

Opturion Roster Analysis - Ambulance Victoria

Background

Ambulance Victoria provides an emergency medical response to more than 5.8 million people in an area of more than 227,000 square kilometres. It also provides other services such as non-emergency patient transport and inter-hospital transport.



Business Requirements

There had been some long-standing concerns relating to fatigue risk for paramedics, particularly during long and demanding night shifts. Furthermore, the required coverage varied across the 24-hour period, and across the week. Thus, there was a need to analyse this demand and then create shift patterns that better matched the requirements. Previous efforts had been unsuccessful in introducing new rosters, primarily due to resistance from the workforce who preferred to work long shifts and thereby maximising rostered time off.



Ambulance Victoria

The Solution

Ambulance Victoria engaged Opturion for a project with four key deliverables:

- Create shift pattern options for the metropolitan areas, that had the lowest acceptable fatigue risk levels (using Fatigue Risk Index and Risk Index) and that followed the hours of work guidelines developed by the Alertness CRC (www.workalert.org.au). Ideally, the new pattern would still include extended periods of rostered time off;
- Demonstrate that the shift patterns could deliver a good fit with the staffing requirements;
- Repeat the above exercise for regional depots;
- Continue to assist Ambulance Victoria with fine-tuning the options and provide independent advice to assist change management.





Customer Outcomes

This initial project has identified options that could reduce fatigue, provide a similar level of coverage overall and give an extended break between lines of work. Further work is required to ensure that the shift patterns are valid for smaller areas where staffing requirements vary due to geography and demographics. There are also additional operational constraints to be considered.

Opturion is now working on these aspects with a view to providing more detailed analysis, options and recommendations to inform and decisions around changes to shift patterns that reduce fatigue.

Further Information

Please contact Opturion for a demonstration, or give us some data that we can use to identify potential benefits.



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