

**Telarc.**



NZS8156  
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# Medical

**When the stakes are high and quality service is imperative you need to know that every facet of your operation is working as it should be.**

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So too do the people who use your services, the various supervisory bodies, and the general public.

Achieving the right standard using a comprehensive, clear and easily actionable audit is therefore vital. It provides the means by which medical services can show they are worthy of the patients' confidence and trust.

For ambulance, air ambulance, air search and rescue and other paramedic organisations the NZS8156 (Ambulance and Paramedic Standard) and Ambulance New Zealand Aeromedical and Air Rescue standards are the lifeline that provides this authority, trust and ongoing peace of mind.

With focused expertise and diligent service Telarc ensures this lifeline is correctly attached and properly sustaining the right actions in your organisation.



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## Confidence in systems. Authority from standards.

**What it covers.** The NZS 8156 standard covers land, sea, air and event ambulance services. The standard addresses equipment and transport safety, service and crewing capability and roles, emergency ambulance communication centres, management practices, consumer rights and risk management processes. It describes three 'scopes of practice' - basic life support, intermediate life support and advanced life support. The standard covers ambulance services such as emergency response, event services and medical transfer.

The NZ Aeromedical and Air Rescue standard covers the standard covers the safe operation of both fixed and rotary wing aircraft. It also includes the provision of medical and paramedic care for operators engaged in the rescue and transport of both non-acute and acute patients to primary medical facilities as well as inter facility transport.

**What it provides:** For the organisation attaining certification, this provides a clear signal to all stakeholders that their systems, services and support networks have been rigorously and thoroughly assessed. For the user of their services and their families and friends, the confidence that their medical care will be undertaken with the greatest care and diligence in accordance with universally accepted best practice.

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## Who is it for?

We provide certification to NZS 8156 Retrieval Medicine and Paramedical and the NZ Aeromedical & Air Rescue Standards. These standards outline the minimum requirements to provide safe, reliable, and efficient services. Applies to the following types of organisations:

- Emergency ambulance service
- Paramedical commercial services for events such as concerts
- Ambulance services transporting acute or admitted hospital patients
- Ambulance Clinical Communication Centres (ACCC)
- Air Ambulance and Search and Rescue
- Any organisation that uses the expression ambulance, paramedic or medic to describe it's services



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## **NZS8156 Ambulance and paramedical services.**

### **Setting the standard for ambulance and paramedic services.**

NZS 8156 establishes the appropriate standards of service for ambulance and paramedical services. Certification demonstrates that the organisation can consistently deliver clinical safety, reliability, efficiencies, and effectiveness.

The New Zealand standard for ambulance services was introduced in 2002 to provide a national benchmark for all ambulance providers. This established guidelines for the provision of safe services that were also efficient in the use of public funds and donated services.

To reflect the changing needs of this vital service the standard has since been revised. The latest review took place in 2018 by an NZS review committee.

The standard applies to all types of road vehicle where ambulance provision is the primary capability of the vehicle, and to aircraft specifically equipped for ambulance provision when being used for that purpose. The standard does not apply to basic first aid provision, PRIME practitioners, or ground-based search and rescue operations.

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## **New Zealand Aeromedical & Air Rescue Standard**

### **Ensuring everything is in place before, during and after take-off**

This standard applies to:

- Air based primary emergency ambulance services
- Air based security Inter-Hospital Transport (IHT) ambulance services
- Air based Search and Rescue (SAR) responses
- Aircraft nominated to provide the backup operations to certified operators
- Hospital helipads
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Implementation of the standard assists Ambulance New Zealand's goal of ensuring a patient-focused, safe and consistent service is provided by air ambulance and air search and rescue service providers. The standard is a framework for the contracting of air ambulance and air search and rescue services throughout New Zealand and covers pilots, crew, aircraft and essential equipment practices.



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## Our approach to your certification

As New Zealand's largest auditing body we conduct audits with expert, experienced individual auditors who are backed with the resources of an industry-leading company. We are proactive in our approach, ensuring clients can implement and continually improve their system in accordance with the standard.

Such work requires a number of key review processes including, but not limited to, a review of plans, policies and procedures, staff, patient and client files, a review of training records, meeting minutes and rosters. This work is supported by observation of practice, interviews with service users and a walkthrough of the facility.

After our initial assessment we can then clarify where any gaps in service delivery may be occurring and provide sound recommendations on how best practice can assist with the ensuing system development. Throughout this process we ensure communication is clear and direction cost-effective and efficient to act upon.

