

## **Ambulance Service**

### **Mission Statement**

**to provide a comprehensive and efficient emergency medical ambulance and patient transport service for the Midland Region**

- **Review of Performance Against 1999 Service Plan**

The service had five areas of strategic focus for service development during 1999

***1. Improve infrastructure to ensure optimal patient care –***

With the qualification of seven staff as Emergency Medical Controllers, the Command and Control Centre commenced operations as planned during March. The deployment of resources is controlled by what is considered to be the most modern control system available which includes the following modules: -

- Computer Aided Command
- Protocol Driven Medical Priority Dispatch System
- Mapping and location/street gazetteer

***2. Improvement of Staffing Levels to enhance patient care –***

The phased introduction of two-person crewing began at Portlaoise Station during January and Tullamore in October with the recruitment of an additional seven staff.

***3. Staff Training –***

Enhanced training began during January when seven EMC's commenced their training. Operational staff development continued with EMT's attending the Conversion Course and Child Protection Programme. Training workshops were also held to familiarise staff with new equipment and Major Emergency Plan procedures. Nine students recruited during 1998 successfully completed their basic training programme qualifying as EMT's and an additional seven students successfully completed stage 1 of their development programme

***4. Forward planning of emergency procedures -***

In line with the stated performance indicator major emergency familiarisation exercises/ briefings were held within the region and senior managers attended at a Major Incident Medical Management and Support Programme in Northern Ireland.

## 5. *Effective and Efficient provision of service -*

A patient report form has been introduced and arrangements are currently being advanced to proceed with Clinical Audit.

*The existing levels of baseline and development funding will not allow further progress in the following areas*

- *Two Person Crewing in the remaining Stations (National Deadline - May 2000).*
- *Appropriate Fleet Replacement Policy.*

**The following table shows the planned service development for Year 2000. It sets out the strategic focus and planned service response.**

<b>Strategic Focus</b>	<b>Service Development, Targets and Performance Indicators</b>
<p><b>Improvement of operational and management staffing levels</b></p>	<p><i>Two-person crewing implementation</i></p> <p><b>Target</b></p> <p>Two- Person Staffing of Command &amp; Control Centre on a 24 hour basis.</p> <p><b>Performance Indicator</b></p> <p>Appointment of 3 Emergency Medical Controllers. ( 2 Relief Staff) by March 2000.</p> <p><i>Appointment of Operations Officer</i></p> <p><b>Target</b></p> <p>Enhanced management structure as per <i>Productivity Agreement – Ambulance Officers 1999.</i></p> <p><b>Performance Indicator</b></p> <p>Appointment of Operations Officer.</p>
<p><b>Staff training</b></p>	<p><i>Ongoing training and development of staff</i></p> <p><b>Target</b></p> <ul style="list-style-type: none"> <li>• Driver Development Training Programme</li> </ul>

	<ul style="list-style-type: none"> <li>• Staff undergo the following programmes - Conversion Course, Cardiac Rectification, Child Protection Programme, Major Emergency Training</li> </ul> <p><b>Performance Indicator</b></p> <ul style="list-style-type: none"> <li>• Qualify three Advanced Driving Instructors</li> <li>• All EMT staff undergo Defensive Driver Training Programme</li> <li>• Staff attendance at in-service/school based programmes</li> </ul>
<p><b>Effective and efficient provision of service</b></p>	<p><i><b>Audit</b></i></p> <p><b>Target</b></p> <p>Introduction of Clinical Audit in the pre-hospital setting.</p> <p><b>Performance Indicator</b></p> <p>Audit outcome ⇒ Clinical Audit of Patient Report Form</p> <p><i><b>Cardiovascular Strategy</b></i></p> <p><b>Target</b></p> <ul style="list-style-type: none"> <li>• Expand CPR training</li> <li>• Commence discussion with relevant groups on attaining audit standard for thrombolytic care – 90 minutes "call to needle"</li> </ul> <p><b>Performance Indicator</b></p> <ul style="list-style-type: none"> <li>• Train CPR Instructors – Westmeath and Longford</li> <li>• Audit outcome</li> </ul> <p>....continue</p>
<p><b>Strategic Focus</b></p>	<p><b>Service Development, Targets and Performance Indicators</b></p>
<p><b>Development of major emergency planning</b></p>	<p><i><b>Major Emergency Training – in-service / inter agency</b></i></p> <p><b>Target</b></p> <p>Holding of Training Workshops and Table Top Exercises</p>

	<p><b>Performance Indicator</b></p> <p>Participation of staff, Medical /Nursing/ Ambulance.</p>
<p><b>Improved infrastructure to ensure optimal patient care</b></p>	<p><i>Complete regional command and control of service</i></p> <p><b>Target</b></p> <ul style="list-style-type: none"> <li>• Operational control of counties Westmeath and Longford by end of March 2000</li> <li>• Reduce response and activation time with respect to emergency and urgent calls</li> <li>• Obtain centre of excellence award for Medical Priority Despatch Systems.</li> </ul> <p><b>Performance Indicator</b></p> <ul style="list-style-type: none"> <li>• Complete regionalisation of service</li> <li>• Achieve response time standards as set by National Ambulance Advisory Council</li> <li>• Centre of excellence award attained for Medical Priority Despatch Systems.</li> </ul>
<p><b>Safer working environment</b></p>	<p><i>Health and Safety</i></p> <p><b>Target</b></p> <p>Equip each front line vehicle with at least one easy load stretcher</p> <p><b>Performance Indicator</b></p> <p>Provision of new equipment</p>
<p><b>Ambulance station development</b></p>	<p><i>Provision of suitable accommodation</i></p> <p><b>Target</b></p> <p>Tullamore – Provision of temporary accommodation</p> <p>Longford - Options being considered</p> <p><b>Performance Indicator</b></p> <p>Provision of suitable premises.</p>

Budget Allocation					
Midland Health Board – Ambulance Service					
<b>Service Plan - 2000</b>					
					<b>£ m</b>
Development Funds Balance B/F					0.815
Additional Development Funds 2000					
<b>Staff</b>	EMC's x 2				
	Pay		0.050m		
	Non-Pay		0.010m		
	Operations Officer		0.025m		
	Training		0.010m		
				0.095m	

<b>Command &amp; Control</b>	Mapping – Westmeath & Longford	0.025m		
	Radio Infrastructure	0.010m		
			0.035m	
<b>Quality Initiatives</b>	Clinical Audit Software		0.010m	
<b>Health and Safety</b>	Provision of Easy Load Stretchers		0.025m	
<b>Ambulance Station</b>	Tullamore Station		0.020m	
<b>Development</b>				
				0.185m
				<b>1.000m</b>