

MARKET SUPPLEMENT PROGRAM

**Report of the Market Supplement Review
Committee**

Emergency Medical Dispatcher

Second Annual Review

Final Report

October 15, 2004

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 interrogates 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 advice 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 (August, 2004)

Health Regions	Number of Budgeted Positions (As of August, 2004)		Number of Vacant Positions (As of August, 2004)		% Vacancy	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
*Regina Qu'Appelle	11	-	-	-	-	-
TOTAL:	11	-	-	-	0%	0%

*Regina Qu'Appelle also employs 3 casual positions (2 vacant)

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).*

Overtime costs continued to be high in the past year at the Communications Centre. However, there has been little turnover in the last year and successful recruitment to full time vacancies has stabilized service delivery issues. Over the past year, the call volume at the communications centre has increased by 17%.

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).*

During the past year, the Region has successfully recruited to long standing vacancies in the Communications Centre. Emergency Medical Services management is now working on securing an adequate supply of casual staff.

Table 2 – Emergency Medical Dispatcher – Budgeted and vacant position comparison (2002/2003/2004)

Emergency Medical Dispatcher	Number of Budgeted Positions		Number of Vacant Budgeted Positions		% Vacancy	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
2002 Totals	11	1	3	-	27.2%	0%
	11	-	2	-	18.2%	0%
	11	-	-	-	0%	0%

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:

- 2004 (year to date) – 1
- 2003 – 4
- 2002 – 5
- 2001 – 3

Turnover reported above includes reasons such as other employment (i.e. Regina City Police, the RCMP), transfer to other positions within the Region, retirements, and others. Discrepancies in data may be as a result of different employers reporting year to year.

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).*

Recruitment and retention initiatives that were reported include:

- Altering job responsibilities,
- Using other classifications to assist with duties, (i.e. cross train EMD/EMT and EMD/Paramedics),
- Advertising,
- Attending career fairs,
- Training allowances and,
- Expanded orientation programs.

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).*

As of October 1 2004, Emergency Medical Dispatchers are paid \$22.02/hour at the top rate as a result of a classification adjustment outlined in the SAHO/HSAS collective agreement, therefore superseding the market supplement pay rate which was \$21.23/hour at the top step.

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 has experienced an improvement to service delivery issues over the past year related to the Emergency Medical Dispatcher classification.
- The vacancy rate for Emergency Medical Dispatchers at Regina Qu'Appelle Health Region has been reduced from 27.2% in 2002, to 0% in August 2004.
- As of October 1, 2004 the market supplement rate of pay was superseded by a classification adjustment as agreed to in the SAHO/HSAS collective agreement.

Having reviewed the information as provided by employer and considering the labour market criteria, the Market Supplement Review Committee recommends:

- A market supplement is no longer required because the base rate of pay is now greater than the market supplement pay rate.

APPENDIX A

Market Supplement Consideration Request – Emergency Medical Dispatcher

Employer Respondents

1. Regina Qu'Appelle Health Region