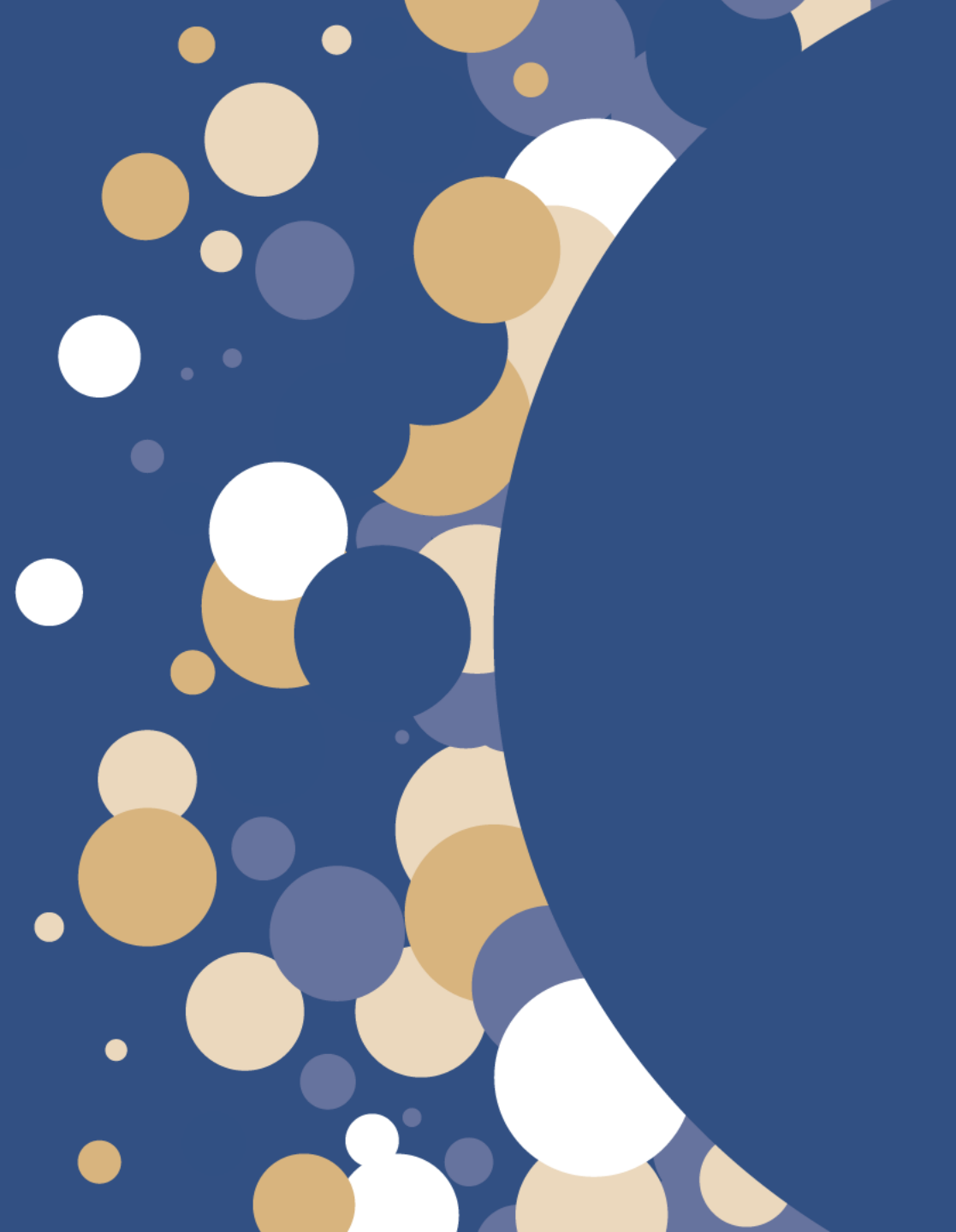




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Future Commissioning Framework



Commissioning Framework

- The current Commissioning Framework was introduced in 2014 as a turnaround document in light of the McClelland Review.
- The Commissioning Framework was introduced to support a standardised and collaborative approach to the commissioning of ambulance services in Wales.
- The current Commissioning Framework was developed to commission ambulance services in a conventional sense, where patients are predominantly conveyed to hospital.
- It was acknowledged that the Commissioning Framework would need to be refreshed with the development of ambulance services.
- EASC's 2021/22 Annual Plan includes the development of a commissioning cycle, which includes the refresh of Commissioning Frameworks.

WAST ambition

*NOTE: *=indicative values provided by WAST*



TODAY

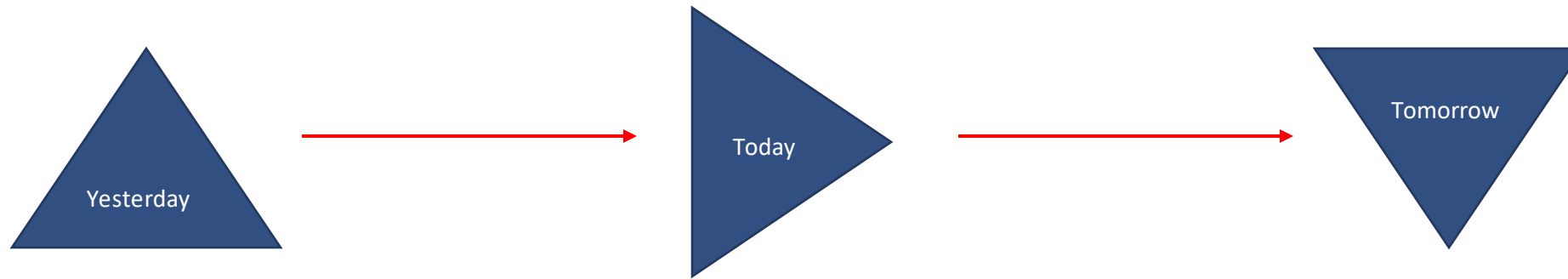


TOMORROW



Current Service Delivery

- WAST extending their offering of Hear & Treat and See & Treat services.
- Current services
 - Hear and Treat – Clinical Support Desk (CSD), 111
 - See and Treat – Advanced Paramedic Practitioners (APP), Cymru High Acuity Response Unit (CHARU)



- Key enablers to support the delivery of a modern ambulance service:
 - Commissioning Framework
 - Workforce
 - Digital Services
 - Value-based approach
 - Balanced approach to manage risk

5 Step Model



Key Success Factors

- Reflective of the current and future ambitions
- Supports continuous development and improvement
- Strategic focus on performance and value in 3 key areas: clinical outcomes, service delivery and use of resources
- Ensures key risks and opportunities are monitored and addressed
- Enhances a collaborative and integrated commissioning approach including a shared vision and strategy for urgent and emergency care services
- Improves patient outcomes with patients directed to the right service, first time

Key changes proposed

Take forward key building blocks from current framework

Commissioning Intentions

- Revised approach in 2020/21 to make Commissioning Intentions strategic rather than operational
- Collaborative development in line with agreed commissioning cycle
- Issued via Annual Plan / IMTP process

"5 Step" Service Delivery Model

- Underpinned by "CAREMORE" approach to quality and delivery
- Updated to reflect modern ambulance service

Ambulance Quality Indicators

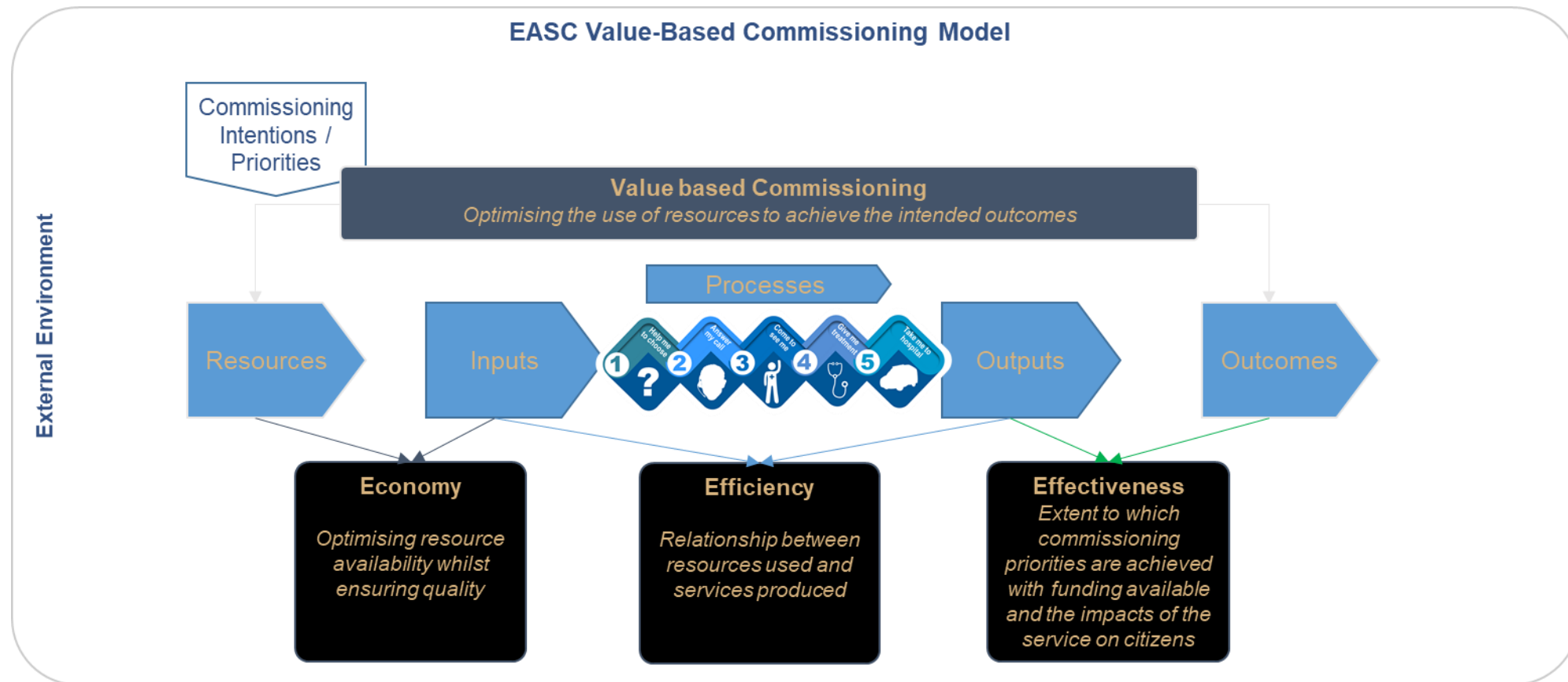
- Focused on service delivery activity and output measures.
- Opportunity to make more "user friendly" and performance focused

Address opportunities identified in gap analysis assessment of current framework

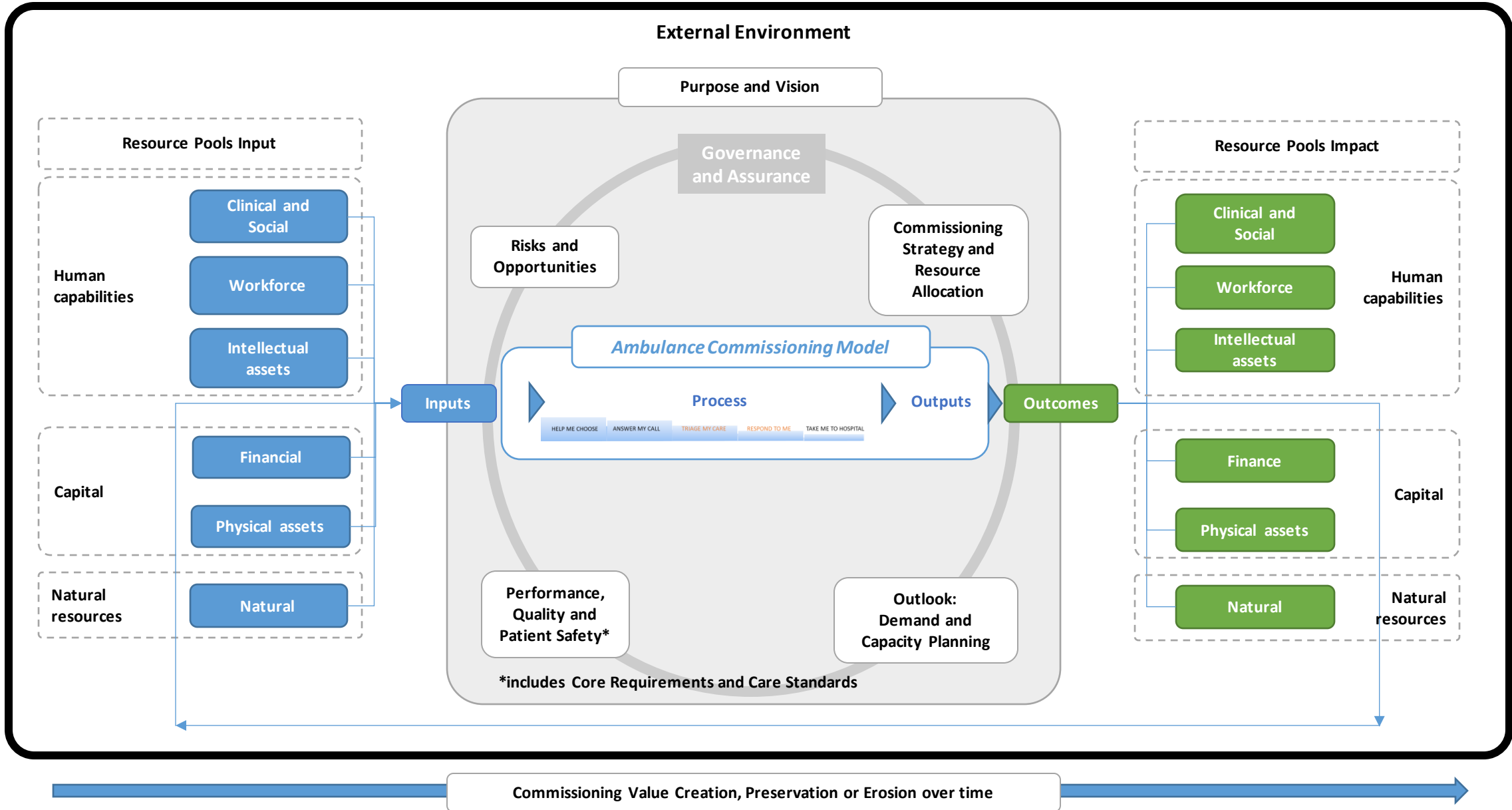
1. **Focus on clinical outcomes** in addition to activity and output service delivery measures.
2. **Support decision making** by establishing clear line of sight from strategic Commissioning Intentions through to performance and outcome measures.
3. Incorporate a **value based approach**, which looks at sustainable performance through resource allocation, utilisation and outcomes over the short, medium and long term.
4. **Improve risk management** approach within the framework.
5. Incorporate of **horizon scanning and scenario analysis** techniques into forecasting and planning.

EASC Value-Based Commissioning Model

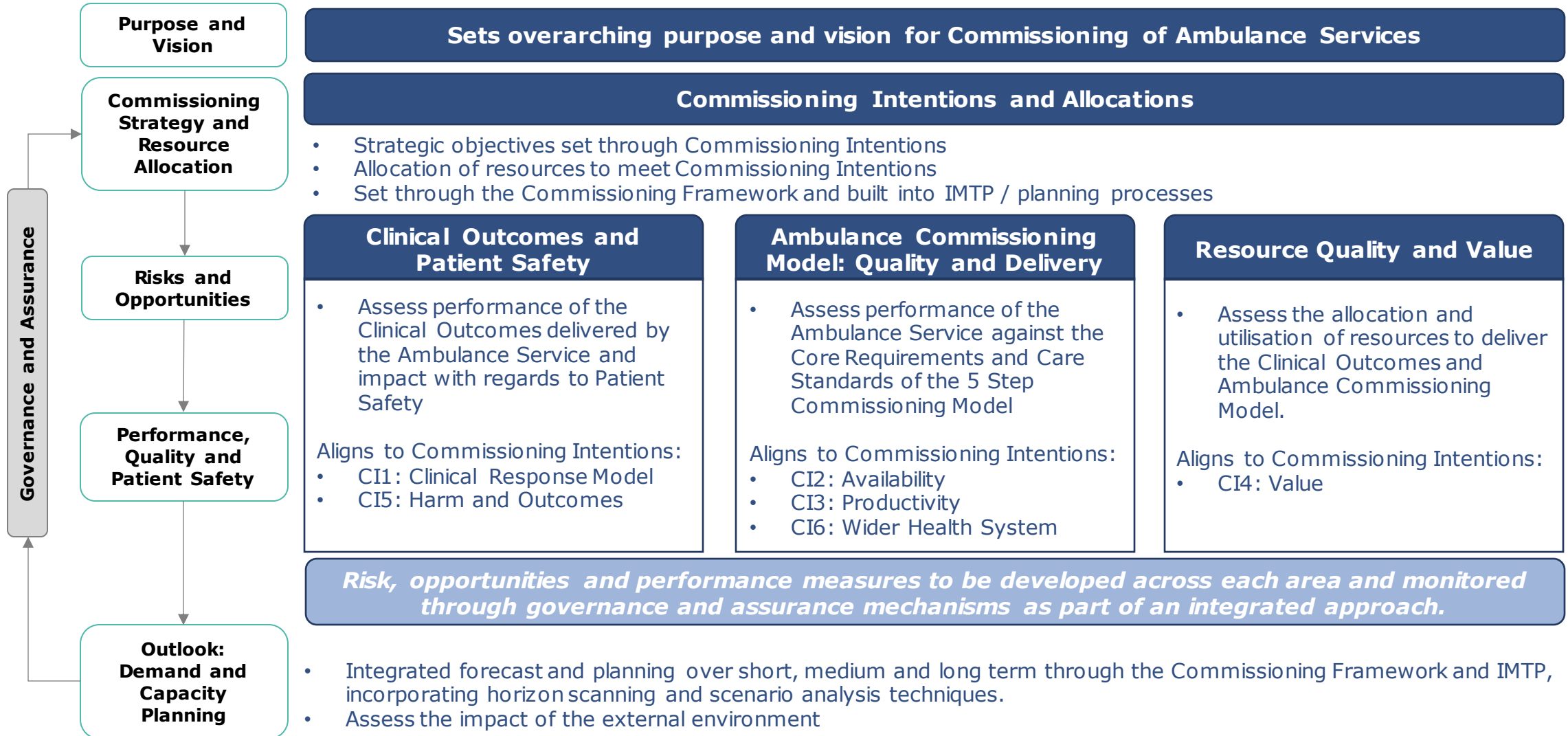
Commissioning Intention 4 Value Objective: *The Emergency Ambulance Service and its Commissioners will develop a value-based approach to service commissioning and delivery which enables an equitable, sustainable and transparent use of resources to achieve better outcomes for patients.*



Proposed EASC Commissioning Framework



Putting the new framework into practice



Next Steps

- Make proposal to EASC Management Group members
- Broad stakeholder engagement
- Further refinement of Framework document
- Sign off and approval process via EASC



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