

Service Specifications for Transport Providers, Patient Transport Service

Summary The purpose of this policy is to outline the minimum Service Specifications (safe and reliable) to be adhered to by Patient Transport Service (PTS) providers operating for NSW Health. The aim of these minimum Service Specifications is to ensure consistency across the Patient Transport network, ensuring appropriate patient transport vehicles, equipment and staff will provide a safe service for patients using Patient Transport Services. This policy is intended to be a component of a contractual arrangement with the Health Administration Corporation.

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Distributed to Ministry of Health, NSW Ambulance Service, Public Health System

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Secretary, NSW Health

This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for NSW Health and is a condition of subsidy for public health organisations.

SERVICE SPECIFICATIONS FOR TRANSPORT PROVIDERS – PATIENT TRANSPORT SERVICE

PURPOSE

The purpose of this policy is to outline the minimum Service Specifications (safe and reliable) to be adhered to by patient transport providers operating for NSW Health.

The aim of these minimum Service Specifications is to ensure consistency across the Patient Transport network. Ensuring appropriate patient transport vehicles, equipment and staff will provide a safe service for patients using Patient Transport Services.

This policy is intended to be a component of a contractual arrangement with the Health Administration Corporation.

MANDATORY REQUIREMENTS

This policy requires all patient transport providers adhere to the requirements contained within the Service Specifications for Transport Providers – Patient Transport Service.

IMPLEMENTATION

Patient transport providers must ensure that a review of their services is undertaken to ensure compliance with the Service Specifications for Transport Providers. Where patient transport providers do not comply with these Service Specifications, a process to obtain compliance must be completed.

REVISION HISTORY

| Version | Approved by | Amendment notes |
|------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------|
| May 2014 (PD2014_013) | Deputy Secretary, Governance, Workforce and Corporate | New Policy. |
| January 2018 (PD2018_002) | Deputy Secretary, Governance, Workforce and Corporate | Revision. Inclusion of Paramedic as specialist escort for Class B and C patients. |

ATTACHMENTS

1. Service Specifications for Transport Providers – Patient Transport Service.

Service Specifications for Transport Providers Patient Transport Service

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Reference List

Australian Standards

- AS/NZS 4535:1999, Ambulance Restraint Systems

Legislation

- Commonwealth Privacy Act 1988
- Poisons and Therapeutic Goods Act 1966
- Poisons and Therapeutic Goods Regulation 2008
- Poisons List 2012
- Health Records and Information Privacy Act 2002

NSW Health Policy

- PD2007_036 Infection Control Policy Directive
- PD2007_077 Medication Handling in NSW Public Hospitals
- PD2007_084 - Infection Control Prevention & Management of Multi-Resistant Organisms
- PD2009_060 Clinical Handover – Standard Key Principals
- PD2011_005 Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases
- PD2011_077 - Recognition and Management of Patients Who Are Clinically Deteriorating
- PD2012_061 - Environmental Cleaning Policy
- Clinical Excellence Commission (CEC), 2016, Infection Prevention and Control Practice Handbook. Principles for NSW public health organisations

Glossary

| TERM | DEFINITION |
|-------------|---------------------------------------------------------------------|
| AED | Automated External Defibrillator |
| AHPRA | Australian Health Practitioner Regulation Agency |
| ALS | Advanced Life Support |
| AS/NZS | Australian / New Zealand Standards |
| ASNSW | New South Wales Ambulance |
| AVPU | Alert, Verbal, Pupils, Unresponsive |
| BLS | Basic Life Support |
| EN | Enrolled Nurse |
| ISBAR | Introduction, Situation, Background, Assessment, Recommendation |
| IV / SC | Intravenous / Subcutaneous |
| MDT | Mobile Data Terminal |
| MP | Medical Practitioner |
| PTS | Patient Transport Services |
| PPE | Personal Protective Equipment |
| PTO | Patient Transport Officer |
| RM | Registered Midwife |
| RN | Registered Nurse |
| RR | Respiratory Rate |
| RMA | Roads and Maritime Authority (formally Roads and Traffic Authority) |
| TPTO | Trainee Patient Transport Officer |
| Triple Zero | Emergency services number Phone: 000 |

Introduction

Patient Transport Service (PTS) in NSW is provided by a variety of transport operators to assist patients who cannot use, or have difficulty using public and/or private transport, and whose acuity does not require the use of a NSW Ambulance emergency vehicle.

The main objective of an effective PTS system is to provide the community with a safe, timely and reliable PTS service.

The minimum service specifications contained in this document have been compiled through extensive consultation with various NSW Health Transport Units, NSW Ambulance, the Clinical Excellence Commission, the Agency for Clinical Innovation and other clinical experts. Reviews of comparable services both domestically and internationally have also been conducted.

Purpose

This document outlines the minimum service specifications (safe and reliable) to be adhered to by PTS providers operating for NSW Health.

The aim of these minimum service specifications is to ensure consistency across the PTS network. Ensuring appropriate patient transport vehicles, equipment and staff will provide a safe service for patients using PTS.

This document is intended to be a component of a contractual arrangement with the Health Administration Corporation. As such it is not a stand-alone document and forms part of any such contract.

1 Patient Transport Service Specifications

1.1 Classes of Transport Service Current Classes of PTS Transport

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| <p style="text-align: center;">CLASS A</p> <p style="text-align: center;">Emergency Ambulance Service</p> <p style="text-align: center;">Active monitoring, management and/or intervention</p> <ul style="list-style-type: none"> Life threatening clinical scenarios (cardiac, respiratory, neuro, etc.) Behaviourally unstable patients requiring mechanical restraints Patient may deteriorate outside of the "Between the Flags" criteria NSW Ambulance to provide an emergency ambulance <p style="text-align: center;">OUT OF SCOPE FOR NSW HEALTH PTS</p> | <p style="text-align: center;">CLASS B</p> <p style="text-align: center;">Specialist Escort RN or Paramedic*</p> <div style="border: 1px dashed black; padding: 2px; text-align: center; font-size: small;">Patients have been assessed by a registered nurse or medical practitioner as having a low risk of deterioration</div> <p style="text-align: center;">Ongoing monitoring and/or active treatment or continuity of care</p> <ul style="list-style-type: none"> Risk of Behavioural disturbance Patient is expected to remain within 'Between the Flags' criteria Observation and monitoring of an intravenous infusion Condition is not life threatening and not likely to become life threatening during transport Requires a stretcher for transport <p style="text-align: center;">REQUIRES (2) STAFF, AT LEAST (1) BEING AN RN OR PARAMEDIC*</p> <p style="text-align: center; font-size: x-small;"><i>*NOTE: has advanced practice skills which may include Advanced Life Support or other medical subspecialty skills.</i></p> | <p style="text-align: center;">CLASS C</p> <p style="text-align: center;">RN, Paramedic or EN (EN without limitations on medication endorsement)</p> <p style="text-align: center;">Supervision required with no active treatment</p> <ul style="list-style-type: none"> Patient is expected to remain within 'Between the Flags' criteria May require equipment monitoring (with the exception of cardiac) Observation and monitoring of an intravenous infusion Behaviourally stable Condition is not life threatening and is not likely to become life threatening during transport <p style="text-align: center;">REQUIRES (2) STAFF, AT LEAST (1) BEING AN RN, PARAMEDIC OR EN (EN without limitations on medication endorsement)</p> | <p style="text-align: center;">CLASS D</p> <p style="text-align: center;">PTO or EN</p> <p style="text-align: center;">Supervision required with no active treatment</p> <ul style="list-style-type: none"> Patient is expected to remain within 'Between the Flags' criteria Considered behaviourally stable Condition is not life threatening and is not likely to become life threatening during transport. Patients requiring Oxygen with a flow greater than 4L must include an EN escort Requires a stretcher for Transport <p style="text-align: center;">REQUIRES (2) STAFF FOR STRETCHER TRANSFER, ANY COMBINATION OF PTO or EN</p> | <p style="text-align: center;">CLASS E</p> <p style="text-align: center;">Taxi/Community Transport/Private Vehicle</p> <p style="text-align: center;">Self-Caring – Low acuity</p> <p style="text-align: center;">OUT OF SCOPE FOR NSW HEALTH PTS</p> |
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1.2 Standard Classes of Patient Transport

The allocation of an appropriate vehicle and staff for any specific PTS situation is primarily dependent on the patient's clinical condition. The classes of transport provide a classification system that will be adopted by booking agents and transport providers.

There are five classes of transport that have been classified from A to E; of this two classes are out of scope for PTS.

Class A – life threatening emergencies and patients that require a time critical transport of 30 minutes or less are undertaken by the Ambulance Service NSW and are out of scope for PTS.

Class E – self-caring and low acuity patients would generally utilise taxis, community transport and private vehicles.

Class B to D – represents the core group of patients that will be transported by PTS services.

| Class | Clinical Escort | Acuity | Total Staff including Driver | In Scope for PTS |
|-------|----------------------------------------------------------------------------------------------------|--------------|------------------------------|------------------|
| A | Emergency Ambulance Services (Not suitable for PTS services) | High | 2 | No |
| B | Specialist Escort (Registered Nurse or Paramedic*) | Medium | 2 | Yes |
| C | Registered Nurse (RN), Paramedic or Enrolled Nurse (without limitations on medication endorsement) | Medium - Low | 2 | Yes |
| D | Patient Transport Officer or Enrolled Nurse | Medium - Low | 2 | Yes |
| E | No Escort – Out of Scope for PTS | Low | 1 | No |

All Patient Transport Service providers that operate in partnership with HealthShare NSW are required to have the capability to transport patients between health facilities and from the out of hospital environment, such as private residential addresses.

1.3 Transport Class - Summary for PTS

All PTS bookings require assessment by a Registered Nurse or Medical Practitioner for clinical suitability for this type of transport prior to making the booking.

1.3.1 Class B – Specialist Escort – two staff at least one of which must be RN or Paramedic¹

The patient has an illness or injury that may require active treatment during transfer, and requires a level of escort appropriate to the actual/potential clinical needs and ongoing continuity of care.

Patient Acuity

This class of transport involves the transportation of a patient in whom the following apply:

1. Requires ongoing monitoring and/or active treatment; may include Cardiac, Mental Health, Maternity, Paediatric or Neonatal patients; and
2. Has been assessed by a Registered Nurse or Medical Practitioner as having a condition which is Between the Flags and a low risk of deterioration during transport.

Minimum Staffing Requirements

Two (2) staff are required to undertake this class of transport;

1. Driver - Either a Driver, Patient Transport Officer (PTO) or Trainee Patient Transport Officer (TPTO) and
2. Clinician - a Registered Nurse or Paramedic with appropriate qualifications to manage the patient's clinical condition.

Note – for involuntary Mental Health patient's security assistance (Security Officer or Health and Security Assistant) may also be required.

Vehicle Configuration

The vehicle configuration must enable the clinician to provide active patient monitoring and ongoing patient care throughout the journey

1.3.2 Class C – two staff at least one of which must be RN, Paramedic or EN

The patient has an illness or injury that is unlikely to require active treatment during the transport, patient monitoring is suitable; level of escort appropriate to actual/potential clinical needs en route has been determined by a Registered Nurse or Medical Practitioner.

Patient Acuity

This class of transport involves the transportation of a patient in whom the following apply:

1. Has been assessed by a Registered Nurse or Medical Practitioner as having a condition which is Between the Flags and a low risk of deterioration during transport.
2. A patient who may also require specialist mental health intervention but not mechanical restraint.

Minimum Staffing Requirements

Two (2) staff are required to undertake this class of transport;

1. Driver - Either a Driver, Patient Transport Officer (PTO) or Trainee Patient Transport Officer (TPTO); and
2. Clinician - One (1) of either a Registered Nurse, Paramedic or Enrolled Nurse (Division 2 - without limitations on medication endorsement) with relevant scope of practice to manage the patient's clinical condition.

Note – for unstable Mental Health patient's security assistance (Security Officer or Health and Security Assistant) may also be required.

Vehicle Configuration

The vehicle configuration must enable the clinician to provide supervision and ongoing patient care throughout the journey as required.

¹ The Paramedics will require registration in line with changes to the Health Practitioner Regulation National Law to be introduced in 2017.

1.3.3 Class D – two staff at least one of which must be PTO or EN

The patient has an illness or injury that does not require active treatment and requires a level of escort appropriate to actual/potential clinical needs en route, and has been assessed by a Registered Nurse or Medical Practitioner as having a low risk of deterioration during transport.

Minimum Staffing Requirements

Two staff are required to undertake this class of transport.

1. Driver - Either a Driver, Patient Transport Officer (PTO) or Trainee Patient Transport Officer (TPTO).
2. Clinician - One (1) of either PTO or Enrolled Nurse (EN) or higher clinical level.

Vehicle Configuration

The vehicle must be configurable to enable patient monitoring during transport.

The vehicle should have capacity to transport more than one stretcher patient and this may include dual stretchers and/or patients that can be seated with assistance.

1.3.4 Class E – Taxi/Community Transport/ Private Vehicle

Class E are out of scope for PTS transport, this class of transport covers those who are self-caring and low acuity. These patients would generally utilise taxi's, community transport and private vehicles.

These patients do not require active treatment or monitoring during transport, and have been assessed by a registered nurse or medical practitioner as having a low risk of deterioration during transport and are fit for discharge, or transport for day treatment regimes.

These patients are self-caring and low acuity; they do not require a stretcher for transport.

OUT OF SCOPE FOR NSW HEALTH PTS

1.4 Additional Transport Considerations

1.4.1 Patients mobility

Each patient booked for transport will have their individual mobility requirements taken into consideration. Patient mobility is classified as follows:

1. Ambulant - Patients that are deemed ambulant must be able to climb 3 steps unaided and are capable of getting in and out of a van style vehicle independently.
2. Stretcher - Patients who require a stretcher are those that are unable to climb three steps unaided.
3. Wheelchair - Patients who require a wheelchair can be transported in a PTS vehicle specifically modified to carry wheelchair patients, should specifically modified vehicles be unavailable, often the patient can be transported by stretcher and the wheelchair folded and securely stored within the vehicle.

PTS providers should have the capacity to secure wheelchairs (that can be folded), walking frames and other mobility assistance devices with the patient where appropriate and possible, this assists to ensure the patient continues their normal independency and activities of daily living upon arrival.

1.4.2 Bariatric Patients

For road transfers, a patient with bariatric requirements is defined as a patient weighing 160kg or more. If the patient is being transferred for the purposes of aeromedical transfer, a patient with bariatric requirements is defined as a patient weighing 110kg or more. In addition to overall weight, the dimensions of the patient and distribution of mass may affect the ability of a patient to fit on a transport stretcher even if they meet the above criteria.

PTS providers should offer stretchers with limits that meet the definition provided above. Patients who require transport and exceed the limits of the available PTS vehicles need to be transported in a specialist bariatric vehicle.

1.4.3 Patients with a carer, interpreter or other non-clinical escort

PTS providers should endeavour to accommodate requests for carers, interpreters or non-clinical escorts to travel with patients.

Requests should be noted at the time of booking and an appropriate vehicle allocated. Any clinical qualification the carer or interpreter has will not be considered as a substitute to the required level of escort for a particular Class of Transport.

1.4.4 Paediatric patients

Paediatric patients are those children under 16 years of age. Transporting non-emergency paediatric patients is within the scope of PTS services and they must be transported using the correct safety restraints.

An escort is always required and preferably a parent or guardian, as well as a suitable escort to match the patient acuity as defined in these service specifications.

1.4.5 Neonatal Patients

Neonatal back transport is defined as the return of previously critically ill neonates from Level III newborn intensive care units to Level II and Level I nurseries for intermediate and/or convalescing care and is within the scope of PTS. They must be transported using either a humidicrib or the correct safety restraints as requested by the sending neonatal unit.

1.4.6 Long distance transports

Generally, road transport is considered appropriate where the journey is not greater than 250km or where road travel time is not greater than 3 hours and the patient is considered clinically suitable for this journey. As such, PTS providers will be required to undertake long distance transports at times.

Patients will be regarded as 'suitable' for long distance transports if they are able to undertake pressure relieving position changes during transport and rest stops. Patients that are unable to undertake this should be considered for Fixed Wing PTS transfer, unless a suitable arrangement can be achieved.

In some instances, the transport may be separated into shorter legs and the patient handed over to another PTS provider to minimise fatigue and enable staff to return for shift completion.

PTS providers need to ensure that adequate sustenance has been provided for the patient from the sending facility and rest stops are planned for patient comfort. The booking hub will also confirm these arrangements with the sending facility.

2 Transport and Vehicle Specifications

2.1 Vehicle Interiors, Mechanical and Livery

2.1.1 Interiors of road vehicles

Providers must ensure that:

1. Vehicles are clean, hygienic, and in good working order consistent with the NSW Health - *Environmental Cleaning Policy (PD2012-061)*.
2. The interior of vehicles should contain surfaces that can withstand the cleaning and disinfection required in order to provide a safe service for patients.
3. Vehicle configuration has seating in the patient compartment to allow for at least one escort, and for adequate seating for all persons travelling in the vehicle.
4. Vehicle interiors allow the patient to be observed at all times by the PTS escort.
5. Vehicle interiors have heating and air-conditioning in both the front and rear cabins sufficient to enable patient comfort.
6. Vehicle interiors have adequate interior lighting to provide safe patient care at all times within all areas of the vehicle, together with the ability to adjust lighting from the patient and driver compartment.
7. Where the transport of a humidicrib is required, appropriate power supplies must be fitted.
8. Where mobile phones are the primary source of communication vehicles must have 'hands free' technology fitted that is consistent with Transport for NSW requirements.
9. Vehicles must have windows tinted in the patient cabin consistent with Australian Standards and curtains or similar fitted to ensure patient privacy.
10. All of the above must be fitted by an approved licenced provider with engineering certificates supporting any alterations.

2.1.2 Mechanical Requirements

1. There must be a provision for an alternate method to start the vehicle in the event that the main vehicle battery goes flat. For example, an auxiliary battery should be carried.
2. A spare tyre consistent with the design specifications of the vehicle.
3. All oxygen, monitors and other objects should be restrained in compliance to Australian standards by an approved provider to ensure the safety of patients and staff.

2.1.3 Exterior of vehicles and livery

An PTS vehicle **MUST NOT**:

1. Display the words "ambulance service" or any name, title or description to imply an association with NSW Ambulance, unless such an association exists.
2. Display the word "ambulance" on any vehicle that is not owned or operated by NSW Ambulance.
3. Display the word "paramedic".
4. Display the logo or images of NSW Ambulance, unless there is an association with NSW Ambulance.
5. Have installed any warning beacon light other than an amber coloured beacon. Note however that the installation of a warning beacon is **not** a service specification.
6. Have installed an audible siren.

2.2 Vehicle Maintenance Service Specifications

2.2.1 Maintenance of vehicles and equipment

1. Vehicles are to be maintained by the PTS Provider to the manufacturer's requirements.
2. Vehicles must be currently registered in the appropriate category with NSW Roads and Maritime Service (RMS).
3. Vehicles must be in a roadworthy condition at all times to carry out the required work.
4. A provider must apply an annual maintenance schedule to ensure all equipment is kept in good operational working order in accordance with the manufacturers' specifications. For example, stretchers, medical oxygen, defibrillators.
5. A provider must keep and retain an accurate record of all maintenance and repairs to vehicles and equipment for at least the lifespan of any vehicle or equipment to which it relates.
6. Providers must have a roadside assistance program, to ensure that any mechanical issue encountered in the field can be attended to 24hrs across 7 days.
7. Vehicles should not exceed a fleet age of 5 years from date of first registration.

2.3 Vehicle Equipment

2.3.1 Standard Equipment

1. Depending on the class of transport being undertaken, a provider is required to carry the equipment defined in "Appendix A – Vehicle Clinical Equipment", and that the equipment is required to be maintained in working order.
2. A provider may use any additional health equipment supplied by the health service from which the patient is being transported within their scope of practice.
3. A provider must ensure that all 240v electrical equipment is adequately tagged and rechargeable devices fully charged for operational use during rostered hours.

2.3.2 Vehicle and Equipment Restraints

PTS providers are required to ensure transport vehicles are compliant with the Australian and New Zealand Standard (AS/NZS 4535:1999) *Ambulance Restraint Systems*. This Standard provides the framework that applies to motor vehicles specifically designed as, or modified and converted into, ambulances for the transportation of occupants and equipment. The Standard specifies the requirements for restraining equipment and occupants sharing the same interior space. It may not be possible under all conditions to restrain occupants in the ideal configuration. However, the objective of this Standard is to decrease the impact hazard to occupants during an accident whilst being transported in an ambulance.

Australian and New Zealand Standard (AS/NZS 4535:1999) *Ambulance Restraint Systems* defines an ambulance as "a vehicle that has been designed or modified and equipped to attend to, transport or provide medical treatment to occupants."

2.3.3 Communication / Navigation devices

1. A provider must ensure that a primary source of communication for operational staff is available and has been approved by the Booking Hub, to ensure a successful communication interface is achieved and maintained.
2. The communication device must be able to contact NSW Ambulance (via "triple-zero" or another means) at all times for the primary purpose of Clinical Escalation.
3. An approved Mobile Data Terminal (MDT) and associated equipment is required to be carried by all PTS vehicles. MDT's have GPS and navigational functionality. This fit-out can be arranged in consultation with the Booking Hub.

2.4 Infection Prevention & Control

PTS providers must ensure that all transport staff:

1. Maintain an Infection Prevention and Control plan that is consistent with the NSW Health Policy Directives. Identify any potential for risk of cross infection and implement standard and transmission based precautions.
2. Adhere to the NSW Health Policies below or any revised or superseding policy:
 - a. *PD2012_061 The Environmental Cleaning Policy*
 - b. *PD2017_013 Infection Prevention and Control Policy*
 - c. *PD2011_005 - Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases.*
 - d. *Clinical Excellence Commission (CEC), 2016, Infection Prevention and Control Practice Handbook. Principles for NSW public health organisations*

2.5 Medication Management

Patients may carry their own medications on-board provided they are clearly labelled as belonging to the patient and can be self-administered.

Where ongoing administration is required during transportation, PTS providers may carry medications provided the transport staff:

1. Have appropriate authority to carry medications.
2. Are appropriately trained to administer medications.
3. That medications are securely stored.
4. Dispose of sharps in a safe and the appropriate waste stream.

Further information is available from Pharmaceutical Services Resources website and these references:

- *Poisons and Therapeutic Goods Act 1966*
- *Poisons and Therapeutic Goods Regulation 2008*
- *Poisons Standard 2017*

3 Transport Staff Service Specifications

3.1 Staff Classifications

A provider must ensure that PTS staff are appropriately trained to undertake duties required at their respective level. The table below outlines the mix of staff classifications.

| Classification | Description |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security Officer | <ul style="list-style-type: none"> Class 1A Security Licence Relevant experience and training in patient escort / patient restraint |
| Health and Security Assistant | Appropriately licensed in accordance with the Security Industry Act, 1997 |
| Transport Driver | A full drivers licence for the relevant class of vehicle |
| Trainee Patient Transport Officer | A Trainee Patient Transport Officer means an employee who is undertaking the necessary and relevant training and work experience to become a Patient Transport Officer and working towards completion of the training requirements of a PTO |
| Patient Transport Officer | <p>A Patient Transport Officer is required to have completed training in, and to undergo any mandatory periodic refresher training required, in the following as a minimum requirement:</p> <ul style="list-style-type: none"> Basic Cardio Pulmonary Resuscitation (CPR) Advanced Airway Management (Oropharyngeal Airway Insertion) Gueddels Airways Basic life support skills Advanced first-aid Patient handling and lifting techniques Driver training Oxygen administration Infection Control Transport and handling of specialised equipment (as relates to the transport provider) |
| Patient Transport Officer <i>Certificate III</i> | Certificate III in Non-Emergency Client Transport or Certificate III Health Service Assistant |
| Paramedic | <p>a paramedic is:</p> <p>(a) a person who holds qualifications, or who has received training, or who has experience, prescribed by the regulations, or</p> <p>(b) a person who is authorised under the legislation of another Australian jurisdiction to hold himself or herself out to be a paramedic, or</p> <p>(c) a member of staff of the Ambulance Service of NSW, or other person, who is authorised by the Health Secretary to hold himself or herself out to be a paramedic</p> <p>19A Qualifications</p> <p>(1) The following qualifications are prescribed for the purposes of section 67ZDA (2) (a) of the Act:</p> <p>(a) a Bachelor of Paramedicine or a Graduate Diploma of Paramedicine conferred by a university,</p> <p>(b) a nationally-recognised Diploma of Paramedicine issued by a registered training organisation.</p> |
| Registered Nurse (RN) | AHPRA: Registered Nurse (Division 2) with relevant clinical experience |

| | |
|---------------------|------------------------------------------------------------------------------------------|
| Enrolled Nurse (EN) | AHPRA: Enrolled Nurse (Division 2), General registered with relevant clinical experience |
|---------------------|------------------------------------------------------------------------------------------|

3.2 Training & Skills Maintenance

PTS providers are to ensure that staff:

- Have completed the training and qualifications consistent with minimum requirements as outlined in Section 3.1
- Are registered with AHPRA with no conditions on their registration
- Maintain skills and training and education as appropriate (for example. Advanced Life Support Certification) with records to support them.
- Annual Mandatory Training and Education Program (Communication/Clinical Handover; Infection Prevention and Control; Basic Life Support with Advanced Airway Management; Manual Handling)
- Undergo a working with children check as required under the Child Protection (Working With Children) Act 2012. or Child Protection (Working with Children) Regulation.

3.3 Staff Identification Requirements

PTS providers are to ensure that staff carry photo identification confirming they are employees. As a minimum, staff are required to carry an Employee Identification Card worn so that it is clearly visible to patients, carers and other staff that includes;

- PTS provider name.
- Full Name of staff member.
- Designation of staff member.

3.4 Staff Characteristics

Staff assigned to PTS are required to demonstrate the following:

- Fluency in both written and spoken English
- An appropriate and clean uniform is worn at all times whilst on duty
- Adherence to road rules and safe driving practices
- A high level of personal hygiene
- Act professionally at all times and adhere to the NSW Health Code of Conduct (*PD2015_049 NSW Health Code of Conduct*)
- Excellent customer service skills

4 Clinical Governance Service Specifications

4.1 Clinical Escalation Protocols

PTS providers are required to have documented clinical escalation procedures in the event that a patient's condition deteriorates enroute, or if they have concerns regarding the patient's clinical condition / care. To support these procedures the service specifications include the requirement that:

- The PTS provider procedures are consistent with NSW Health Policy - *PD 2011_077 Recognition and Management of a Patients who are Clinically Deteriorating*
- *Work to the Patient Transport Service OP004 - Clinical Escalation Procedure*
- Each staff member is required to undergo suitable training in the above processes and procedures and all vehicles are to be fitted with a suitable communication device enabling timely contact with emergency services; i.e., NSW Ambulance, Police and Fire services via triple zero.
- Patient deterioration during transport must be notified in the transport providers' incident management system and provided to HealthShare NSW via the nominated contact.

4.2 Clinical Handover

PTS providers are to ensure that transport staff complete a structured clinical handover process for inter-facility and diagnostic transports prior to transfer of care. This will ensure that the patient has timely access to safe and effective care. It is imperative that the key principles of patient flow are considered during the coordination of patient transfers.

While there is currently no prescribed protocol associated with PTS clinical handover, it is recommended as a guide that clinical handovers adhere to ISBAR principles outlined in the NSW Health Policy - *PD2009_060 Clinical Handover – Standard Key Principles*.

5 Record Keeping

1. A provider must ensure that all records are accurately maintained, stored in a secure manner and retained for the relevant periods.
2. All records will be open to audit and inspection by the relevant governing bodies.
3. A copy of the patient care record is to be provided to the person receiving the patient at the health or aged care service.

5.1 Patient Records

HealthShare NSW must ensure that patient care records are kept for each patient transportation, and include the following information:

- a. patient's name
- b. patient's address
- c. patient's date of birth
- d. patient's gender
- e. the time and date of the patient's transport
- f. the reason for the patient's transport
- g. the patient's pick up location and final destination
- h. the names and designation of staff undertaking the patient's transport
- i. any risks the patient may cause the transport crew, including safety risks, absconding, causing harm to others, causing harm to self, etc. The admission diagnosis of the patient all relevant clinical details of the patient including any co-morbidities
- j. the name of the Registered Nurse or medical practitioner that has assessed the patient condition as being Between the Flags and at low risk of deterioration during transport and therefore suitable for Patient Transport Service
- k. clinical observations as appropriate according to the age-specific Standard Observation Charts details of any monitoring or treatment provided to the patient during transportation

5.2 Staff Records

Staff records must include the following information in relation to each staff member:

- a. full name
- b. date of birth
- c. job classification
- d. qualifications and clinical registration
- e. relevant clinical experience

- f. if registered with APHRA, the relevant registration number, any conditions on the registration and evidence of currency
- g. screening and vaccination records – consistent with *PD 2011_005 - Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases*
- h. Criminal Record and Working with Children Check
- i. mandatory skills maintenance training and accreditation record
- j. current Class C drivers licence if required

Note: Staff are required to notify the provider if there is a change to the status of any of the above or if any conduct proceedings are undertaken under the National Law with respect to any of the provider's staff.

5.3 Incident Management System

A provider must establish an Incident Management System (IMS) to register all incidents that is consistent with NSW Health Policy Directive *PD2014_004 Incident Management Policy*, whether during transport or otherwise. This system needs to be open and auditable, as well as providing a system for notification of all incidents, including those with corporate consequences.

The PTS provider is required to ensure that everyone delivering health services within the organisation is responsible for the minimisation of all clinical and corporate risks. Central to this is the management of health care incidents as they occur. Management of incidents requires that a process is undertaken to ensure any immediate risks that an incident may have identified are managed appropriately, and effective action is taken. HealthShare NSW must be notified immediately of any patient safety incidents or near misses.

General principles guiding incident management include:

- Identification
- Notification – incident is documented, entered into the appropriate IMS and patient is notified
- Prioritisation – severity of the incident is determined
- Investigation
- Classification
- Analysis and Action
- Feedback – to both the patient, staff and HealthShare NSW

PTS providers from within NSW Health are required to use the designated IMS Incident management system.

5.4 Patient Rights and Information

5.4.1 Establishment of complaints process

PTS providers must establish a formal complaints management process for all complaints received about the service, whether the complaints were made in writing or verbally. HealthShare NSW must be notified immediately of any customer complaint and be involved in the complaints resolution process.

5.4.2 Privacy Specifications

Providers must comply with the Health Privacy Principles set out in the two acts which govern the patient privacy:

1. Commonwealth *Privacy Act 1988* regulates the way Commonwealth Government and ACT Government Agencies and some private sector organisations deal with personal information.
2. *Health Records and Information Privacy Act 2002* (HRIP Act), which governs the handling of health information in both the public and private sectors in NSW. This includes hospitals whether public or private, doctors, and other health care organisations. It also includes other organisations that collect, retain, disclose or use any type of health information.

Appendix A – Vehicle Clinical Equipment

Definitions for access requirements

Infrequent = Not required during transit. Vehicle is stationery and patients removed.

In transit = Nurse is able to access within arm's reach while sitting in the monitoring seat (while in single stretcher configuration).

| ITEM | SIZE | QUANTITY | ACCESS |
|------------------------------|------------|----------|------------|
| Patient Handling | | | |
| Carry Sheet | | 1 | Infrequent |
| Slide Sheet | | 1 | Infrequent |
| Johnny Belt | | 2 | Infrequent |
| Airway | | | |
| Resuscitator | Paediatric | 1 | Infrequent |
| Resuscitator | Adult | 1 | Infrequent |
| Resuscitator Masks | Small | 1 | Infrequent |
| | Medium | 1 | Infrequent |
| | Large | 1 | Infrequent |
| Resuscitator Masks | Small | 1 | Infrequent |
| | Medium | 1 | Infrequent |
| | Large | 1 | Infrequent |
| Oropharyngeal Airways | 30 mm | 1 | Infrequent |
| | 40 mm | 1 | Infrequent |
| | 50 mm | 1 | Infrequent |
| | 60 mm | 1 | Infrequent |
| | 70 mm | 1 | Infrequent |
| | 80 mm | 1 | Infrequent |
| | 90 mm | 1 | Infrequent |
| | 100 mm | 1 | Infrequent |
| Nasal Prongs | | 2 | Infrequent |
| Oxygen Mask | Paeds | 2 | Infrequent |
| | Adult | 2 | Infrequent |

| | | | |
|------------------------------------------------------|---------------|----------|------------|
| Pocket Mask | Paediatric | 1 | Infrequent |
| | Adult | 1 | Infrequent |
| Oxygen Tubing | | 2 | Infrequent |
| Dressings | | | |
| Transparent Tape 2.5 cm | | 1 | Infrequent |
| Crepe Bandage 5.0 cm | | 1 | Infrequent |
| Crepe Bandage 7.5 cm | | 1 | Infrequent |
| Triangular Bandage | | 1 | Infrequent |
| Band-aids | | 1 Packet | Infrequent |
| Occlusive Island Dressing 6 x 7 cm | | 2 | Infrequent |
| Dressing, Absorbent 10 x 10 cm | | 2 | Infrequent |
| Gauze Swabs | | 2 Packs | Infrequent |
| Suction Equipment | | | |
| Suction Device - Yankeur | Paediatric | 2 | Infrequent |
| | Adult | 2 | Infrequent |
| Y Suction Catheters | 8 fg | 1 | Infrequent |
| | 10 fg | 1 | Infrequent |
| | 12 fg | 1 | Infrequent |
| | 14 fg | 1 | Infrequent |
| Portable Suction Device – Disposable canister | | 1 | Infrequent |
| Suction Tubing | | 2 | Infrequent |
| Monitoring Equipment | | | |
| SPO2 Monitor | Monitor | 1 | Infrequent |
| | Finger Probes | 1 | Infrequent |
| Cardiac Monitor | Pads | 2 | Infrequent |
| | Electrodes | 1 Bag | Infrequent |
| | Paper | 2 Rolls | Infrequent |
| Miscellaneous | | | |

| | | | |
|------------------------------------------------------------------|-----------|----------|------------|
| Thermal Blanket | | 1 | Infrequent |
| Emesis Bag | | 3 | Infrequent |
| Trauma Scissors | | 1 | Infrequent |
| Slipper pan | | 2 | In transit |
| Urine bottle | | 2 | In transit |
| Vomit bag | | 4 | In transit |
| Detergent wipes | | 1 tub | Infrequent |
| Towels | | 2 | Infrequent |
| Water Bottles | | 6 | Infrequent |
| Seatbelt extensions | | 2 | Infrequent |
| Child restraints for stretcher | | 2 | Infrequent |
| Linen – Sheets, pillow, pillow cases | | 2 each | Infrequent |
| Blankets | | 2 | Infrequent |
| Dust pan and broom | | 1 | Infrequent |
| Torch | | 1 | Infrequent |
| Nurse Vehicle Bag Max size – 24cm x 18cm x 26cm | | | |
| Glucometer Kit | | | In transit |
| Glucometer | | 10 | In transit |
| Lancets | | 1 Bottle | In transit |
| Test Strips | | 1 Pack | In transit |
| Control Solution | | 2 | In transit |
| Gauze Swabs | | 1 | In transit |
| Glucogel | | | |
| Sphygmomanometer - Manual | | 1 | In transit |
| Cuffs | Small | 1 | In transit |
| | Large | 1 | In transit |
| | Bariatric | 1 | In transit |
| Neuro Torch | | 1 | In transit |

| | | | |
|----------------------------------------|--|----------|------------|
| Single Use Clinical Thermometer | | 2 | In transit |
| Anginine Tablets | | 1 Bottle | In transit |
| Thermoregulator Pouch | | 1 | In transit |