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# Appendix seven – NSW Ambulance governance bodies

## **NSW Ambulance Advisory Board**

The NSW Ambulance Advisory Board is made up of ten members appointed by the Secretary of Health, which advises the Secretary in relation to the provision of ambulance services in New South Wales and meets monthly, excluding January and July. Among the functions of the Advisory Board included in its establishing legislation is performance and financial oversight. This function empowers the Board to:

- ensure systems are in place to support the efficient and economic operation of the ambulance service against the financial, operational, and strategic targets included in the NSW Ambulance Service Agreement
- monitor NSW Ambulance performance against targets included in the NSW Ambulance Service Agreement.

The Advisory Board receives operational activity and performance reports which include a breakdown of underperforming or not performing Key Performance Indicators (including information around possible contributors to under performance or actions being taken to improve performance) from NSW Ambulance at each meeting.

Generally, NSW Ambulance reports its key performance indicators to the Advisory Board at a statewide level, with regional performance reported for the following:

- Priority 1 and Priority 2 emergency demand performance by metropolitan and regional levels
- Priority 1 and Priority 2 emergency incident activity and response performance data by sector level
- Priority 1, Priority 2, and Priority 3 make ready time performance data by division level (state, metro, and regional).

## **NSW Ambulance Clinical Governance Committee**

The NSW Ambulance Clinical Governance Committee is chaired by an independent chair, attended by the Chief Executive and reports to the NSW Ambulance Advisory Board. NSW Ambulance staff report that the Clinical Governance Committee is primarily an oversight committee which considers trends and themes related to incident management and provides assurance over incident management activities.

The Committee meets quarterly, and receives reports outlining NSW Ambulance performance against clinical Key Performance Indicators at each meeting, including a monthly clinical Key Performance Indicator and financial year to date report, a monthly underperforming Key Performance Indicator report (which includes a breakdown of underperformance against Clinical Key Performance Indicators), a financial year clinical Key Performance Indicator performance report, and a quarterly clinical risk register brief.

## **NSW Ambulance Patient Safety Clinical Quality Committee**

The NSW Ambulance Patient Safety Clinical Quality Committee reports to the Clinical Governance Committee and monitors, identifies, and escalates emerging patient safety risks. NSW Ambulance staff report that when a trend in adverse patient outcomes is identified, the Committee will request to see more detailed analysis on the topic. The Committee meets monthly and operates with a standing agenda, which includes:

- key performance indicators
- measures for improvement
- clinical performance reporting
- patient safety reports
- consumer feedback reports
- clinical programs.

As part of its Key Performance Indicators standing agenda item, the terms of reference for the Patient Safety Clinical Quality Committee states the Committee is to receive monthly clinical Key Performance Indicator reports.