

Emergency Ambulance Service Reportable Events: April - June 2018

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

- One new SAC 1 (QRMS3979) event was reported to the Health Quality and Safety Commission and NASO during the quarter.
- One new SAC2 (QRMS2923) event was reported to the Health Quality and Safety Commission and NASO during the quarter.
- One SAC1 event (QRMS1813) was closed during the quarter.
- Two SAC2 events (QRMS1802, 1818) were downgraded to SAC3 events and closed.

#	Summary of event	Root causes	Recommendations	Actions taken	WHO taxonomy
Quality Risk Management System (QRMS) No 1813	There was a delay in sending an ambulance to a patient.	<p>Medical alarm process not followed</p> <p>Welfare check were not made according to policy</p> <p>Incorrect ambulance sent to patient</p>	<p>That remedial training is provided to EMD, (<i>Emergency Medical dispatcher</i>) 1, on the Freedom Medical Alarm Procedures.</p> <p>That this matter is referred to EMD2's manager to manage their performance.</p> <p>Reemphasise the importance of welfare checks and continue regular feedback on these to the communications centre staff.</p> <p>Random auditing of running sheets to ensure a designated welfare check EMD has been recorded.</p> <p>That dispatchers working in CECL (<i>Central Emergency Communications Limited</i>), receive regular reviews of, and feedback on, their performance</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Process in place and being followed</p> <p>Current work improvement plan in place</p>	2.2.1



We are the ones. 111

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.