

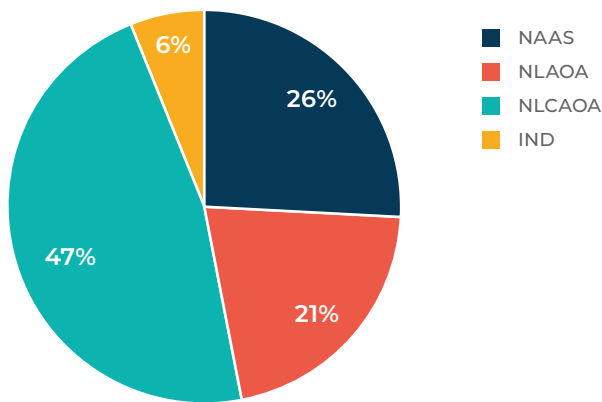
# Private and Community Ambulance Services in NL

## Objective

To describe the private and community ambulance services by operator, region, and volume of emergency responses.

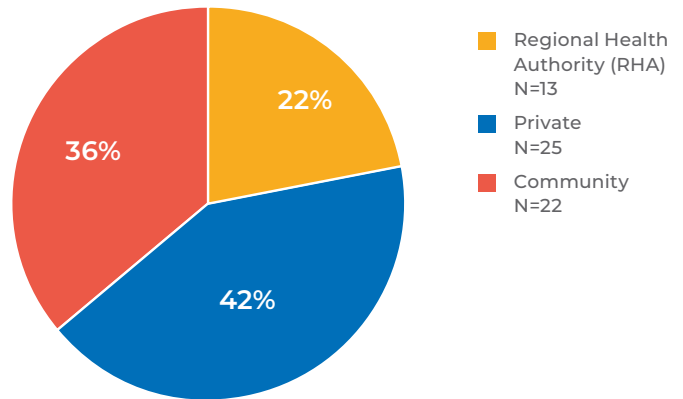
## Practice Points

- NL has a diverse ambulance system with 13 hospital/health centre operations, 25 private operators, and 22 community operations. There are a total of 60 services.



**Figure 1. Distribution of Private and Community Operators**

- There are three associations representing operators; two representing private operators, and one representing community services:
  - Newfoundland and Labrador Association of Ambulance Services (NAAS) representing 12 operators;
  - Newfoundland and Labrador Ambulance Operator Association (NLAOA) representing 10 operators;
  - Newfoundland and Labrador Community Based Ambulance Services Inc. (NLCAOA) representing 22 operators.
  - Three independent private operators are not members of any association (IND).



**Figure 2. Distribution of Ambulance Operations by Ownership**

- There are four RHAs operating the 13 RHA ambulance services.
- Requests for ambulances include emergency, return transfer, and routine. In terms of ambulance bases: the RHAs have 13 services operating from 16 bases; the 25 private operators operate from 45 bases; and the 22 community operators operate from 22 bases. In total, the government of NL funds 179 ambulances; 139 in the private/community sector, and 40 in the RHA operated services.

## Data

The distribution, type of operation, and volume of requests in the year 2020 were obtained from the Department of Health and Community Services.

## Results

- Of the 43,615 requests made to private and community ambulance services, 27,320 (63%) were for emergency transports.

## Eastern Health (EH)

- In addition to the two hospital-based ambulance services in St. John's and Carbonear, there were 25 privately-operated bases and six community-operated bases.
- The 25 private bases were owned by 14 private operators and six community bases were owned by six operators.

**Table 1. Private and Community Ambulance Services by Operator, Geography, and Volume of Requests in EH, Jan–Dec 2020**

Operator	Association	Base(s)	Total Transfers	Emergency N	Emergency %	Emergencies/day
Hickeys	NAAS	Kelligrews, Holyrood	3,392	2,992	75	8.2
Ferryland	NAAS	Ferryland	334	365	92	0.9
Ryan's	NAAS	Trepassey	130	150	87	0.4
Smith	NLAOA	Whitbourne	1,029	725	70	2.0
Young's	NAAS	Upper Island cove	1,672	602	36	1.6
Collins	NAAS	Clarke's Beach, Harbour Grace, Bay Roberts, Burin, Lawn	6,208	2,714	44	7.4
Broughton	NLAOA	Brigus	761	385	51	1.1
Heart's Delight	NLCAOA	Heart's Delight	752	361	48	1.0
North Shore	NLCAOA	Adam's Cove	106	106	100	0.3
Old Perlican	NLCAOA	Old Perlican	319	274	86	0.8
Winterton	NLCAOA	Winterton	176	170	97	0.5
Power's	NLAOA	Placentia	934	524	56	1.4
Gibbons	NLAOA	St Mary's, Mt. Carmel	576	328	57	0.9
Random Island	NLAOA	Random Island	140	166	84	0.4
Fewer's	NAAS	7 Bases <sup>#</sup>	5,959	3,456	58	9.5
Bay L'Argent	NLCAOA	Bay L'Argent	252	252	100	0.7
Marystown	NLAOA	Marystown	1,520	814	54	2.2
Grand Bank	NLCAOA	Grand Bank	1,077	635	59	1.7
Cape Shore	IND	St. Bride's	83	82	99	0.2
Tremblett's	NASS	Bell Island	465	352	76	1.0

<sup>#</sup> Bases Include: Arnold's Cove, Bonavista/Catalina, Clarenville, Lethbridge, Port Rexton, Terrenceville

- For operators with multiple bases in 2018/19, Hickeys had 718 emergency calls (1.7/day) from Holyrood, and 2,072 (5.7/day) from Kelligrews.

Data for the Fewer's/Collins bases were: Clarke's Beach 1,314 emergency calls (3.6/day); Harbour Grace/Bay Roberts 375 (1.0); Burin 196 (0.5); Lawn/St. Lawrence 192 (0.5); Clarenville 1,435 (3.9), Bonavista/Catalina 794 (2.2); Port Rexton 92 (0.3); Terrenceville 139 (0.4); Lethbridge 385 (0.9), and Arnold's Cove 253 (0.7).

For Gibbons operation, St. Mary's had 231 (0.6/day) emergency calls and Mount Carmel 191 (0.5).

- In 2018/19, 17 of 31 (55%) private or community bases had less than one emergency/day.

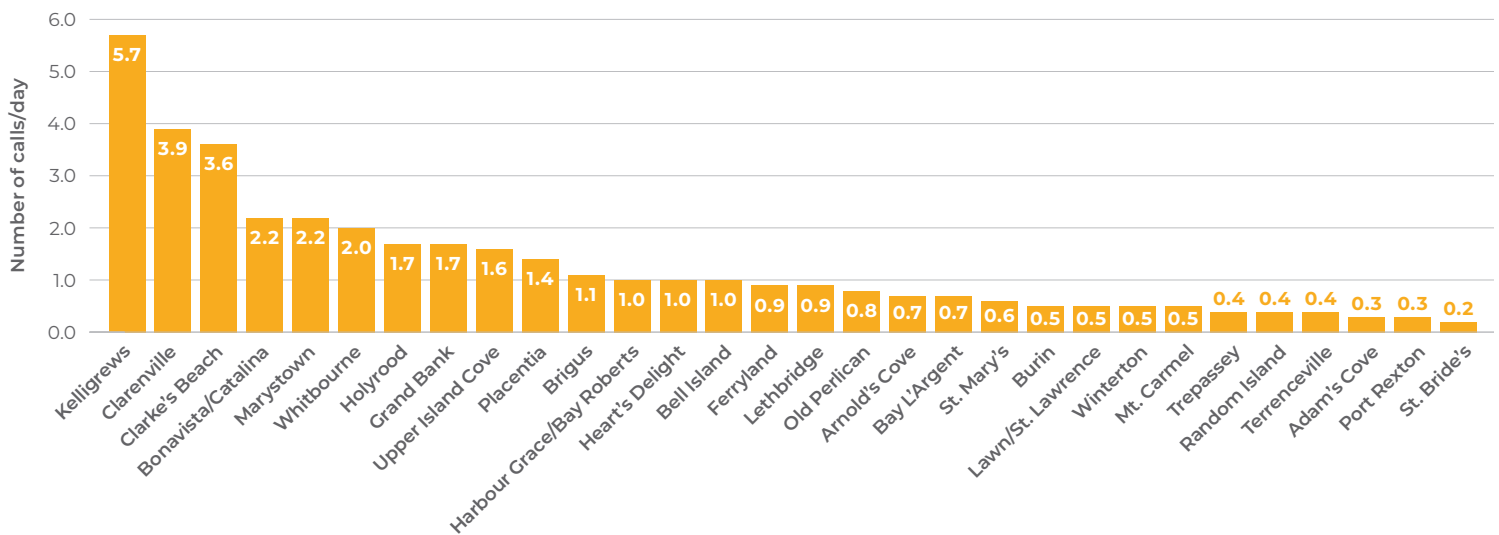


Figure 3. Emergency Calls/Day in Private and Community Bases of EH

### Central Health (CH)

- In addition to the six RHA services with six bases (two hospitals in Gander and Grand Falls-Windsor, and four health centres (Twillingate, Buchans, Springdale and Baie Verte)), there were eight private and eight community bases in CH.
- The eight private bases were owned by five operators and the eight community bases were owned by eight operators.

Table 2. Private and Community Ambulance Services by Operator, Geography, and Volume of Requests in CH, Jan–Dec 2020

Operator	Association	Base(s)	Total Transfers	Emergency N	Emergency %	Emergencies/day
Gambo	NAAS	Gambo	467	458	98	1.3
Delaney	NLAOA	Glovertown	998	587	59	1.6
Hoyles	NAAS	Newtown	677	473	70	1.3
Mercer's	NAAS	Carmanville, Boyd's Cove, Fogo Island	1342	934	70	2.6
Freake's	NAAS	Lewisporte, Botwood	3234	1840	57	5.0
Robert's Arm	NLCAOA	Robert's Arm	153	128	84	0.4
Point Leamington	NLCAOA	Point Leamington	70	70	100	0.2
Triton	NLCAOA	Triton	153	146	95	0.4
La Scie	NLCAOA	La Scie	156	150	96	0.4
Bay D'Espoir	NLCAOA	St. Alban's	350	246	70	0.7
Harbour Breton	NLCAOA	Harbour Breton	198	255	78	0.5
Hermitage	NLCAOA	Hermitage	109	106	97	0.3
English Harbour West	NLCAOA	English Harbour, West/Mose Ambrose	94	94	100	0.3

- Ten of 16 (63%) private or community bases had less than one emergency/day.
- For the Mercer's operation in 2018/19, Carmanville had 465 emergency calls (1.7/day); Boyd's Cove 309 (0.9); Fogo Island 159 (0.4).

For Freake's operation, Lewisporte 1,075 (2.9/day); and Botwood 487 (1.3).

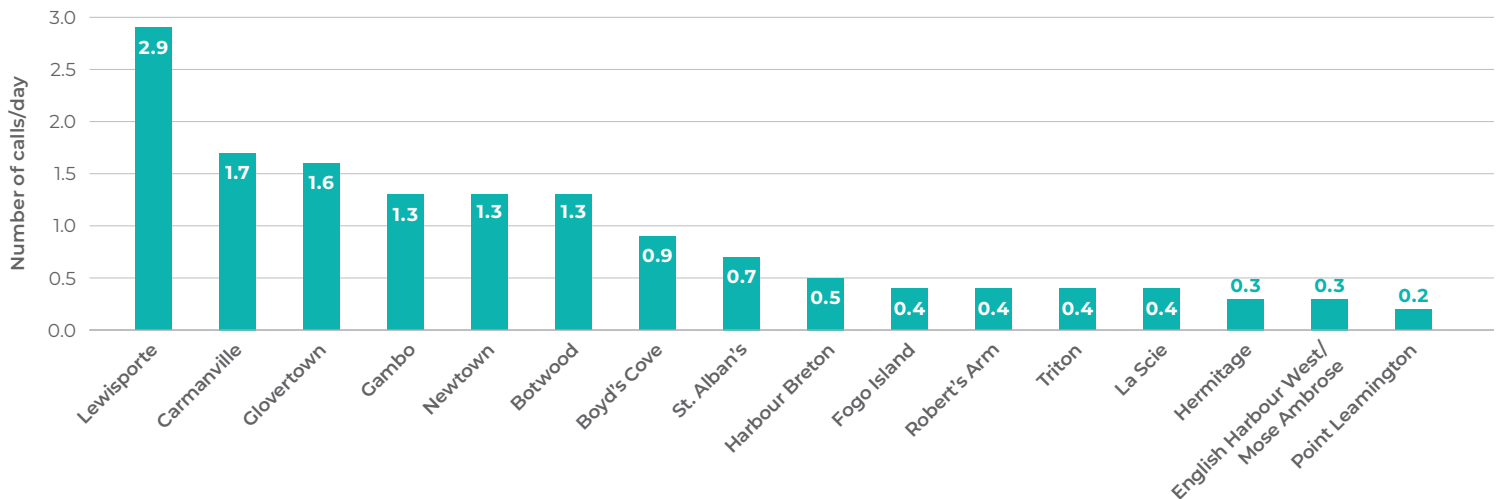


Figure 4. Emergency Calls/Day in Private and Community Bases of CH

### Western Health (WH)

- In addition to the two RHA services, one at the hospital in Corner Brook and one at the health centre in Port Saunders, there were eight private and seven community bases.
- The eight private bases were owned by five operators and the seven community bases were owned by seven operators.

Table 3. Private and Community Ambulance Services by Operator, Geography, and Volume of Requests in WH, Jan–Dec 2020

Operator	Association	Base(s)	Total Transfers	Emergency N	Emergency %	Emergencies/day
Reliable	NAAS	Corner Brook, Burgeo	2,690	1,357	50	3.7
Deer Lake	NLAOA	Deer Lake	1,146	1,088	95	3.0
Hampden	NLCAOA	Hampden	93	93	100	0.3
Jackson's Arm	NLCAOA	Jackson's Arm	109	109	100	0.3
Tryco	IND	Woody Point, Norris Point	431	393	91	1.1
Cow Head	NLCAOA	Cow Head	81	81	100	0.2
Daniel's Harbour	NLCAOA	Daniel's Harbour	111	111	100	0.3
Russell's	NLAOA	Stephenville	2,782	1,642	59	4.5
Lourdes	NLCAOA	West Bay	160	160	100	0.4
Cape St. George	NLCAOA	De Grau	147	147	100	0.4
Royal Canadian Legion	NLCAOA	Jeffreys	196	195	99	0.5
Mackenzie's	IND	Port aux Basques, Codroy Valley	147	147	100	0.4

- For Reliable operation in 2018/19, there were 332 emergency calls in Corner Brook (0.9 per day) (this number is low as the RHA service completes most emergency calls), and 53 (0.1) in Burgeo.

For Tryco operation, the calls were Norris Point 202 (0.6/day) and Woody Point 151 (0.4).

For Mackenzie's operation, the calls were Port aux Basques 594 (1.6/day); Codroy 148 (0.4).

- In 2018/19, 11 of 15 (73%) private or community bases had less than one emergency/day.

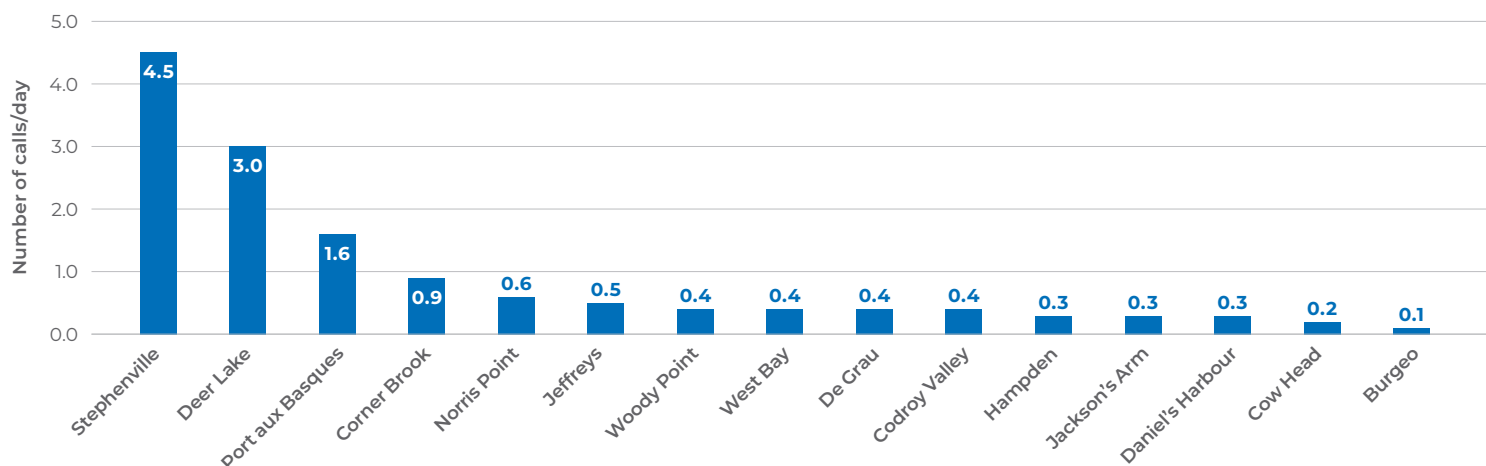


Figure 5. Emergency Calls per day in Private and Community Bases of WH

### Labrador-Grenfell Health (LGH)

- In addition to the three RHA services operating from six bases: hospitals in Labrador City, Happy Valley-Goose Bay, St. Anthony, health centres in Flower's Cove and Roddickton, and the medical clinic in North West River, there is one private and one community operator.
- The private operator operates three bases, and the community operator operates one base.

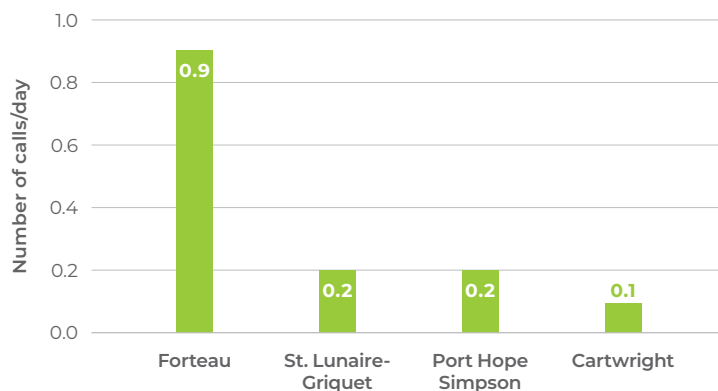


Figure 6. Emergency Calls per Day in Private and Community Bases of LGH

Table 4. Private and Community Ambulance Services by Operator, Geography, and Volume of Requests in LGH, Jan–Dec 2020

Operator	Association	Base(s)	Total Transfers	Emergencies		
				N	%	/day
St. Lunaire-Griquet	NLCAOA	St. Lunaire-Griquet	50	41	82	0.2
Labrador South	NLAOA	Port Hope Simpson, Forteau, Cartwright	300	255	85	0.7

- In 2018/19, there were 68 emergency calls to Port Hope Simpson (0.2/day), Forteau 313 (0.9), and Cartwright 22 (0.1).
- All four (100%) private or community bases had less than one emergency/day.

### Conclusions

1. Ambulance operations are diverse and include many public, private, and community operators.
2. There are two private ambulance associations and three independent private operators who are not members of any association. In addition, there is a community operators association.
3. Many of the private and community bases have less than one emergency/day but are in geographically isolated rural areas. The community role of paramedics could be expanded.
4. An integrated provincial ground ambulance system is necessary.