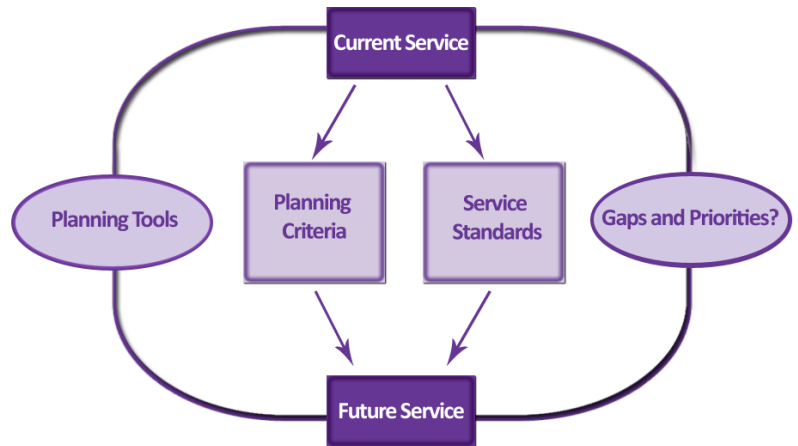


### Ambulance Victoria - Rural Service Planning

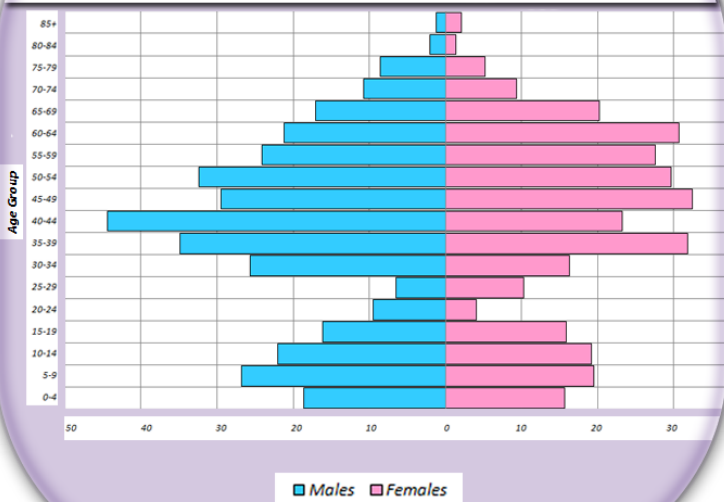
#### The Challenge

- ▶ ORH was commissioned by Ambulance Victoria (AV) to develop a rural service planning methodology and strategy. This included creating a service development plan through to 2014/2015 and developing tools to assist AV staff with service planning.
- ▶ A key requirement was to enable each of the 150 branches (stations) to be assessed in terms of the impact of upgrades on response performance and on key coverage and access indicators that needed to be developed during the study.



#### Population Analysis

Age Distribution in the Year 2009



#### Approach

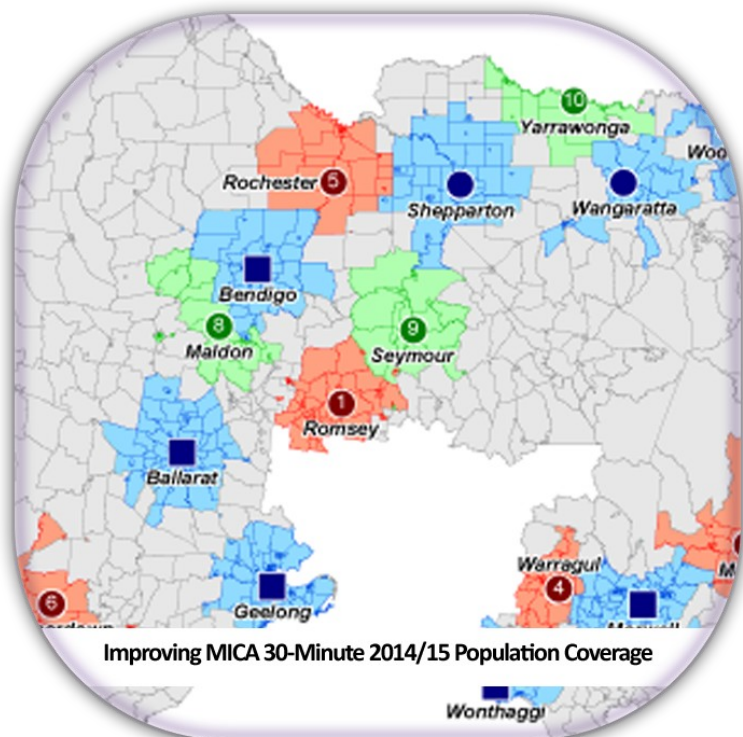
- ▶ Detailed analyses were undertaken on a number of datasets including Patient Record forms and population projections from the Australian Bureau of Statistics.
- ▶ Response targets, ‘population coverage’ levels and access indicators were set in consultation with AV. Common factors were identified for each type of branch to help identify the key drivers for upgrades.
- ▶ Simulation models were developed to quantify the impacts of potential upgrades at both an individual station level and at a rural-wide level.



# ORH

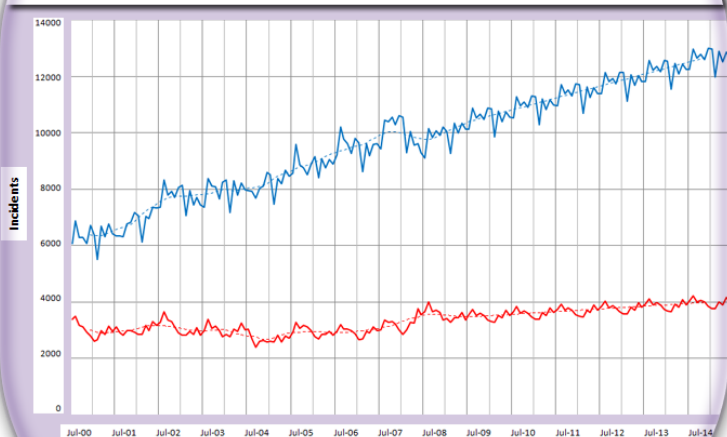
## The Solution

- ▶ Once a comprehensive list of branches suitable for upgrade was identified they were prioritised according to the improvement in response performance, population coverage, public access to improved Services and fatigue management.
- ▶ The phased introductions of station upgrades were then assessed to give a final service development plan.
- ▶ Multiple model runs were undertaken to demonstrate the progress against different performance indicators for different levels of partial implementation of the full list.
- ▶ AV staff were trained in the use of the simulation model and the analytical tools developed by ORH during the study.



## Demand Projections

### HOLT-WINTER FORECASTING



Holt-Winter Forecast Annual Demand Increase for Code 1 & 2 Incidents:

Holt-Winter Forecast Annual Demand Increase for Code 3 Incidents:

## Benefits

- ▶ A bespoke solution was developed in close consultation with the client.
- ▶ The client was provided with the modelling and analytical tools so that future changes in requirements could be assessed in-house.
- ▶ The tools allow many 'what if' scenarios to be evaluated in sufficient time to allow reliable forward planning.
- ▶ Clear supporting evidence was provided ensuring that the results can be used with confidence.