

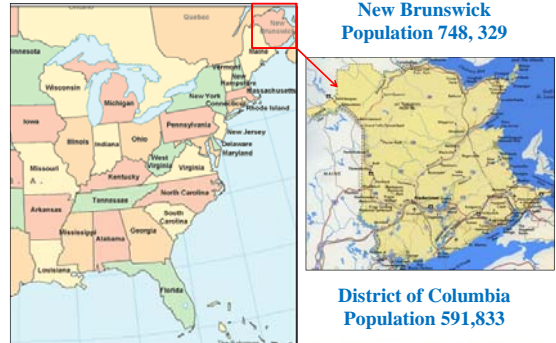
Ambulance New Brunswick

Fleet Operations Safety Matt Crossman



New Brunswick

New Brunswick
Population 748,329



District of Columbia
Population 591,833



Company Information



Company Information

- A Fleet of 135 Ambulances
- 1200 Paramedics and Staff
- Numerous Support Vehicles
- One Fixed Wing Air Ambulance
- Over 10 Million km Driven Annually
- A Call Volume of 110,000 Annually



Risk Management

What is one of our biggest risks as a company?



- > 100 five ton vehicles travel 27,397 Km (17023 miles) daily
- Every day there is a potential for disaster to happen



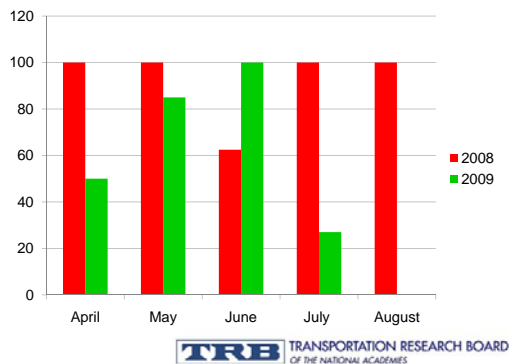
Plan to Mitigate Risk

Ways to mitigate the risk?

- ☐ Developed a plan of action focused on the safety of:
1) Paramedic 2) Patient 3) Public (3 P's)
- ☐ Senior management's commitment to maintain and continue a plan of action as the industry and behaviours change around us
- ☐ Develop a safety culture and equip all employees with the training, technology tools and skills to manage risk behaviour thus avoiding potential dangers

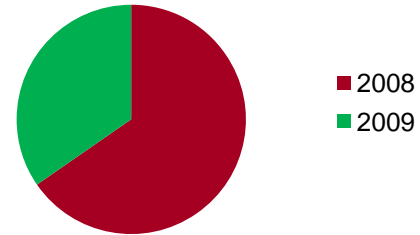


Collisions Reduction 60% in one year

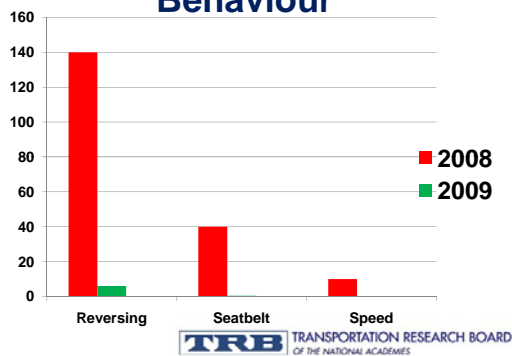


Collision Damage Costs April-September

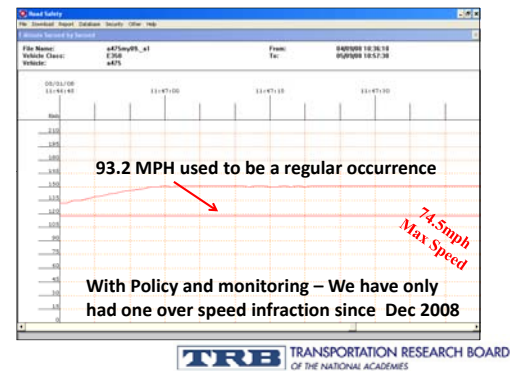
Company Vehicle Damage



Road Safety - Daily Driver Behaviour



Virtually Eliminated High Over Speeds

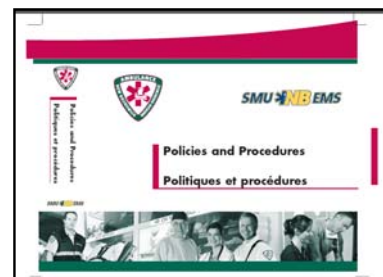


Obstacles

- Ambulance as a workplace
 - Driving is an everyday routine
 - Passive ("I do this everyday") versus active ("I am driving an ambulance") mindset about driving
- Driving is not a new skill
 - Attitudes and behaviors are entrenched and hard to change
- Importance of driving skills
 - Overshadowed by the focus on medical skills.
 - Safe driving is part of the overall patient care spectrum

TRB TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

Step 1- Policies & Directives



TRB TRANSPORTATION RESEARCH BOARD OF THE NATIONAL ACADEMIES

RSI - Live Speed Monitoring

TRB TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

Internal Company Database

TRB TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

Daily Reporting

Station	Shift	Date	Station	Number	Duration (Total Time)
Station 1	Shift 1	11/1/2009	Station 1	1	21 sec
Station 2	Shift 1	11/1/2009	Station 2	1	10 seconds
Station 3	Shift 1	11/1/2009	Station 3	1	10 seconds
Station 4	Shift 1	11/1/2009	Station 4	1	22 seconds
Station 5	Shift 1	11/1/2009	Station 5	2	42 seconds
Station 6	Shift 1	11/1/2009	Station 6	1	9 seconds
Station 7	Shift 1	11/1/2009	Station 7	1	18 seconds

TRB TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

RSI – Report for Paramedic

Date	Time of Incident	Station	Officer	Station	Number	Duration
11/1/2009	10:00	Station 1	Officer 1	Station 1	1	10 sec
11/1/2009	10:10	Station 2	Officer 2	Station 2	1	10 sec
11/1/2009	10:20	Station 3	Officer 3	Station 3	1	10 sec
11/1/2009	10:30	Station 4	Officer 4	Station 4	1	10 sec
11/1/2009	10:40	Station 5	Officer 5	Station 5	1	10 sec

TRB TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

Step 4 -Communication Safety Bulletins



TRB TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

Step 4 -Communication Safety Bulletins

- Consistent and targeted communications to all staff
- Communications on low force driver safety practices
- Timely safety messages targeted at high risk times

TRB TRANSPORTATION RESEARCH BOARD
OF THE NATIONAL ACADEMIES

Step 5 – Section One Vehicle Safety Program (VSP)



Driver Safety Program

Section one didactic



Step 5 – Section One VSP

Driver Safety Program

Section one didactic

- A compressive four hour classroom training session that focuses on the three 'P's
- Includes collision prevention strategies
- Provincial and state law regulations
- Focuses on low force defensive driving
- Operating a vehicle in poor elements and conditions



Step 6 – Section Two VSP

Driver Safety Program

Section two hands on



Step 6 – Section Two VSP

Driver Safety Program

Section two hands on

- A two hour session consisting of:
 - six station obstacle course
 - road evaluation
 - written evaluation
- Any employees noted to have any areas of weakness are coached one on one in a four hour training session until they are comfortable with the material



Step 7- Collisions & Near Misses



Collisions & Incidents



Step 7- Collisions & Near Misses

Collisions & Incidents

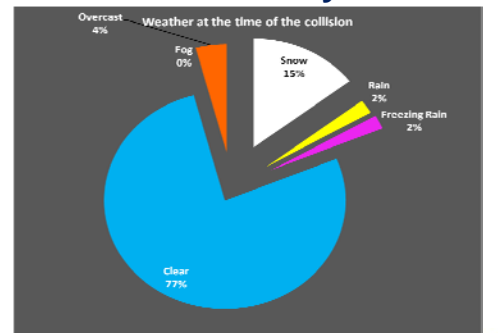
- All collision and incidents are investigated thoroughly; feedback and counseling is given to the driver and other staff if needed.
- All staff are trained on collision prevention and what to do in the event a collision occurs
- Weekly random field safety inspections



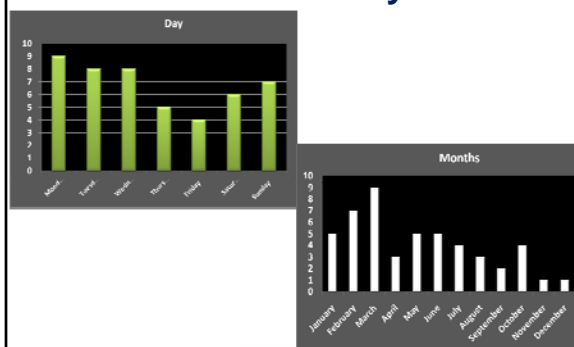
Step 7- Collisions & Near Misses

- All collision data is reviewed and trended; we examine ways to reduce the chance of this reoccurring
- In conjunction with the manufacturer, each vehicle that has been involved in a serious collision is inspected for structural integrity and ways to improve safety design

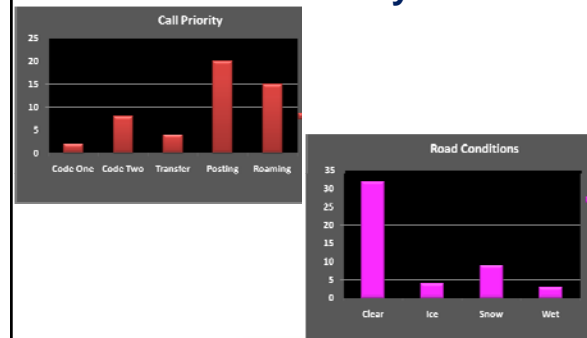
Collision Analysis



Collision Analysis



Collision Analysis



Step 9- Research & Development



Step 9- Research & Development

R&D Committee

- 1- Department of Health
- 2- NB EMS
- 3- Malley Industries

Focus

- Increased safety initiatives
- Research a new safer chassis
- Reduce gross vehicle weight
- Increase visibility
- Patient care compartment safety
- Sprinter