



Health
NSW Ambulance

NSW Ambulance Post Winter Snapshot 2016





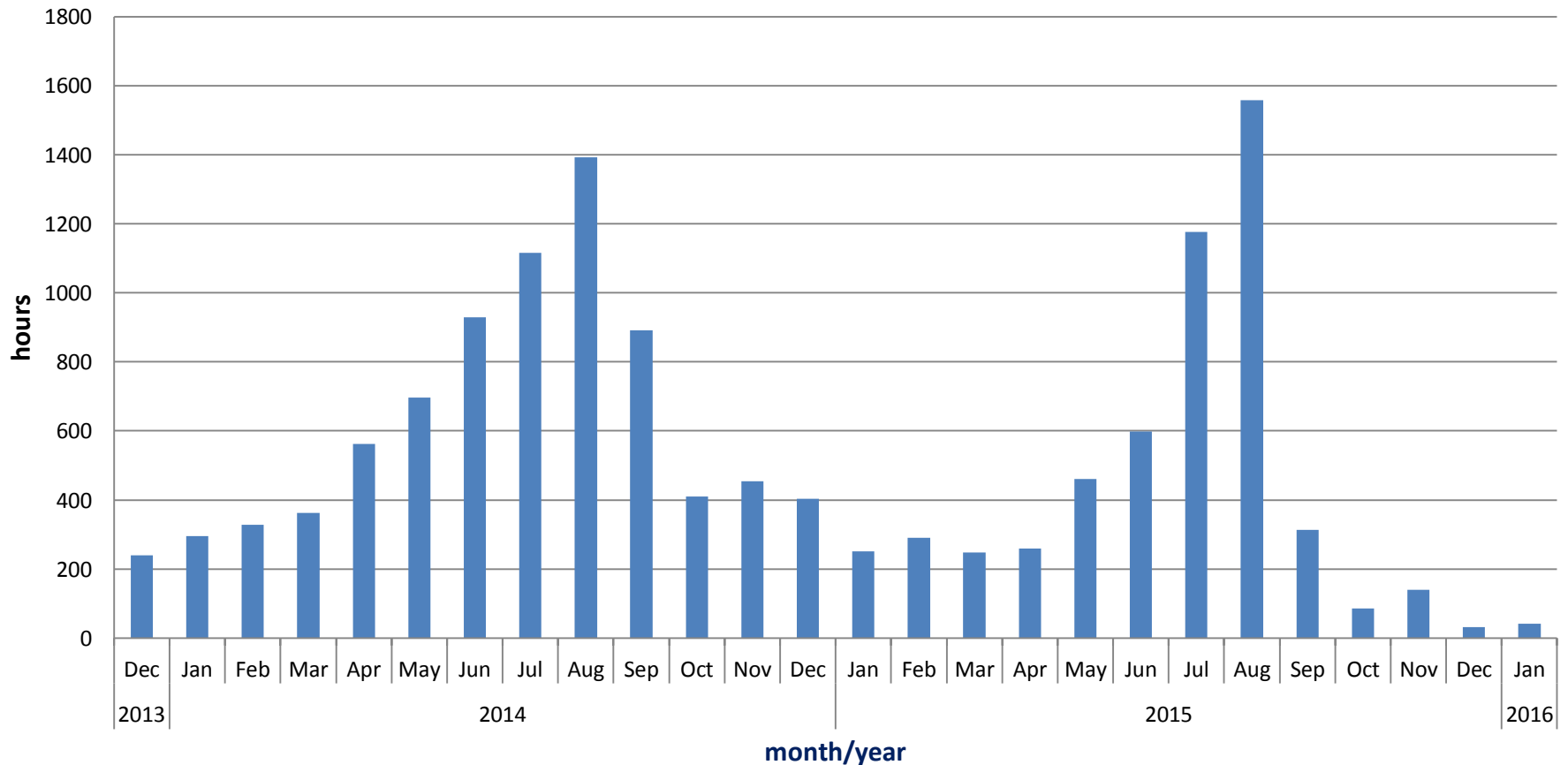
2015 -16

- PAT Team
- Whole of Health - Demand Escalation Framework
- Improved transparency
- Improved communication
- Improved engagement



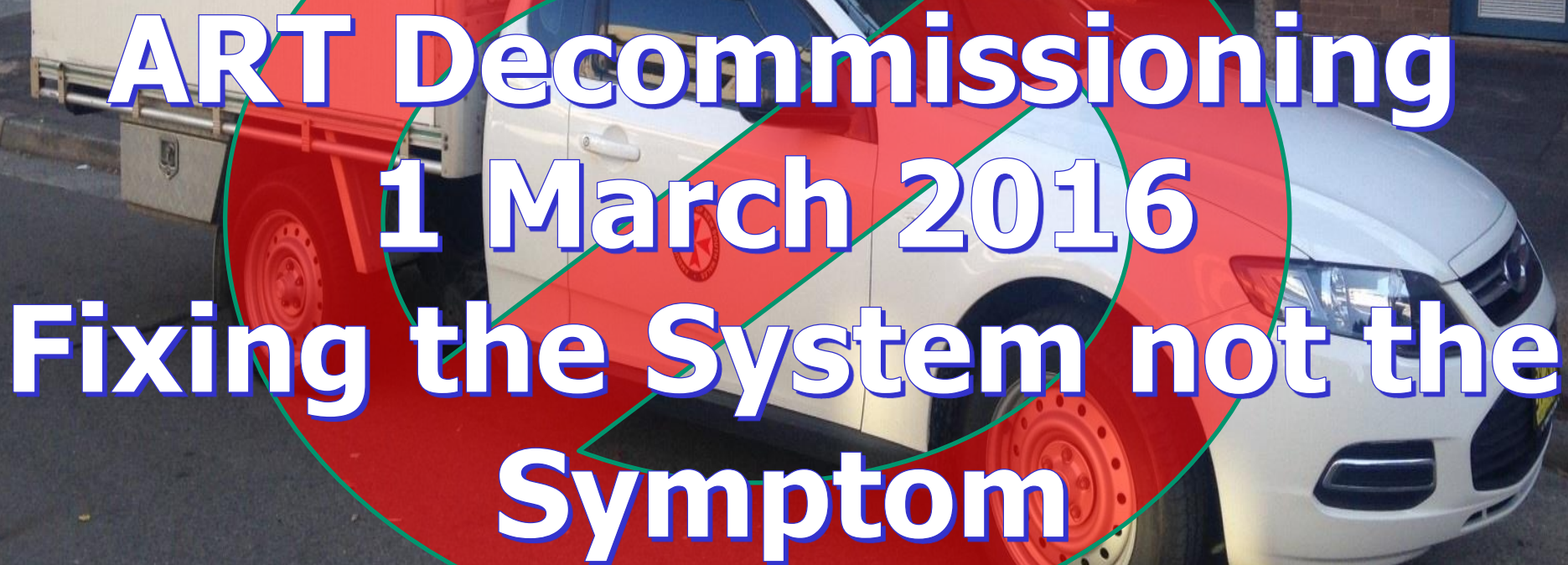


Sydney Metropolitan & Central Coast - ART Utilisation 2014 - 2015





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ART Decommissioning
1 March 2016
Fixing the System not the
Symptom



2016 Planning

- Escalation Flowcharts
- Matrix Review
- Automated delay SMS
- Transitional Patient Flow Coordinator
- CADLink Update

The screenshot shows a notification interface with a header containing 'Home' and '1131 notifications'. The main content area displays a list of notifications, each with a user profile picture and name, a timestamp, and a message. The notifications are as follows:

- PT Paul Tonge** (@ptonge) - Shift Role: SAPF Manager (@sapfman)
- SG Steven Green** (@stgreen) - 2016-10-24 07:12:19 • 2 hours ago - Now fulfilling role: Duty DOM Sth West Syd (@ddomsws)
- WC Wayne Casey** (@wcasey) - 2016-10-24 08:48:00 • 2 hours ago - Now fulfilling role: Sydney SCCO (@sydscoco)
- MA Monica Arnold** (@mamold) - 2016-10-24 08:46:01 • 2 hours ago - Now fulfilling role: Northern DCCO Reg (@nthregdcco)
- JM Jennifer Matland** (@jmatland) - 2016-10-24 08:14:54 • 3 hours ago - Now fulfilling role: Sydney DCCO South (@sydthdcco)
- WP Warren Phillips** (@wphillips) - 2016-10-24 08:08:06 • 3 hours ago - Now fulfilling role: Sydney DCCO North (@sydnthdcco)
- LC Lloyd Chatfield** (@lchatfield) - 2016-10-24 05:54:48 • 3 hours ago - Now fulfilling role: Southern DCCO (@sthdcco)

Below the notifications, there is a 'Roles' section listing various user handles and their associated roles:

- @sapfman
- @tpic
- @hmsyd : Ken Warden
- @hmins : Jonathan Tunhavasana
- @hmcc1 : Maxine Beer
- @hmcc2 :
- @hmsos : Ken Warden
- @hrmis : Rob Murray
- @hmsws : Stewart Clarke
- @hrmbm : Katherine Thomas
- @hmws : Katherine Thomas
- @ddomns :
- @ddomss :
- @ddomsws : Steven Green

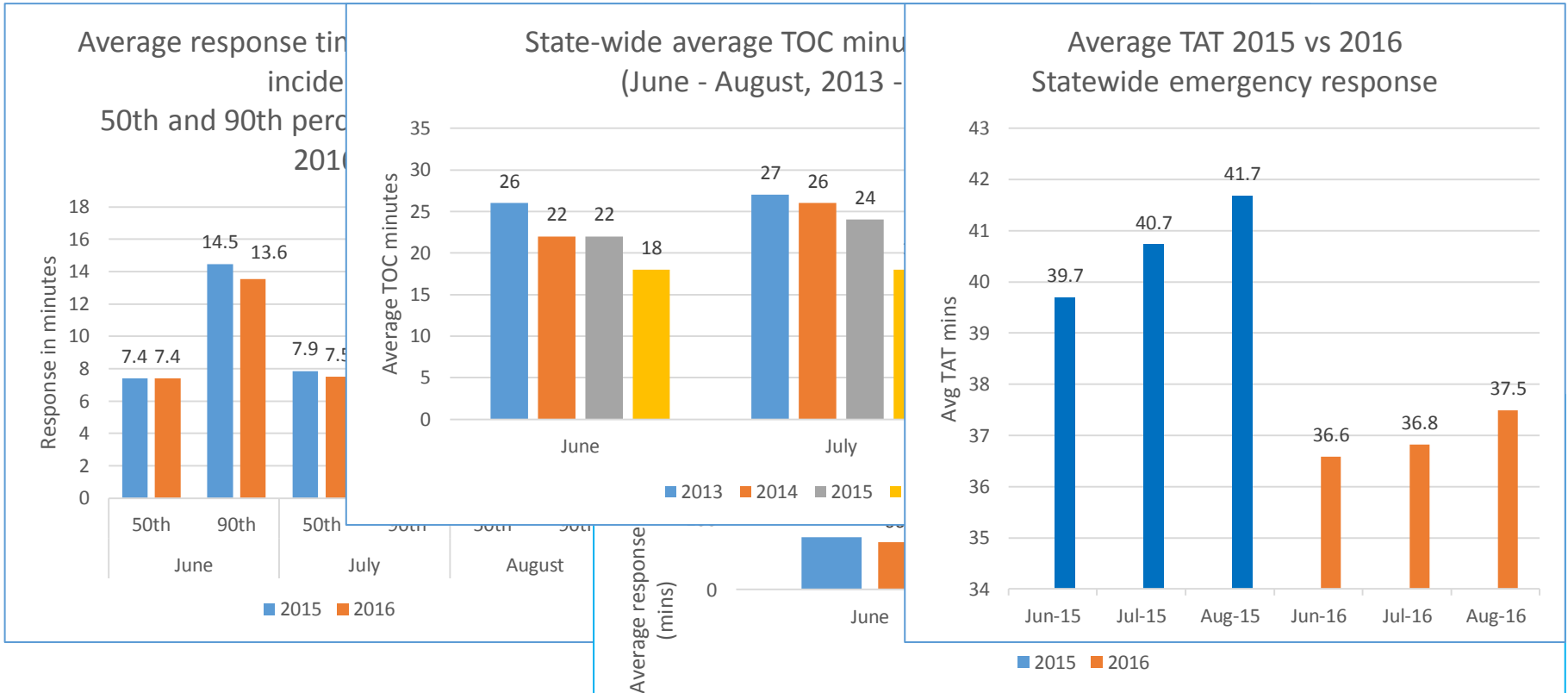


Performance

1. Response performance

2. TOC performance

3. TAT performance





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NSWA Priorities 2017

- Transparency
- Further system engagement
- P3 Management
- Live “Agreed” TOC system
- Make Ready Time management





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Questions?

