



Health
NSW Ambulance

NSW Ambulance

Improving Access to Care

Ray Creen, Chief Executive, NSW Ambulance





**Ambulance Service
of New South Wales**



Health

Integrated Care Strategy 2014-2015

“Integrated care involves the provision of seamless, effective and efficient care that responds to all of a person’s health needs, across physical and mental health, in partnership with the individual, their carers and family.

*It means developing a system of care and support that is based around the needs of the individual, provides the **right** care in the **right** place at the **right** time”*





**Ambulance Service
of New South Wales**



In collaboration with the whole of Health, the provision of a suite of integrated demand management clinical services



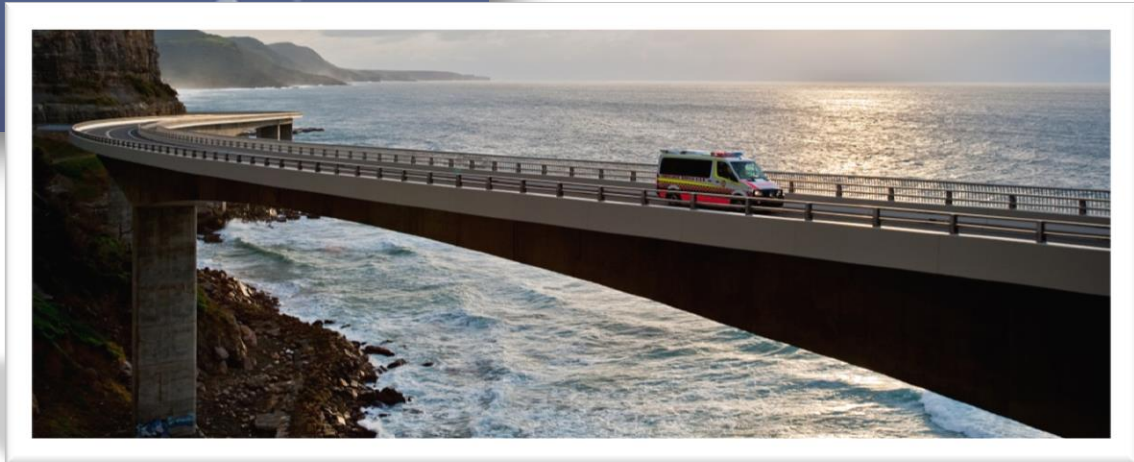
“Selfish, Selflessness”



**Ambulance Service
of New South Wales**



TODAY IS THE DAY
THAT WE MAKE
TOMORROW
different.





**Ambulance Service
of New South Wales**



today:

Concept of operations
(transport)







**Ambulance Service
of New South Wales**



Ambulance Demand Profile 2013

907,961 **Emergency Calls**

727,407 **Incidents**

927,369 **Responses**

571,425 **Patients Treated**

551,488 **Patients Transported**





**Ambulance Service
of New South Wales**



907,961
Emergency calls in 2013

2487
Per day

1
35 seconds

927,369
Responses in 2013

2540
Per day

1
34 seconds





**Ambulance Service
of New South Wales**



1,676,602
Total Triple Zero calls for 2013

45%

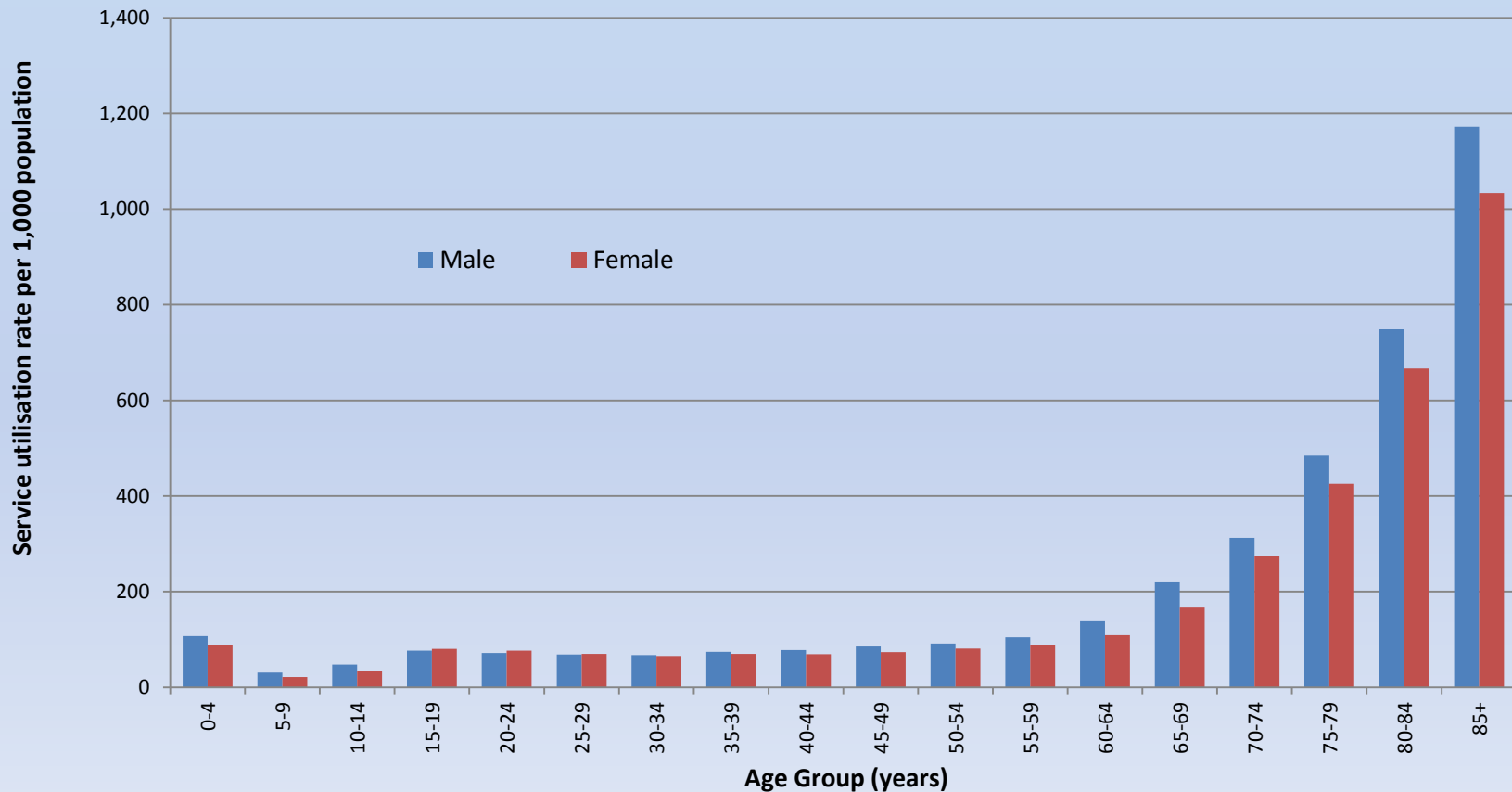
47%

8%



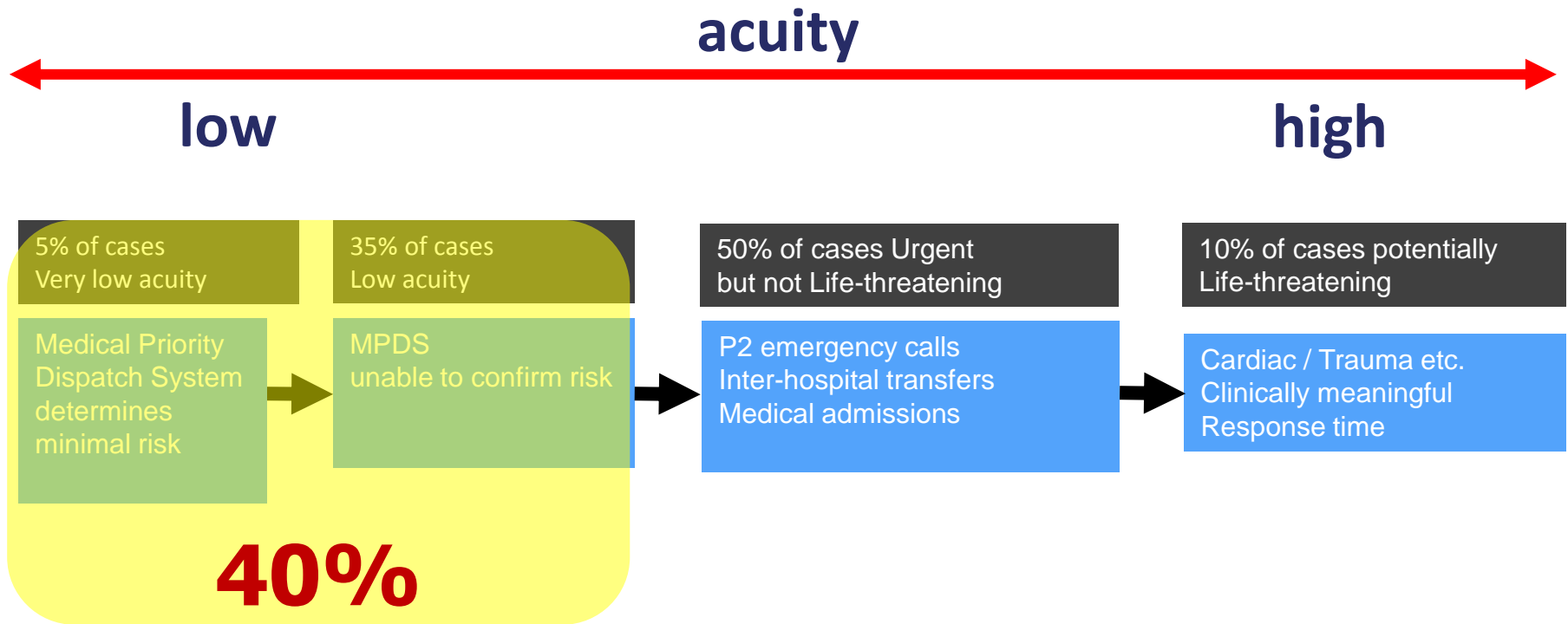


Utilisation of NSW Ambulance services by age group





Percentage of case load





Ambulance Service of New South Wales



**Call Taking
Triage
Dispatch**



**NSW Ambulance
Emergency care
& transport**



**Emergency
Department**



Ambulance Service of New South Wales



2013 = 69,589 hours = 16 Ambulances per day

AMBULANCE ONLY



**Ambulance Service
of New South Wales**



tomorrows:

Concept of operations *(clinical)*





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of New South Wales**



**Two
Guiding
Principles**

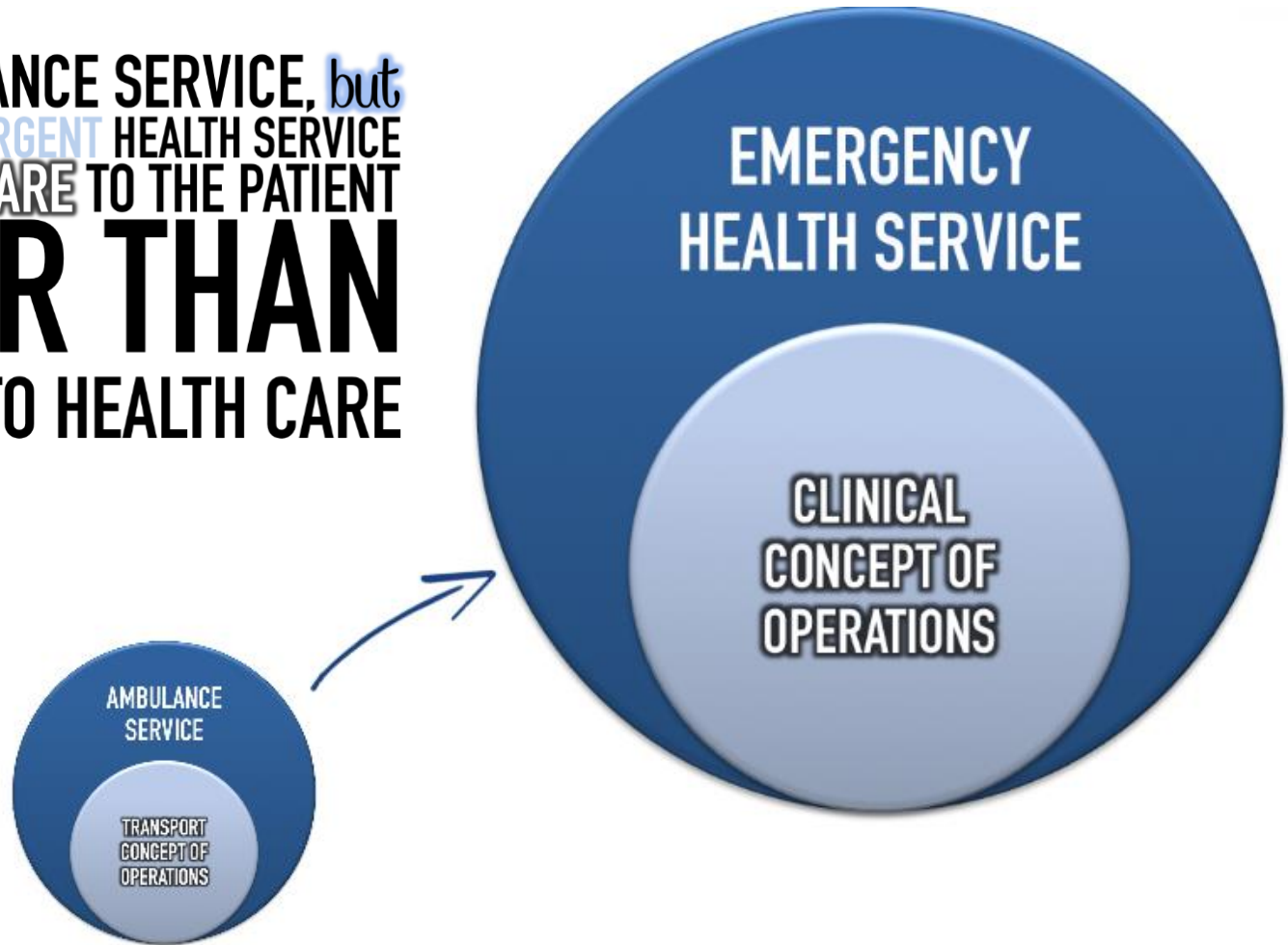




**Ambulance Service
of New South Wales**

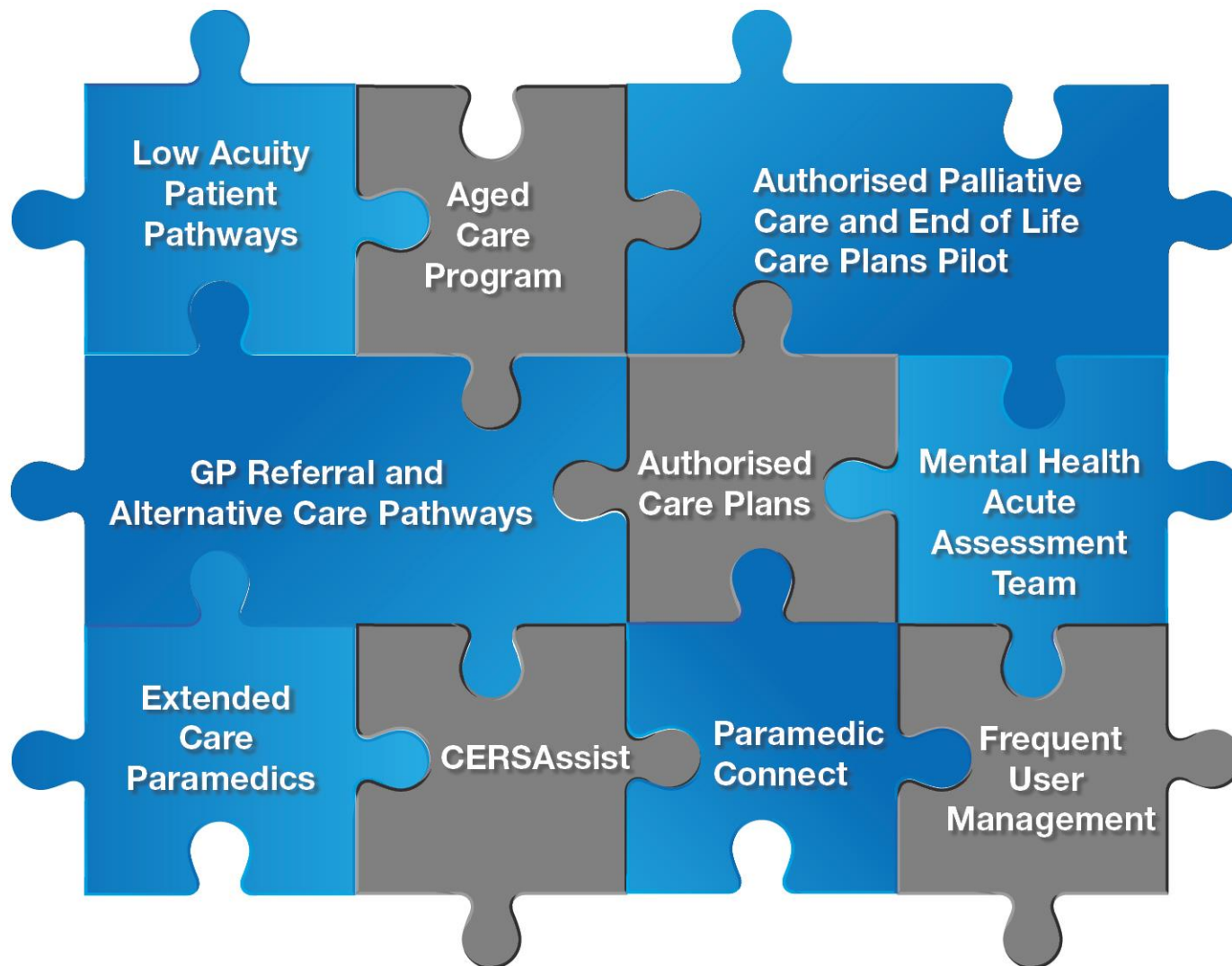


NOT AN AMBULANCE SERVICE, but
AN **EMERGENCY** & **URGENT** HEALTH SERVICE
TAKING **HEALTH CARE** TO THE PATIENT
RATHER THAN
THE PATIENT TO HEALTH CARE





Ambulance Service of New South Wales





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of New South Wales**



Is there a need for another type of Frequent User Management Program ?

Our Top 5 Triple Zero Callers 2013





**Ambulance Service
of New South Wales**



Bondi Beach

59 calls



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of New South Wales**



5



Parramatta Police Station
257 calls - 0.7 per day

26 Sydney Police Stations
3,107calls - 8.5 per day



**Ambulance Service
of New South Wales**



4



Central Railway Station
617 calls - 1.6 per day



**Ambulance Service
of New South Wales**



3



A Sydney Nursing Home
879 calls - 2.4 per day



**Ambulance Service
of New South Wales**



2



Sydney Airport


1,101 calls - 3 per day



**Ambulance Service
of New South Wales**



1



What's different about ARV?

At ARV we take a complete approach to care. Our focus is on a holistic approach to your physical, emotional and spiritual wellbeing. We're more than providing a roof over your head. We're about 'keeping healthy', 'staying social', 'being productive' and 'carrying on life positively'. In short, we're about enriching lives.


Something for everyone
At ARV we provide care and services to older people. ARV is a not-for-profit Christian organisation and we are committed to ensuring that a person's financial circumstance does not become a barrier to living in our communities. We have a wide range of Retirement and Residential Care accommodation, flexible payment options, including rental, housing for people at risk of homelessness and government-assisted home care packages. Operating since 1959, we have many activities, facilities and services on offer. While these vary from village to village, there is always a place where you can relax and enjoy the company of others. While each village is different, there is one thing in common: caring, supportive and social communities that are truly places to call home. In fact one thing we often hear is: "Why didn't I do it sooner?"

Assistance for health and wellbeing
ARV offers a suite of health services and programs that are tailored to your personal needs. Should the time come, we can also provide you with more dedicated care, with assistance offered within many of our villages and in the community. We also have 4 respite centres that provide support for the primary carer of older people.

Convenient locations
ARV has 18 village locations across the greater Sydney and Illawarra regions. Many of the villages are close to local facilities and the various locations help you stay in touch with family and friends. If you prefer to stay in your own home, ARV HomeCare can help you with a range of government-assisted packages across Southern Sydney, and the Northern and Western regions of greater Sydney and the Illawarra.

1300 111 278 | www.arv.org.au

Live every moment



**And another Sydney Nursing Home
1,198 calls - 3.2 per day**



**Ambulance Service
of New South Wales**



Centrally Coordinated

Locally Delivered

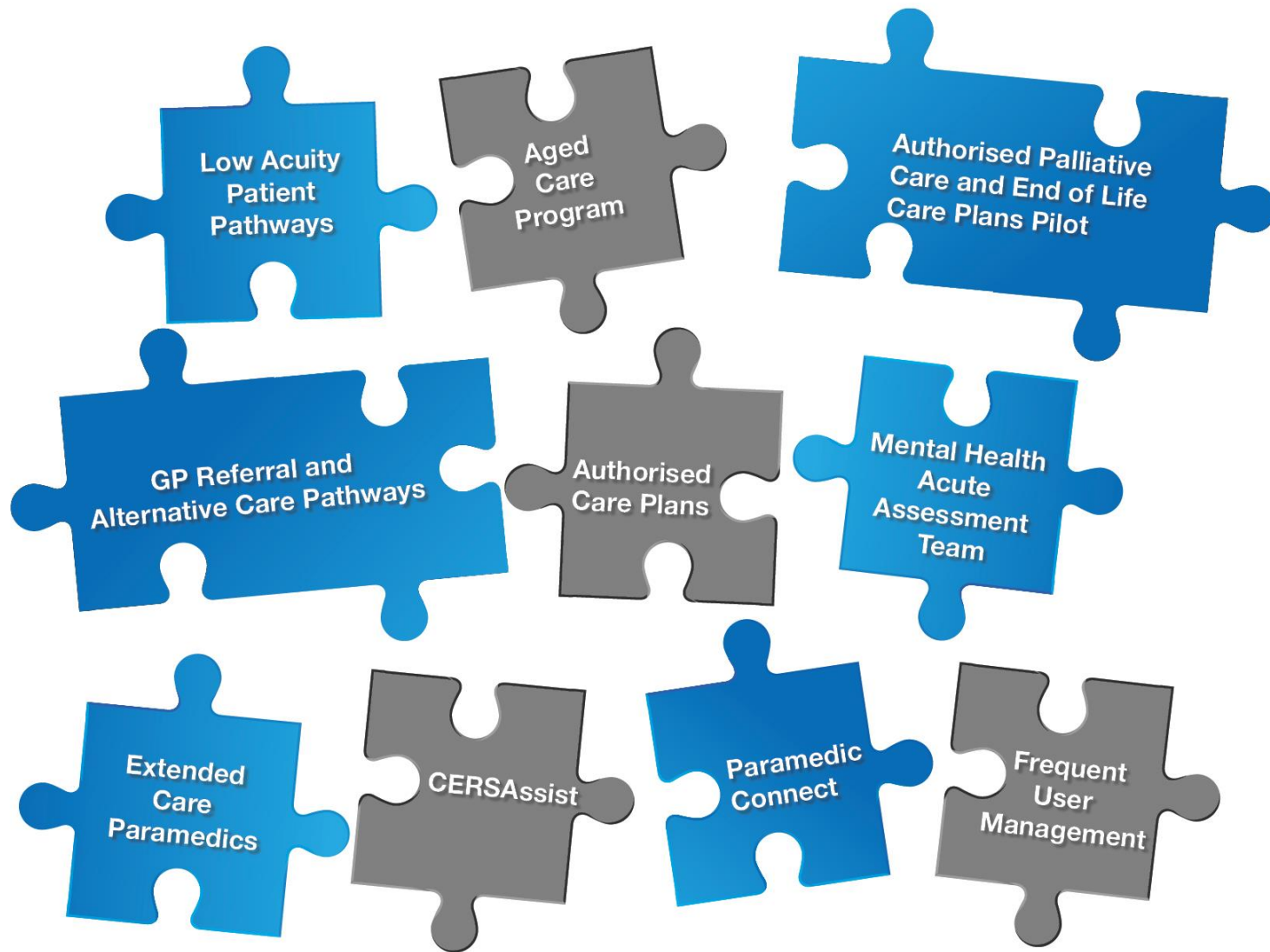
**Patient Centred
Staff Focused**

**Wherever and
However Delivered**





Ambulance Service of New South Wales





**Ambulance Service
of New South Wales**



“Want to buy a watch”

Approach



Centrally coordinated/manufactured

Varied range offered locally

Individually chosen and adjusted



Health
NSW Ambulance



Thank You