

Action Plan and Progress Assessment (APPA) for the implementation of audit recommendations from the OAG- Prepared for the Select Standing Committee of Public Accounts  
**Attention: Shirley Bond, Chair and Mitzi Dean, Deputy Chair of the Select Standing Committee on Public Accounts**

Access to Emergency Health Services Released 02/19

<http://www.bcauditor.com/pubs>

PAC Meeting Plan<sup>1</sup> [23/04/19] Prepared by: Brendan Abbott, Ministry of Health  
 1<sup>st</sup> APPA Update [DD/MM/YY] Prepared by: [Name], [Organization Name]  
 2<sup>nd</sup> APPA Update [DD/MM/YY] Prepared by: [Name], [Organization Name]

Reviewed by: Sabine Feulgen, Associate Deputy Minister, Ministry of Health  
 Reviewed by: [Name of Deputy Minister or Assistant Deputy Minister]  
 Reviewed by: [Name of Deputy Minister or Assistant Deputy Minister]

Rec. # Accepted? Yes / No <sup>2</sup>	OAG Recommendations	Actions Planned & Target Date(s) <sup>3</sup>	Assessment of Progress to date <sup>4</sup> and Actions Taken <sup>5</sup> (APPA update)
Rec. 1 Yes	BCEHS review its performance management framework to identify additional indicators for timeliness and clinical quality.	BCEHS will carefully review our performance management framework and will determine additional indicators by March 31, 2020.	<b>Progress Assessment:</b> Partially implemented. <b>Actions Taken &amp; Discussion:</b> Timeliness currently assessed with the Clinical Response Model that was introduced in 2018.
Rec. 2 Yes	BCEHS determine an appropriate level of pre-hospital advanced care coverage that considers patient need and implement strategies to achieve that level.	BCEHS will work in collaboration with key partners to understand the role of advanced care practitioners outside metro/urban communities and determine appropriate levels of coverage by 2020.	<b>Progress Assessment:</b> Partially implemented. <b>Actions Taken &amp; Discussion:</b> Six (6) advanced care paramedic positions created in rural communities in 2018.

<sup>1</sup> The audited organization will be required to present their initial action plan at this meeting (i.e. First three columns completed for each OAG recommendation included in the audit report)

<sup>2</sup> For each recommendation, the audited organization should state whether or not they have accepted the recommendation and plan to implement it fully by typing either “Yes” or “No” under the number of the recommendation.

<sup>3</sup> Target date is the date that audited organization expects to have “fully or substantially implemented” the recommendation. If several actions are planned to implement one recommendation, indicate target dates for each if they are different.

<sup>4</sup> The Select Standing Committee on Public Accounts (PAC) will request that the audited organization provide a yearly update (i.e. completed “Assessment of Progress and Actions Taken” column) until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC. This is for the APPA update.

<sup>5</sup> This action plan and the subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has implemented the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

**Please provide your email response to:**

Email: Comptroller General’s Office of the Government of British Columbia [Comptroller.General@gov.bc.ca](mailto:Comptroller.General@gov.bc.ca)

Cc email to: the Office of the Auditor General of British Columbia [actionplans@bcauditor.com](mailto:actionplans@bcauditor.com)

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Rec. 3 Yes	BCEHS improve transparency and accountability by publicly reporting on its targets and performance.	BCEHS will regularly post progress on key initiatives and performance measures by March 31, 2020.	<p><b>Progress Assessment:</b> Partially implemented.</p> <p><b>Actions Taken &amp; Discussion:</b> Action Plan initiative implementation and progress currently publicly available on website. Response time results shared quarterly with Lower Mainland municipalities.</p>

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Rec. # Accepted? Yes / No <sup>2</sup>	OAG Recommendations	Actions Planned & Target Date(s) <sup>3</sup>	Assessment of Progress to date <sup>4</sup> and Actions Taken <sup>5</sup> (APPA update)
Rec. 4 Yes	<p>The Ministry of Health work with local governments and BCEHS to ensure that BCEHS can implement a coordinated approach to pre-hospital care that results in:</p> <ul style="list-style-type: none"> <li>- medical oversight, to the extent appropriate, across agencies to ensure that patient care meets acceptable medical standards</li> <li>- data-sharing between agencies to better understand whether patients are getting the right medical interventions at the right time</li> <li>- signed agreements outlining the roles and responsibilities of fire departments, including the level of care provided</li> <li>- confirmation that first responders are being notified of events where they can best contribute to patient care</li> </ul>	<ul style="list-style-type: none"> <li>- The Ministry will to develop a municipal engagement plan by September 1, 2019</li> <li>- The Ministry, with BCEHS will develop appropriate models to support a coordinated approach to responding to calls and medical oversight by January 1, 2020</li> <li>- The Ministry, with BCEHS will revise and update municipal consent and collaboration agreement templates including data sharing agreements by January 1, 2020</li> <li>- The Ministry, with BCEHS will engage with municipalities through 2020-2021, to complete consent and collaboration agreements (including data sharing agreements). This work will begin with those municipalities where no existing agreement exists followed by a refreshed agreement for the others.</li> </ul>	<p><b>Progress Assessment:</b> Partially implemented.</p> <p><b>Actions Taken &amp; Discussion:</b> Current planning underway</p>

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