

# Southwest Ontario Regional Base Hospital Program Centralized Patching Pilot Project



**The First 20  
Days of Data**

**Total number of BHP patches**

**119**



**83**

**Total number of patches  
answered by Centralized  
Primary BHPs**

**17**

**Total number of patches  
answered by Secondary BHPs**

**19**

**Total number of patches  
answered by LHSC BHPs  
between 23:00 and 7:00**



**Total number of successful  
Primary BHP Patches**

**102**

**11**

**Total Number of unsuccessful  
Primary BHP Patches**

**6**

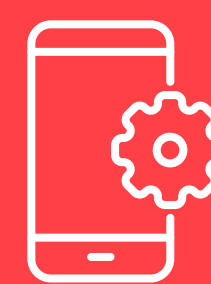
**Total number of times  
Secondary BHP called  
instead of Primary BHP**

**1**

**Total number of times  
paramedics were unable to  
establish BHP contact**

## Identified issues with unsuccessful primary BHP patches:

1. Service issued phone programmed incorrectly



2. Cellular reception

3. Primary BHP on phone with another patch



4. Primary BHP unable to answer phone quickly enough

5. Calls forwarded to wrong number



6. Calls not forwarded to appropriate BHP

7. Unable to hear



**Action has been taken to help rectify the above issues**