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August 25, 2011



Yukon's Emergency Medical Services to undergo changes to modernize service

WHITEHORSE—The Yukon government has identified a number of recommendations to ensure efficient management and continuation of quality care by Yukon's Emergency Medical Services (EMS).

"The Yukon government's internal audit process has provided the Department of Community Services with a number of recommendations," Community Services Minister Archie Lang said. "This audit is a useful management tool to help us ensure we continue to provide safe, rapid and skilled emergency care for Yukoners. Implementation of some of these recommendations is already underway."

Each year, the Yukon government's Audit Services branch selects areas to review. As a critical component of the healthcare system, EMS was identified as benefitting from an audit of processes and practices.

In total, 13 recommendations were made by the internal auditor, including developing performance measures and reporting on performance, establishing a governance and risk management framework, and increasing employee engagement.

Highlights of changes already underway include improving the supply chain and facilities in the communities beyond Whitehorse; upgrading vehicles; developing an action plan for employee engagement and increasing employee training opportunities.

Radio communications equipment and dispatching processes are also being modernized and will be a feature of the new ambulance station planned for Whitehorse.

"We are proud of the first-rate service Yukoners receive from our hard-working paramedics," Lang added. "Staff members have been partners in identifying ways to ensure this continued good service and we look forward to carrying out all 13 recommendations."

The report is available at the [Audit Services](#) website.

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