

Ambulance care response time



What is the performance standard?

The performance standard is laid down in Section 7, subsection 1, of the Dutch Interim Ambulance Care Act [Twaz]:

“The Regional Ambulance Service must ensure that under normal circumstances, an ambulance arrives at the scene within 15 minutes of receiving the call in at least 95% of A1 cases.”

A standard at regional level

- The 15-minute standard norm is an arithmetical standard to determine how many ambulances have to be at a certain location to be able in theory to meet the performance standard (laid down in the Spread & Availability Reference Framework).
- The standard relates to the level of the region and not the level of individual municipalities.
- However, the Spread & Availability Reference Framework is no guarantee that the standard can be met in practice.
- The 15-minute standard is not a health standard and therefore says nothing about the care quality.



A rapid response time can contribute to the survival chances of the patient. In neighbouring countries, the performance standard varies from 8 to 20 minutes.

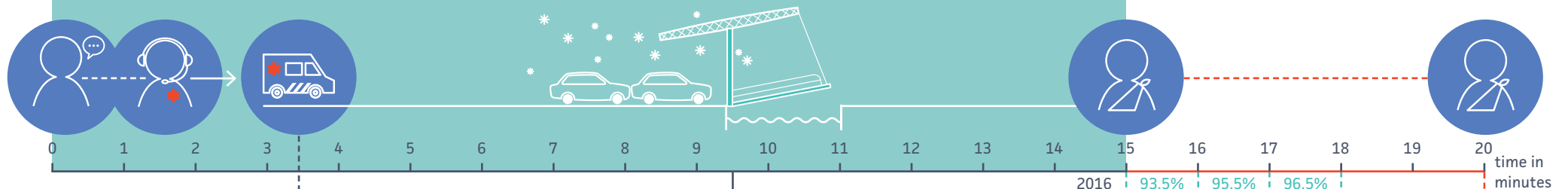
caller contacts the ambulance care dispatch centre

ambulance departs

The performance standard does not apply if exceptional circumstances are involved.

patient

patient



What is our performance?

The performance of the RAVs has long been stable and fluctuates around 93%, even though the number of deployments has been increasing for years.

The average response time of A1 deployments in 2016 was **9:26 min.**

Year	93.5%	95.5%	96.5%
2016	93.5%	95.5%	96.5%
2015	93.5%	95.5%	96.5%
2014	93.5%	95.5%	96.5%
2013	92.5%	94.5%	96.0%
2012	93.0%	95.0%	96.0%
2011	93.5%	94.0%	96.5%

Is 95% a realistic standard?

Ambulances are limited in number. In the case of simultaneous deployment, there may be no ambulance available temporarily.

In thinly populated areas, it may take more time for an ambulance to arrive.

How can we nevertheless improve response times?

The ambulance care budget must be brought more into line with demand. The Dutch Ministry of Health, Welfare and Sport [VWS] has now set the 2018 budget at € 610 million. RAVs determine the way in which the budget is spent in consultation with healthcare insurers and local chain partners.

