Digital area staff sheets - supporting dispatchers and paramedics alike

Cassandra McKenzie
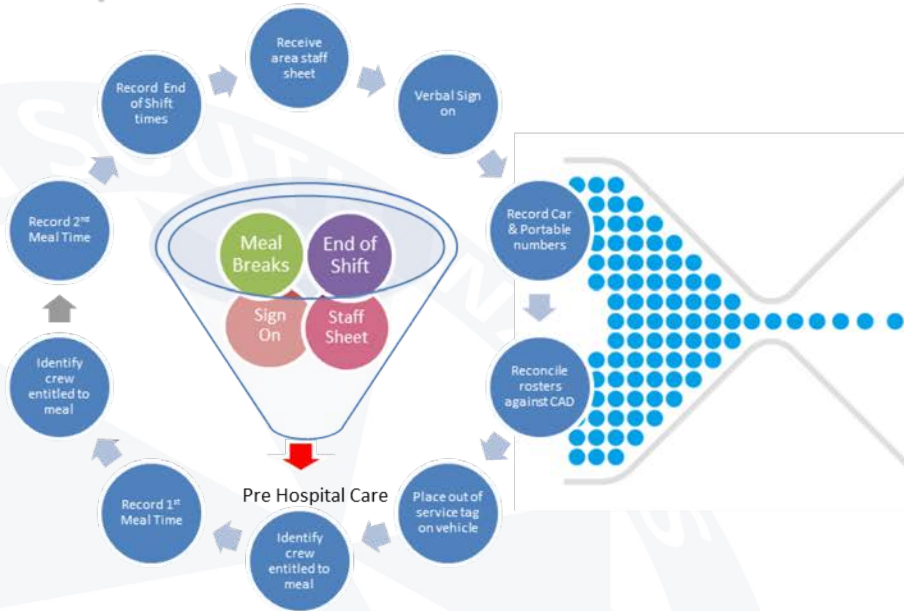NSW Ambulance
August, 2018

Organisational Context

- ✓ NSW State Health Plan: Towards 2021

- ✓ NSW Ambulance Strategic Priorities

- ✓ NSW Audit Office - 'Report on Health 2017'

- ✓ NSW Audit Office - 'Managing demand for Ambulance services'

A call every 28 seconds . . . .

Dispatcher Administrative Process

Dispatcher Core Function
(dispatching emergency ambulances)

What does a Sydney dispatcher do in a 12 hour shift?
• Manages the deployment of upwards of 30 Ambulance Resources within a defined geographical area
• Sends emergency care to more than 100 patients
• Manages the shift of more than 60 paramedics in more than 5 different locations.
• Allocates and records more than 120 paramedic meal breaks

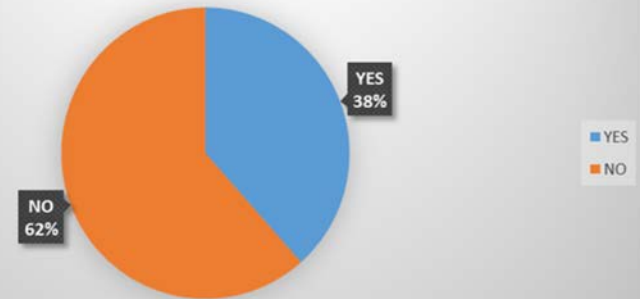NSW Ambulance

Summary of Key Issues

- Dispatchers are required to balance competing priorities of 'Administrative' and 'Core' Functions
- Complexity of administrative functions has significantly increased since implementation of a new operational model
- Lack of system based solutions mean that dispatchers could be spending too much time on administrative tasks which distracts from core function
- Staff Surveys revealed that dispatchers do not feel supported with appropriate tools to do their job well

"Far too much time is spent by the dispatcher on Area staff sheets"

"We need better systems in place for rosters"

Do you feel adequately equipped with the tools to perform your role

YES 38%
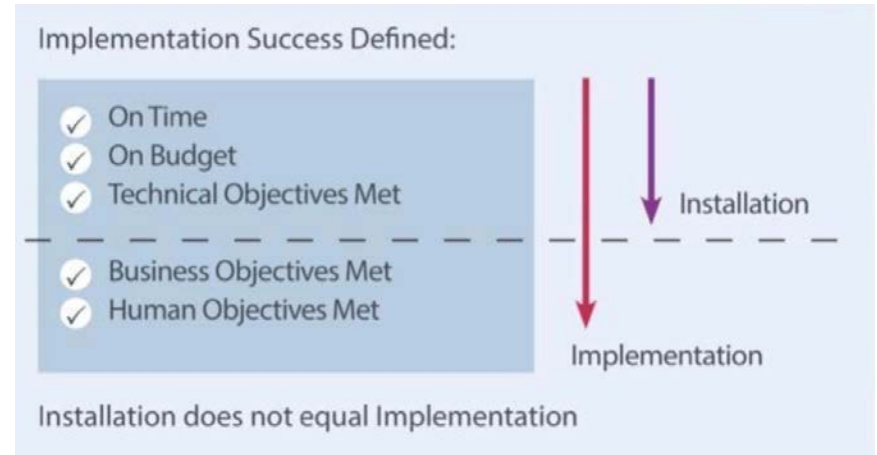
NO 62%

- YES
- NO

NSW Ambulance

Introducing the change.

As of April 2018, the business case and functional requirements have been finalised and approved by the NSW Ambulance Executive Leadership Team.

The project team has:

✓ Secured a capital budget

✓ Identified a vendor

✓ Commenced design of operational scenarios and user experience

Implementation Success Defined:

✓ On Time
✓ On Budget
✓ Technical Objectives Met

✓ Business Objectives Met
✓ Human Objectives Met

Installation

Implementation

Installation does not equal Implementation

Next Steps are:

✓ Engage vendor

✓ Develop solution platform

✓ Achieve integration

✓ Design user experience.

Shifting the focus → Healthcare

Reducing the distraction.

Phase 1
- Sydney Control Centre proof of concept
- Improving process and compliance

Phase 2
- Division wide rollout
- Paramedic involvement

Phase 3
- Systems integration
- Financial correlation

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