

Sent from my iPhone

On Mar 7, 2017, at 3:16 PM, Lindstein, Sarah GCPE:EX <Sarah.Lindstein@gov.bc.ca> wrote:

Hi Majit- I am emailing you due to Karen's experiencing email/outlook issues. We had two more requests and I have highlighted them below:

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province’s new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics’ scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller’s condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don’t need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Friday, March 3, 2017 4:04 PM
To: Thistle-Walker, Carlene GCPE:EX
Subject: RE: FYI- BCEHS

Sure!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Friday, March 3, 2017 4:04 PM
To: Lindstein, Sarah GCPE:EX
Subject: Re: FYI- BCEHS

Podium sign is good. Can you ask Lesley about inviting Bronwyn Barter to event?

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Lindstein, Sarah GCPE:EX
Sent: Friday, March 3, 2017 3:56 PM
To: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: FYI- BCEHS

BCEHS called to say they won't be able to get all their program reviews by end of day today

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Chan-Kent, Marissa HLTH:EX
Sent: Tuesday, March 7, 2017 11:21 AM
To: Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; hlth Ministerial and Executive Assistants
Cc: Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: RE: MA emergency care funding event

Ok thanks – MA is good

From: Plank, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:21 AM
To: Chan-Kent, Marissa HLTH:EX; Thistle-Walker, Carlene GCPE:EX; hlth Ministerial and Executive Assistants
Cc: Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: RE: MA emergency care funding event

She is confirmed to attend. She has not yet advised whether she would like to speak.

From: Chan-Kent, Marissa HLTH:EX
Sent: Tuesday, March 7, 2017 11:19 AM
To: Thistle-Walker, Carlene GCPE:EX; hlth Ministerial and Executive Assistants
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: RE: MA emergency care funding event

From the morning call – do we have Bronwyn confirmed with a speaking role?

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 11:16 AM
To: hlth Ministerial and Executive Assistants
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Lindstein, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; May, Stephen GCPE:EX; Young, Emily GCPE:EX
Subject: MA emergency care funding event

Hi, here's the BCEHS MA, which is going out at 11:45 a.m.

Shannon

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:

B.C. Parliament Buildings

Front steps

501 Belleville St.

Victoria

Ministry of Health

Communications

250 952-1887 (media line)

From: Lindstein, Sarah GCPE:EX

Sent: Tuesday, March 7, 2017 11:00 AM

To: GCPE Editors

Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX

Subject: MA to go today- after 11am please emergency care funding event

Hi folks, MA to go out today- can go anytime after 11, please. To go to Victoria-area media.

Thanks

Sarah

Sarah Lindstein

Sr. Public Affairs Officer, BC Ministry of Health

Desk: 250-952-2462

Cell: 778-678-6447

Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Sidhu, Manjit HLTH:EX
Sent: Wednesday, March 8, 2017 10:28 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Ryall, Karen HLTH:EX
Subject: RE: UPDATED NR- BCEHS with total funding- \$441

Looks fine....one minor suggestion below.

By the third year, this new investment will bring the BCEHS services annual budget up to \$441 million dollars a year, an increase of approximately eight per cent increase over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Manjit Sidhu
Assistant Deputy Minister
Financial and Corporate Services
250 952-2066

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 10:09 AM
To: Sidhu, Manjit HLTH:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX
Subject: UPDATED NR- BCEHS with total funding- \$441

Hi Manjit this is ok to go?

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS services annual budget up to \$441 million dollars a year, an eight per cent increase over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:53 AM
To: McLachlin, Jessica GCPE:EX; Williams, Susan GCPE:EX
Cc: Edwardson, Jamie GCPE:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: For urgent review- BC Emergency Health Services event tomorrow- News Release
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Importance: High

Hi folks- I thought we should run this by you, please have a look & let us know if any concerns- as soon as you can, please.

Thanks very much
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 9:51 AM
To: Pritchard, Lesley EHS:EX; XT:Cunningham, Dave HLTH:IN; McCurry, Theresa
Cc: Grewal, Preet EHS:EX; Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: For urgent review- BCEHS NR- minor updates
Attachments: NR_Emergency care funding event_March 7_237pm.docx

Very minor changes asked for by the Minister- nothing substantive. Please do have a quick look, thanks!

Thanks!

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Tuesday, March 7, 2017 2:48 PM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RSVPs for tomorrow
Attachments: BCEHSGuestList_MoHEventMar8.xls

Here are your RSVPs for tomorrow, so far.

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Wednesday, March 8, 2017 8:54 AM
To: Lindstein, Sarah GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: RSVPs
Attachments: BCEHSGuestList_MoHEventMar8.xls

Updated RSVPs

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

NEWS RELEASE

For Immediate Release
[release number]
March 8, 2017

Ministry of Health

Province to fund more ambulances and paramedics to improve emergency response in B.C.

VICTORIA – The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services. This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

“British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services,” said Health Minister Lake. “Today’s funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allow us to develop a more comprehensive approach to enhancing emergency care across B.C.”

With this funding lift, BCEHS will implement a strategy focused in three areas:

- Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and,
- Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

“It’s important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances,” said BCEHS Executive Vice President, Linda Lupini. “This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future.”

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the north-eastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly-negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

s.13

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media contact: Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Page 152 to/à Page 163

Withheld pursuant to/removed as

s.13

Belanger, Matthew GCPE:EX

From: Lindstein, Sarah GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Glover, Hannah GCPE:EX; Young, Emily GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX
Subject: FW: finals: Province to fund more ambulances and paramedics to improve emergency response
Attachments: 2017HLTH0045-000508.pdf

FINALS

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

-----Original Message-----

From: Chant, Jon GCPE:EX
Sent: Wednesday, March 8, 2017 10:31 AM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Cascaden, Lori R GCPE:EX; Anderson, Kristy GCPE:EX
Cc: Stagg, Linda R GCPE:EX; Carruthers, Dana GCPE:EX; Boudreau, Marc GCPE:EX
Subject: finals: Province to fund more ambulances and paramedics to improve emergency response

...to go at 11:15 a.m. provincewide, all ethnic, gallery.
Cheers,
Jon

-----Original Message-----

From: Chant, Jon GCPE:EX [mailto:Jon.Chant@gov.bc.ca]
Sent: Wednesday, March 8, 2017 10:30 AM
To: Chant, Jon GCPE:EX
Subject: Province to fund more ambulances and paramedics to improve emergency response

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/14075>

News ID: NEWS-14075
NR Number: 2017HLTH0045-000508
NR Type: News Release
State: Planned
Planned Release Date: March 8, 2017 at 11:15 am Lead Organization: Ministry of Health
Headline: Province to fund more ambulances and paramedics to improve emergency response

This email was auto-generated.

Ministry of Health

NEWS RELEASE

Province to fund more ambulances and paramedics to improve emergency response

VICTORIA - The Ministry of Health is adding \$91.4 million in additional funding over the next three years for emergency health services.

This targeted investment will mean faster ambulance response times and support expanded care from paramedics and dispatchers.

In addition, the Province will also provide \$4 million in immediate additional funding for necessary equipment, including carbon monoxide monitors, stretchers, safety kits and visibility gear.

"British Columbians in emergencies rely on the skills provided by paramedics, dispatchers and other staff with BC Emergency Health Services," said Health Minister Terry Lake. "Today's funding supports their front-line efforts, increasing capacity in both urban and rural areas through a combination of innovations and new resources that allows us to develop a more comprehensive approach to enhancing emergency care throughout B.C."

With this funding lift, BCEHS will implement a strategy focused in three areas:

- * Improving emergency response in both rural and urban regions, with additional ambulances, paramedics and dispatchers;
- * Supporting new initiatives to enhance rural and remote services to create better access to primary and community-based care; and
- * Introducing provincewide innovations and improvements to support how BCEHS responds to calls.

"It's important to understand the answer to meeting the needs of our growing and aging population is more than just adding more paramedics, dispatchers and ambulances," said BCEHS Executive Vice President, Linda Lupini. "This investment will also fund provincewide innovations that will help us continue to transform the delivery of emergency health care services throughout B.C and create a sustainable model for the future."

To make needed improvements to ambulance response times in some urban areas, BCEHS will add six additional ambulances, to be stationed in the Lower Mainland, along with additional resources in the Interior. These are on top of the 10 additional ambulances put on the road in the Lower Mainland last year. Locations are still to be finalized.

An additional 80 staff will be added over the next year, including 60 paramedics and 20 dispatch staff, as well as additional supervisory positions to support front-line paramedics with timely response. Work is also underway to evaluate the addition of some single-paramedic SUVs, which are proving effective at supporting ambulance response during the current opioid overdose crisis.

To improve rural services, BCEHS will expand the capacity of air ambulance service in the northeastern part of the province, add more permanent part-time and full-time paramedic positions and offer enhanced training and roles for paramedics. Specific allocations and locations are still to be determined.

In addition, BCEHS will also complete the final phase of the implementation of the province's new community paramedicine program into 73 communities. Under community paramedicine, paramedics provide patients with increased access to health-care services to help them manage their health. These services are provided within paramedics' scope of practice, in partnership with local health-care providers.

More stable paramedic staffing in rural areas will also be supported by a newly negotiated universal hourly wage effective April 7, 2017, which will result in a pay increase for many front-line employees including part-time paramedics, who often work in smaller communities. This is in addition to the \$91.4 million being announced today.

As a result of the new funding, two provincewide innovations will be undertaken to help provide better and more appropriate patient care and make better use of ambulance resources in the community and reduce emergency room visits. BCEHS will add advanced care paramedics and other clinical staff in dispatch to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care, while reducing demand for non-urgent ambulance responses. Some paramedics will also receive additional training that will allow them to treat patients on the scene when they don't need to go to the hospital. Currently paramedics responding to a 911 call typically transport the majority of patients to hospital.

By the third year, this new investment will bring the BCEHS annual budget up to \$441 million dollars a year, an increase of approximately eight per cent over its 2016/17 budget. These investments are made possible through a budget increase to the Ministry of Health under Budget 2017, which provides a total of \$4.2 billion in additional funding for the ministry over the next three years.

Learn more:

See what community paramedicine is: <http://www.bcehs.ca/our-services/programs-services/community-paramedicine>

For more information on the Ministry of Health's strategic priorities: <http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/setting-priorities-for-bc-health>

Media Contact:

Ministry of Health Communications
250 952-1887 (media line)

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Wednesday, March 1, 2017 10:24 AM
To: Grewal, Preet EHS:EX
Cc: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: Ambulance

Hi Preet,

I think I remember you being my point person for arranging the Ambulance for Wednesday's event at the legislature?

Given that we have an 11am start time, our AV team will be arriving at 9am for setup. If possible, could we have the ambulance arrive at the same time? This way we can have it in place as our backdrop and then AV can setup around it.

Let me know! ☺

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, February 28, 2017 9:59 AM
To: Chan-Kent, Marissa HLTH:EX; O'Brien, Kellie HLTH:EX
Cc: Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Young, Emily GCPE:EX
Subject: for approval: 5063: Emergency Vehicles - Podium Sign, ver01
Attachments: 5063_EmergencyVehicles_Podium.pdf

Hi, are you good with this podium sign for the ambulance event next week?

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: Young, Emily GCPE:EX
Sent: Tuesday, February 28, 2017 9:56 AM
To: Lindstein, Sarah GCPE:EX
Cc: Plank, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: FW: 5063: Emergency Vehicles - Podium Sign, ver01

For your approvals. Please forward to the BCEHS folks too! ☺

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

From: Jones, Calvin GCPE:EX
Sent: Tuesday, February 28, 2017 9:55 AM
To: Young, Emily GCPE:EX
Subject: 5063: Emergency Vehicles - Podium Sign, ver01

Hi Emily:

Here's the artwork for the "Emergency Vehicles" podium sign you requested. Let me know if this works for everyone.

Cal
250 356-8565

Please note: 10 digit dialing required for internal calls effective immediately

Graphic Design Requests: <http://gdu.gcpe.gov.bc.ca>
BCID Website: <http://gww.bcid.gov.bc.ca/>

From: GCPE Graphics Request [mailto:gcpegrar@victoria1.gov.bc.ca]
Sent: Monday, February 27, 2017 1:57 PM
To: Jones, Calvin GCPE:EX
Subject: #Ticket#5063: New project submitted - Podium Sign - HLTH Emergency Vehicles Funding March 8th, Victoria
Event:

--reply above this line--

New ticket: **Podium Sign - HLTH Emergency Vehicles Funding March 8th, Victoria**

Event: HLTH announced funding for emergency services in BC
Date: Wednesday March 8th
Delivery to: Emily Young, 4th flr 617 Government
Delivery by: Tuesday March 7th
Messaging: **Enhancing Emergency Care**
Logos: BCid and attached logo

<http://gdu.gcpe.gov.bc.ca/Ticket/5063>

NOTE: When replying to this email please leave the subject-line intact.

Belanger, Matthew GCPE:EX

From: Horlor, Shannon GCPE:EX
Sent: Tuesday, March 7, 2017 11:11 AM
To: Lindstein, Sarah GCPE:EX; Boudreau, Marc GCPE:EX; Carruthers, Dana GCPE:EX; Chant, Jon GCPE:EX; Kerr, Grant GCPE:EX; Stagg, Linda R GCPE:EX; Platts, Robin GCPE:EX
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: FOR APPROVAL: MA to go today- after 11am please emergency care funding event
Attachments: MA_Emergency care funding event_Feb 17_1204pm.pdf; MA_Emergency care funding event_Feb 17_1204pm.docx

Hi Sarah

Here are your finals for review. Upon approval, we can set this up for 11:45 to Victoria media.

Shannon

March 7, 2017

MEDIA ADVISORY – Ministry of Health – Victoria

VICTORIA – Media are invited to join Health Minister Terry Lake, MLA for West Vancouver-Sea to Sky Jordan Sturdy, and representatives from BC Emergency Health Services for an event to celebrate more ambulances, paramedics and resources for B.C.

Event Date: Wednesday, March. 8, 2017

Time: 11 a.m.

Location:
B.C. Parliament Buildings
Front steps
501 Belleville St.
Victoria

Ministry of Health
Communications
250 952-1887 (media line)

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 11:00 AM
To: GCPE Editors
Cc: Thistle-Walker, Carlene GCPE:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX
Subject: MA to go today- after 11am please emergency care funding event

Hi folks, MA to go out today- can go anytime after 11, please. To go to Victoria-area media.

Thanks
Sarah

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Sidhu, Manjit HLTH:EX
Sent: Wednesday, March 8, 2017 10:24 AM
To: Plank, Sarah GCPE:EX; Ryall, Karen HLTH:EX
Cc: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: FW: BC Ambulance

See below. An increase of \$32 million would bring the budget to \$368.5m by 2018/19 which is an overall 9.5% increase over 2 years (8.1% in the first year). You could use these numbers if you want.

Manjit Sidhu
Assistant Deputy Minister
Financial and Corporate Services
250 952-2066

From: Wong, Wilfred [<mailto:wwong4@phsa.ca>]
Sent: Wednesday, March 8, 2017 10:14 AM
To: Sidhu, Manjit HLTH:EX
Cc: XT:HLTH Chan, Thomas
Subject: BC Ambulance

Hi Manjit,

The 2016/17 budget for BC Ambulance is \$336.5 million.

Thanks.

Wilf

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Wednesday, March 8, 2017 10:17 AM
To: O'Brien, Kellie HLTH:EX; Chan-Kent, Marissa HLTH:EX
Cc: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Plank, Sarah GCPE:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX; May, Stephen GCPE:EX; Belanger, Matthew GCPE:EX; Jukes, Shaina HLTH:EX; Young, Emily GCPE:EX
Subject: Updated BCEHS materials
Attachments: QA_Emergencycarefundingevent_Addendum_Mar7_9pm.docx; QA_Emergencycarefundingevent_Mar8_1004am.docx; SN_Emcee_Emergency care funding event_Mar 7_1051am.docx; SN_Emergency care funding event_Mar 7_FINAL.docx; QA_Emergencycarefundingevent_Addendum_Mar7_9pm.pdf; QA_Emergencycarefundingevent_Mar7_252pm.pdf; SN_Emcee_Emergency care funding event_Mar 7_1051am.pdf; SN_Emergency care funding event_Mar 7_FINAL.pdf; DRAFT.PDF; KM_BCEHS funding event_Mar7_5pm.pdf; KM_BCEHS funding event_Mar7_5pm.docx

Hi, here is the package for BCEHS – sorry for the delay.

- Draft NR- waiting for Manjit's final okay on the \$s but should be good
- Q&A
- Added Q&A from BCEHS
- Speaking notes- Emcee
- Speaking notes- Minister
- KMs

Belanger, Matthew GCPE:EX

From: Belanger, Matthew GCPE:EX
Sent: Wednesday, March 8, 2017 11:33 AM
To: GCPE Communications - Health; hlth Regional Communications Directors; hlth Executive Committee; hlth Ministerial and Executive Assistants; hlth Key Contacts
Cc: hlth Secretaries to the Executive Committee; Stearn, Anne HLTH:EX; Tyson, Jo HLTH:EX; Piasentin, Eddy HLTH:EX; Cambiazo, Valentina C HLTH:EX; Somner, Kurstie HLTH:EX; Meldrum, Erica HLTH:EX; HLTH HAD Issues HLTH:EX; Moen, Shelley L HLTH:EX; Murray, Heather HLTH:EX; Will, Jordan HLTH:EX; McCormick, Erika HLTH:EX; Biffard, Bev HLTH:EX; Barnes, Renee A HLTH:EX; Leake, Greg HLTH:EX; Darling, Sara K HLTH:EX; 'Davis McKenzie (dmckenzie@fnhc.ca)'; 'Trevor Kehoe (trevor.kehoe@fnha.ca)'
Subject: NEWS RELEASE: Province to fund more ambulances and paramedics to improve emergency response

Here is the news release that was distributed today.

Province to fund more ambulances and paramedics to improve emergency response

Thank you,

Matt Belanger | Health Communications
Government Communications & Public Engagement
p: 952-1881 | f: 952-1883 | matthew.belanger@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, February 27, 2017 3:02 PM
To: O'Brien, Kellie HLTH:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

I am hearing this may need to move, but they are not sure to when ...

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: O'Brien, Kellie HLTH:EX
Sent: Monday, February 27, 2017 10:26 AM
To: Thistle-Walker, Carlene GCPE:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

Fair enough – I've moved it in the calendar.

Kellie O'Brien
Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.
E: Kellie.Obrien@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, February 27, 2017 10:00 AM
To: O'Brien, Kellie HLTH:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

Apparently there's another event at noon so they'd like ours to be at 11.

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

From: O'Brien, Kellie HLTH:EX
Sent: Monday, February 27, 2017 9:47 AM
To: Thistle-Walker, Carlene GCPE:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: RE: Ambulance event March 8

Sure – Why not noon, though?

Kellie O'Brien
Chief of Staff to the
Honourable Terry Lake
Minister of Health, B.C.
E: Kellie.O'Brien@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Monday, February 27, 2017 8:23 AM
To: O'Brien, Kellie HLTH:EX
Cc: Chan-Kent, Marissa HLTH:EX; Plank, Sarah GCPE:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX; Anderson, Kristy GCPE:EX; Cascaden, Lori R GCPE:EX; Lindstein, Sarah GCPE:EX
Subject: Ambulance event March 8

So we are hearing that the speaker has an event in the reception hall at 10 a.m. so the BCEHS event will likely need to move to 10:30 or 11 on the 8th. We tentatively have for 11 to give a bit of space between the two. Would that work?

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Belanger, Matthew GCPE:EX

From: Young, Emily GCPE:EX
Sent: Tuesday, March 7, 2017 2:35 PM
To: Lindstein, Sarah GCPE:EX; Thistle-Walker, Carlene GCPE:EX
Subject: RE: itinerary tomorrow?
Attachments: Itinerary HLTH March 8th 2017.docx

Attached.

Best regards,

Emily Young
Event Coordinator, Event Services
Corporate Planning and Events
Government Communications and Public Engagement
☎ 250 812-3471 (cell) ✉ Emily.Young@gov.bc.ca

From: Lindstein, Sarah GCPE:EX
Sent: Tuesday, March 7, 2017 2:31 PM
To: Thistle-Walker, Carlene GCPE:EX; Young, Emily GCPE:EX
Subject: RE: itinerary tomorrow?

Also I can put the room number in the itinerary- it is 303 I hear

Sarah Lindstein
Sr. Public Affairs Officer, BC Ministry of Health
Desk: 250-952-2462
Cell: 778-678-6447
Sarah.Lindstein@gov.bc.ca

From: Thistle-Walker, Carlene GCPE:EX
Sent: Tuesday, March 7, 2017 2:28 PM
To: Young, Emily GCPE:EX
Cc: Lindstein, Sarah GCPE:EX
Subject: itinerary tomorrow?

Is pre-brief confirmed in oak room. Currently we have TBC on itinerary.

Carlene Thistle-Walker | Communications Manager
Government Communications & Public Engagement
B.C. Ministry of Health

Tel: 250.952.1644 | Mobile: 250.812.3291 | email: carlene.thistle-walker@gov.bc.ca

Enhancing Emergency Care



BRITISH
COLUMBIA

BCEHS | BC Emergency
Health Services

Q1 Last year, BCEHS put out its 2020 Action Plan. Are all the recommendations addressed in this funding announcement?

- Yes, all the recommendations have been addressed. However, BCEHS will continue to track data and evaluate the demands on emergency health services to ensure the funding is being focussed appropriately.

Q2 What progress has been made on action items in the 2020 Action Plan?

- The addition of eight new ambulances and 34 full-time equivalent (FTE) paramedic positions were announced as part of the Action Plan announcement, then in September 2016, two additional ambulances and 20 FTEs were announced for Maple Ridge and the Tri-Cities.
- BCEHS has been diligently working with stakeholders to reduce the demand on ambulances and paramedics in situations where a paramedic is not required, in order to make sure ambulances are available for serious or life-threatening calls and transfers.
 - BCEHS has implemented a process for non-urgent 9-1-1 calls that meet specific criteria to be safely and effectively transferred to 8-1-1, which helps enhance BCEHS's ability to provide timely ambulance response to patients needing emergency care.
 - BCEHS continues to support health authorities to develop future non-medical transport arrangements and will continue to transport patients in areas where other transport options are not available or provided.
 - BCEHS is also working with licensed care homes to reduce reliance on ambulance paramedics to visit the care home with lift equipment, to lift a patient from the floor, when there is no medical reason for the call.
 - BCEHS has begun using scheduled commercial flights, rather than dedicated BCEHS aircraft, for some of the medically stable patient transfers between hospitals. This method is only used when a

patient is considered to be in stable condition by the hospital care team and the patient may still be accompanied by a paramedic, but this frees up valuable air ambulances for emergencies.

- BCHES has also made progress on working with health authorities to reduce paramedics' time waiting to hand off patients in hospital emergency departments. We are working with both Fraser Health and Interior Health on reducing the turnaround time with a goal of under 30 minutes, and will be working with other health authorities in the days ahead.
- BCEHS is also working with the Ministry of Health and other key partners to enable the provision of innovative patient care pathways, such as:
 - Treat and Release – when this is in place, paramedics with this specific training and clinical oversight can be dispatched and attend the call, but would be able to advise the patient that they do not need transport to the hospital, freeing up the ambulance to then attend another call.
 - Secondary triage – We will add advanced care paramedics and other clinical staff in dispatch centres to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care at the right time, while reducing demand for non-urgent ambulance responses.
 - Alternative pathways - This strategy identified that many patients assessed as non-urgent can receive the care they require, and can have better health-care experiences, without necessarily having an ambulance take them to a hospital emergency department.

If asked:

The ORH Review recommended that 29 additional basic life support ambulances and 12 single-responder advanced life support units are needed to meet our targets by 2020. Why aren't you doing what the review recommends?

That estimation is based on the assumption that no innovations such as Treat and Release or Secondary Triage would be implemented. BCEHS believes that by implementing these transformative innovations, as well as adding more

resources, we can build a sustainable model for the future of emergency health care in B.C.

Q1 Last year, BCEHS put out its 2020 Action Plan. Are all the recommendations addressed in this funding announcement?

- Yes, all the recommendations have been addressed. However, BCEHS will continue to track data and evaluate the demands on emergency health services to ensure the funding is being focussed appropriately.

Q2 What progress has been made on action items in the 2020 Action Plan?

- The addition of eight new ambulances and 34 full-time equivalent (FTE) paramedic positions were announced as part of the Action Plan announcement, then in September 2016, two additional ambulances and 20 FTEs were announced for Maple Ridge and the Tri-Cities.
- BCEHS has been diligently working with stakeholders to reduce the demand on ambulances and paramedics in situations where a paramedic is not required, in order to make sure ambulances are available for serious or life-threatening calls and transfers.
 - BCEHS has implemented a process for non-urgent 9-1-1 calls that meet specific criteria to be safely and effectively transferred to 8-1-1, which helps enhance BCEHS's ability to provide timely ambulance response to patients needing emergency care.
 - BCEHS continues to support health authorities to develop future non-medical transport arrangements and will continue to transport patients in areas where other transport options are not available or provided.
 - BCEHS is also working with licensed care homes to reduce reliance on ambulance paramedics to visit the care home with lift equipment, to lift a patient from the floor, when there is no medical reason for the call.
 - BCEHS has begun using scheduled commercial flights, rather than dedicated BCEHS aircraft, for some of the medically stable patient transfers between hospitals. This method is only used when a

patient is considered to be in stable condition by the hospital care team and the patient may still be accompanied by a paramedic, but this frees up valuable air ambulances for emergencies.

- BCHES has also made progress on working with health authorities to reduce paramedics' time waiting to hand off patients in hospital emergency departments. We are working with both Fraser Health and Interior Health on reducing the turnaround time with a goal of under 30 minutes, and will be working with other health authorities in the days ahead.
- BCEHS is also working with the Ministry of Health and other key partners to enable the provision of innovative patient care pathways, such as:
 - Treat and Release – when this is in place, paramedics with this specific training and clinical oversight can be dispatched and attend the call, but would be able to advise the patient that they do not need transport to the hospital, freeing up the ambulance to then attend another call.
 - Secondary triage – We will add advanced care paramedics and other clinical staff in dispatch centres to provide 911 callers with more specialized triage assessments, to better identify the urgency of a caller's condition and ensure patients get the right care at the right time, while reducing demand for non-urgent ambulance responses.
 - Alternative pathways - This strategy identified that many patients assessed as non-urgent can receive the care they require, and can have better health-care experiences, without necessarily having an ambulance take them to a hospital emergency department.

If asked:

The ORH Review recommended that 29 additional basic life support ambulances and 12 single-responder advanced life support units are needed to meet our targets by 2020. Why aren't you doing what the review recommends?

That estimation is based on the assumption that no innovations such as Treat and Release or Secondary Triage would be implemented. BCEHS believes that by implementing these transformative innovations, as well as adding more

resources, we can build a sustainable model for the future of emergency health care in B.C.

Page 186 to/à Page 188

Withheld pursuant to/removed as

s.13