

MARKET SUPPLEMENT PROGRAM

**Report of the Market Supplement Review
Committee**

Emergency Medical Dispatcher

July 15, 2014

OBJECTIVE

The objective of the Saskatchewan Market Supplement Program is to ensure that Saskatchewan health care employers can attract and retain the employees required to provide appropriate health care services to the people of Saskatchewan.

This program is designed to address specific skill shortages by use of a temporary market supplement to attract and/or retain qualified employees. The program is designed to ensure that temporary market supplements respond to valid labour market criteria to address recruitment and/or retention pressures.

OVERVIEW

The Market Supplement Review Committee (MSRC) reviewed updated documentation submitted in the annual review process regarding the market supplement for the Emergency Medical Dispatcher classification. The initial market supplement report was released by the Market Supplement Review Committee August 6, 2002 and implemented on October 16, 2002. The first annual review was conducted by the MSRC in October 2003. The MSRC recommended to maintain the existing market supplement at that time. This latest report is to be considered as part of the on-going review of the market supplement process for this classification as described in the SAHO/HSAS Letters of Understanding pertaining to the Market Supplement Program. This is the second annual review for the Emergency Medical Dispatcher classification.

There was one health region that reported to this analysis on Emergency Medical Dispatchers. Emergency Medical Dispatchers are members of the Health Sciences Association of Saskatchewan (HSAS). HSAS was invited to submit any relevant information to this review.

Role of an Emergency Medical Dispatcher:

The Emergency Medical Dispatcher coordinates and manages resources and medical communications between hospital and pre-hospital personnel. The EMD is the first person that the public speaks to when accessing the EMS system. In addition, the EMD questions each caller, determines the most appropriate response, prioritizes, and provides pre-arrival instructions as necessary.

Qualifications:

Employees in this classification are typically trained on the job. There are two components to the training i.e. dispatch training which involves the use of the communications system and protocols, and the interrogation training which teaches the employee the proper techniques of questioning and providing advise to callers. To operate as a fully trained EMD typically requires twelve months of training.

Information regarding budgeted positions and vacancies is provided in the following table:

Table 1 – Emergency Medical Dispatcher – Budgeted and vacant positions (July, 2014)

Health Regions	Number of Budgeted Positions (As of July, 2014)		Number of Vacant Positions (As of July, 2014)		% Vacancy	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Regina Qu'Appelle	15	1	0	0	0	0
TOTAL:	15	0	0	0	0%	0%

ANALYSIS

The MSRC discussed the Labour Market Criteria as required by the Market Supplement Program framework.

SERVICE DELIVERY IMPACTS: *(Employers were asked to provide information that addresses current service delivery impacts resulting from staff shortages, potential staff short term service delivery impacts, potential long term service delivery impacts and options for alternative service delivery models).*

The Regina Qu'Appelle Health Region reports an increase in service demands pertaining to this classification. However, no service delivery issues have been experienced due to recruitment and retention concerns.

VACANCY RATE ANALYSIS: *(Employers were requested to provide information about the frequency and timing of vacancy occurrences [i.e., seasonal vacancies; do the vacancies always follow an event; etc.] and to identify trends that may affect recruitment/retention efforts).*

Currently there are no vacant Emergency Medical Dispatchers positions.

TURNOVER RATES: *(Employers were asked to provide local analysis of reasons for leaving and trends that may be emerging. They were also asked to provide annual turnover {loss of employees to other competitor employers} ratio to the existing staff complement {budgeted positions} in the given occupation.).*

The Region reported and tracked turnover as follows:

Last 12 months – 1 (Reason unknown)

Previous 12 months – 1 (Reason unknown)

RECRUITMENT ISSUE ANALYSIS: *(Employers were asked to provide information such as length of recruitment times, training investments, licensing issues, supply and demand issues, etc., as well as information that would identify trends that may affect recruitment and/or retention efforts).*

The Regina Qu'Appelle Health Region reported that the average length of recruiting time for this classification is approximately one month. No extraordinary recruiting efforts have been necessary as the employer reported that this classification is not difficult to recruit to.

SALARY MARKET CONDITIONS: *(Employers were asked to identify situations where their salary levels are lower than other employers that they would expect to recruit employees from or other employers that recruit their employees. This may be local, provincial, regional, national or international depending on the occupation group and traditional recruitment relationships. Cost of living considerations may or may not be appropriate to factor into market salary comparisons).*

Emergency Medical Dispatchers are paid \$25.169/hour (minimum) to \$30.775/hour (maximum) according to the SAHO/HSAS collective agreement effective April 1, 2012. This classification is currently receiving a market adjustment which was negotiated during the last round of negotiations.

The current collective agreement expired March 31, 2013 and SAHO and HSAS have started negotiations towards a new collective agreement.

CONCLUSIONS & RECOMMENDATIONS:

Considering the labour market criteria under the provincial framework, the Market Supplement Review Committee makes the following conclusions:

- The Regina Qu'Appelle Health Region reported no service delivery issues due to recruitment and retention pertaining to the Emergency Medical Dispatcher classification.
- No vacant positions were reported by Regina Qu'Appelle Health Region.
- No recruitment and retention initiatives related to this classification were reported by the Regina Qu'Appelle Health Region.

Having reviewed the information as provided by employer and considering the labour market criteria, the Market Supplement Review Committee recommends that a market supplement not be implemented at this time.

APPENDIX A

Market Supplement Consideration Request – Emergency Medical Dispatcher

Employer Respondents

1. Regina Qu'Appelle Health Region