

Barwon Health achieves improved Code STEMI efficiency with automated messaging

The Concentric Care Reach messaging system has eliminated the uncertainty of Code STEMI alerts being received by team members, and significantly reduced risk



“We’re now able to confidently confirm the attending team within on average 2 minutes and 11 seconds¹; previously we had to allow at least 10 minutes before the team could be confirmed.”

Barwon Health

↓ 78%

Reduction in Confirmation Time

Barwon Health

Barwon Health is one of the largest and most comprehensive regional health services in Australia. Barwon Health serves a geographically dispersed population through two major sites with a total of 1016 beds and a total of 21 sites overall, stretching from Geelong down the coast to Anglesea, Torquay and Lorne. Health services available through Barwon Health cover the full spectrum from emergency and acute to mental health, primary care, community services, aged care and subacute/rehabilitation.

2min 11sec

Average Team Confirmation Time

The Challenge

Barwon Health was relying on a manual paging process, whereby team members received a Code STEMI alert on their pager. Overall confidence in the paging process had reduced overtime due to delivery instability and the inability to confirm an alert had been received.

The Solution

Barwon Health implemented the Concentric Care Reach messaging system integrated with the Responder 5 Clinical Workflow and Nurse Call System. The fully automated messaging solution enables time-critical Code STEMI alerts to be sent to each on-call team member on their mobile phone. Each team member receives a text message with the event details, together with an automated voice call asking them to either confirm or escalate. The system is designed to ensure all Code STEMI alerts are consistently received and responded to by the on-call team; enabling the team to be assembled in the shortest possible timeframe.

Clinical Outcomes



Reduced Response Times



Improved Efficiency



Reduction in Risk



Improved Staff Experience



The attending Code STEMI team can now be confirmed within on average 2 minutes and 11 seconds¹; previously at least 10 minutes had to be allowed. This means that the majority of the 90 minutes of 'door-to-balloon time'² is spent on the critical procedural work.



The system enables messages to be sent to only those staff on-call and has eliminated the need for additional calls having to be made to confirm a team members attendance.



The new system has eliminated the uncertainty of alerts being received by team members and significantly reduced risk.



Receiving the Code STEMI alert on a mobile phone is reported by staff to be a much less stressful way to receive the message; contributing to a calmer frame of mind for the attending team.

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1. Based on the average 'time to confirmation for the 37 Code STEMI events occurring at Barwon Health between 1st March 2020 and 3rd May 2020.

2. For patients presenting with STEMI and undergoing primary PCI, the time taken from their arrival to the hospital until the insertion of a device to unblock the vessel (usually a balloon catheter or other device to extract clot) is known as the door-to-balloon time (DBT). This is a key performance measure that assesses the ability of hospital systems and processes to treat acute STEMI in a timely and efficient manner. It is generally accepted that the benchmark door-to-balloon time that hospitals should aim for is <90 minutes, in 80% or greater of cases. Door-to-balloon times are reduced in ST-elevation myocardial infarction by emergency physician activation of the cardiac catheterisation laboratory and immediate patient transfer. Alexander B Willson, David Mountain, Joanne M Jeffers, Cheryl G Blanton, Brendan M McQuillan, Joseph Hung, Michael H Muhlmann and Michael C Nguyen: MJA • Volume 193 Number 4 • 16 August 2010.