# The 'Red Phone' Call

## Analysis of pre-alert calls between local Air Ambulance and MTC

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## INTRODUCTION

- University Hospital Southampton is the only major trauma centre within the Wessex Major Trauma Network, covering both adults and paediatrics covering a population of 3.3 million. UHS ED has 140,000 attendances/year.
- The network is covered by three ambulance services and five air ambulance services, with HIOWAA being the most frequent attending UHS. Pre-alert calls are routinely recorded.
- The accuracy of the pre-alert is vital to ensure the receiving team is prepared and the hospital resources are allocated efficiently. UHS ED is the only ED for a wide area and under extreme pressure. Appropriate resource allocation for incoming patients is vital.

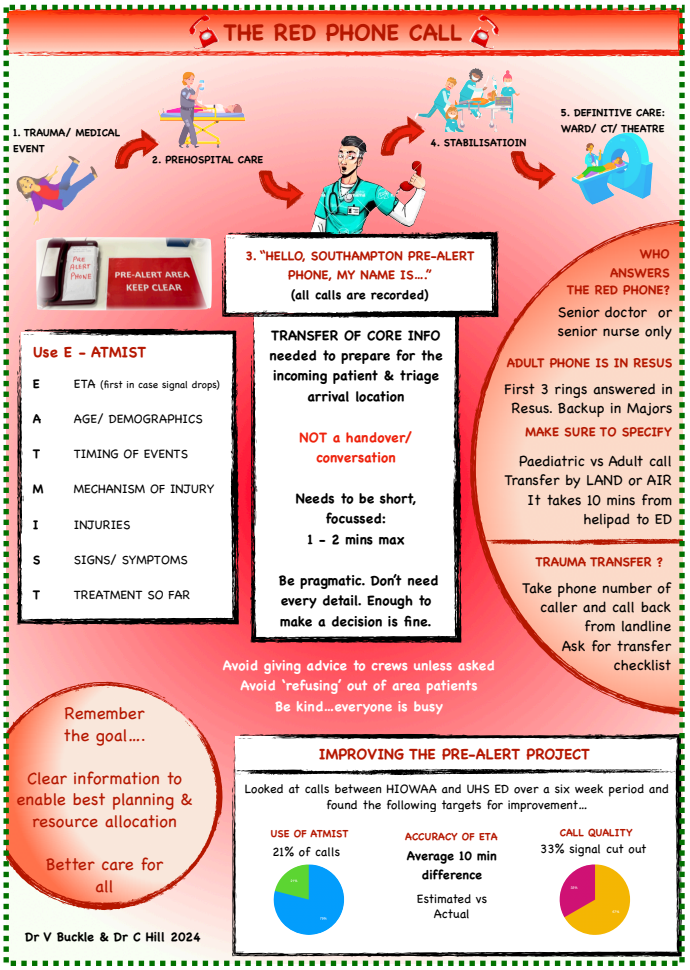
## METHODS AND TIMELINE

**Initial audit (Jul/Aug 2023)**
- Analysis of 33 pre alert calls between HIOWAA and UHS (both medical and trauma, adult and paediatric)
- Measured metrics: Length of call, use of ATMIST, call quality (i.e. signal issues), accuracy of ETA

**Presentation of findings (Oct 2023)**
- Results presented to both HEMS and ED teams, with changes planned and agreed.

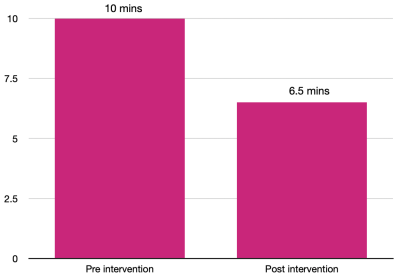
**Interventions (Mar 2024)**
- Poster (see right)
- Introduction of E-ATMIST format
- SOP for answering red phone
- Advice and guidance on making and receiving calls

**Re-audit (Apr/May 2024)**
- Analysis of 25 pre alert calls between HIOWAA and UHS 5 weeks after introduction of posters in department

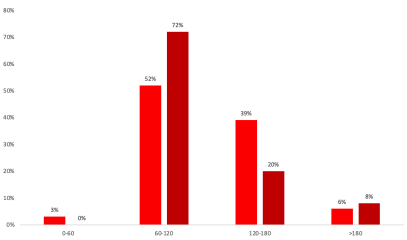



## RESULTS AND DISCUSSION

Accuracy of ETA improved with average difference between estimated and actual reducing by 35%



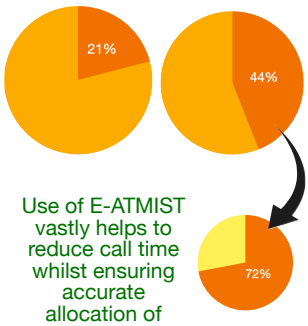

A note on ETA….either given to helipad or to resus, with a 10 minute transfer time between the two. Initial audit has shown an average 10 min journey time




Average call time decreased by 8%

More calls fell in the 60-120s bracket - more efficient transfer of information

23% increase in use of ATMIST structure, 72% of which used E-ATMIST




Use of E-ATMIST vastly helps to reduce call time whilst ensuring accurate allocation of resources

**The introduction of E-ATMIST**

Often, calls cut out before an ETA was given, requiring the HEMS team to call back.

Providing an ETA first allows the receiving team to prepare even if the call drops out.

**Limitations and considerations**
- Small data set
- Signal issues acknowledged but not yet addressed

## CONCLUSIONS AND NEXT STEPS

- Recording pre-alert calls and subsequent audit is a powerful way of understanding and improving this vital communication step.
- E-ATMIST reduces call time & allows appropriate resourcing for incoming patients.
- Improved ETA accuracy improves team efficiency, who often have multiple competing demands.
- Next steps…cementing and bedding in current changes and use of E-ATMIST/ looking at solutions for call quality

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