

# Royal Flying Doctor Service

## Aeromedical Modelling



### THE CHALLENGE

ORH was commissioned to undertake a national review of the provision of aeromedical services by the Royal Flying Doctor Service (RFDS) of Australia. The review focused on 12 of the 21 bases that were providing “traditional services”, such as primary evacuations, inter-hospital transports and clinic work across the vast and remote central areas of the country. The service involves some 39 fixed-wing aircraft operating 24/7 and is commissioned in part by the Australian government and in part by the separate states. The challenge was to assess whether the current deployments were appropriate, given the complexities arising from competing demands from patients of differing priorities who must be transferred over significant distances.

### ORH'S APPROACH

ORH undertook a combination of data analysis, modelling and consultation. The current service profile for each of the four RFDS sections (Western, Central, South Eastern and Queensland) was quantified through an extensive analysis of one year of data, which demonstrated the relationship between demand, standards achieved and resources utilised.

ORH's Fixed Wing Aeromedical Model was then populated with the demand and resource profile for each section and validated. A series of optimisation and simulation modelling runs informed the development of target service standards for primary evacuations and assessed the efficiency of current aircraft and staff deployments.

### RESULTS

ORH made recommendations for enhanced monitoring of patient and flight activity to produce a more consistent and uniform profile across the four sections. In line with this, a national scheme for setting service targets was developed that took account of operational differences between sections. For each section, ORH outlined measures to improve efficiency and to inform future planning. However,



the current 24/7 deployments were shown to be necessary to meet the required service standards for the different priorities of patient.

### KEY BENEFITS

- Analysis of the current service profile provided an informed national perspective, to support central and state government funding discussions
- Recommendations were made to ensure greater consistency in national reporting
- New national service targets were developed to give structure to strategic planning
- A series of efficiency measures were identified both for each section and nationally



“The ORH team worked well with our staff across the country, in a range of very different operating environments. Their open consultative approach and analytical skills established an operational model and service standards that will strengthen our service planning and performance management in the years ahead.”

Greg Rochford, National Chief Executive Officer, RFDS



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www.orhltd.com  
 t.+44 (0)118 959 6623