

Ambulance Victoria

Rural service planning



ORH'S APPROACH

Detailed analysis of a number of datasets was undertaken, 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. ORH also identified common factors for each type of branch to help define key drivers for upgrades, and developed simulation models to quantify the impact of potential upgrades at both an individual station and area level.

THE CHALLENGE

ORH was commissioned by Ambulance Victoria (AV) to develop a rural service planning methodology and strategy. This included creating a five-year service development plan and developing tools to assist AV staff with service planning. An important requirement was to enable each of the 150 branches (stations) to be assessed in terms of the impact of upgrades on response performance, and against key coverage and access indicators developed during the study.

RESULTS

Once a comprehensive list of branches suitable for upgrade had been identified, these were prioritised according to the resulting improvement in response performance, population coverage, public access to improved services and fatigue management. The phased introduction of station upgrades was then assessed to produce a final service development plan, with multiple model runs to demonstrate progress against various performance indicators for different levels of implementation. AV staff were trained in the use of the simulation model and the analytical tools developed by ORH during the study.



KEY BENEFITS

- Bespoke solution developed in close consultation with the client
- Modelling and analytical tools supplied to the client so that future changes in requirements can be assessed in-house
- Tools enable many 'what if' scenarios to be evaluated quickly, giving sufficient time for reliable forward planning
- Clear supporting evidence provided, ensuring that results could be used with confidence



Working with ORH was one of the highlights of my last couple of years in the ambulance service. I thoroughly enjoyed working with everyone in the ORH team, and their work has stood AV in good stead during a period when we have been under a good deal of scrutiny.

Alex Currell, former General Manager, Strategy and Planning, Ambulance Victoria



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