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This document is a translation made by SHK of the original response in Swedish to the safety recommendation. In case of discrepancies between this translation and the Swedish original text, the Swedish text shall prevail in the interpretation of the response.

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## Measures taken in response to recommendations in the report RO 2018:1

Region Jämtland Härjedalen has received SHK's final report RO 2018:1 on the bus accident south of Sveg that occurred on 2 April 2017. The report contained recommendations for Region Jämtland Härjedalen's continued work in collaboration with the emergency services. Certain improvement measures which have already been implemented are also described in the report. Below you will find a summary of the continued improvement work carried out and an account of how Region Jämtland Härjedalen has responded to the recommendations issued by SHK.

A number of improvement measures were identified within the Region following the accident, several of which have already been reported to SHK. Examples of previously planned measures which have now been implemented are that each ambulance crew is now equipped with an additional Rakel unit, so that the medical team leader can communicate in twice as many talkgroups. A revision has been carried out of the documentation (PS documentation) and injury cards used by prehospital personnel in the event of a serious incident. User procedures for Rakel and talkgroups have been revised. Refresher training on the concept of PS (prehospital care management), Rakel and user procedures, as well as review of PS documentation have been conducted in May for all of the approx. 150 employees of the ambulance service.

All in all, these measures are deemed to significantly increase Region Jämtland Härjedalen's ability to provide a clear structure and communication between the site of the accident, SOS Alarm and the prehospital care management.

Review and revision has been carried out of the disaster medicine plans for both specialised and primary care services. Major restructuring of the primary care services' contingency plans for crisis and disaster medicine is underway.

SHK also issues the following recommendation to Region Jämtland Härjedalen:

*“Together with SOS Alarm, investigate whether it is possible to develop general alert plans or otherwise develop the existing instructions in order to facilitate a faster and more standardised alerting of medical service units so that the time it takes for them to arrive at the scene of an extensive accident can be reduced in future”*

The responsible directors of the ambulance service in Region Jämtland Härjedalen have reviewed the current dispatch and alarm instructions with representatives of SOS Alarm and considered the possibility of improving and standardising the alerting of medical service units. However, the representatives of SOS Alarm and the Region all agree that it is not currently possible or efficient to standardise a number of resources for the event of a “major accident”. The scope, geography and available resources involved in the accident will always affect their actions in a county of such great distances (long arrival times) and limited resources. Depending on where the accident takes place, borderless dispatch shall be used to bordering areas, which means it cannot be standardised. Region Jämtland Härjedalen is of the opinion that the alerting shall be based to a greater extent on clearer instructions for what the ambulance dispatcher at SOS Alarm should take into account in their consideration based on the initial assessment of the nature of the incident and reports from medical team leaders on site.

The improvement work is thus focused on clarifying the alarm instructions and on increasing the possibilities of quickly adding more resources in the event that our own regular resources and borderless dispatch from bordering counties prove insufficient (including helicopter and aviation resources from the rest of Sweden and even Norway).

Clarifications have been made in Region Jämtland Härjedalen’s instructions for SOS Alarm and the regional ambulance service. These have been supplemented to include a requirement, in the event of a larger accident where it is unclear exactly how many resources need to be dispatched to the site, stating that the medical team leader on site **shall** always request a **definitive** number of resources, including the type of resource (ambulance/ambulance helicopter). If the arrival time for the medical team leader is long, the ambulance dispatcher at SOS Alarm shall consult the team leader during transport to discuss an initial number of resources, rather than waiting. The exact number and type of resources may be updated during the operation.

A change has also been made to the instructions for SOS Alarm in regard to resources remaining for other urgent calls, as per the following: “in the event of an accident of a greater magnitude, the number of resources dispatched to the site of the accident is more important than availability for any other urgent calls”. This relates to initial resources before the medical team leader on site has verified how many resources are needed for the accident. In other words, SOS Alarm does not need to “save” on resources to ensure availability in a bordering geographical area.

SOS Alarm has also been given a mandate to order ambulance personnel to remain on duty in case a large accident occurs in conjunction with a shift change. Furthermore, it has been clarified that in the event of a major accident in which the need exceeds resources, SOS Alarm shall notify the Region’s officer on duty (TiB) of this lack of resources. SOS Alarm can also contact the ambulance director for support and guidance. This will allow Region Jämtland Härjedalen to provide SOS Alarm with support early on and to fulfil needs for more personnel resources. In the event of a major accident, the Region shall also assist in resource distribution and medical prioritisation.

All in all, Region Jämtland Härjedalen makes the assessment that these measures increase the possibilities to reduce the time needed for medical resources to arrive at the site of an accident.

REGION JÄMTLAND HÄRJEDALEN

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