

City of Greater Sudbury Working for You

A collection of Greater Sudbury statistics to help assess and measure performance over time and across service areas.

Community Paramedicine

Care Transitions

This program provides home visits from paramedics to people suffering with chronic disease allowing them to live independently in their homes.



24/7
hour service



2
dedicated
paramedic staff



74
days missed due
to staffing shortage



30-60
minutes
average visit time



6 week
patient follow ups



1,171
home visits



141
same-day visits
(urgent requests)



6-8
weeks
time from referral
to initial home visit



278
patients visited



5
patients under
age 60



4
visits per day

Results



50%
decreased emergency
department calls



136
referrals made on behalf of patients
to other community resources

Health Promotion Community Paramedic Program

This program is a proactive response to residents needs ensuring patients are able to continue to live independently with community supports.



8
hours per day
Monday to Friday



1
dedicated
paramedic staff



336
referrals made on behalf
of patients to other
community resources

Paramedic Shelter Clinics



2
weekly paramedic
wellness clinics



95
patients visited

Paramedic Older Adult Residential Clinic



5
residential buildings
receive 1 weekly clinic



5
clinics throughout the
city per week



60-100
participants access
clinics per week



777
patients



31%
reduction in 911 calls to intervention
building during research year

Hands Only CPR/AED Education



635
citizens received freebystander hands-only
CRP and AED education by Paramedics

311 Citizen Service

January 2020

14,313

Calls answered by 311



833

January 27



87%

of calls answered within 20 seconds

71%

of calls were resolved by the 311 operator



Top 3 calls

Slippery Roads/Sidewalks

Grading Roads

Green Cart

Social Media and Website Statistics

Connecting with our community through two-way communication

February 6 to March 4, 2020



Facebook Likes

Twitter Likes



GreaterSudbury.ca

Janvier 2020

▲ 161,995

Number of times someone viewed our website

▲ 95,219

Number of individuals who viewed our website

▲ 350,260

Number of pages that were viewed

▼ 2.16

Average number of pages viewed per visit

▲ 1:55

Average amount of time on our website per visit



Top 5 pages viewed

Transit

Jobs

Ski Hills

Public Skating

Outdoor Rinks



@greatersudbury

3-1-1 Service At Your Service / À votre service

