



Foreword

It's an exciting time for SA Ambulance Service. In a constantly changing health landscape, the state's ambulance service needs to move with the times and continually adapt its services to meet the ever increasing needs of the South Australian community.

Defining the road ahead – Service Delivery Model (2008-2015) outlines the way that we will do just that.

SA Ambulance Service is the first line in the continuum of health care and is ideally placed to ensure the patient journey gets off to the right start. It's about getting the right resources to the right patient in the right timeframe.

The road ahead is bright. By introducing innovative new ambulance resources, improving our triaging (patient prioritisation) systems, introducing new technologies and continuing to work closely with our health and emergency service colleagues, SA Ambulance Service has the opportunity to significantly enhance the level of care it delivers to its patients.

Ray Creen
Chief Executive Officer

SA Ambulance Service Defining the road ahead



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Service Delivery Model (2008-2015) Precis



Service Delivery Model (2008-2015) Precipis

SA Ambulance Service's mission is to save lives, reduce suffering and enhance the quality of life through the provision of accessible and responsive quality patient care and transport.

Demand for ambulance services, as with other health services, is increasing year-on-year across the state. In order to continue to provide exceptional out-of-hospital medical care to all South Australians, SA Ambulance Service needs to make changes to the way it delivers its services.

Defining the road ahead – Service Delivery Model (2008-2015) presents a new vision for the state's ambulance service which outlines a framework for the future service delivery model for SAAS.

This vision centres on the provision of high quality patient care, accessible and responsive ambulance services in SA, and increasing support and development opportunities for SA Ambulance Service staff to enable them to provide exceptional out-of-hospital care and professional services to the people of SA.

Key points

- > SA Ambulance Service's new service delivery model will bring about new and improved ways of delivering ambulance services.
- > *Defining the road ahead* includes the introduction of 27 new initiatives, putting SA Ambulance Service at the frontline of alternative health service options.
- > There will be a shift away from 'always treat and always transport' to 'treat and leave', 'treat and refer' and 'treat and transfer' initiatives.
- > The new service delivery model aims to reduce the traditional conveyance of patients to hospital emergency departments (EDs) via ambulance and move to treating more patients in their own home and surrounds.
- > Multi-skilling SA Ambulance Service personnel will enable greater efficiencies in our health provision model.
- > *Defining the road ahead* places great importance on developing the people within SA Ambulance Service.
- > The people of SA will benefit through access to appropriately tailored ambulance services, highly trained clinicians and corporate professionals.
- > SAAS will cement its position as the emergency arm of the health service, not the health arm of the emergency services.

However, maintaining positive and close working relationships with our emergency service colleagues will be vital to ensure the highest level of service is delivered to patients in all settings.

Key initiatives include:

- > *an Automatic Vehicle Location (AVL) system to improve response efficiencies and resource utilisation.* By introducing an AVL system, SA Ambulance Service will be able to immediately identify the location of all ambulance resources at any particular time. This will provide better information to SA Ambulance Service and enable a more targeted dispatch of our resources and improved response times.
- > *enhancement of single response resources to improve response times and provide backup support to emergency ambulances as required.* Single Paramedic Response Intervention (SPRINT) resources will be introduced, mainly into metropolitan Adelaide. SPRINT aims to improve response times and provide critical intervention to patients as quickly as possible and before appropriate transport arrives, if it is needed.
- > *Extended care paramedics (ECPs) (upskilled intensive care paramedics) for flexible deployment to provide out-of-hospital interventions aimed at reducing ambulance delivery into hospital emergency departments (EDs).* ECPs will greatly contribute to out-of-hospital patient management strategies by providing improved initial diagnosis and/or complete treatment. By treating more patients in their home or surrounds, ECPs will help manage the demand for both ambulance services and hospital ED care.
- > *a regional response paramedic team for flexible deployment that can respond across the state to cater for regional demand, such as seasonal population drifts or increased populations at mining locations.* Specialist 'back up' teams will be introduced to help the ambulance service cope with seasonal demand in specific areas. These 'fly in' and 'fly out' paramedics will provide support to communities with seasonal population influxes.
- > *extended care paramedic advisors within the Emergency Operations Centre (EOC).* To provide high level clinical advice to triple zero (000) callers and other health service providers such as nursing homes.
- > *rolling out the Medical Priority Dispatch System (MPDS) call-taking system.* The MPDS is an internationally recognised and tested triage (process to prioritise patient's illness/injury) system which will replace the current system used by SA Ambulance Service. By enhancing the triage system used for triple zero (000) calls and by

introducing increased clinical expertise within the EOC, SA Ambulance Service will improve its ability to ascertain the exact nature of each emergency or if there is one at all. This will enable the dispatch of the right resource to the right patient in the right amount of time and reduce the number of unnecessary ambulance call outs.

- > *flexible supported crewing to existing volunteer locations to ensure ongoing sustainability.* To ensure the ongoing sustainability of our volunteer sector, supported crewing will be introduced in some regional and rural areas to ensure 24/7 emergency ambulance cover
- > *improved major incident/events capabilities that also help support our health and emergency service colleagues.*

Increasing the capability of the SA Ambulance Service Special Operations Team (SOT) – in both breadth of activity and resources – will result in the enhancement of SA Ambulance Service's specialist response resources. Working closely with health and emergency service colleagues in incidents requiring specialised medical expertise (e.g. major incidents, confined space rescues, entrapments), rescue paramedics' role will continue to expand.

For more information on *Defining the road ahead – Service Delivery Model (2008-2015)* or any of the initiatives outlined in this document, please contact:

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