



New medical clinic



Community-based health services and stakeholders must be equipped to handle medical emergencies effectively, efficiently, and above all, safely.

Upon opening a new Dialysis Clinic, Fresenius Medical Care engaged Mater Education to test processes in response to a real-world medical emergency—in this case, the rapid deterioration, resuscitation and hospitalisation of a patient whilst on dialysis.

The simulation provided an opportunity for the new nursing and medical team to work together with the Queensland Ambulance Service to stabilise the patient, and to observe and refine the clinic's emergency response systems to ensure the delivery of high quality care.

“ The simulation exercise allowed us to identify and resolve a number of issues before the centre opened, with both teams working together to gain an understanding of each other's skill sets and protocols. Opportunities like this simulation are invaluable to the Queensland Ambulance Service.

Jan Tooth

Officer in Charge, Queensland Ambulance Service



Facilities
Testing



Systems
Testing



Experiential
Orientation

Key outcomes

- Collaborated with key stakeholders to formalise transfer criteria and processes
- Tailored environment and equipment to ensure patient safety and service efficiency
- Further strengthened relationship, understanding and trust with all key stakeholders including community services
- Orientation and familiarisation of staff and external community services of new service and facility prior to opening

Take your healthcare delivery to new heights with OptiSim's tailored approach.

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