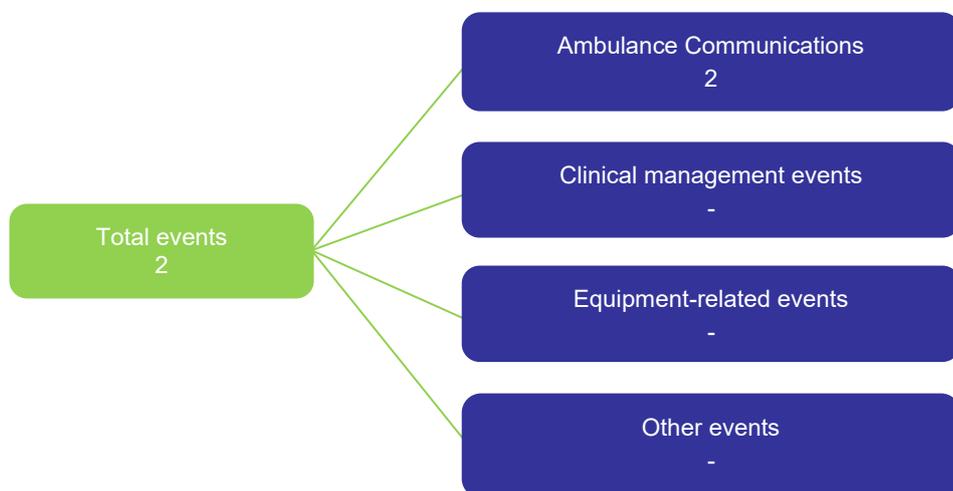




## Emergency Ambulance Service Reportable Events: Jan-Mar 2025

### Total number of reportable events and near misses

- Two closed SAC 2 reportable events were reported to NASO for the period.
- 13 SAC 2 reportable events remained open as at the end of the quarter.



### Ambulance Communications

#	Summary of Reportable Event	Root Cause Analysis	Recommendations	Action Taken
REP29715	Delayed dispatch of an ambulance to a high acuity patient.	<p>The first 111 call was incorrectly coded. The call was coded using protocol 30 – Traumatic Injuries. However, the caller reported on several occasions throughout the call that they suspected the patient had been hit car. It would have been more appropriate to use protocol 29 – Traffic/Transportation Incidents. Had this protocol been used it is likely the incident would have been prioritised RED 1, resources would have been immediately assigned and the incident sent for Air Desk review.</p> <p>Review of dispatch decisions identified that there was a missed opportunity to dispatch an ambulance and that notes received from Police via InterCAD that reported the</p>	<p>Provision of debrief and coaching to call-handlers and dispatchers following non-compliant call and dispatch reviews.</p> <p>That the ambulance personnel be referred for a clinical debrief and documented reflection of the incident for future learnings.</p>	<p>Debrief and coaching enacted.</p> <p>New educational platforms have been introduced which imbed learnings from reviews for continued professional development. This includes de-identified case studies with discussion.</p> <p>Referral enacted and officer completed face to face training time with a critical care paramedic (CCP).</p>

		<p>patient to be high acuity were missed.</p> <p>The actions of the attending ambulance personnel were considered below the expected standard.</p>		
REP30341	Non-dispatch of an ambulance to a high acuity patient.	No resources available, all available resources were committed to higher priority incidents.	<p>Debrief and coaching be provided following non-compliant call-handling review.</p> <p>It is recommended that the air desk audit findings are reviewed by all personnel involved and that this incident is reflected on to ensure learnings are achieved and future practices are improved.</p>	<p>Debrief and coaching enacted.</p> <p>Review of air desk audit findings enacted.</p>