

FINDING DISPATCH STRESS

THE FROG AND THE BOILING WATER

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LET'S GET COOKING

THE "BOILING FROG" SYNDROME



DISCUSSION POINTS

- How does Dispatch Stress affect our performance?
- What does this mean for the EMD?
- Tools & Data we have that can help identify those at risk
- Effective Quality Improvement management can help reduce the risk

DISPATCH STRESS

Why is it unique?

- First point of contact with uncontrolled distress
- Non-visual and the imagination
- Frustration of the caller during call-backs whilst they are waiting for the responders to arrive
- Unknown/Vague outcome details

DISPATCH STRESS HOW DO WE RECOGNISE IT?

Is it easier to recognise the signs and symptoms of dispatch stress in others OR in ourselves?



DISPATCH STRESS SIGNS AND SYMPTOMS

PHYSICAL

- Headaches/Other aches/pains
- Stomach Complaints
- Cold & Flu
- Lethargy/Inability to concentrate

EMOTIONAL

- Apathy
- Anger
- Anxiety
- Learned Helplessness
- Distant/Lack of participation

CALL VOLUME AND CALLER EXPECTATION

EMD

- Increased volume of calls
- Secondary calls and ring-backs
- Decreased downtime

CALLER

- Increased volume of geriatric and low-acuity calls
- Heightened awareness of 999 process
- Media savvy

AQUA INDIVIDUAL PERFORMANCE REPORT

CHANGES IN TRENDS OF PERFORMANCE

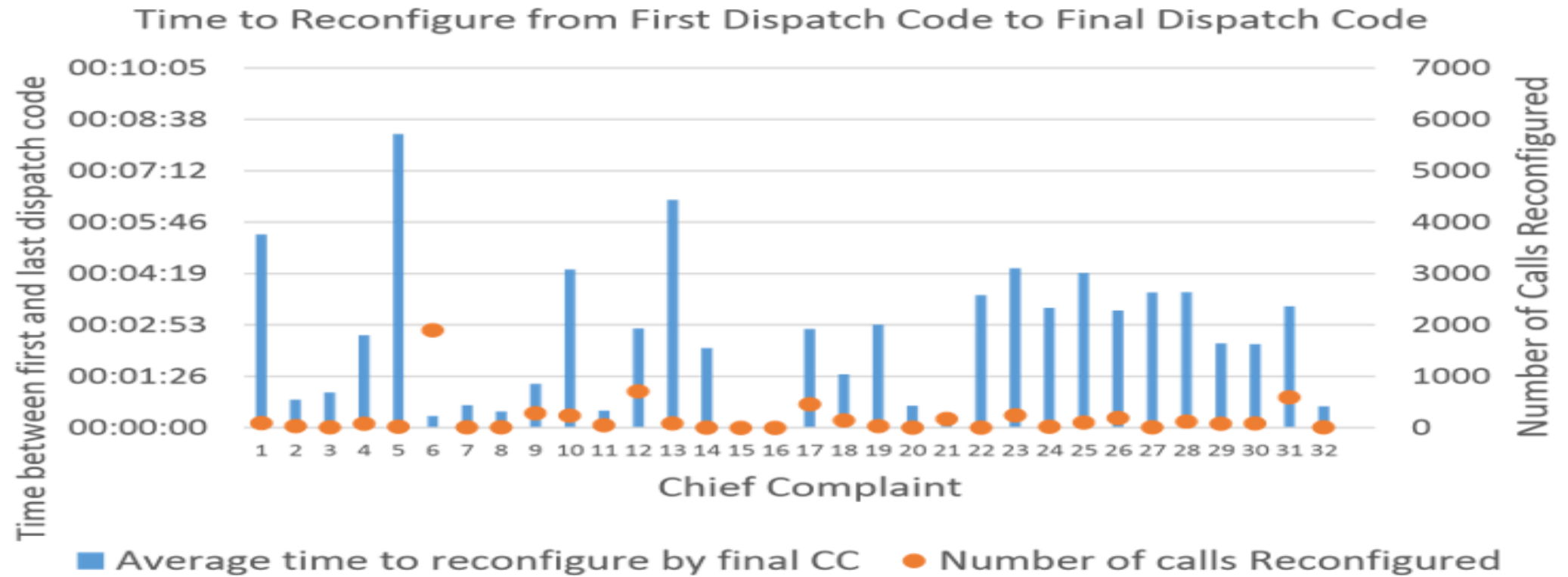
Customer Service	Individual	0.00%	0.00%	0.00%	0.00%
	Shift/Team	0.00%	0.00%	0.00%	1.92%
	Agency	0.00%	0.00%	0.00%	1.62%
Customer Service	Individual	0.00%	0.00%	0.00%	14.29%
	Shift/Team	0.00%	0.00%	0.00%	2.04%
	Agency	0.00%	0.00%	0.00%	1.71%

INDIVIDUAL PERFORMANCE REPORT

DETAILED DEVIATION TYPES

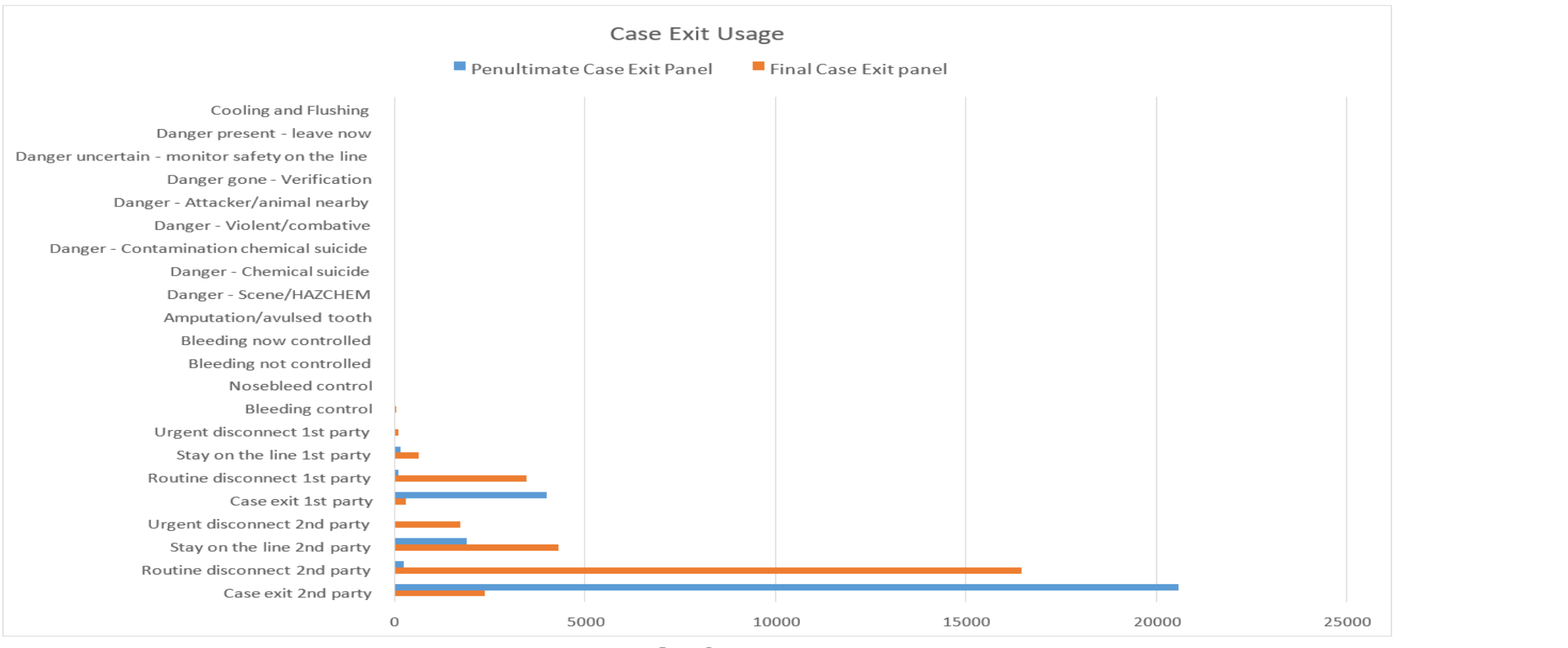
Customer Service Standards 1-7 – Provided or Minor Deviation	168	155	13
Used correct volume/tone	24	18	6
Provided reassurance	24	21	3
Explained actions	24	22	2
Avoided gaps	24	23	1
Displayed compassion	24	23	1
Created expectations	24	24	0
Displayed service attitude	24	24	0

PROQA DATA REPORT RECONFIGURED CASES



PROQA DATA REPORT

PENULTIMATE AND FINAL EXIT PANELS



INDIVIDUAL PERFORMANCE REPORT

DETAILED DEVIATION TYPES

CRITICAL

Chief Complaint Selection

17

17

Address obtained

17

17

Callback number obtained

17

17

Calltaker did not shunt appropriately

17

12

5

Determinant Level incorrect

17

17

Used prohibited behaviour (Customer Service Standard 8)

17

17

Failure to follow appropriate DLS Links

17

8

9

Failure to move to a more appropriate Protocol

17

17



WHAT CAN WE DO ?

- Review/harness the benefits/costs of increased staff turnover
- Review how we recruit & adapt training methods
- Utilise ‘Strength Based Feedback’: recognise staff skills

WHAT CAN WE DO ?

- Evaluate support methodology and re-focus on staff resilience
- Provide Executive Committees with regular Agency & Site data/performance reports
- Provide Middle/Sector Management Groups with regular Site & Individual data/performance reports
- Improve our QI process

THE PROQA REPORTS : PDC OFFICE

THE AQUA REPORTS : IN-HOUSE
AUDIT DEPARTMENT

TOGETHER THEY CREATE VALUABLE
TOOLS TO MONITOR PERFORMANCE,
IDENTIFY TRENDS AND ADDRESS
CONCERNS

THANK YOU

JONNY MCMULLAN

NIAS CONTROL

TRAINING & QUALITY

ASSURANCE OFFICER