

JOONDALUP HEALTH CAMPUS, EMERGENCY BYPASSES AND CALL OFFS

755. Hon. C.L. Edwardes to the Minister for Health

I refer the Minister to the report in *The West Australian* on 31 December 2002, titled 'Hospitals rort bypass rate' and ask: -

- (a) in the past 12 months, has the Joondalup Health Campus telephoned the St John Ambulance Communication Centre to advise that they would not accept emergency patients;
- (b) if yes, what were the times and dates of the 'call off';
- (c) which other Metropolitan Teaching Hospitals have telephoned in a 'call off';
- (d) if other Metropolitan Teaching Hospitals have telephoned in a 'call off', what were the time and dates of the 'call off';
- (e) was the St John Ambulance Communication Centre advised when the 'call off' was withdrawn;
- (f) during the past 12 months, were there any times when all the metropolitan hospitals were subject to a 'call off' for, non-urgent, emergency patients;
- (g) if yes, when;
- (h) for patients in the northern suburbs, without Ambulance Insurance, who pays the extra ambulance transport fees when Joondalup Health Campus is on 'call off';
- (i) how is the St John Ambulance Service compensated for the extra travel incurred with bypasses and call offs;
- (j) if no records have been kept of hospitals going on 'call off', why not; and
- (k) if no records have been kept, of a 'call off', how can the Health Department accurately access the workload of a hospital?

Mr R.C. KUCERA replied:

- (a) In the past twelve months, Joondalup Health Campus has activated a 'call first process' in the event they are unable to accept patients with a specific clinical need, e.g. No ICU or Orthopaedic beds. The patients are assessed on a case by case basis according to clinical need and the ambulance is not always diverted to another Emergency Department or is diverted in the best interests of the patient to receive immediate definitive care.
- (b) The term 'call off' is not used by hospitals, however the term 'call first' is used in relation to ambulance activity at Joondalup Health Campus.

'Call first' Times

January 2002

14.01.02	2230 – 2330
18.01.02	2037 – 2230

February 2002

17.02.02	1325 – 1515
24.02.02	1300 – 1500

March 2002

01.03.02	1245 – 1448
11.03.02	1155 – 1320
15.03.02	1309 – 1423
24.03.02	1538 – 1938
29.03.02	2109 – 2226

April 2002

07.04.02	1148 – 1412
08.04.02	1824 – 2028
10.04.02	2000 – 0842 (11.04.02)
15.04.02	1900 – 2245
16.04.02	0830 – 1356
26.04.02	1052 – 1500

28.04.02	1209 – 1706
29.04.02	1243 – 1800
29.04.02	2102 – 1658 (30.04.02)
May 2002	
04.05.02	0655 – 1000
05.05.02	1725 – 2100
14.05.02	1330 – 1605
20.05.02	0145 – 0520
20.05.02	1608 – 2035
22.05.02	1945 – 2145
26.05.02	1155 – 1510
June 2002	
01.06.02	1835 – 2015
02.06.02	1705 – 1800
03.06.02	1330 – 1450
10.06.02	2240 – 0145 (11.06.02)
12.06.02	1435 – 1700
17.06.02	1122 – 1405
19.06.02	1635 – 1840
21.06.02	1555 – 2040
21.06.02	1137 – 1400
22.06.02	2350 – 0515 (23.06.02)
26.06.02	0015 – 0425
23.06.02	1705 – 1920
26.06.02	0920 – 0835 (27.06.02)
July 2002	
16.07.02	1350 – 1450
18.07.02	2330 – 0200 (19.07.02)
21.07.02	1100 – 1350
29.07.02	2200 – 0330 (30.07.02)
August 2002	
03.08.02	1110 – 1450
05.08.02	1205 – 2105
12.08.02	1230 – 1640
16.08.02	1700 – 2130
25.08.02	1500 – 1830
26.08.02	0200 – 0649
September 2002	
04.09.02	1240 – 1440
06.09.02	1345 – 2030
10.09.02	2010 – 0915 (11.09.02)
16.09.02	1530 – 1730
27.09.02	1130 – 1445
29.09.02	1435 – 1520
October 2002	
08.10.02	1320 – 1700
09.10.02	0140 – 0600
10.10.02	1700 – 1850
19.10.02	1615 – 1715
November 2002	
04.11.02	1645 – 2315
05.11.02	2115 – 2315
08.11.02	1420 – 1820
08.11.02	2100 – 2234
09.11.02	1415 – 1615
10.11.02	1255 – 1515
16.11.02	0750 – 1210

17.11.02	1635 – 1835
18.11.02	1625 – 2100
20.11.02	1800 – 2100
24.11.02	2050 – 0130 (25.11.02)
30.11.02	2000 – 2230

December 2002

03.12.02	1900 – 2230
06.12.02	1600 – 1745
08.12.02	1200 – 1415
10.12.02	1903 – 2035
11.12.02	1500 – 1755
11.12.02	2010 – 2225
13.12.02	2045 – 2345

- (c) No metropolitan teaching hospital participates in any other process aside from the recognised ambulance diversion process.
- (d) For information relating to Ambulance Bypass I would refer the Member to my answer provided to Question on Notice 269.
- (e) Yes, Joondalup Health Campus advises St John Ambulance Communication Centre when the 'call first' is withdrawn.
- (f) No, as only Joondalup Health Campus utilises 'call first'.
- (g) Not applicable
- (h) There are no extra ambulance fees, a flat rate is levied for the metropolitan area regardless of distance travelled.
- (i) St John Ambulance has a fixed contract to deliver the ambulance service and funding takes into account variations in the distance travelled.
- (j) With the exception of Joondalup Health Campus, no other Metropolitan hospital uses 'call first diversion' and as such no records are required.
- (k) Not applicable as 'call off' is not a process in common use, please refer to response to Question (c)

The Department of Health accurately assesses the workload of a hospital by approved monitoring and reporting as published in the Department's Annual report. The records of Emergency Department attendances are monitored constantly through the Emergency Departments Information System (EDIS), St John Ambulance data and monthly contract meetings with state funded private hospitals at Joondalup and Peel.