

Creation of a new retrieval service in Alice Springs:

The challenge of change and how to measure the quality of service provision in a pre-hospital environment.

Petra Niclasen











*Consent obtained







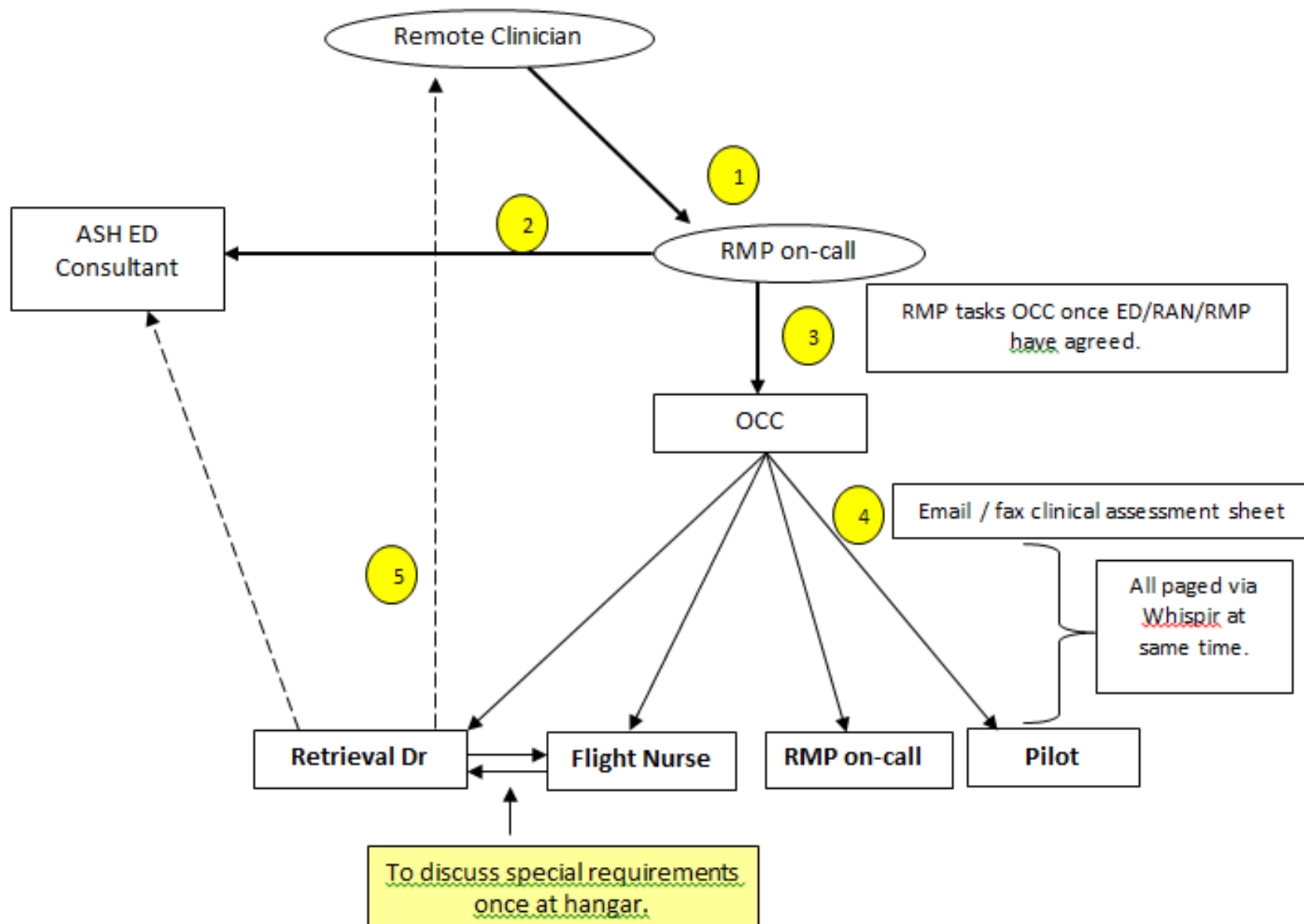
WHAT ARE YOU WORKING ON?

TRYING TO FIX THE PROBLEMS I
CREATED WHEN I TRIED TO FIX
THE PROBLEMS I CREATED WHEN
I TRIED TO FIX THE PROBLEMS
I CREATED WHEN...





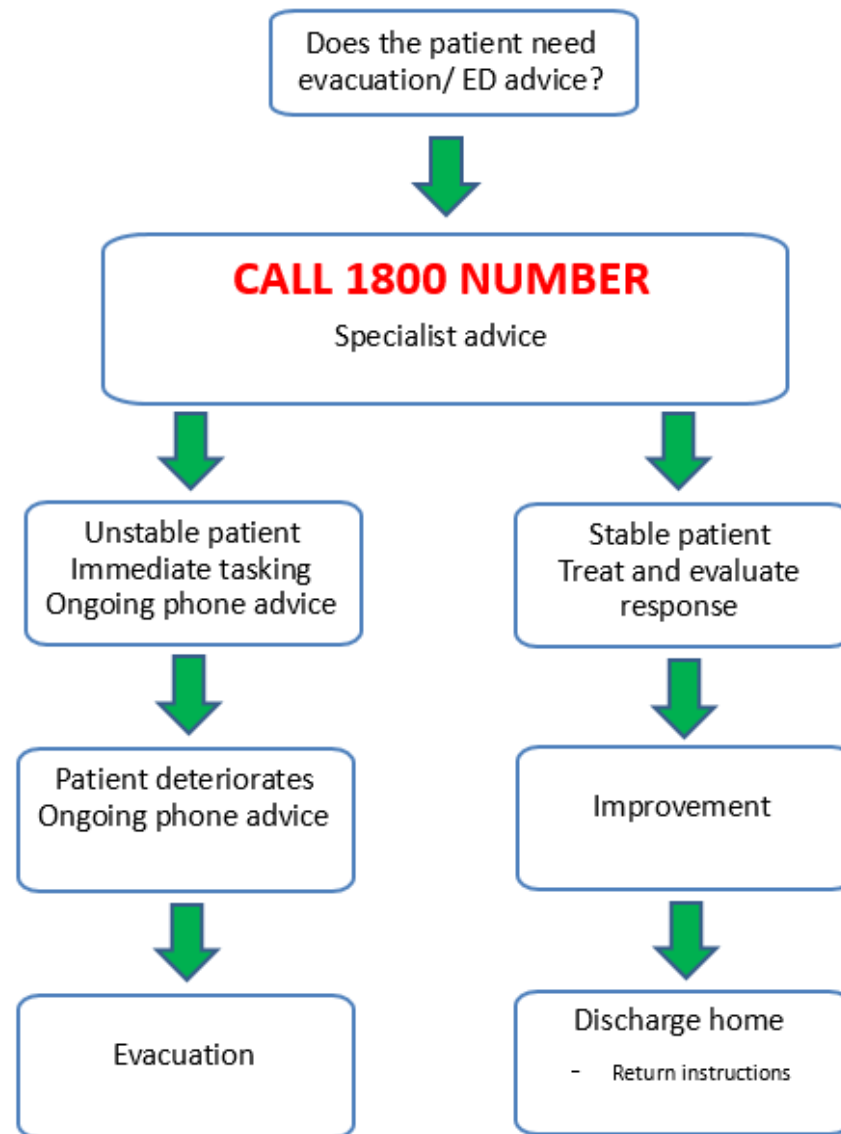
Old system.



Premise

- Run by critical care specialists (local)
- Immediate specialist advice
- One phone number
- Drs tasking the plane also work as flight Drs
- (Cost neutrality)





Timeline

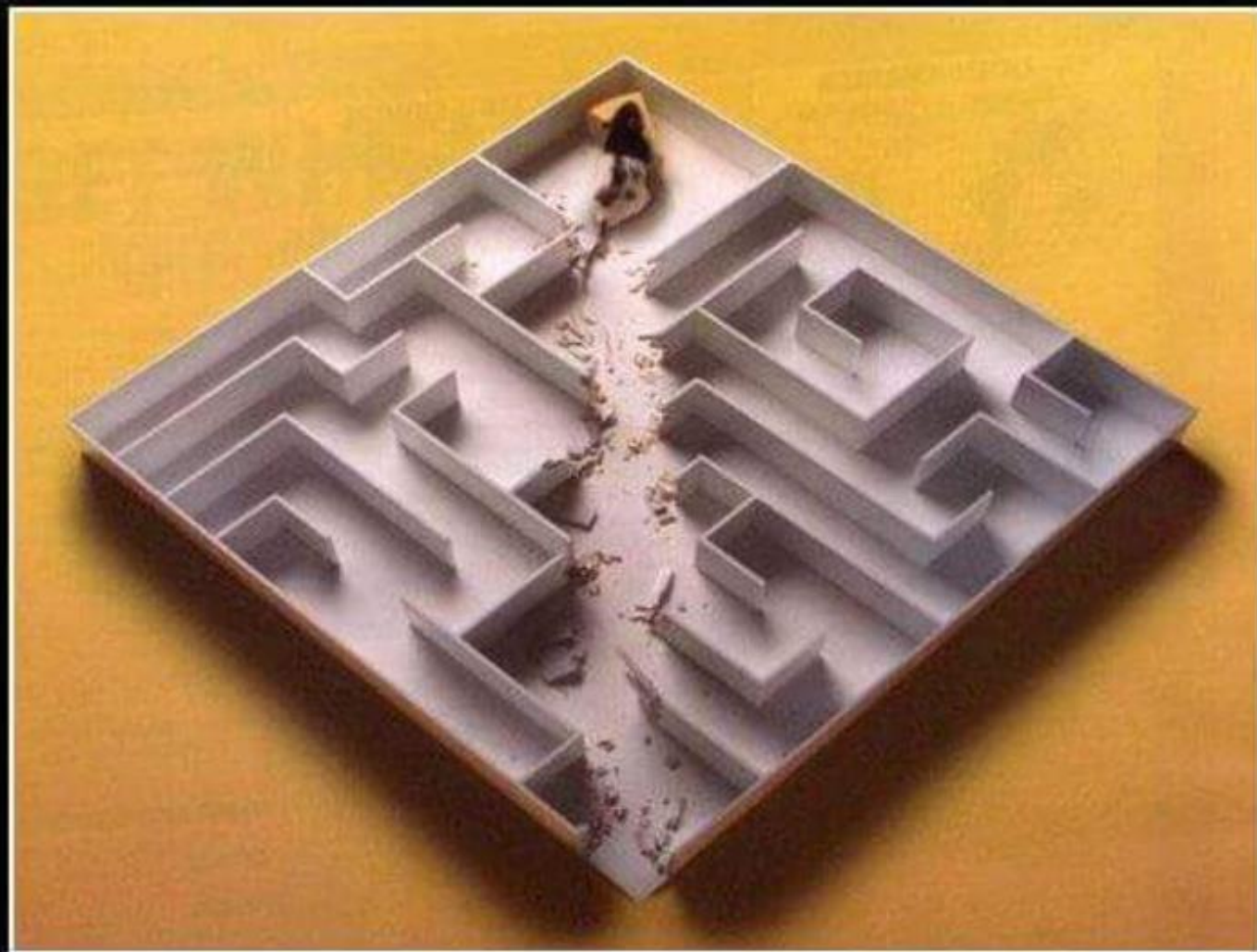


The challenge

- No office
 - No staff
 - No budget
 - No cabling / computers / phones
 - No phone number
- ...and keeping the service running

People!





PROBLEMS
This is how you solve them





12th Feb 2018.

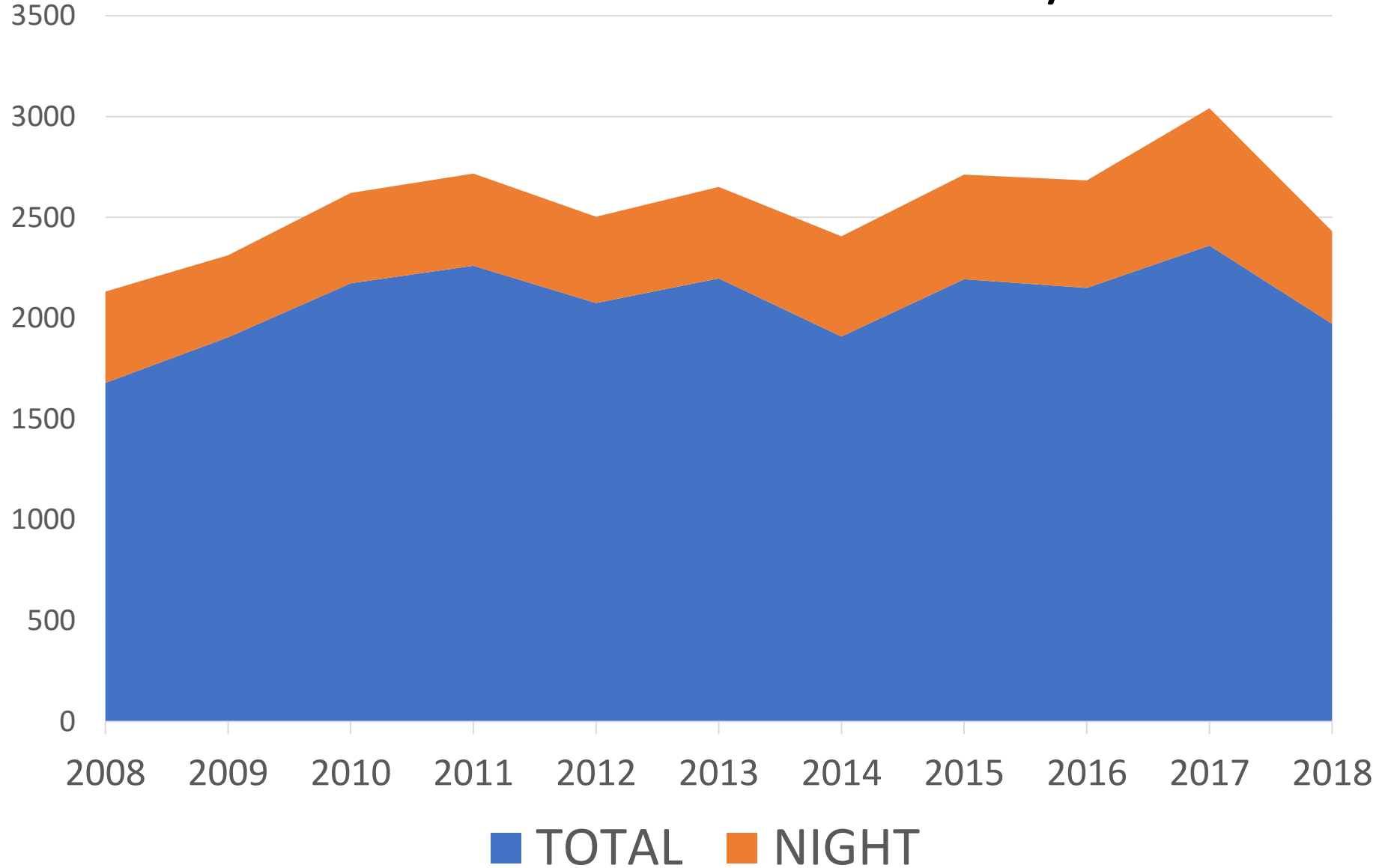


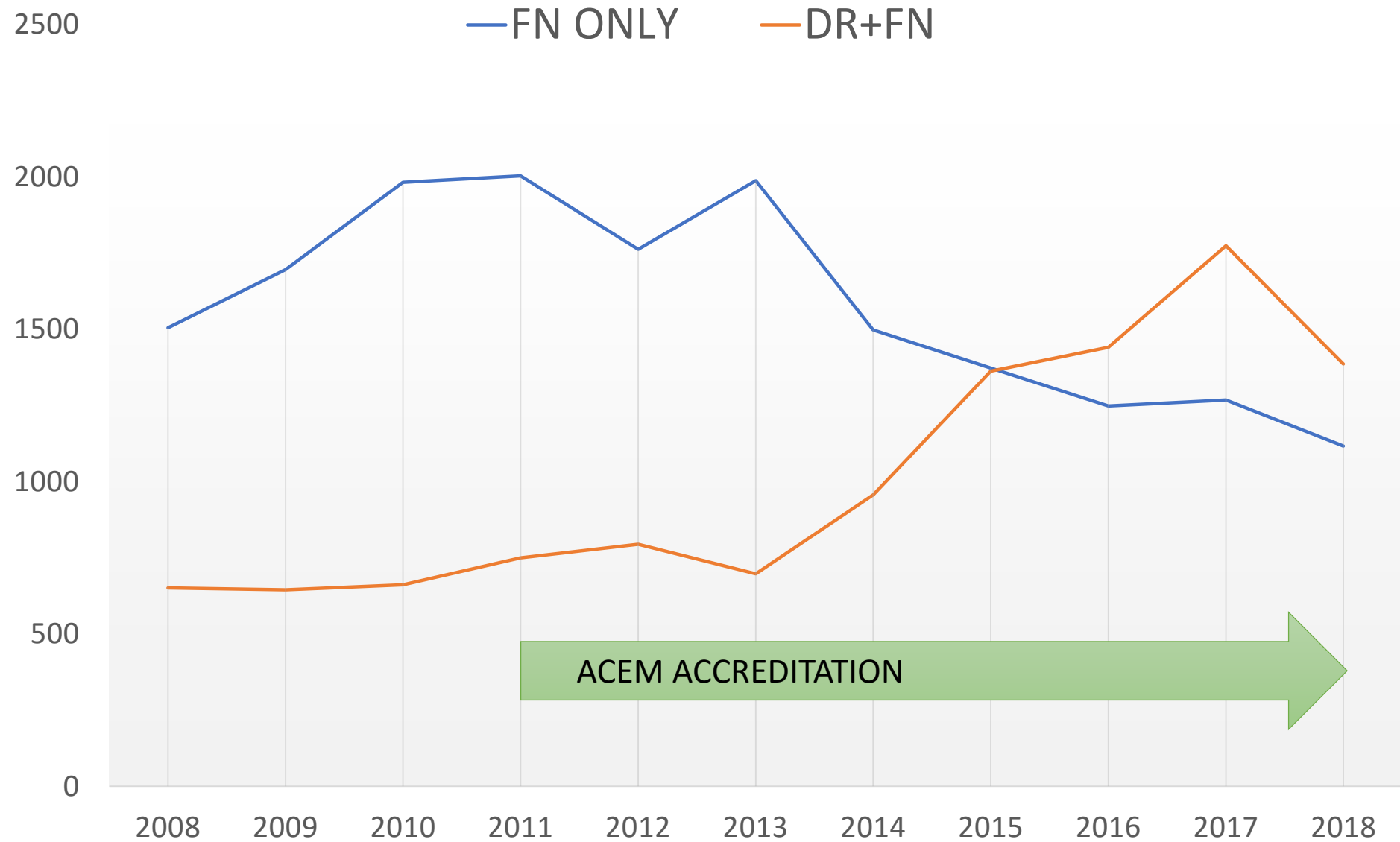


Inbound calls per hour



Aeromedical Evacuations by Year





Future challenges

- How do we know we are doing a good job?
 - Data collection
 - Benchmarking
- Sustainability
 - Consultants taking every call...
 - Old system hangovers: after hours GP cover




[Print](#)

[Email](#)

[Facebook](#)

[Twitter](#)

[More](#)

Northern Territory Government in financial crisis, will seek bailout from Canberra

By [Christopher Walsh](#)

Updated 14 Dec 2018, 7:36pm

The Northern Territory Government is in the throes of a financial crisis, with no immediate plan for fixing the deep fiscal problems.

Treasurer Nicole Manison will fly to Canberra for emergency meetings with Federal Treasurer Josh Frydenberg next week.

Treasury officials say the NT Government is currently borrowing to cover day-to-day operational costs such as public servants' wages and to cover interest on previous borrowings, which they say has led to a budget in "structural deficit".

The Territory's net debt has escalated from \$1.7



PHOTO: [Treasurer Nicole Manison will fly to Canberra for meetings with Federal Treasurer Josh Frydenberg next week.](#)
(ABC)

The end is only the beginning



Questions?

Petra.Niclasen@nt.gov.au

