

Introduction

1. Location

- ☐ Sakumkum, Fujairah
- ☐ Midina, Fujairah
- ☐ Kalba, Sharjah
- ☐ Khor Fakkan, Sharjah
- ☐ Dibba, Fukairah
- ☐ CD HQ, RAK
- ☐ Al Jazeera Al Hamara, RAK
- ☐ Gallilah, RAK
- ☐ CD HQ, Ajman
- ☐ Al Manama, Ajman
- ☐ CD Station, Sharjah City
- ☐ Al Madam, Sharjah
- ☐ Al Melihia, Sharjah

Other Location:

2. Date of Inspection

MM

DD

YYYY

Date of Inspection

/

/

3. Managers ID Number

4. Managers Name Completing

EMT Staff on Site

5. EMT Employee Number

EMT 1 Number:	
EMT 2 Number:	
EMT 3 Number:	
EMT 4 Number:	
EMT 5 Number:	

6. EMT Employee Name

EMT 1 Name:	
EMT 2 Name:	
EMT 3 Name:	
EMT 4 Name:	
EMT 5 Name:	

Staff Uniform

7. On duty members of the team are operationally ready are appropriately dressed?

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

☐ N/A

Comments if required:

Governance

8. The diary is readily available, all staff are aware of its use and is every day completed with relevant details?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

9. The current month's RIB has been read and its contents are known?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

10. All PCR's are stored securely and appropriately ?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

11. There is a clear identification of the staffing plan for the week displayed

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

12. There is no evidence of non corporate internet use?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

13. Staff have access to National Ambulance Policy, Procedures, Forms, Training's, e-learning's, etc..?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

Education and Development

As a part of ensuring staff have conducted their trainings, we have created a report that shows outstanding training per employee or per base etc. PLEASE USE THIS REPORT TO ENSURE TRAINING COMPLIANCE

14. The majority of required learning's / trainings have been completed by the staff (e-learning and physical learning)?

☐ Yes

☐ No

Comments if required:

15. Staff are on track to achieve the CME training target for the current six months?

☐ Yes

☐ No

Comments if required:

The Learning Management System also tracks changes to Policies and Procedures.

As a part of ensuring staff are aware of these changes, these revised Policies and Procedures are placed in the LMS to track staff awareness. Upon completion of reading these staff need to answer questions prior to recognition of awareness.

We have created a report that shows staff progress against Policy and Procedure awareness. PLEASE USE THIS REPORT IN DISCUSSIONS WITH STAFF

16. The majority of required Policy and Procedure understandings have been completed by the staff within the LMS?

☐ Yes

☐ No

Comments if required:

Are there any trainings the staff have done/completed and they are not captured in the LMS?

If so please email lms@nationalambulance.ae so we can adjust our records.

Vehicles

17. The ambulance interior is clean and tidy (evidence of compliance and infection control)

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

18. The ambulance exterior is clean and tidy

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

19. The ambulance is fully stocked and equipped in line with responding to an immediate emergency?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

20. The Ambulance have been deep cleaned within the past month

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

Station

21. The station and rest area is clean and tidy, with evidence of routine cleaning with NA Issue Products?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

22. The noticeboards match the required template and are up to date with key information?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

23. Stock levels checked and in line with NA requirements?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

24. Evidence of pest control in stock area?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

25. Appropriate temperature and humidity control and monitoring exist and for stock areas

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

Health and Safety

26. Fire Extinguishers have correct signage and are within servicing date? (this should include the ambulance fire extinguisher)

☐ Yes ☐ No

Comments if required:

27. Smoke detectors are tested and working

☐ Yes ☐ No

Comments if required:

28. Health and Safety Risk Assessments and their risk mitigations are known?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

29. All staff are aware of evacuation plans and procedures?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

30. All staff are aware of their role in an evacuation?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

31. All staff are aware of the fire suppression equipment location?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

32. All staff can identify what is the appropriate fire suppression equipment and are familiar with its use?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

33. All staff are aware of their workplace fire wardens

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

34. The refrigerator is clean with no expired food, follows the appropriate fridge etiquette and emits no smell ?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

35. All the mops are stored correctly with correct infection control separation?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

36. All mops are periodically replaced as per the Infection Control Policy and Procedure

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

37. All wiring is safe with no poor or exposed electrical wiring?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

38. Pest controls appear to be working (no visible faeces or pests)?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

39. Floors have no slip or trip hazards?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

40. Dangerous goods (O2/N2O2 cylinders) stored correctly?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

41. There are no chemicals stored or used on site which are not in the MSDS folder?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

42. Exits are accessible and obstruction free?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

43. Adequate supply of hand washing and hand disinfection products are available?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ N/A

Comments if required:

Environmental

44. Environmental Risk Assessments and the risk mitigations are known?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

Comments if required:

45. Hazardous waste is stored correctly?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

Comments if required:

46. Where possible light bulbs are energy efficient?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

Comments if required:

47. No visible water leaks in kitchen or bathroom?

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ N/A

Comments if required:

Hand Hygiene Audit - How

This is a practical audit of the process staff follow to wash/decontaminate hands. Staff must demonstrate the process they usually follow when visiting the bathroom.

48. During the hand hygiene audit did the staff use BOTH soap and Hand Sanitizing Gel?

☐ Yes

☐ No

49. Was the rubbing with soap greater than 30 seconds?

☐ Yes

☐ No

50. Was the correct rubbing approach followed, covering all steps WITHOUT having to look at the poster (knows the process off by heart)?

☐ Yes

☐ No

51. Were the hands dried correctly with disposable paper prior to application of the sanitization gel?

☐ Yes

☐ No

52. Was the sanitization gel applied for more than 15 seconds?

☐ Yes

☐ No

53. Was the correct hand rubbing procedure applied with the hand sanitization gel without having to look at the poster (ie knows the process off by heart)?

☐ Yes

☐ No

54. Were the hands subsequently dried correctly with disposable paper?

☐ Yes

☐ No

55. Did the staff member avoid hand door contact upon leaving the bathroom?

☐ Yes

☐ No

☐ Not applicable

56. Are there any additional comments on hand hygiene?

Hand Hygiene Audit - When

This is one of the key things JCI auditors look at and when to apply Hand Hygiene practices needs to become a subconscious, second nature.

It is also a key step in infection control.

57. Which of the WHO five moments were identified by staff as when to reapply hand hygiene practices of washing or sanitization?

- ☐ Before touching a patient / entering patient zone
- ☐ Before clean aseptic procedure
- ☐ After Body Fluid exposure risk
- ☐ After touching a patient
- ☐ After touching patient surroundings

Other (please specify)

58. What did staff correctly identify as times for correct use of gloves?

- ☐ used when exposure to blood or bodily fluids is possible
- ☐ used for contact precaution
- ☐ used in outbreak situations
- ☐ But not used for prolonged periods

Other (please specify)

59. Practical Test of Correct Application and Removal of Gloves. Did the staff show the following:

- ☐ Correctly Sanitize/Wash prior to putting on glove
- ☐ Correctly remove glove
- ☐ Correctly dispose of glove
- ☐ Correctly Sanitize/Wash after use of glove.

Other (please specify)

Clinical

Looking at a random selection of PCRs

60. PCR Review - Patient allergies checked prior to medication?

☐ Not applicable - No Meds Given ☐ Yes - Allergy checked prior to Meds ☐ Allergy not checked prior to Meds

Comments if required:

61. PCR Review - Treated patients with at least two observations?

	Yes	No	N/A as no treated patients
Two obs? - Level of consciousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two obs? - Respiratory rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two obs? - Heart rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two obs? - Blood pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two obs? - Oxygen saturation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments if required:

62. PCR Review - Demographic and diagnostic completion?

	Yes	No
Date and Staff Number completion	<input type="radio"/>	<input type="radio"/>
Patient Name and Address completion	<input type="radio"/>	<input type="radio"/>
Age or Date of Birth completion	<input type="radio"/>	<input type="radio"/>
Primary Complaint completion	<input type="radio"/>	<input type="radio"/>

Comments if required:

63. PCR Review - Treated Patients where two pain scores are captured?

☐ Yes ☐ No ☐ N/A as no treated patients

Comments if required:

Suggestion for Improvement

64. Has a suggestion for improvement has been provided during this inspection that could be valuable?

☐ Yes ☐ No

Idea suggested?

Other

65. Re-supply...

☐ Received

☐ Not Received

Comments if required:

66. Outstanding IT/Communications issues that need following up?

☐ No outstanding IT issues

☐ Yes some outstanding IT issues

If yes, what are they?

67. Are there any outstanding Radio Communications issues?

☐ No outstanding radio communication issues

☐ Yes some outstanding radio communication issues

If yes, what are they?

68. Are there any outstanding Fleet issues?

☐ No outstanding fleet issues

☐ Yes some outstanding fleet issues

If yes, what are they?

69. Are there any outstanding Health and Safety issues?

☐ No outstanding health and safety issues

☐ Yes some outstanding health and safety issues

If yes, what are they?

70. Are there any outstanding environmental issues?

☐ No outstanding environmental issues

☐ Yes some outstanding environmental issues

Comments if required:

Closure

71. Any additional comments?