

A health care system to meet our needs

# The Power of Innovation

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**Title:  
Changing Face of Healthcare Delivery by  
Paramedics.**



**Health**

# Our Innovation: How We Improved Care/Services

Address the health needs of the Low Acuity Patient  
Calling Triple 000

- Enhance clinical role of a group of paramedics
- Better meet the needs of the NSW community
- By providing safe & effective healthcare choices for non acute conditions.

Reduce ED Presentations

- By Paramedics providing treatment/discharge or referral for appropriately identified low acuity patients.

## Clinical Approach

Identify 'sick' or high risk patients and ensure that these patients are transported to the ED

Consequently, low risk patients identified and only these patients are offered alternatives to the ED





# Our Inspiration: The Start of the Journey

- Historically callers to 000 for assistance to address unplanned health care needs irrespective of health problem - 2 choices:

1. Transport to an ED

2. Refuse or decline transport

- ↑ demand for Ambulance Services contributing to ED congestion, consequent impact on Ambulance resources.
- Looked at other Ambulance Services, studies and published papers for comparison, inspiration & evidence.

Some of the questions raised.

- Does the low acuity patient benefit from presenting to ED?
- How can the Paramedic complement existing clinical teams?

# Inspiration and Motivation!



# Our Idea Comes to Life



Engaged relevant individuals and stakeholder groups internally & externally

- Submission to NSW Health to seek support and funding
- Program tailored to fit within NSW Healthcare System in collaboration - NSW Health, Area Health Services, Hospitals, Divisions of General Practice and Ambulance
- Established a proof-of-concept program based on emerging evidence and similar effective programs
- Engaged Sydney University – Nepean Clinical School re: curriculum, lecturers, training & clinical practice
- Established referral pathways, reporting & clinical governance framework



# Our Insights: What We Have Learned

- Innovation often comes out of need.
- Valuable relationships and referral pathways developed amongst members of the wider health community.
- Increased opportunity & platform to promote the role of ambulance to wider health community
- The program has influenced the focus on patient assessment & clinical decision making for Ambulance
- Often we “the health professional” presume to know what the patient needs are – Do we?
- Look further a field for evidence and inspiration!
- Stakeholder Groups an absolute must.
- Understand not everyone shares the same proportion of enthusiasm about your ideas as you!
- Engaging the less enthused takes energy