



Health
NSW Ambulance

Working in partnership to improve Emergency Ambulance availability





Systems Performance Improvements

- ART Decommissioning
- Improved Response Performance
- Improved communication
- Improved engagement





External communication and Engagement

Ambulance Arrivals Board

Automated Delay SMS

NSWAmbulance | Data Latency: 15s | History | Passwords | Configure | Logout

Overview | Map | South Eastern Sydney LHD | Prince of Wales | St George | Sutherland | Sydney | Sydney LHD | Canterbury | Concord | Concord - Mental Health | Professor Marie Bashir Centre | Royal Prince Alfred | St Vincent Health Network | St Vincents | St Vincents Private

Combined Overview

ENROUTE

Car	Incident	Destination	Distance	ETA
1649	10514	Prince of Wales	2.7 km	3 mins
1526	10531	Concord	1.2 km	<2 mins
1969	10555	Royal Prince Alfred	2.6 km	3 mins
1443	10527	Prince of Wales	<1 km	<2 mins
1648	10525	St George	1.8 km	2 mins
1615	10513	St George	1.7 km	2 mins
5115	50161	Prince of Wales	12.3 km	13 mins
1803	10465	St George	<1 km	<2 mins

ARRIVALS

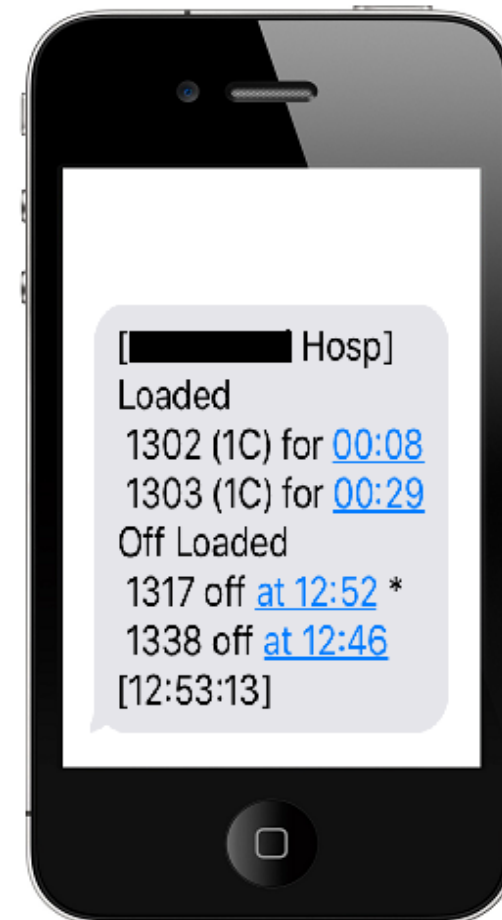
Car	Incident	Hospital	Waiting Time
1424	10336	Royal Prince Alfred	00:02:32
1654	10483	Royal Prince Alfred	00:05:16
1438	10534	Prince of Wales	00:10:14
1432	10479	Royal Prince Alfred	00:19:13
1638	10512	St George	00:24:06
1457	10493	Royal Prince Alfred	00:26:43

DELAYED AVAILABLE

Car	Incident	Destination	Elapsed Time
1640	10470	St George	00:04:27
1446	10477	Prince of Wales	00:04:54
1425	10432	St Vincents	00:29:08

BOOKED TRANSFERS

Patient First Name	From	Destination	Status	More Info
Koula	-tresider Av	Prince of Wales	Ambul - car 1432	More Info
Geoffrey	Fairdale Nh	St George	Waiting	More Info
Anthony	Bertrude	St Vincents	Waiting	More Info





Internal communication

CADLink “Update”

TOC Escalation Flowchart

Home 1131 Notifications

PT Paul Tonge @ptonge 255 Post

Shift Role
SAPF Manager (@sapfman) Set

Roles

- @sapfman
- @tpic
- @hmsyjd: Ken Warden
- @hmsjs: Jonathan Tunhavasana
- @hmc1: Maxine Beer
- @hmc2:
- @hmsjs: Ken Warden
- @hms: Rob Murray
- @hmsws: Stewart Clarke
- @hmnbm: Katherine Thomas
- @hms: Katherine Thomas
- @ddoms:
- @ddomsse:
- @ddoms: Steven Green

SG Steven Green @stgreen • 2016-10-24 07:12:19 • 2 hours ago
Now fulfilling role: Duty DOM Sth Wst Syd (@ddoms)

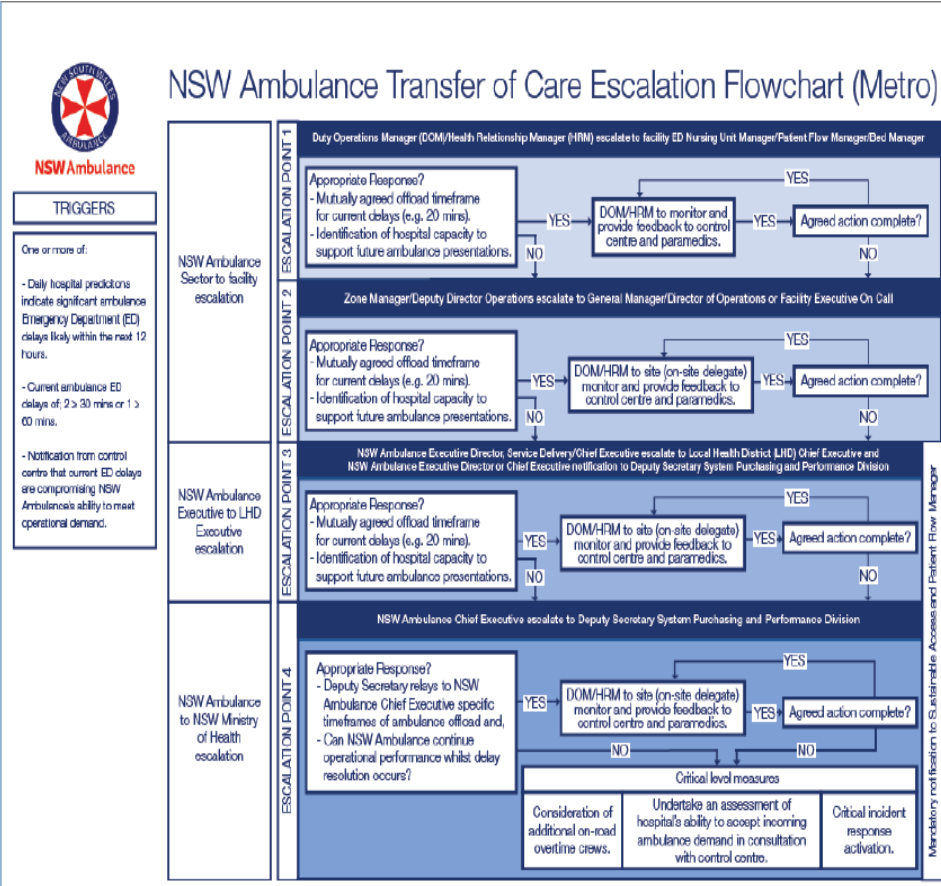
WC Wayne Casey @wcasey • 2016-10-24 06:48:00 • 2 hours ago
Now fulfilling role: Sydney SCCO (@sydscco)

MA Monica Arnold @mamold • 2016-10-24 06:46:01 • 2 hours ago
Now fulfilling role: Northern DCCO Reg (@nthregdcco)

JM Jennifer Maitland @jmaitland • 2016-10-24 06:14:54 • 3 hours ago
Now fulfilling role: Sydney DCCO South (@sydsthdcco)

WP Warren Phillips @wphilips • 2016-10-24 05:54:48 • 3 hours ago
Now fulfilling role: Sydney DCCO North (@sydsthdcco)

LC Lloyd Chatfield @lchatfield • 2016-10-24 05:54:48 • 3 hours ago
Now fulfilling role: Southern DCCO (@sthdcco)





Health
NSW Ambulance





Health
NSW Ambulance

