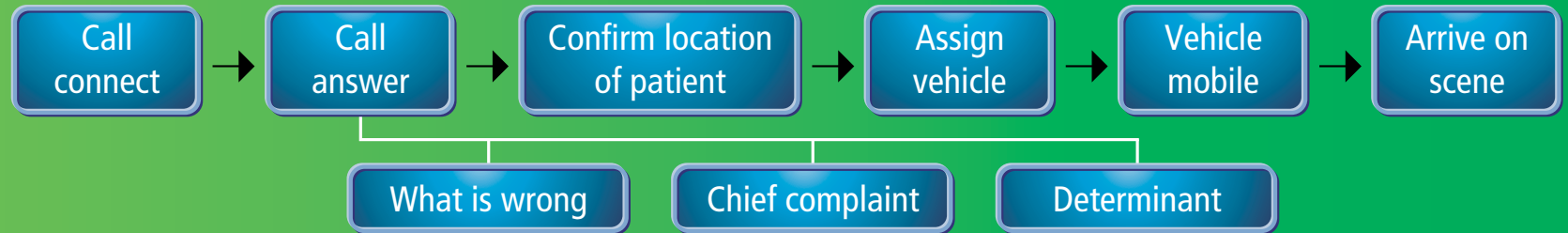


Outlining the call management cycle

The call management cycle can be broken down into specific stages. Each of the actions shown in the boxes has the potential to be hiding unnecessary delays to response time, and to the time before the vehicle is ready for the next call. Use this chart to think through whether your trust has optimised the time taken for each of these actions. Are there any hidden delays?



Response time



Time at scene to vehicle clear



Key

Call connect: A call is presented to the control room telephone switchboard or electronically transferred to the computer aided dispatch (CAD) system.

Call answer: The telephone call is answered by a trained call taker.

Assign vehicle: The call sign of the responding resource is allocated to the CAD.

Vehicle mobile: The allocated resource begins travelling to the scene.

Arrive on scene: The first emergency response vehicle arrives at the scene.

Note: A legitimate clock stop position can include the vehicle arriving at a pre-arrival rendezvous point when one has been determined as appropriate for the safety of ambulance staff in agreement with the control room.

Leave scene: The allocated resource leaves the scene to transport the patient to a treatment centre.

Arrive treatment centre: The allocated resource arrives at the treatment centre.

Patient handover: The allocated resource completes a clinical handover and is relieved of patient responsibility.

Physical handover of patient: The patient is transferred from an ambulance trolley to a hospital trolley.

Vehicle clear: The allocated resource becomes available for further work.