



# Today is the day that **we make** **tomorrow different**

## Introduction

During 2013, staff from around the state provided feedback about how NSW Ambulance should operate to ensure the best care can be delivered to patients.

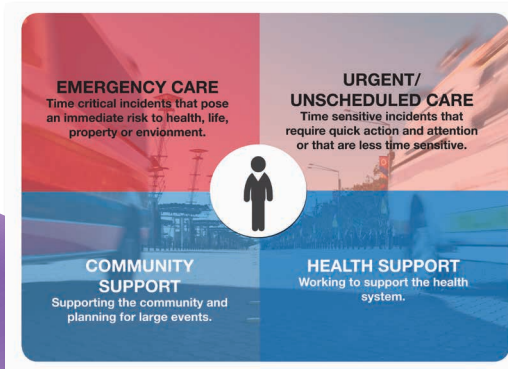
This information was used to form a new vision for NSW Ambulance to be no longer just an emergency transport service, but to be positioned firmly as an emergency mobile health service.

## Key activities

NSW Ambulance's case load has changed. Forty per cent of cases are considered low acuity; 50 per cent are considered urgent but not life-threatening; and 10 per cent relate to potentially life-threatening situations.

Rather than a one-size-fits-all treat-and-transport model, which takes every patient to a hospital to get care, NSW Ambulance will take the appropriate health care to patients, responding and focusing on the right care, to the right patient, in the right way, in the right place, at the right time, freeing up resources and emergency departments.

The model includes engaging community first responders and collaborating with Primary Care partners.



## Key achievements

Four domains of patient care (emergency, urgent/unscheduled, health system support and community support), ensure a tailored approach specific to the needs of each patient, resulting in improved outcomes for patients.

These results can be highlighted by the Frequent User Management program, an initiative from the second domain. Frequent User Management has halved calls to Triple Zero by the state's most frequent callers, providing them with a more appropriate means of health care.

This has also indirectly benefitted other patients by freeing up emergency ambulances for those who need them the most.

