

Insight into the increase in the number of ambulance deployments



The number of ambulance deployments has been increasing for years, with a particularly strong rise since 2013.

- increase in the number of deployments 2010 – 2013: 7.9%
- increase in the number of deployments 2013 – 2016: 14.7%

There are three main reasons for the increase.

1 Changes in the care landscape

specialisation and centralisation/ decentralisation



- other transport movements as a result of mergers and closures of hospitals and A&Es
- deployments take longer, which impacts the availability of ambulances
- specialisation and centralisation/decentralisation are a result of government policy

extra-muralisation



- seniors are living at home longer
- patients are being discharged from hospital more rapidly, but they still need care at home
- extramuralisation is a result of government policy

increasing demand by referrers



- healthcare institutions refer patients to ambulance care
- GPs are referring to ambulance care more often
- in some regions, ambulances travel in the evening, at night and at weekends for GPs

2 Social developments

population growth / ageing



- since 2012, the Dutch population has grown by more than a quarter of a million
- strong increase in ageing
- both are resulting in an increase in the number of ambulance deployments

ambulance care for inhabitants and visitors



- RAVs have responsibility for ambulance care in their region
- the demand for ambulance care comes from inhabitants in the region, but also from people staying here temporarily (work, study, holiday, etc.)
- in a number of regions this results in an increase in the demand for ambulance care

vocal citizen



- almost everyone has a mobile telephone and can call the 112 emergency number anywhere
- citizens increasingly know what they must say in order to have an ambulance dispatched


3 Ambulance care process innovation

introduction of Direct Deployment of Ambulances (DDA)



- the ambulance departs directly
- DDA results in an increase in the number of abandoned deployments
- the impact on the availability of ambulances is minimal

introduction of triage protocols



- dispatch centre operators question the caller according to the same system
- on the basis of the protocol, the dispatch centre operator decides regarding the deployment of an ambulance
- application of protocols impacts urgent deployments

changing care demand



- the care demand is changing and is becoming more complex: the Dutch population is ageing, seniors are living at home longer and more chronically ill are living at home
- the demand for ambulance care is increasing
- the role of ambulance care in the acute care chain is changing

There are major regional differences: causes are evident to a greater or lesser extent and differ in effect.

This requires greater cooperation within the acute care chain and a regional customised approach.

