230421 DAY BRISBANE OPCEN BRIEF



QUEENSLAND AMBULANCE SERVICE OPERATIONS BRIEF V2.11.1



		BRISBANE					
SHIFT:	DAY		DATE:	23/04/2021			
ocs:							
ocs:							
CDS (Clinical):							
CDS (Tactical):		till 160	0 then vacant				
CDS (State):							
OC:							
SENIOR OPS SUPER(S):							
OPS SUPER(S):							

		Shift Re	eport (Any issues/items of interest fo	r noting that do not fit into another cate	egory or rec	uire further	elaborat	ion)	
Entry	Time	Acute/PTS	Issue	Action/Case Information	Entered By	Incident	Unit	LASN	Station/ OpCen
1	06:30	ACUTE	BCP Print	For Information only		14192571		OPCENS	Brisbane
2	10:00	ACUTE	BCP Laptop Log On Successful	For Information only				OPCENS	Brisbane
3	10:00	ACUTE	Cairns OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
4	10:00	ACUTE	Rockhampton OpCen BCP Radio Link Test Successful	For Information only				OPCENS	Brisbane
5	10:00	ACUTE	Townsville OpCen BCP Radio Link Test Successful	For Information only	_			OPCENS	Brisbane
6	10:00	ACUTE	GWN radio flickering on onsole 3512	GWN notified and shutdown carried out - still an issue - tech will attend to change monitor				OPCENS	Brisbane
7	11:06	ACUTE	Console 3532 soft phone not working	Reported to FSG	-			OPCENS	Brisbane
8	13:00	ACUTE	some MNT and MST crew getting vaccinations without notifying the dispatcher until they are put on a case	MNT and MST SOS's notified and page sent to crews to advise that they need to notify the dispatcher prior to getting vaccination - OpCen Manager also addressing issue	_			MNT & MST	Brisbane
9	17:30	ACUTE	18 Stretcher PTS handed off from PTS	For Information only	-			MNT & MST	Brisbane
10									
11									
12									
13 14									
15									
16									
17									
18									
19									
20									

	HOSPITAL STATUS LOG											
Hospital	Status/ Escalation Level	Date Initiated	Time Initiated	Date Changed	Time Changed	Time On Status	Initiated By	Action/Outcome				

Jnit V	LASN	Incident	Time	cidents/Issues (M.C.I.s, QAS vehicle accidents, case Activity/Description	Action/Outcome	Entored
nit	LASN	incident	Time	Activity/Description	Action/Outcome	Entered I
		· ·	are there any	Significant Patient Care/Clinical Issues (high acus	ity access?	·
nit	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered
+						
	Cardia	Arrost - Hou	v many out of	hospital cardiac arrests were attended and were	they transported with BOSC2	
Init	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered
W	ore there any a	ectivations of	First Pospon	der Groups/Honorary Station personnel and were	there any issues associated with this?	
Init	LASN	Incident	Time	Activity/Description	Action/Outcome	Entered
				<u> </u>		
			<u> </u>			•
Init	LASN	Incident	Did QAS ass	sist/Was QAS Assisted by any other jurisdictions? Activity/Description	? i.e. NSW/PNG/NT etc. Action/Outcome	Entered
mit	LASN	incident	Time	Activity/Description	Action/Outcome	Entered
I		1	l l			

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	How many cases were upgraded or downgraded during the shift? LASN Incident Coded Altered To Reason for Alteration? Callback Conducted? Outcome										
LASN	Incident	Coded	Altered To	Reason for Alteration?	Callback Conducted?	Outcome					
LACIT	molache	Ocaca	Altered 10	Reason for Attendion.	Guilback Goliaactea :	- Cutoomic					

	Staffing Issues (Late Log Ons/ Late Shift Starts)										
Officer(s)	Unit	Station / OpCen	LASN	Shift Start	Logged On / Started Shift	Early / Late by	Authorised By?	Reason Needed or Given / Operational Impact	Entered By		
									+		
									+		

	Paramedic Occupational Violence Incident									
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications OS, SOS, PSDU, OCM	Entered By	
QPS Notified (YES/NO)	Time QPS Notified	Attending Supervisor	Peer Support / Priorty One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken (If Applicable)	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM (If Appropriate)		
					Comments (Essential Additional	Information)				

	Paramedic Occupational Violence Incident										
Incident	Time	Officer(s) Involved	LASN	Station	Incident Information	Type of Occupational Violence	Description	Notifications OS, SOS, PSDU, OCM	Entered By		
QPS Notified (YES/NO)	Time QPS Notified	Attending Supervisor	Peer Support / Priorty One Activation	Caution Note Accuracy	Further Caution Note Actions Required	Call Back Actions Taken (If Applicable)	OCS Emailed CAD Report and Audio Files to OCM	Dot Point Summary Sent to OCM (If Appropriate)			
					Comments (Essential Additional	Information)					

						PEER SUPPORT ACTIVATIO	NS			
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By
-						•	•	•	•	

	WORKPLACE HEALTH & SAFETY (Not Relating to Paramedic Occupational Violence)											
Time	Incident	Officer/s Involved	LASN	Station/ OpCen	ID Number(s)	Incident Information	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By		

	REPORTABLE FATIGUE SCORES (>5)											
Time	Shift	Officer	LASN	Station/ OpCen	ID Number	Fatigue Score	Action Taken/Outcome	Follow-Up Action required	Reported To	Entered By		

				C	OMPLAINTS			
Time	LASN	Complainant's Name	Phone Number	Description	Action Taken/Reported To	Further Action Required	Summary	Entered By

FALSE CALLS								
Time	LASN	Incident	Callers Phone No	Callers Name As per CLI	Address of Caller As Per CLi	Incident Address	Stated Problem/Incident	Entered By

	Aeromedical Response Requests (Notification / Activation / Escalation Matrix)										
Time	Incident	MPDS Determinant	Code	Primary/ IFT	Approved Yes/No	Provide details on all requests	Enter the reason given for declining/deviation of the aeromedical resource	Requesting Supervisor	sos	Escalation Process Enacted	SOS Escalation Comments
15:15		28C01J	1C	PRIMARY	Yes	68F, R500 TASKED					

Were any PTS cases required to be handed over to Acute and was there any impact on Acute?								
Incident			Time	Reason	Operational Impact			

3rd Party Trip Information									
Authorisation No.	LASN	Officer Name(s)	From	То	Reason	Company	Company Auth No.	Quoted Cost	Entered By

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QAS Br	risbane OpCen Staff - Acute SI	hift Allocations
SUPERVISORY TEAM	DAY SHIFT	NIGHT SHIFT
OCS - Room Manager		
OCS - Additional Nightshift		
CDS - Brisbane Clinical		
CDS - Brisbane Tactical)	
CDS - Virtual/Statewide		
Operations Co-ordinator	DAYCHUT	AUGUT GUUT
POSITION	DAY SHIFT	NIGHT SHIFT
Northern Central 2 (Central Nightshift)	till 0900 ther till	
Central 1	1700	
South		
Bayside		
Meal Relief - Northside		
Meal Relief - Southside		
Night Shift Meal Relief	DAYCHIET	AUCUT CHIET
POSITION Acute Call Taking	DAY SHIFT	NIGHT SHIFT
Acute Call Taking Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	covered by disp students from 0900-1300	
Acute Call Taking		
ABOVE CORE ROSTER	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
Acute Call Taking		
POSITION	DAY SUPPORT 0700-1700hrs	AFTERNOON SUPPORT 1400-2400hrs
OCS - Day Support Shift		
Acute Call Taking		(1200-0000)
Acute Call Taking		
Acute Call Taking		
Acute Call Taking	till 0900	
Acute Call Taking		
Acute Call Taking	(0830-1930)	
POSITION		AFTERNOON SUPPORT 1700-0300hrs
Acute Call Taking		
Acute Call Taking		
Acute Call Taking		
ACUTE CORE POSTER	NAME & SHIFT TIME	NAME & CHIETTIME
ABOVE CORE ROSTER Acute Call Taking	NAIVIE & SHIFT TIIVIE	NAME & SHIFT TIME
Acute Call Taking		
	TAFF ALLOCATED TO ALT OPCEN CALL TA	KING OUEUE
POSITION	NAME, TIMES & OPCEN	NAME, TIMES & OPCEN
Acute Call Taking	TVAINE, TIMES & OFCER	MAINE, TIMES & OFCEN
Acute Call Taking		
	CLINICAL HUB DISPATCH	
Dispatch Clinical Hub		
Dispatch Clinical Hub		
	FLEXIBLE WORK ARRANGEMENT S	TAFF
POSITION	NAME & SHIFT TIME	NAME & SHIFT TIME
Acute Call Taking		
	STAFF ALLOCATED TO SEQ PTS	
POSITION	NAME & SHIFT TIME	
PTS Call Taking		