Saving Lives is Not Enough

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ANZBA Scar Wars 2018
The professional’s frustration

Why don’t people do as

1) they are told or

2) we expect them to
Findings - six insight themes

1. The role of the public

2. Fire
3. 999 call
4. FRS arrive
5. Post-fire

6. Risk – tolerance and continuity
Saving lives is not enough

A casualty-centred proposal identifying how Fire and Rescue Services can improve pre-hospital care and quality of life outcomes for people with burns and scalds
Remote assistance

Search and Rescue
Treatment at scene
Scene to surgeon
Psychosocial recovery

Customer Experience
“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou
Thank you ANZBA

Are you using your Fire Service to get the best outcomes for your patients?