

New Zealand Standard

Ambulance, paramedicine, and patient transfer services

Superseding NZS 8156:2008

NZS 8156:2019

This is a preview. Click here to purchase the full publication.

Online Library subscription service PDF Terms & Conditions

An Authorised User may download a single copy of a document and retain that copy on their personal computer for a maximum of five working days for their internal purposes. At the expiry of five working days, the Document must be deleted from the Authorised User's computer.

Each Authorised User may print one hard copy of any Document for their internal purposes. These copies may not be used to build up a hard copy reference collection. A reference collection is defined as a collection comprising more than 10% of the number of the Documents within the Authorised User's subscription portfolio. All hard copies of Documents must be destroyed within 12 months or at the end of their course whichever comes first.

Copyright subsists in each of the Documents and the full title to that copyright is at all times retained by Standards New Zealand.

Except as otherwise may be expressly permitted under the Copyright Act 1994 Authorised Users will undertake not to copy, modify, merge with other software or documents, or circulate electronically without securing the prior written permission of Standards New Zealand.

Under no circumstance may a Document, whether in electronic or hard copy form, be sold, or transferred to a third party.

Under no circumstances may any Document be placed on a network of any sort without express permission of Standards New Zealand.

Authorised Users may not modify, adapt, translate, reverse engineer, decompile, disassemble or create derivative works based on the Documents.

Right of access to the subscription service is personal to Authorised Users and can not be transferred, sold, leased, rented or loaned via a time-sharing, service bureau or other arrangement.

All Authorised User identification information, including logins and passwords, are to be kept secret and secure.

No Authorised User may attempt to damage, interfere or harm the Standards New Zealand website, or any network, or system underlying or connected to the subscription service.



COMMITTEE REPRESENTATION

This standard was prepared by the P8156 Ambulance and Paramedical Services Committee. The membership of the committee was approved by the New Zealand Standards Approval Board and appointed by the New Zealand Standards Executive under the Standards and Accreditation Act 2015.

The committee consisted of representatives of the following nominating organisations:

Accident Compensation Corporation, Clinical Advisory Group

Air Rescue Group – Hawke's Bay Rescue Helicopter Trust

Ambulance New Zealand

Auckland District Health Board

Auckland University of Technology

Australasian College for Emergency Medicine (ACEM)

Canterbury District Health Board

Healthcare Horizons Limited

Ministry of Health

National Ambulance Sector Office (NASO)

New Zealand Ambulance Association

New Zealand Air Ambulance Service Limited

New Zealand College of Air and Surface Transport Nurses (COASTN) of the New Zealand Nurses Organisation

New Zealand Defence Force

New Zealand Transport Agency

St John New Zealand

Wellington Free Ambulance

Whitireia New Zealand

ACKNOWLEDGEMENT

Standards New Zealand gratefully acknowledges the contribution of time and expertise from all those involved in developing this standard, especially Ambulance New Zealand for preparing an initial draft for the committee to review.

COPYRIGHT

This document is Crown copyright administered by the New Zealand Standards Executive. You may not reproduce any part of it without prior written permission of the New Zealand Standards Executive, unless your actions are permitted by the Copyright Act 1994.

We will vigorously defend the copyright in this standard. Your unauthorised use may result in penalties being imposed under the Copyright Act 1994 including fines of up to \$10,000 for every infringing copy (up to a maximum of \$150,000 for the same transaction and for other specified offences) or imprisonment of up to 5 years. If the breach is serious, we may also seek additional damages from you as well as injunctive relief and/or an account of profits.

Published by Standards New Zealand, PO Box 1473, Wellington 6140.

Telephone: (03) 943 4259, Website: www.standards.govt.nz.

	AMENDMENTS							
No.	Date of issue	Description	Entered by, and date					

New Zealand Standard

Ambulance, paramedicine, and patient transfer services

Superseding NZS 8156:2008

CONTENTS

Cor	nmitte	e representation	IFC
Acknowledgement			
Cop	oyright		IFC
Ref	erence	d documents	V
Late	est revi	sions	vii
Rev	view of	standards	vii
For	eword.		viii
Sec	tion		
1	GEN	ERAL	1
	1.1	Scope of application	1
	1.2	Interpretation and key definitions	2
	1.3	New Zealand legislation	2
2	CLAS	SSIFICATION OF SERVICES	3
	2.1	Classification	3
	2.2	Core functions of emergency ambulance services	3
	2.3	Core function of non-emergency ambulance service	3
	2.4	Core function of event service	4
	2.5	Core functions of an ACCC	4
	2.6	Compliance with this standard	4
	2.7	Health Information Privacy Code	4
	2.8	Health and Disability Commissioner (Code of Health and	
		Disability Services Consumers' Rights) Regulations	4
	2.9	The New Zealand Aeromedical and Air Rescue standard	5
	2.10	Maritime New Zealand – safe ship management system	5
3	PATII	ENT FOCUS	6
	3.1	Patient rights	6
	3.2	Recognition of Māori values and beliefs (Te aro nui ki ngā uara me ngā tikanga a te Māori)	6
	3.3	Patient-centred care	7
	3.4	Confidentiality of patient information	7
	3.5	Consent to treatment	8
4	GOVERNANCE AND MANAGEMENT		9
	4.1	Corporate governance	9
	4.2	Management	9
	4.3	Human resources	10
	4.4	Health, safety, and wellness management	11
	4.5	Risk management and quality improvement	11
	4.6	Complaint management	12
	4.7	Reportable events management	12

	4.8	Medication and blood product management	13	
	4.9	Equipment management and maintenance	13	
	4.10	Fleet management	14	
5	CLINICAL GOVERNANCE			
	5.1	Organisational clinical governance	15	
	5.2	Medical director practice expectations	16	
	5.3	Clinical personnel practice expectations	17	
	5.4	Delegated and registered scopes of practice	18	
	5.5	Competence	19	
	5.6	Clinical-risk management	19	
	5.7	Clinical audit	20	
	5.8	Clinical education	20	
	5.9	Clinical guidelines	21	
	5.10	Destination policies and pathways	23	
6	SER\	SERVICE DELIVERY		
	6.1	Patient assessment and triage	24	
	6.2	Treatment provision	24	
	6.3	Continuity of care and handover	24	
	6.4	Patient records	25	
	6.5	Infection prevention, control, and management	26	
	6.6	First responder programmes	27	
7	AMB	ULANCE CLINICAL COMMUNICATIONS CENTRES	29	
	7.1	General	29	
	7.2	Clinical governance of ambulance clinical communication centres	30	
	7.3	Corporate governance	30	
	7.4	Call taking	30	
	7.5	Response to incidents	31	
	7.6	Dispatch	31	
	7.7	On-scene support	32	
	7.8	Coordination of major incidents	32	
	7.9	Coordination of patient transfers and retrievals	32	
	7.10	Communications business continuity systems	33	
	7.11	Resources	33	
	7.12	ACCC staff education	34	
	7.13	Data management	34	
8	LANI	O AMBULANCE RESPONSE	35	
	8.1	Response capability	35	
	8.2	Equipment maintenance and safety	36	
9	INTE	R-HOSPITAL TRANSPORT	37	
	9.1	Clinical care requirements	37	

10	AIR AMBULANCE RESPONSE		39
	10.1	Response capability	39
	10.2	Primary response and primary transport (pre-hospital)	39
11	DEDI	CATED MARINE AMBULANCE RESPONSE	41
	11.1	Response capability	41
	11.2	Equipment	42
12	CLIN	ICAL SERVICES AT MASS GATHERINGS AND EVENTS	43
Арр	endix		
Α	Expla	nation of terms (Normative)	44
В	New	Zealand legislation (Informative)	50
С	Scop	es of practice – guidance (Informative)	53
D	Emergency medical dispatcher (EMD) level descriptions (Informative)		
Ε	Response priority categories (Normative)		
Tabl	e		
B1	New	Zealand legislation and specific references made to ambulance	
	or an	bulance services	50
C1	Ambı	ulance personnel – scopes of practice	53
D1	Emer	gency medical dispatcher levels	56
E1	Resp	onse priority categories	57

REFERENCED DOCUMENTS

Reference is made in this document to the following:

New Zealand standards

SNZ HB 8152:2001 Sentinel events workbook

Joint Australian/New Zealand standards

AS/NZS 3551:2012 Management programs for medical equipment
AS/NZS ISO 9001:2016 Quality management systems – Requirements
AS/NZS ISO 31000:2009 Risk management – Principles and guidelines

International standard

ISO 19600:2014 Compliance management systems – Guidelines

Other publications

Ambulance New Zealand. New Zealand ambulance major incident and emergency plan (AMPLANZ). Wellington: Ambulance New Zealand, 2016.

Ambulance New Zealand. *New Zealand aeromedical and air rescue standard*. Wellington: Ambulance New Zealand, 2018.

Australasian College for Emergency Medicine, Australian and New Zealand College of Anaesthetists, and College of Intensive Care Medicine of Australia and New Zealand. *Guidelines for Transport of Critically III Patients*. Document No. PS52, 2015.

Australasian Fire and Emergency Service Authorities Council Limited. *Emergency medical response* (AFAC Publication No. 3044), 2016.

Civil Aviation Authority. *Civil Aviation Rules, Part 119: Air operator certification*. Wellington: Civil Aviation Authority, 2017.

Civil Aviation Authority. *Civil Aviation Rules, Part 135: Air operations – Helicopters and small aeroplanes*. Wellington: Civil Aviation Authority, 2017.

Health and Disability Commissioner. *Guidance on open disclosure policies*. Wellington: Health and Disability Commissioner, 2009.

Health Quality and Safety Commission New Zealand. Severity Assessment Code, 2017

Institute of Medicine. *Crossing the quality chasm: A new health system for the 21st century.* Washington, DC: The National Academies Press, 2001.

Major Trauma National Clinical Network. *Staging guidelines*. 2017. Retrieved from www.majortrauma.nz/resources (10 April 2018).

Maritime New Zealand. *Maritime Rules, Part 20: Operating limits*. Wellington: Maritime New Zealand, 2015.

Minister of Health. New Zealand health strategy. Wellington: Ministry of Health, 2016.