



Ambulance Service Advisory Board

Minutes

12 April 2023

NSW Ambulance State Operations Centre, 10 Dawn Fraser Avenue, Olympic Park and Microsoft Teams

Present: Greg Mullins, Advisory Board Chair
Arthur Diakos, Advisory Board Member
Lyn Baker, Advisory Board Member
Dr Patricia Saccasan Whelan, Advisory Board Member
Dr Dominic Morgan, Advisory Board Member and Chief Executive
Walter Kmet, Advisory Board Member

Apologies: Alfa D'Amato, Advisory Board Member
Dave Owens, Advisory Board Member
Graeme Loy, Advisory Board Member
Julie Babineau, Advisory Board Member

In Attendance: Brian Jackson, Executive Director Finance & Corporate Services
Clare Lorenzen, Executive Director People & Culture
David Dutton, Executive Director Clinical Operations
Dr Sarah Coombs, Executive Director Aeromedical Operations
Ryan Gilchrist, Director, Office of the Chief Executive
Amanda Walsh, A/Senior Manager Executive Strategy and Priorities
Barbara Mijacika, A/Executive Officer Boards and Committees
Alan Morrison, Associate Director Professional Engagement and Partnerships
(for item 2.2 only)

1. Opening and Attendance

1.1 Welcome and Acknowledgement of Country

A quorum was present and the meeting opened at 9am.

The Chair acknowledged the Wangal people as traditional owners of the land upon which the meeting was being held, paying respect to elders past, present and emerging.

1.2 Apologies

Apologies from Alfa D'Amato, Dave Owens, Graeme Loy and Julie Babineau were noted.

1.3 Conflicts of Interest

No conflicts of interest were declared or identified.

1.4.1 Minutes of Previous Meeting

The Minutes of the Ambulance Service Advisory Board meeting of 20 March 2023 were approved as a true record of the meeting.

1.4.2 Actions Register

Updates to the Actions Register were noted.

2 Presentations

2.1 Patient Experience Story

The Advisory Board noted the patient experience story which highlighted the benefit of the Clinical Advice Line (CAL). A clinician was able to provide valuable advice to paramedics on the scene to appropriately manage a frequent user.

The Advisory Board discussed different international models where ambulance services are combined with other emergency services and the benefits of the NSW model.

It was noted that Clinical Systems will investigate opportunities to access medication management systems, such as the one provided by the Commonwealth for use by General Practitioners, to provide continuity of medication management for patients across the health system.

Action: *The Executive Director Clinical Systems to investigate opportunities to access medication management systems to provide continuity of medication management for patients across the health system.*

2.2 GoodSAM Project Quarterly Update

The Advisory Board noted the update on GoodSAM and made the observation that, on rollout, the program is likely to make a significant positive impact on survivability from out-of-hospital cardiac arrest.

The Advisory Board requested that an annual evaluation report of the impact of GoodSAM be provided 12 months after rollout.

Action: *Annual evaluation report of the impact of GoodSAM to be provided to the Advisory Board 12 months after rollout.*

3 Matters for Discussion

3.1 Chief Executive Report

The Advisory Board noted the Chief Executive's Report and the current proceedings concerning liability of the Ambulance Service following the tragic death of a paramedic in Newcastle.

The Board requested a detailed briefing at the May 2023 meeting on current and proposed improvements to medication security management, including capital and recurrent budgetary implications.

It was noted that a second consultation paper on the Frontline Leadership Review was released to all staff yesterday. The proposed model includes the appointment of 18 Group Managers, 12 Senior Clinical Managers and 61 Clinical Managers by 1 July 2023. An emerging leaders program and leadership credentialing will be important to build capable and confident leaders coming into these new roles.

A paper on the final Frontline Leadership Model will be tabled at the May 2023 meeting.

Action: *A detailed briefing on current and proposed improvements to medication security management, including capital and recurrent budgetary implications to be presented at the May 2023 Advisory Board meeting.*

Action: *A paper on the final Frontline Leadership Model to be tabled at the May 2023 meeting.*

3.2 Finance Update

The Advisory Board noted the Finance update and that the forecast is tracking on budget. Discussions with the new government around election promises relating to NSW Ambulance are occurring through the Ministry. The Advisory Board congratulated the Finance team on their work to manage all aspects of the budget.

3.3 Strategic and Emerging Risks

The Advisory Board noted that the incoming Labor Government made election commitments to fund staffing enhancements and three new helicopter bases and helicopters for NSW Ambulance. The Advisory Board requested that there be regular updates provided on recurrent and capital budget implications for the enhancements.

The Advisory Board noted with concern the current rollout of the EPIC patient record systems by eHealth, which does not include NSW Ambulance. The Advisory Board is concerned that this will impede connectivity and transmission of critical patient information across NSW Health, impacting patient care; and asked the Chief Executive to make representations to eHealth for future integration of NSW Ambulance.

Action: *Regular updates provided to the Advisory Board on recurrent and capital budget implications for the election commitments.*

Action: *The Chief Executive to make representations to eHealth for future integration of NSW Ambulance in the EPIC patient record management system.*

David Dutton joined the meeting at this point.

4 Matters for Noting

4.1 Efficiency Improvement Program

The Advisory Board noted the Efficiency Improvement Program Update including that the number of workers compensation claims are falling per one thousand paramedics however, the average cost per claim is more expensive than previous years.

4.2 Activity and Performance Update

The Advisory Board noted the Activity and Performance Update and that the community is continuing to call Triple Zero (000) at a higher level than predicted when the SWIFT modelling was completed. Rapid response and virtual clinical care are part of the mitigation strategy.

4.3 SWIFT Update

The Advisory Board noted the SWIFT Update and that the program remains on track for planning in Year 1. A newly appointed Director Strategic Implementation commences next Monday for a period of 12 months.

4.4 Committee Minutes

The Advisory Board noted the Committee Minutes.

5 General Business

There was no general business.

Next meeting and close

The next meeting will be held at the new NSW Ambulance State Operations Centre, Homebush 9am, 10 May 2023.

The meeting closed at 11.33 am.

Approved as a true and accurate record of the meeting:



Greg Mullins AO, AFSM
Advisory Board Chair

Date: