



**Scottish
Ambulance
Service**

Taking Care to the Patient



Scottish Ambulance Service New Clinical Response Model

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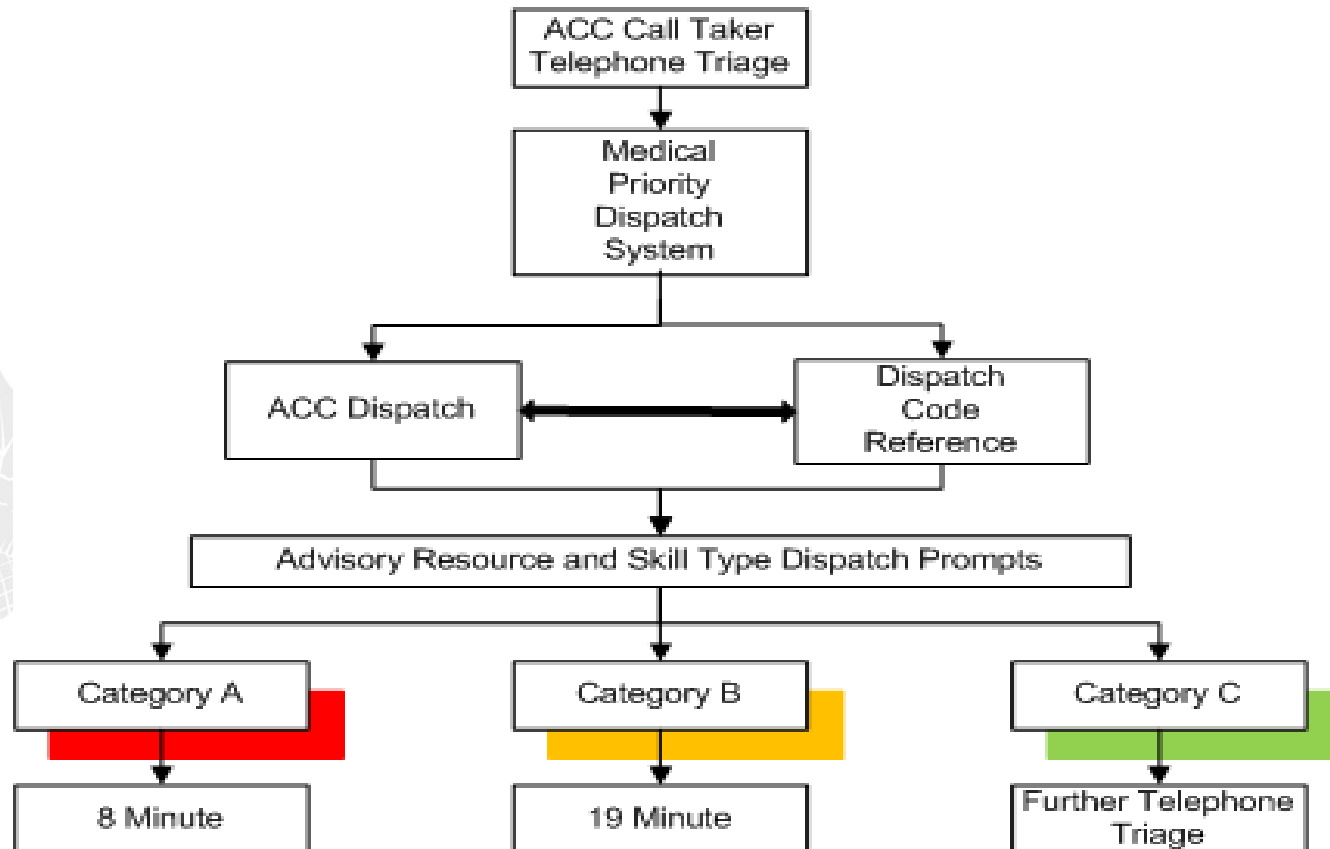
Introduction



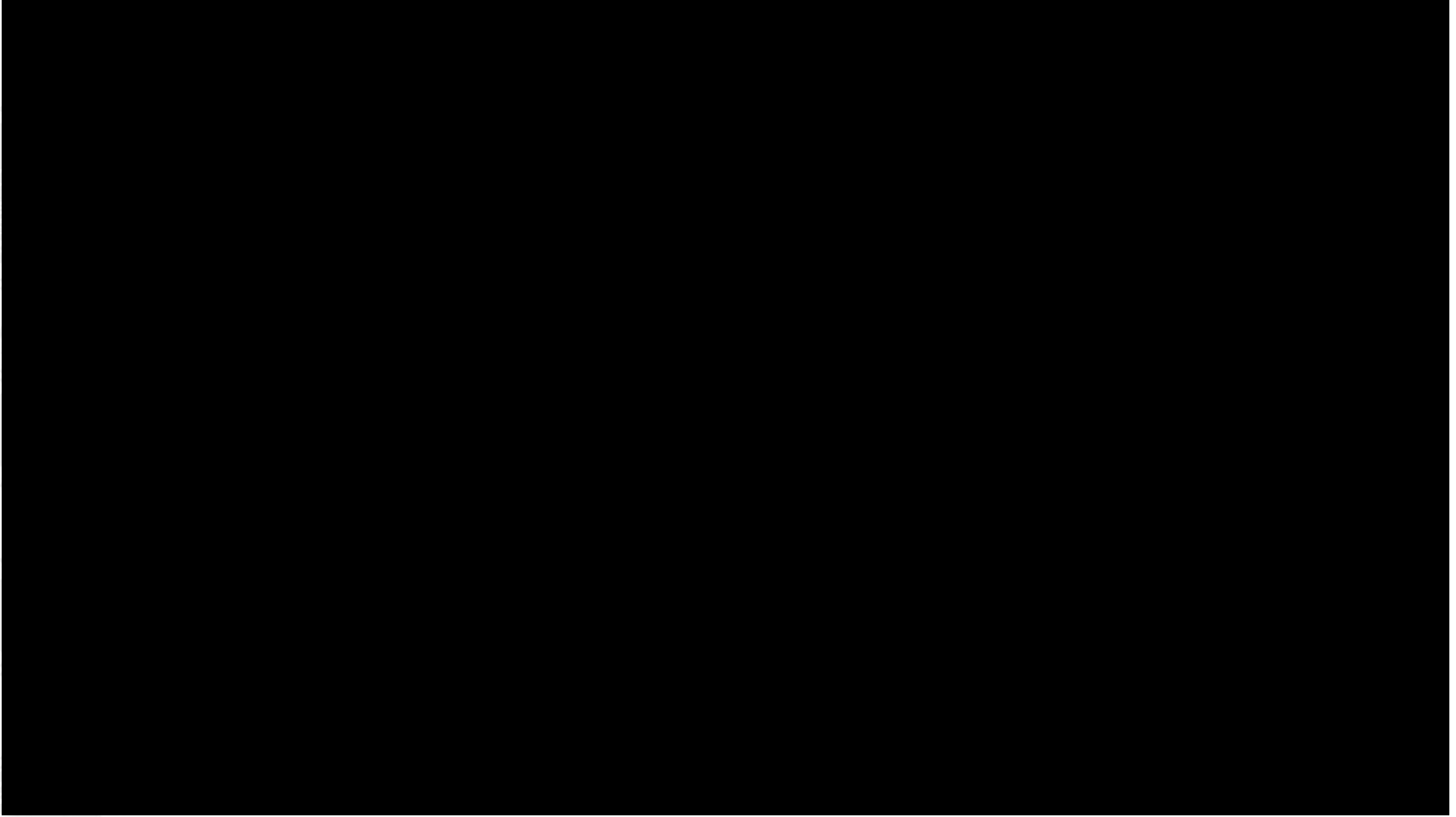
Drivers For Change



999 Call Process



Takes a system to save a life



Objective Clinical Data

- National electronic patient data
- Specific clinical data set built
- Based on 12 months background data
- 500,000 emergency 999 incidents
- Largest data set of its kind

10 Clinical Measures

Resuscitation

- Cardiac arrest
- Airway management
- Breathing management

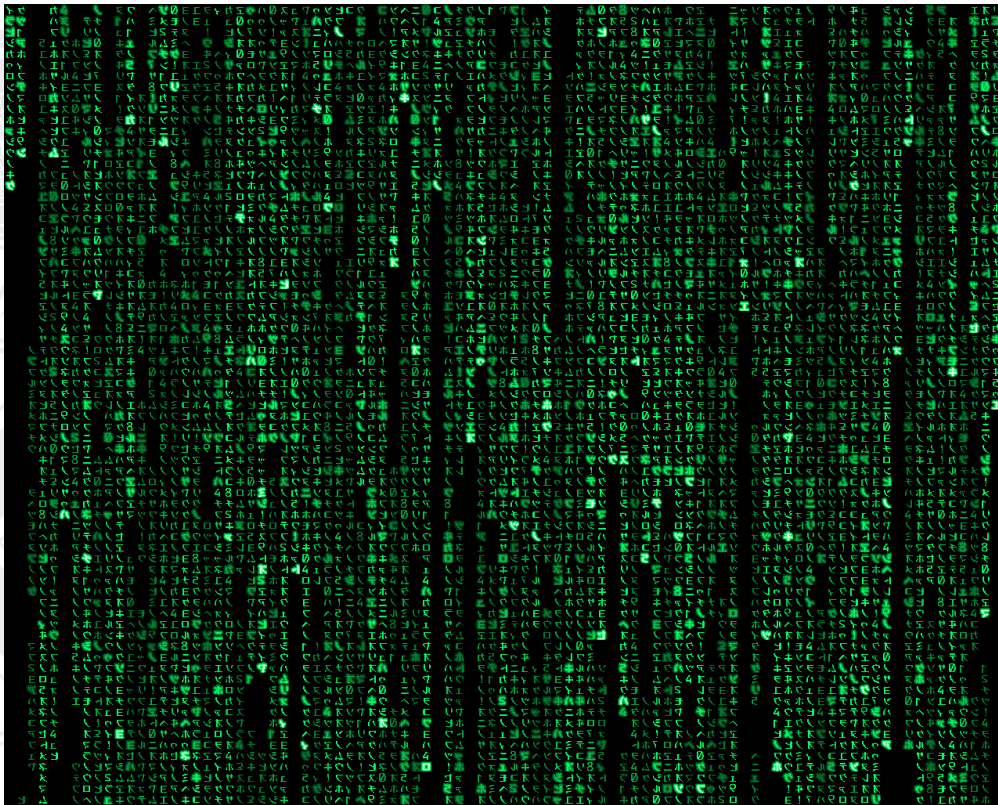
Acute pathway care

- Acute myocardial infarction
- FAST + Stroke

Interventions and physiology

- Transport to hospital
- ED pre alert
- Circulation treatment
- Drugs administered
- NEWS score +4

Patients Clinical Pathway



- Response time
- Resource type
- Skill set required

New Response Model Clinical Hierarchy

>10% Cardiac Arrest Rate

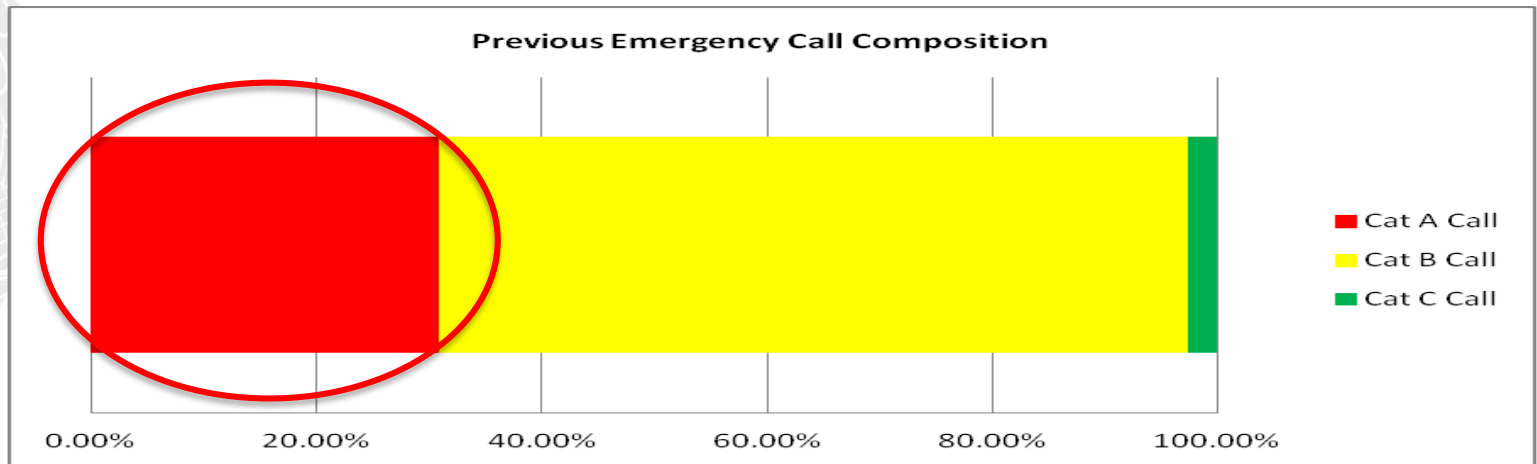
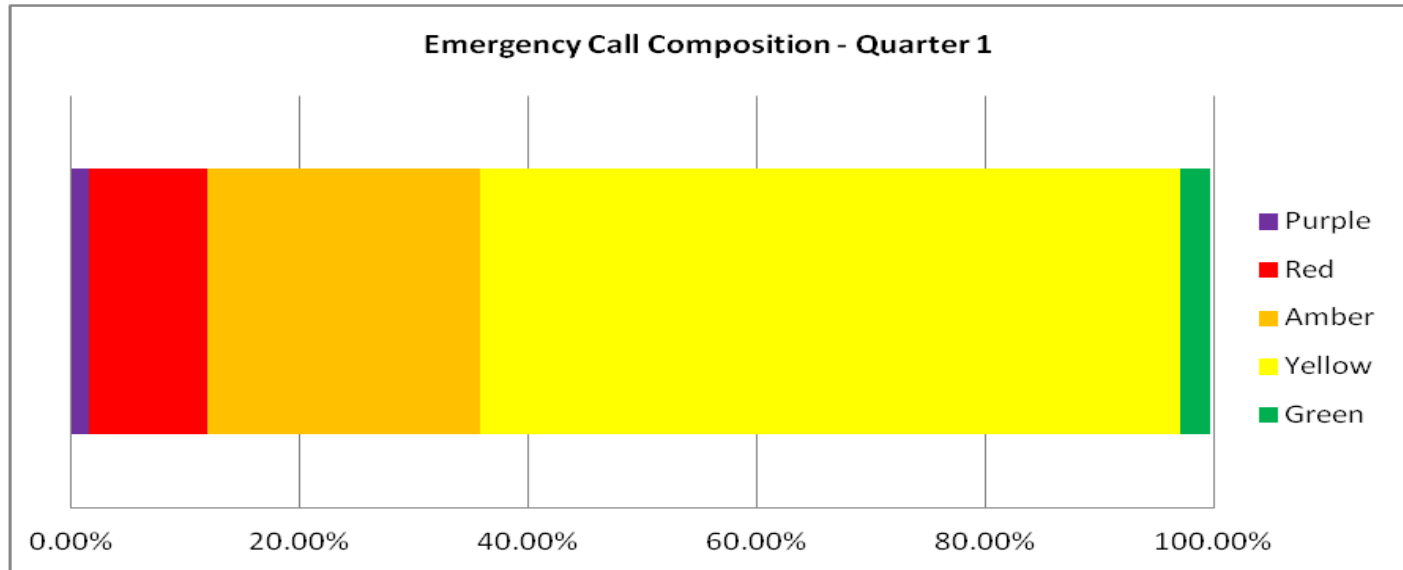
>1% Cardiac Arrest Rate

High need for acute hospital pathway need

Emergency call excluding above categories

Emergency call suitable for additional telephone triage

Re-Triage of Response



Cardiac Arrest Detection

Seizure Incidents (Delta)

24 Months of data – 215 patients

Airway management 44%

Breathing management 30%

Cardiac Arrest 30%

Acute Pathway Detection

Chest Pain Incidents (Delta)

24 Months of data - 57853 patients

Airway management 0.3%

Breathing management 0.3 %

Cardiac arrest 0.3%

Acute Myocardial Infarction 4.4%

Quarter One Performance

Immediately Life Threatening Response

- Purple category response 8 min 68%
- X3 responders to scene 78.8%
- Return of Spontaneous Circulation;
 - Non VF/VT 20.8 > 23.6%
 - VF/VT 39.7 > 41.8%

Amber Response Category

- Conveying ambulance first time 93.7%
- Conveyance rates to hospital 83%
- No PRU prolonged on scene incidents
- Time to acute pathway – stable and initial reduction in some urban areas

Yellow Response Category

- See and treat sub category
- Right resource first time 92.9%
- Conveyance rate to hospital 35.3%

- Extensive communication plan
- National public partnership engagement forums
- Good response to staff dedicated feedback emails
- Multiple regional engagement and communication sessions

New Clinical Response Model

- Based on public and staff experience
- Supported by clinical data
- Patient focused realistic response model
- Considering the patients clinical pathway
- Early results demonstrate increase in patient care and outcomes

Thank You and Questions



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