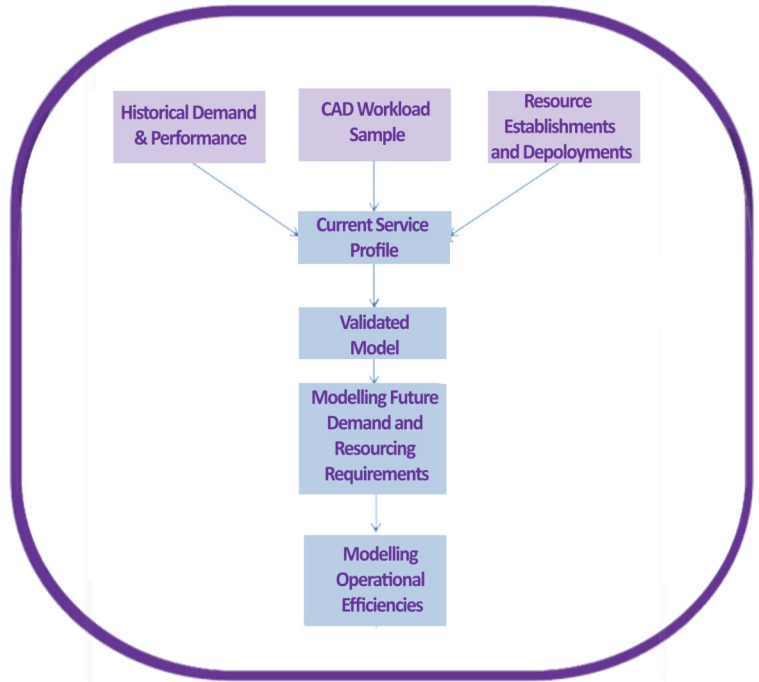


South Australia Operations - 2010

The Challenge

- ▶ ORH was commissioned by the South Australian Ambulance Service to determine the operational régime and resource requirements to meet response performance standards in metro Adelaide efficiently over the next three years up to and including 2012.
- ▶ During the 2008 financial year the Category 1 8-minute response performance in metro Adelaide was 54.9%. Performance at the 16-minute target was 98% for Category 1 incidents and 94% for Category 2 incidents.
- ▶ The Trust wanted to increase their Category 1 8-minute performance target by 5% each year to 75% in 2012. The Category 1 & 2 16-minute target remained at 90%

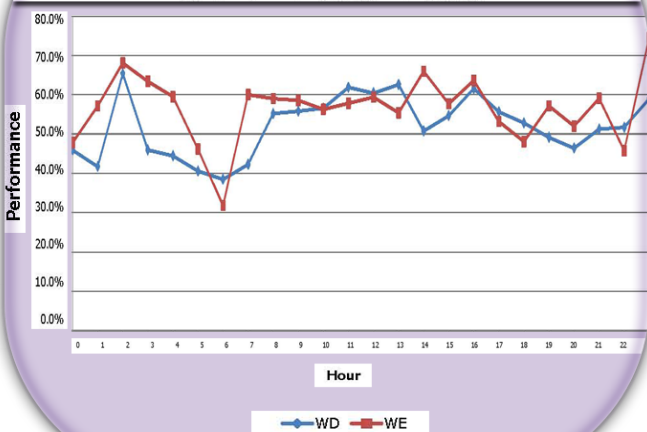


Approach

- ▶ ORH analysed operational CAD data for the period April 2008 to August 2009 in order to quantify the current service profile and provide inputs for ORH's simulation model.
- ▶ The model was used to identify the optimum deployments for each resource tier based on current activity and projected activity for 2010, 2011 and 2012. A reduction in activation time was also modelled.
- ▶ Modelling was then used to show the effect on performance and resourcing of changes in meal break policy, base locations and ambulance response locations.

Analysis

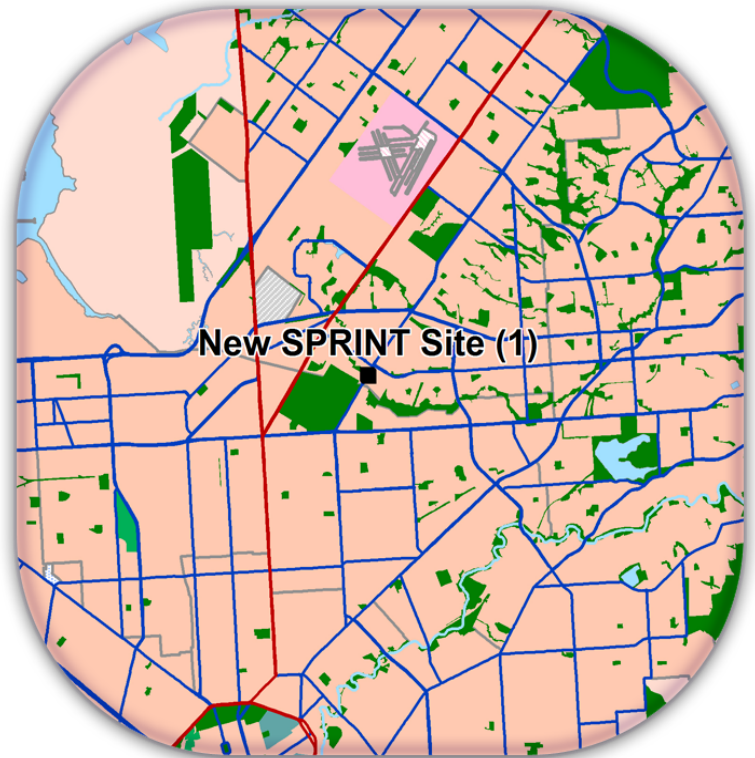
Category 1 8 Performance by Day and Hour



ORH

The Solution

- ▶ ORH's optimisation software identified 4 new SPRINT locations (single paramedic intervention cars). Using these locations instead of existing sites provided a 1.1% improvement in performance.
- ▶ Using current activation times an additional 1,120 SPRINT hours per week were recommended to meet targets in 2012. No additional ambulance hours were required.
- ▶ Reducing activation times reduced the SPRINT requirement to 672 vehicle hours per week.
- ▶ A number of potential efficiencies were modelled to exemplify the impact on performance.



Efficiencies

Function	Performance Impact
✓ Meal breaks taken at any station	+0.6%
✓ Extend meal break window	+0.3%
✓ Change base locations	+0.7%
✓ New ambulance location	+1.3%
✓ All of the above	+2.3%

Benefits

- ▶ Simulation modelling enabled many 'what if' scenarios to be assessed in order to enable reliable forward planning.
- ▶ ORH's optimisation tool enabled new ambulance and SPRINT vehicle response locations to be identified.
- ▶ Resource, performance and utilisation outputs were provided by day and hour.
- ▶ Clear supporting evidence means that results can be used with confidence.