

HealthShare NSW

Transport Capacity Review for Northern New South Wales

KEY BENEFITS

- Exemplified the relationship between demand, resources, timeliness and utilisation
- Modelled a range of options for increasing capacity in the PTS system to facilitate journeys often passed to an alternative provider for transport
- Identified cost savings associated with increased PTS capacity



Understanding resource requirements for a timely and efficient service

KEY FACTS

Population = 290,000

Area = 21,000 km²

Bases = 4

Public Hospitals = 12

Annual Transports = 10,500

ABOUT HEALTHSHARE NSW

HealthShare NSW operates a Patient Transport Service (PTS) program, an important service for patients who require transport to or from a health facility but do not need a time-critical emergency ambulance. Booking and dispatching of patient transport in Northern NSW Local Health District (LHD) is co-ordinated from a regional satellite of the Greater Metropolitan Booking Hub. Dedicated PTS vehicles and staff are then responsible for transporting patients between facilities.

THE CHALLENGE

The route planning process must strike a balance between timeliness of service and efficient utilisation

of resources, which is particularly challenging across a large rural area. If there is insufficient capacity in the PTS system to facilitate all journeys, an alternative provider will provide the transport at an additional cost to the LHD. HealthShare NSW asked ORH to test resource options for reducing the use of alternative providers.

ORH'S APPROACH

ORH analysed the historical journey profile, timeliness against KPIs, and vehicle utilisation to build a detailed picture of PTS in the LHD. ORH developed a simulation model that replicated PTS operations before modelling the timeliness, utilisation impacts and cost benefits of potential changes.

RESULTS

Analysis showed that alternative providers transported 60 patients per week. ORH's recommended solution enabled 80% of these to be undertaken by PTS with the addition

of 176 weekly vehicle hours from 420 to 596.

This projected a significant cost saving for the LHD. ORH prioritised shifts in terms of cost savings, and Northern NSW successfully deployed the highest priority Sunday shift, which has reduced the use of alternative providers.



This type of modelling had never been undertaken before in the scope of non-emergency patient transport and provided valuable insights. The results of ORH's modelling has allowed HealthShare NSW to build a more responsive and flexible patient transport service which has significant benefits to patients across NSW.

Jennifer Van Cleef, Director of Patient Support Services, HealthShare NSW.



**Emergency
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About ORH

PLAN. PREPARE. PERFORM.

ORH helps emergency and non-emergency services around the world to optimise resource use and respond in the most effective and efficient way.



We have set the benchmark for emergency and non-emergency service planning, with a proven approach combining rigorous scientific analysis with experienced, insightful consultancy. Our expert team uses sophisticated modelling techniques to identify opportunities for improvement and uncover hidden capacity. Simulating future scenarios ensures that solutions are objective, evidence-based and quantified.

Every organisation faces a unique set of challenges, so remaining independent and flexible allows us to deliver an appropriate solution every time. The outputs of our work enable clients to make robust, data-driven decisions and explain them clearly to stakeholders.

ORH's approach is always tailored to the needs of the client. Above all, we are committed to getting it right, for the good of our clients and the people who rely on their services.

ORH WORKS WITH PATIENT TRANSPORT SERVICES TO:

- Explore resource options to improve service provision within existing capacity
- Assess changes to key factors such as advance booking rates
- Address the balance of timeliness and efficiency according to service needs
- Project future demand and the implications for resources
- Optimise response locations



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