



Systems based practice change: innovation, improvement science and quality improvement



AIM

The Make Ready Model (MRM) is a dedicated logistics service which aims to improve the patient experience; support paramedics; and improve environmental cleaning standards in the ambulance.

Research has been conducted into best evidence-based practice both domestically and internationally to improve environmental cleaning of ambulances to reduce the risk of healthcare associated infections for patients and occupational healthcare associated infections for paramedics.

BACKGROUND

Contemporary and fit for purpose ambulance infrastructure has been constructed and introduced into the Sydney Metropolitan network over the last two years.

This infrastructure has provided a new way of supporting paramedics to provide safer provision of care with the MRM.

The MRM supersedes numerous outdated and inefficient practices, and has introduced dedicated logistics and environmental cleaning functions at each superstation, allowing paramedics to focus on clinical care and ensuring the right people, with the right skills are doing the right job.

RESULTS

The MRM has been operational for over 18 months and benefits include:

- Introduction and development of environmental cleaning standards using evidence based practice.
- Over 36,000 cleans of ambulances (and counting).
- 120 fleet inducted into the MRM across Sydney Metropolitan area.

- Education package being developed for out of hospital care for environmental cleaning.
- Designed by paramedics for paramedics.
- Reduction of waste from out of date and overstocked storerooms. Over 50,000 items have been removed in the MRM vehicle induction process.
- Quality assurance comparable to the airline industry with improved patient safety focus.
- Majority of the logistics support staff are university students studying paramedicine which has provided multiple benefits such as cultural immersion and exposure to daily operational activities provided by paramedics.
- Creation of 72 new employment opportunities within NSW Health.
- Collaborative partnerships with HealthShare NSW and NSW Ambulance.
- Reduction of paramedic managers performing administration duties, now better positioned to focus on paramedic welfare.



AUTHORS & BIOGRAPHY

David Morris and Tanya Somani are both operational paramedics with NSW Ambulance, with a combined 20 years operational experience. Both David & Tanya hold a Bachelor of Paramedical Science and David has also completed his Masters of Emergency Management through Charles Sturt University. Currently David and Tanya are working within the Paramedic Response Network, Make Ready

Model project team. They are both currently undertaking a Graduate Certificate in Clinical Redesign through the Agency of Clinical Innovation with the project focus using environmental cleaning of ambulance in the out of hospital setting.