

OPERATIONAL PREPAREDNESS PROCEDURE OPP101

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1. POLICY INTRODUCTION

The purpose of this procedure is to outline and guide employees to the requirements and expectations of all operational National Ambulance (NA) personnel in respect to operational preparedness.

National Ambulance is tasked to provide timely and appropriate medical interventions whilst maintaining the highest level of clinical excellence.

2. SCOPE

This policy outlines the requirements for NA staff when preparing to carry out a duty.

3. PROCEDURE

3.1. Pre-shift Preparedness

All operational staff will ensure they punch in using Kronos 15 minutes prior to the commencement of their rostered shift.

Every effort must be made to be operationally prepared during these 15 minutes in order to maximize the ability of off-coming staff to finish their duty on time. Every ambulance and crew must be operationally prepared and in service at the start time of their rostered shift.

3.2. Telecommunications

All operational staff while working must be contactable for the full duration of their scheduled shift by either cell phone, or portable two-way radio. These devices will be tested on a daily basis. [OPP128 Radio and Telephone Usage](#). On commencement of shift all crews must report to the Ambulance Control Centre with their availability to respond.

3.3. Vehicles

All NA operational vehicles must be prepared to respond at all times and operated in accordance with the PUP201 Vehicle Management Policy and Procedure and. PUP202 Operational Driving Policy and Procedure.

3.4. Vehicle Equipment and cleaning

To ensure optimum patient care, NA vehicles must be maintained to the highest standard in accordance with CGP129 Infection Control Programme

At the commencement of a shift all vehicles and equipment should be cleaned in accordance with NA Policy and Following treatment and/or transport of a known or suspected infectious patient the vehicle should be decontaminated in accordance with, and waste disposed of as outlined in NA policy.

3.5. Equipment

To ensure optimum patient care crews must ensure that their vehicles are appropriately equipped and operationally ready.

It is the responsibility of all staff to ensure their vehicles are stocked with the appropriate quantities of equipment required for their shift and OPIQ completed daily.

Refer to PUP203 Asset Management Policy for NA Equipment policy for specific requirements in regards to start of shift, equipment care and maintenance, documentation of equipment issues, and daily requirements for equipment use.

Equipment requirements are dependent on contractual obligations and are site specific. It is the responsibility of the crews to ensure that OPIQ is completed fully to allow for adequate stocks of equipment to be maintained on station.

3.6. Vehicle deployment

It is the responsibility of the crew to record vehicle movements via phone, radio or email if they are not assigned to a CAD number. i.e vehicle movements to and from standby locations. All vehicles responding to emergencies will have vehicle movements automatically logged via the CAD number they are assigned to. It is the responsibility of the crew to ensure that ACC have the correct call sign and fleet number for your shift.

3.7. Patient treatment

It is the crew's responsibility to ensure that all patient contact is recorded on CGP119 Patient Care Record. The ePcr / PCR should be completed to a professional and legible standard and in accordance with CGP119 Patient Care record and Documentation Policy and Procedure.

3.8. Noteworthy incidents

Any noteworthy incidents e.g. Attending an incident with multiple casualties or death of a patient, the crew should notify the ACC immediately. Staff are reminded that all requests from the media should be directed to the Duty Manager following the procedures laid out in. If a member of staff is injured at work staff should follow the procedure laid out in.

3.9. Hazardous materials

All interactions with Hazardous Materials shall follow the NA HAZMAT policy OPP120 Hazardous Materials Policy.

3.10. Professional standards

Staff are required to maintain the highest professional standards at all times. While on duty staff is required to adhere to the HRP306 Dress Code at all times.

As part of daily routines crews are expected to undertake station duties as outlined in Duties

3.11. Shift Changeover

It is the responsibility of the outgoing crew to ensure that there is a thorough handover to the oncoming crew in respect to equipment, vehicle, and other relevant activities

Please refer to the controlled documents which can be accessed from the National Ambulance website in regard to any forms that may be needed but not listed here.

DOCUMENT CONFIGURATIONS CONTROL DATE

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- Operation Manager

Change Brief

Version No.	Date	Changes
1	January 2012	New PD
2	June 2012	Complete rewrite
3	July 2012	Multiple Documents, Fix Spacing
4	November 2012	Update all forms
5.0	June 2013	Removal of several forms from the document.
6.0	December 2013	Addition of BLS following the word ALS
7.0	January 2017	Correction of policy numbers and reference
8	May 2019	<ul style="list-style-type: none"> - Additional clause 3.1 Pre-shift Preparedness -Correction of policy names. Addition of OPIQ. -Correction of some Policy names and numbers that are cited in this document -Removal of section driver's theory and practical exam -There is in paper based checklist of vehicle checking, all new are now in OPIQ <p>There will be no travel logs, but all will be recorded via ACC</p>
9	September 2021	<p>3.2 Telecommunications – remove “24hours per day” and replace with “for duration of schedule”</p> <p>3.6 Vehicle deployment – “ieCICPA vehicle movements to and from the site” and replace with “ie Vehicle movements to and from standby point location”</p> <p>3.7 Patient Treatment – change “PCR to “ePCR/PCR”</p> <p>3.8 Noteworthy Incident – remove “and duty Manager “</p> <p>3.10 Professional Standards – remove “ ant CME or training that has been undertaken is to be recorded on the OPF121 weekly station report”</p> <p>3.11 shift changeover – remove “team leader to ensure that there is a thorough handover” and replace with “the our going</p>

		<p>crew to ensure that there is a through handover to the incoming new</p> <p>Comment after Policy review Committee</p> <p>In 3.8, write the 2 policies being referenced to following the phrased "laid out in".</p> <p>Remove ACC Manager and Silver Duty.</p> <p>Change PUP301 to HRP306 Dress Code Policy.</p> <p>Ensure that the policy number matches the document name.</p> <p>change the 1nd paragraph under clause 3.4. to "At the commencement of a shift all vehicles and equipment should be</p> <p>cleaned in accordance with CGP153 Deep Clean and Standard Cleaning Procedure and CGP215 Medical Equipment</p> <p>Cleaning / Disinfection and following treatment and/or transport of a known or suspected infectious patient the vehicle should be</p> <p>decontaminated and waste disposed of as outlined in CGP129 Infection Control Programme".</p> <p>Change PUP203 NA Equipment Policy to PUP203 Asset Management Policy under clause 3. 5..</p>
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Review & Approval:

Chief Operations Officer