

Emergency Ambulance Service Reportable Events: October – December 2017

Total number of SAC1 and 2 reportable events

- No new SAC1 or SAC2 events were reported during the quarter.
- One SAC1 event (QRMS1696) was closed during the quarter.

#	Summary of event	Root causes	Recommendations	Actions taken	WHO taxonomy
QRMS1696	There was a delay in dispatching an ambulance to a patient.	<p>The dispatcher did not follow the appropriate policy.</p> <p>There was inadequate training when the policy was released.</p> <p>There are no regular reviews of dispatcher performance.</p>	<p>Remedial training and supervision is provided to the dispatcher.</p> <p>Appropriate training is provided on release for future policies.</p> <p>Regular performance reviews are undertaken for dispatchers.</p>	<p>Completed</p> <p>Training was provide for the introduction of the updated policy in Nov 2017</p> <p>In progress</p>	10-01-01