Control the ambulance resources
“directing”

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To direct and redirect ambulances is a difficult and respectful task that requires big knowledge and experience to manage.

The task of directing ambulances must be carried out with high patient safety in mind and to work by the motto:

“The right resource ➔ to the right patient ➔ at the right time”
The emergency number 112—Swedish model is used in emergency situations when there is danger to life, property or the environment. Through a call to 112 you can reach sectors of society using resources such as ambulance, fire services, poison control, the attending priest, police, search and rescue and mountain rescue.
GOOD CARE
National health indicators

SAFE
PATIENT FOCUSED
KNOWLEDGED BASED
EQUAL
IN RIGHT TIME
EFFICIENT
Conductor/director

According to the Swedish Academy's dictionary:

- leader, commander, manager, governor, ruler
- person with the ability to direct/conduct/lead

The directing involves:

- Determining the direction
- Controlling
- Notify
- Correct
Some of the tasks for the ambulance director

- the help seeker in the acute phase
- Selects and alerts the appropriate ambulance resources
- Monitors the Case list; corrects time alerts and receive incoming status
- Considers appropriate action support
- Assisting to 112 - receiver with addresses and positioning
- Keep high level of preparedness
- Evaluates whether there are other actors who could / should be activated
- Adequate documentation of all cases
- Monitors the "virtual waiting room.
- Manage the flight table
- Reports and communicate with officials on standby as assigned
- And much more..
The Swedish ambulance fleet
..and how many of the health care calls leads to dispatching of an ambulance

Altogether there are about 700 ambulances in Sweden.

SOS Alarm handles approximately 975,000 care cases per year that involve some form of ambulance transport... The number of care calls are however more.

SOS Alarm in Stockholm handles about 900 healthcare-calls a day, and the outcome of them is appx 47% ambulance transports.

Many cases are managed by advising and/or other patient management.

Ambulance assignments has increased markedly in Sweden in recent years.
Communication

Is carried out mostly in RAKEL -”the Swedish TETRA”

..and in the ambulance service's own information systems
Map support - the most important tool

- Property Map
- Locality Map
- Topographic map
- Roadmap
- Mountain Details
- Overview Map
- Sweden Map 1:1
- Contours 10m
- Height curves 25m
- Place names
Map with additional functions

- Supporting tool in the selection of ambulances
- Coverage Map
- Preparedness map
- Standby planning functionality
- Transport logistics planning
- Focus monitoring
- Locate suitable resource
- Tricky addresses, autocomplete
- NAVTEQ, POI,
- Playback history etc
Interactive services available for cooperating partners

SOS Alarm provides our clients with the opportunity to develop their command and leadership by offering access to:

- Web map
- Runtime isochrones
- Resource Analysis; depth statistics, present, history
- Real-time barometers
- Web ordering applications
Web map with runtime isochrones linked to population coverage

- Current situation awareness
- Positioning
- The status
- Case information
- Address search
- Resource overview
- DME- distance measuring
Realtime Barometers
"snapshot of resource status"
Resource analysis - depth statistical data
• Load per area and resource type
• Resources on duty
• Selection can be made on the year, month, week, day, date and resource category
• Visualized using barometers, charts and graphs
In summary

- To direct and redirect ambulances is a difficult and respectful task that requires big knowledge and experience to manage.

- The task of directing ambulances must be carried out with high patient safety in mind.

- Map support is one of the most important tool.

- Progress is towards new technical collaboration solutions in terms:

  “human - technique and organization”
Thanks’s

“We face the future health, care and welfare – yesterday, today, tomorrow..”

..Together!
"If you have seen a robbery... press 1
If you have been robbed... press 2
If you have heard a shooting... press 3
If you have seen a shooting... press 4
If you have been shot once... press 5
If you have been shot twice... press 6
If you have... "

Next step..
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