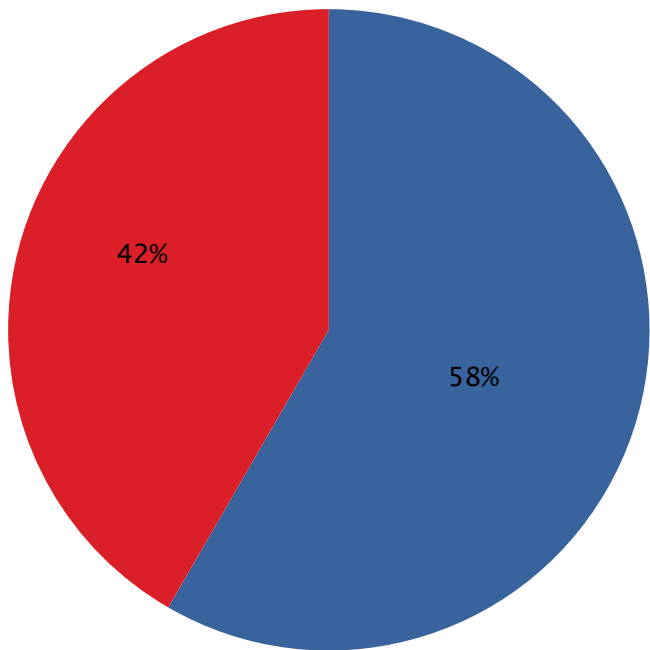




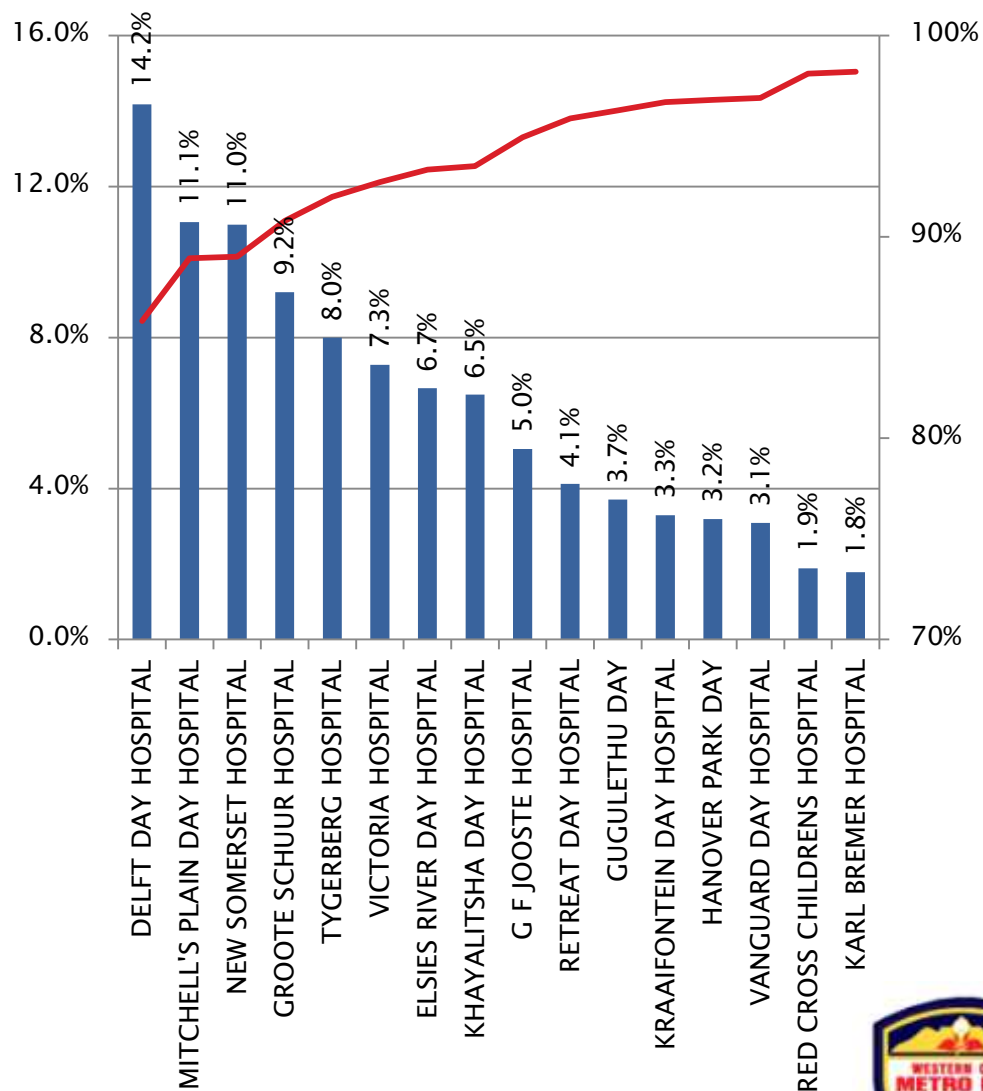
Key Responsibilities	Currently in Operation
Change Management	X
Customer Centricity	X
Performance Management	X
Quality Assurance Management	X
Developing Solutions	X
Relationship Building	X
Operational Awareness	X
People Development	X



IHT Users



■ Top Users ■ Bottom Users

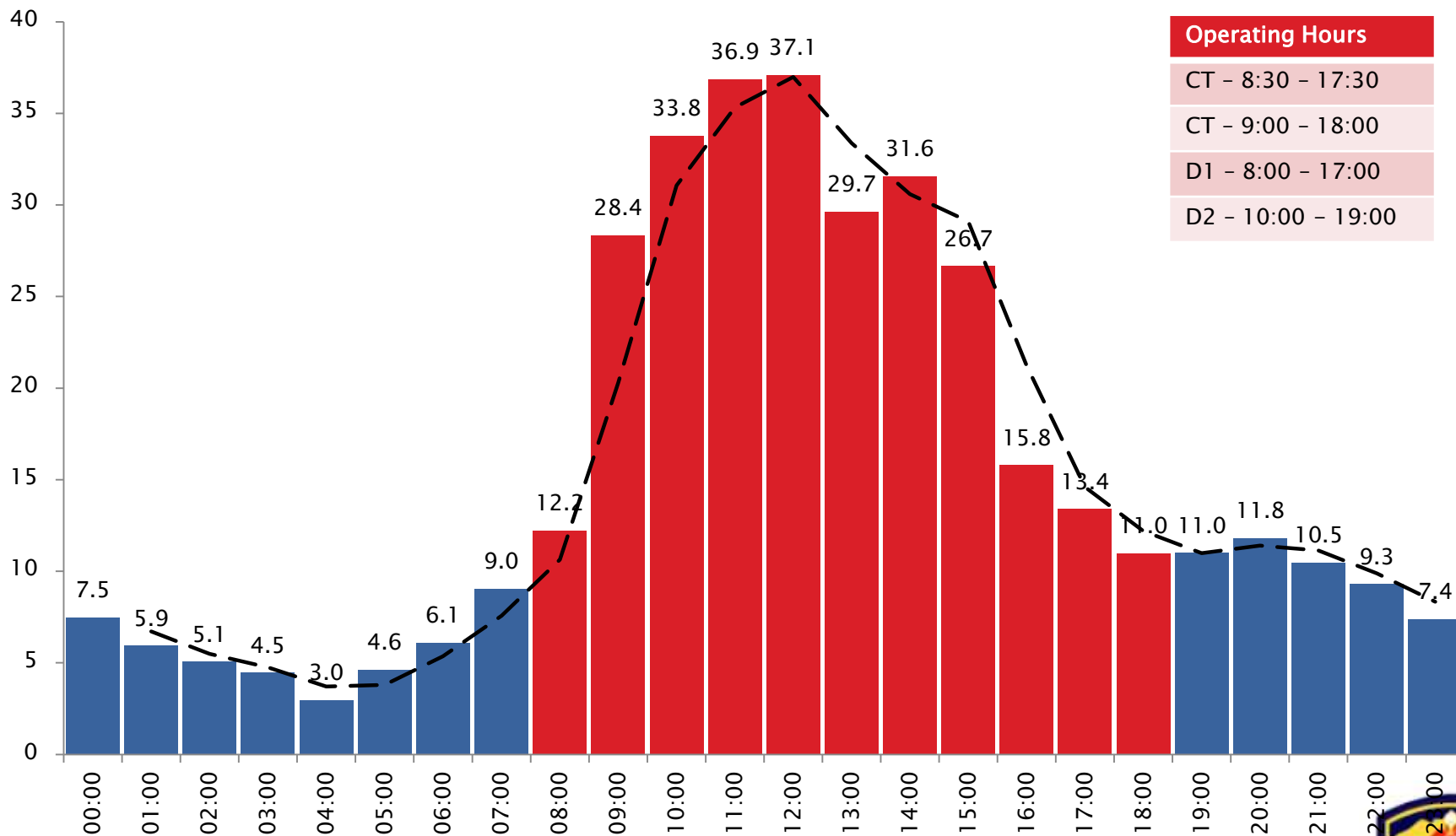


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Volumes P2





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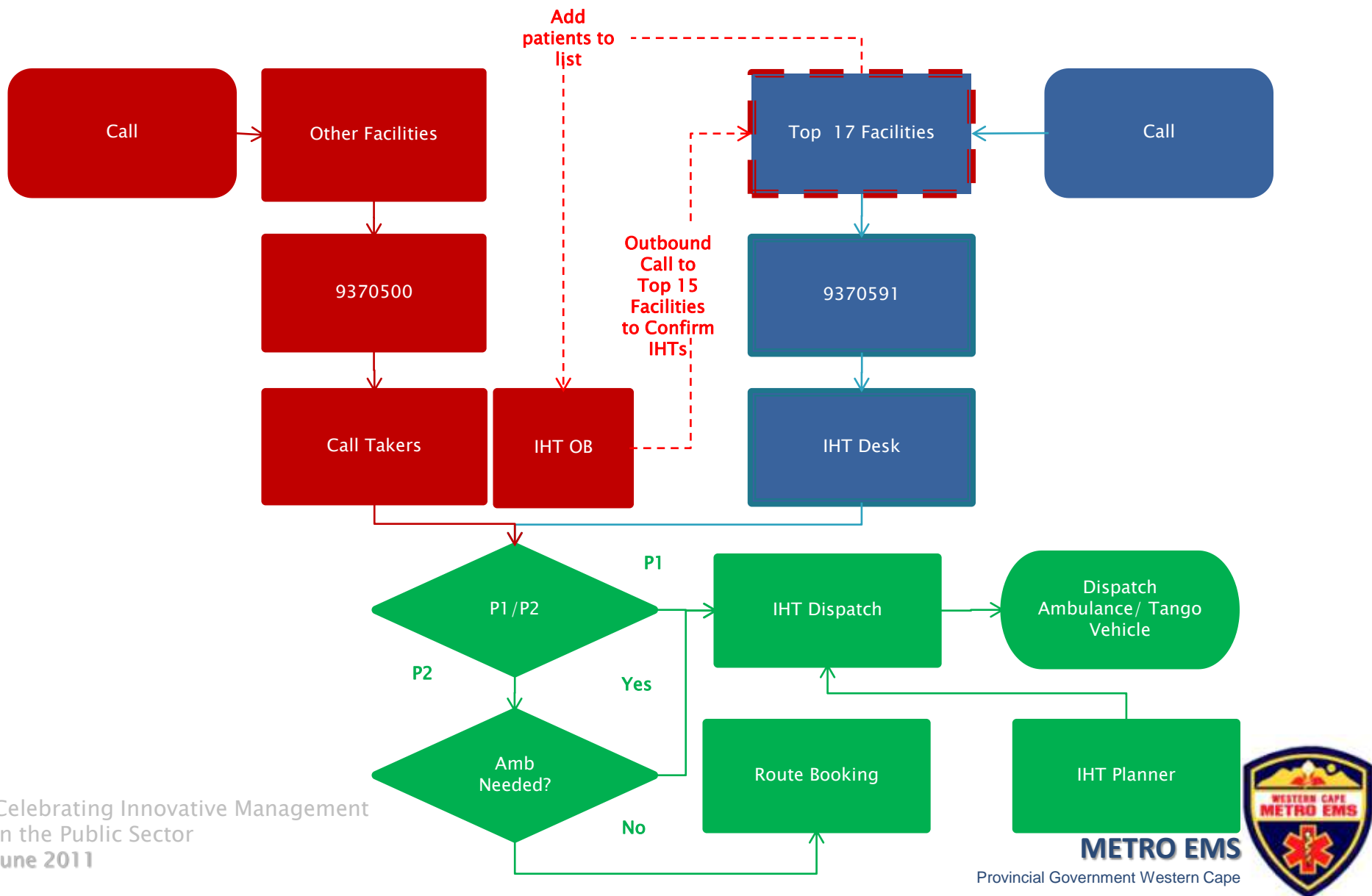
# The Method

D.M.A.I.C.

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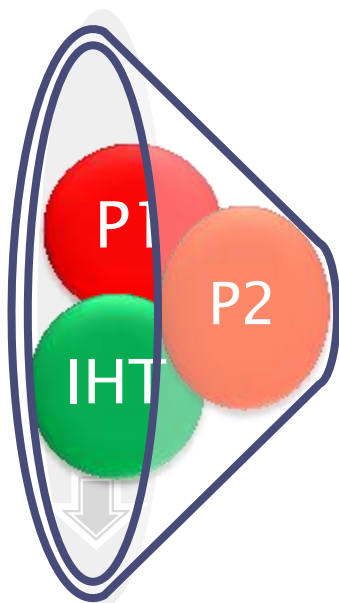


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## Call Takers



## Dispatch



## Vehicles



= 23



= 14



= 11



= 18

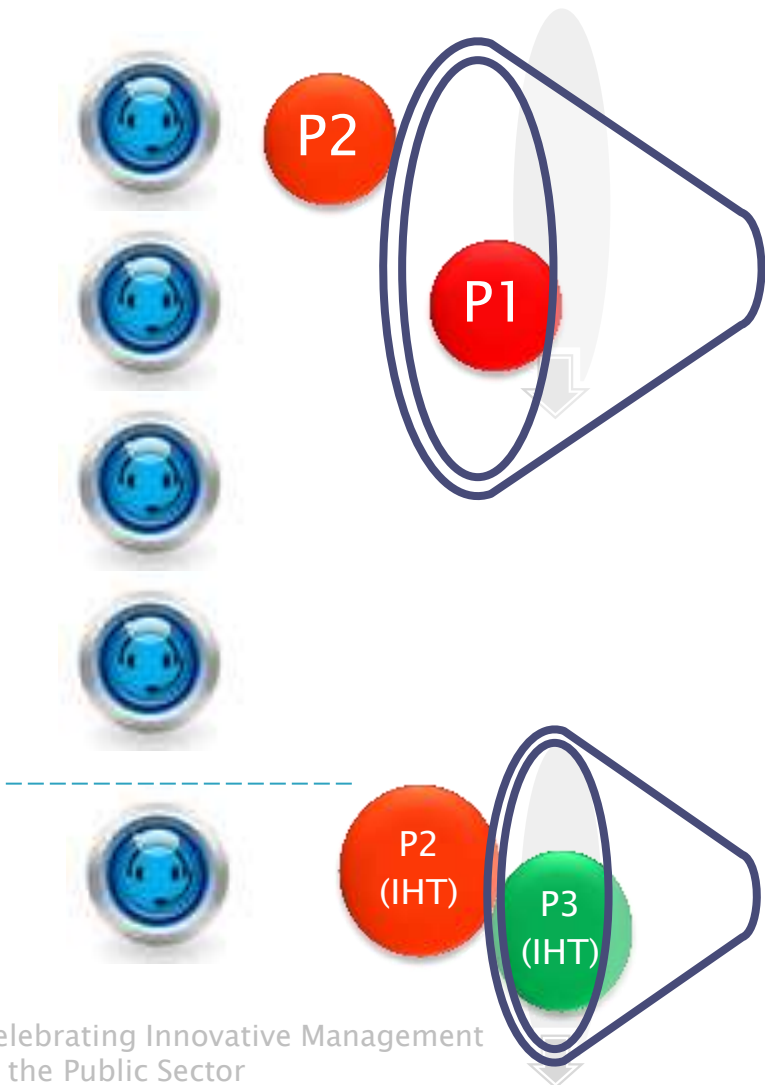


= 10





### Call Takers



GSH



= 8

TBH



= 16

GFJ



= 15

VICTORIA



= 7

NSH



= 9

HH



= 15

IHT 1



= 20

IHT 2



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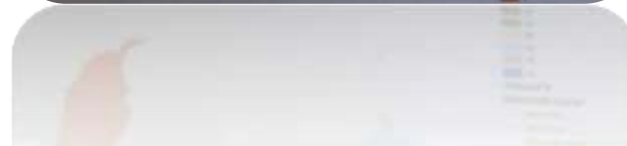




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# Dispatch – Strategy 2 The Change



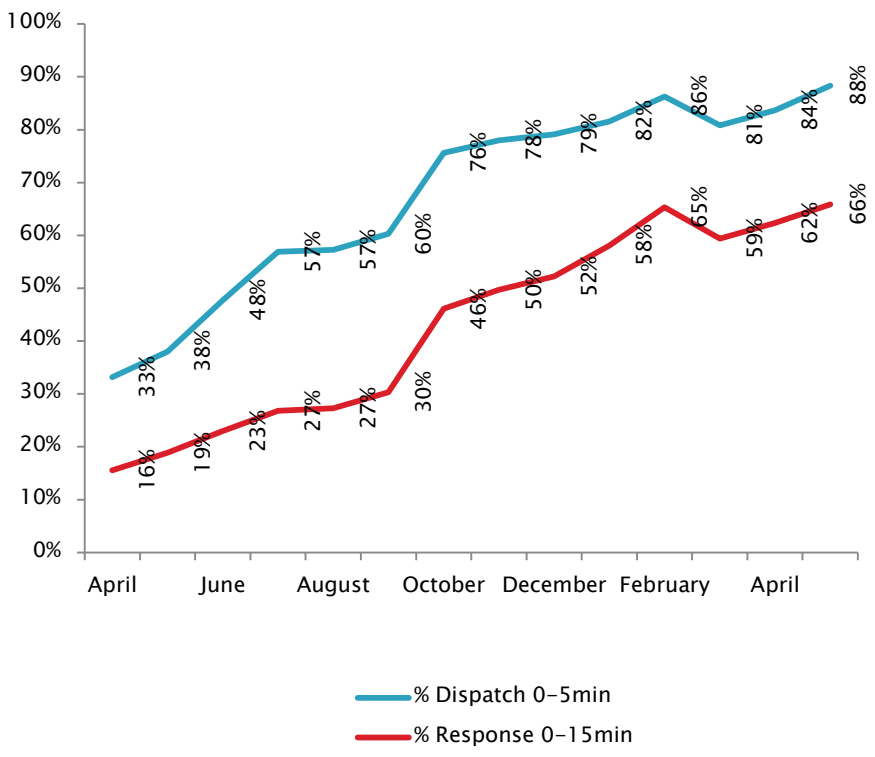
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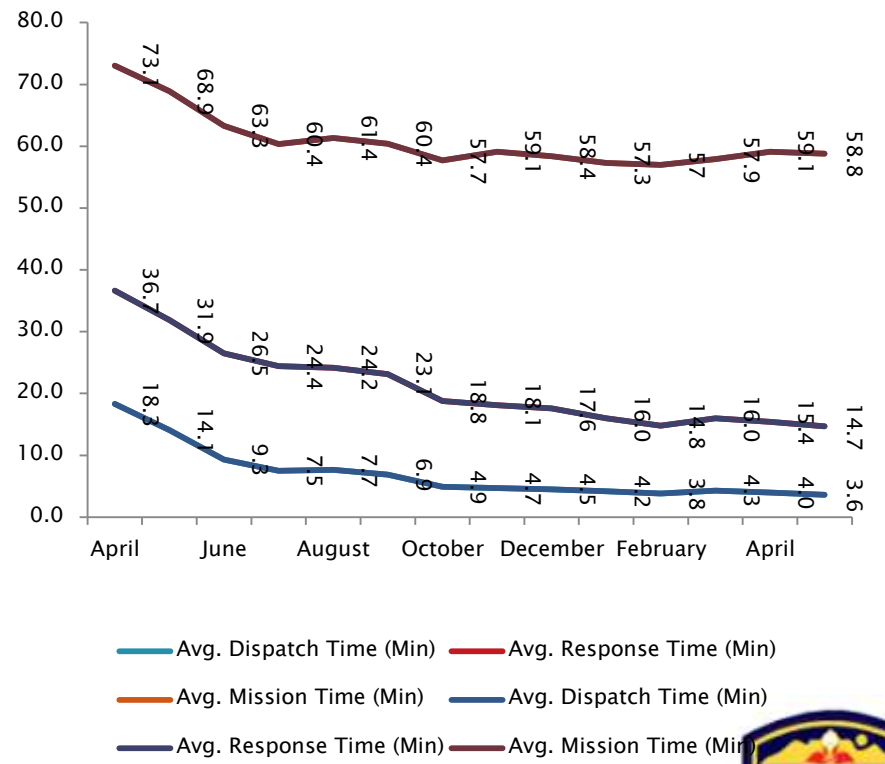
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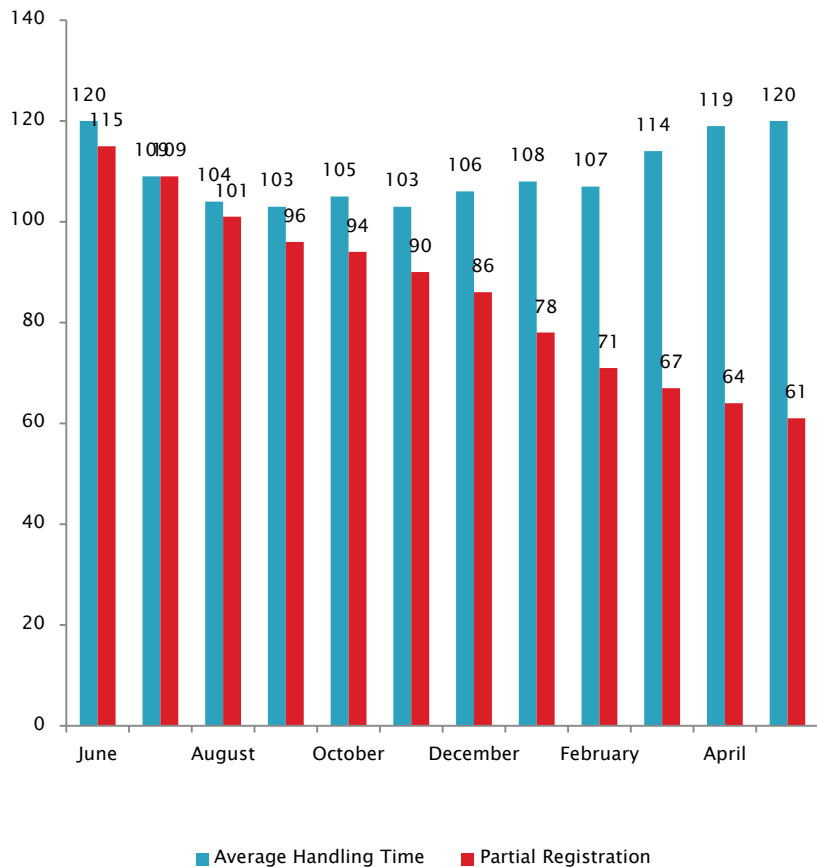


## P1 Dispatch Performance

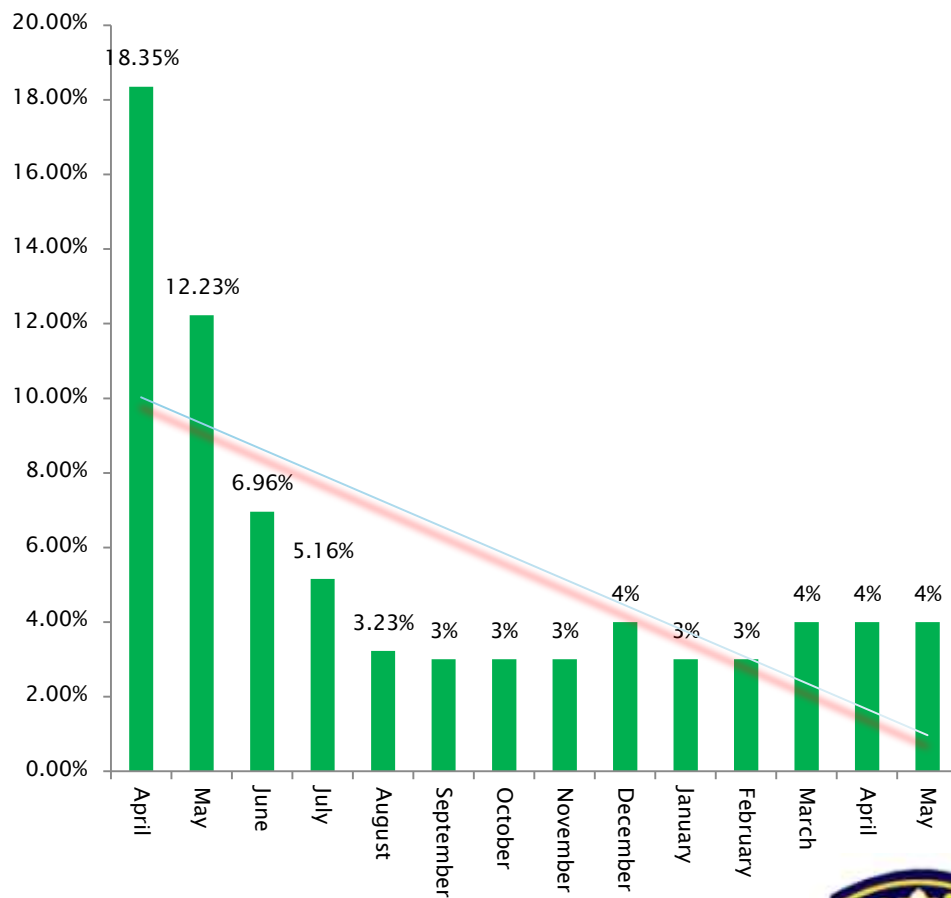


## Average Dispatch, Mission Times & Response Times





Abandoned Rate





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# Performance reporting – Strategy 3

Home > WCEMS Comms Report > WCEMS Communications Detail

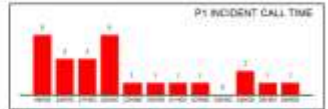
Shift:  Priority:   
 Shift Start Date:  Control Center:

1 of 1 100% Find | Next

Staff Name	cal Hour	sector	completion	Total First Dispatch	Total Disp Within 5	% Disp Within 5	Total Disp Within 10	% Disp Within 10	Total Response Within 15	Total First Response	% Response Within 15
OBERY, MR	7			1	1	100.0%	1	100.0%	1	1	100.0%
	8			2	1	50.0%	2	100.0%	1	1	100.0%
	9	GF JOOSTE HOSPITAL		1	1	100.0%	1	100.0%			
		GROOTE SCHUUR HOSPITAL		1	1	100.0%	1	100.0%			
		NEW SOMERSET HOSPITAL		2	2	100.0%	2	100.0%			
	10			2	2	100.0%	2	100.0%			
	11			2	2	100.0%	2	100.0%			
	12			3	3	100.0%	3	100.0%			
	13			1	1	100.0%	1	100.0%			
	14			2	2	100.0%	2	100.0%			
15			1	1	100.0%	1	100.0%				
Total				18	17	94.4%	18	100.0%			
MBANGA, B	Total			30	24	80.0%	28	93.3%			
DE VRIES, AJ	Total			7	7	100.0%	7	100.0%			
GERBER, CP	Total			10	9	90.0%	10	100.0%			
JOHNSON, LC	Total			3	3	100.0%	3	100.0%			
PETERSEN, S	Total			27	22	81.5%	27	100.0%			

WESTERN CAPE EMERGENCY MANAGEMENT SERVICE  
 TYGERBERG - NORTHERN DIVISION  
 P1 PERFORMANCE DASHBOARD FOR NIGHT SHIFT STARTING: WEDNESDAY, MAY 26, 2011 19:00

P1 PERFORMANCE INDICATORS



WEDNESDAY PERFORMANCE SUMMARY				WEDNESDAY PERFORMANCE SUMMARY			
Category	Time	Count	Target	Category	Time	Count	Target
Medical	19:00	1	1	Medical	19:00	1	1
Non-Medical	19:00	1	1	Non-Medical	19:00	1	1
Other	19:00	1	1	Other	19:00	1	1
Total	19:00	3	3	Total	19:00	3	3

Top 5 P1 Locations by Status		Top 5 P1 Incident Completion Codes	
Location	Total	Code	Total
WILHELMSDORP	1	UNABLE TO SPEAK	1
WILHELMSDORP	1	UNABLE TO SPEAK	1
WILHELMSDORP	1	UNABLE TO SPEAK	1
WILHELMSDORP	1	UNABLE TO SPEAK	1
WILHELMSDORP	1	UNABLE TO SPEAK	1

1 Language/PT Response				2 Language P1 Avg Response Times by Unit				3 Overall P1 Avg Response Times by Unit			
Incident No	Location	Response Time	Unit	Incident No	Location	Response Time	Unit	Incident No	Location	Response Time	Unit
201002010748	UNABLE TO SPEAK	1:00:00	WILHELMSDORP	201002010748	UNABLE TO SPEAK	1:00:00	WILHELMSDORP	201002010748	UNABLE TO SPEAK	1:00:00	WILHELMSDORP
201002010749	NEUROLOGICAL CONSULT	1:00:00	WILHELMSDORP	201002010749	NEUROLOGICAL CONSULT	1:00:00	WILHELMSDORP	201002010749	NEUROLOGICAL CONSULT	1:00:00	WILHELMSDORP
201002010750	NEUROLOGICAL CONSULT	1:00:00	WILHELMSDORP	201002010750	NEUROLOGICAL CONSULT	1:00:00	WILHELMSDORP	201002010750	NEUROLOGICAL CONSULT	1:00:00	WILHELMSDORP
201002010801	WARRANTY/INVESTIGATION	1:00:00	WILHELMSDORP	201002010801	WARRANTY/INVESTIGATION	1:00:00	WILHELMSDORP	201002010801	WARRANTY/INVESTIGATION	1:00:00	WILHELMSDORP
201002010811	UNABLE TO SPEAK	1:00:00	WILHELMSDORP	201002010811	UNABLE TO SPEAK	1:00:00	WILHELMSDORP	201002010811	UNABLE TO SPEAK	1:00:00	WILHELMSDORP

P2 PERFORMANCE INDICATORS



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 June 2011





# Lessons



Managing Process **is not** a step

It **is not** Instant pudding

It **is not** an individual sport

Identify your **architects** and your **contractors**

The message must be **contextual** and **relevant**  
and **Multi-lingual**

Critically challenge your **Perceptions**

**Finally...**





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*‘Great things are done by a series of small things brought together’*

– Vincent van Gogh

*‘One cannot know what the results of your actions may be, but if you do nothing, there can be no results’*

– Mohandas Gandhi





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Thank You. 😊