

Determining Medical Services for Events

Purpose and Audience

- Guidance for event organisers (PCBUs) under HSWA 2015.
- Helps ensure suitable medical, ambulance, or first aid services at events.
- Useful for venue managers, medical service providers, and health & safety professionals.

PCBU Duties

- Primary duty of care: ensure health and safety of workers and others affected by work.
- Must provide first aid for workers; for attendees, organisers must minimise risks as far as reasonably practicable.
- Duties cannot be transferred to another PCBU even if services are contracted.
- Overlapping duties require cooperation between PCBUs.

Medical Services at Events

- Events are complex environments with multiple risks.
- Medical services help minimise harm through on-site treatment and coordination of rapid hospital transfer if required.
- Coordinate with emergency services and reduce pressure on local emergency services.
- Includes first aiders, first responders, nurses, EMTs, paramedics, doctors, mental health support, equipment (AEDs), and vehicles.

Engaging an Event Medical Service

- Must meet event-specific needs.
- Assess risk to decide type of medical service and resources required.
- Service should be capable of managing expected injuries, unexpected health issues, and major incidents.
- Monitor effectiveness of specified medical cover and reassess post-event for improvements.

Factors Influencing Service Type

- Risk assessment informs service level.
- Consider event details, location, crowd profile, activities.
- Consult experts if inexperienced. Medical service providers can assess risk and make recommendations.

Planning Areas

- Event details: timing, location, attendee numbers, previous incidents.
- Location/Layout: access routes, obstacles, weather impact.
- Crowd profile: age, alcohol use, mental health needs.
- Activities: risks vary by type and timing.
- Treatment facilities: placement, accessibility, signage.
- Equipment and supplies: AED placement, stock monitoring.
- Operations: roles, emergency plans, waste disposal.
- Staffing: skills, shift planning, capacity for multiple incidents.
- Staff welfare: breaks, accommodation, fatigue management.
- Communication: reliable systems, language barriers, emergency channels.
- Transfer: hospital proximity, clear routes, helicopter landing zones.

Provider Selection

- Providers should identify when advanced skills may be needed for high-risk events.
- Providers should advise Medic crew details – name, practice level, police vetted, driver status etc.
- Do not rely on attendees or officials for medical services.
- Providers should supply qualified and experienced personnel with associated clinical resources (appropriate medications and equipment associated with delivery of specified clinical level) in compliance with standards.

Monitoring and Post-Event Review

- During event: check staff and resources match specification, observe operations, gather feedback, use performance measures.

- After event: Medical provider to produce Event Report - review incident reports, give feedback, debrief with staff and PCBUs, analyse supply usage and identify improvements.

Relevant links for further research

<https://www.worksafe.govt.nz/topic-and-industry/event-management/managing-risks-at-events/>