

Emergency Ambulance Service Reportable Events: January – March 2019

Total number of SAC1 and 2 reportable events (*Severity Assessment Code*)

One new SAC2 event was reported to the Health Quality and Safety Commission and NASO during the quarter.

Summary: The initial call was coded as a “Grey”1 response and managed through Clinical Telephone Triage. After further 111 calls, the call was upgraded as a “Red”2 response and an ambulance responded. It was subsequently identified by the hospital that the patient was experiencing an ectopic pregnancy and was taken to theatre for emergency surgery. The review report has been shared with the patient and their family.

| Root causes | Recommendations | Actions taken |
|--|---|---|
| Delay in ambulance arriving due to shortcomings in call and triage process | Due to the high risk of this condition, alongside the difficulty in accurate diagnosis via call taker triage, it would be worthwhile reviewing the potential for an additional possible identification of ectopic pregnancy, as part of the call taker’s classification guidelines using the Pregnancy Protocol. (It is already identified under the ‘Abdominal Pain’ and ‘Fainting’ protocols, as most patients are not yet aware they are pregnant). This would need to be taken to the International Academies of Emergency Dispatch for review and agreement. | Ectopic pregnancy is marked as a high risk complication under Protocol 24. Therefore all patients who have an identified ectopic pregnancy will automatically receive a higher response |
| Extended time taken for the nurse assessment to be completed. Initial nurse assessment not completed. | Clinical Telephone Assessment: Standard protocols require review for escalating those calls where the caller hangs up and no information is provided to complete the required assessment | Feedback has been given to the partner company who provide this function that specific customer training should be given to the nurse involved. |
| Communication problems arose between paramedics and the patient and her partner, causing stress to both parties. | Supportive, developmental feedback be provided to the paramedic team to ensure learning from the customer interactions in this event. | Complete |

Open disclosure

Wellington Free Ambulance is committed to practicing open disclosure. This means that we notify patients and/or their whānau of adverse events, involve them in the review process and share the final report with them.