

REGIONALISATION PROJECT

WORK PACKAGE NAME: COUNTRY DISPATCH
REFERENCE:

Author:

Date Issued:

Key Information

Type	Details
Team or person authorised	PM WP Lead: Focus group members: sampled from VAOs, Career Paramedics, Communications Officers
Planned Duration (+ tolerance)	
Planned Effort (+ tolerance)	< 1FTE
Planned Cost (+ tolerance)	4 x flights/accomm for 4 staff/vols to Perth: Approx \$15K Web development: cost TBA
Sign-off requirements	General Manager and Director
Description	<ul style="list-style-type: none"> Review existing country dispatch procedures gather and analyse performance data Design and implement improved process

Work Package Execution

Product Description(s)

What products are you creating/working on in this work package?

1. Audit of current dispatch procedures to clearly establish the status quo
2. A refined and optimized procedure for dispatching ambulances from country locations
3. Redesign of Location Resource File
4. Point 2 will result in minor updates to the CAD system
5. Communications protocols for Communications Officers and both Volunteer and Career Ambulance Officers



6. Performance measures for ambulance dispatch

Tehniques/processes/ procedures to be used

In order to complete the work package what pre-defined techniques / processes / procedures do you have to use? This could refer to an internal method, ISO standard or industry specific technique.

- Data gathering techniques: Survey, focus group, objective measurement
- Statistical analysis

Interfaces to be maintained during the work

During product development are there other internal or external interfaces?

Productive working relationships with all stakeholders: SOC management and staff, Country Ambulance staff, volunteers and management, web development team, business analyst.

Any constraints to be observed

What constraints have been placed on the team manager? Are there any limits of his/her freedom to act?

- Access to IT resources and prioritization within these
- IT ,communications and resource limitations at remote sites may influence end product

Interfaces to be satisfied by the completed product

Once completed what interfaces need to be present?

- CAD and location resource systems
- Procedures for both SOC and CAS

Work return arrangements

How / When are the finished product to be returned? This maybe a predefined process and therefore unnecessary section in your template. For example if the project team occupy the same work room.

- Location resource system updated
- Communications protocols delivered to SOC and CAS
- Recommendations for preferred methods of dispatch delivered to Operations Manager
- Small number of standardized dispatch processes implemented in CAS



Quality

Independent quality-checking arrangements

How is the products(s) to be quality checked? Who, When and to what standard? This maybe a predefined process and therefore unnecessary section in your template.

Objective dispatch time measures

Communication

Reporting arrangements

How is the team manager to report? What is the regular reporting cycle? This maybe a predefined process and therefore unnecessary section in your template.

The Work Package Lead will report progress against agreed outcomes to the Project Manager. The Project Manager will include reports in the Status Report where required and will report to the Project Steering Committee

Problem handling and escalation

What happens when a problem is encountered? This maybe a predefined process and therefore unnecessary section in your template.

Escalate to GM Country Ambulance Service

Configuration management requirements

How completion is to be advised

When the work package is completed, how is the team manager to communicate this? In some projects this maybe implicit or a predefined process and therefore unnecessary section in your template.

Formal project close out report including data analysis where relevant

Tasks, Products and Timings

Task	Product	Due Date	Status
1. Develop initial project scope	Approved work package		In progress
2. Initiate review of existing call cards and assemble first focus group	Focus group complete Call card format reviewd		In progress
3. Scope IT (web development) requirements	Estimate for cost of changes and time to deliver required changes		Yet to commence
4. Collate bench mark data on locations	Summary document detailing dispatch methods,		Yet to commence



	demographic and geographic data		
5. Gather data on activation times	Summary statistics by location, root cause analysis of any outliers		Yet to commence
6. Analyse data response times vs location characteristics	Written report		Yet to commence
7. Focus group to define a set of recommended dispatch procedures	Focus group complete Written Report		Yet to commence
8. Implementation of new procedures	Location resource system updated All locations compliant		Yet to commence
9. Focus group to review back up procedures	Focus group complete Written report		Yet to commence
10. Implementation of new back up procedures	Location resource system updated All locations compliant		Yet to commence
11. Review and close out: gather data	Performance data gathered		Yet to commence
12. Review and close out: report on outcomes	Data analysis complete Report on outcomes presented		Yet to commence

