



Medics On Scene

INDUCTION MANUAL

Welcome to Medics On Scene

Medics On Scene Limited has been officially in existence since the 9th of November 2017. Founders Julie Dewar and Nathan Thompson spent the year previous to that setting the scene prior to launch, connecting with our Medical Director Dr Graeme McCrory, formulating our business plan, putting together our Health and Safety documentation and ensuring our compliance with the appropriate NZ Standards.

We started out covering a few equestrian events, an opportunity coming our way due to difficulties sports clubs were having trying to find a reliable solution to their medical coverage requirements. This led to motocross event coverage and from there it went in many directions with us now covering cycling, horse racing, netball, rugby, concerts and many other community and sporting events throughout the Hawke's Bay and beyond.

Our Senior Management team:

Dr Graeme McCrory – Medical Director. Overall medical directorship, Standing Orders.

Jules Dewar – Clinical Services Director. Providing clinical guidance, mentoring, support and professional development of clinical personnel.

Nathan Thompson – Managing Director. Providing overall operations and staff management, logistics, strategy development and vision implementation.



Our Mission and our Vision:

Our Vision is to be the premier nationwide provider of professional medical coverage at all sports and community events.

For now we are focused on developing our presence in the Hawke's Bay Region, ensuring we are providing the best patient care and service delivery possible, and building our reputation.

The key to our growth is due to our focus on our Mission Statement, with all personnel having a full understanding of this:

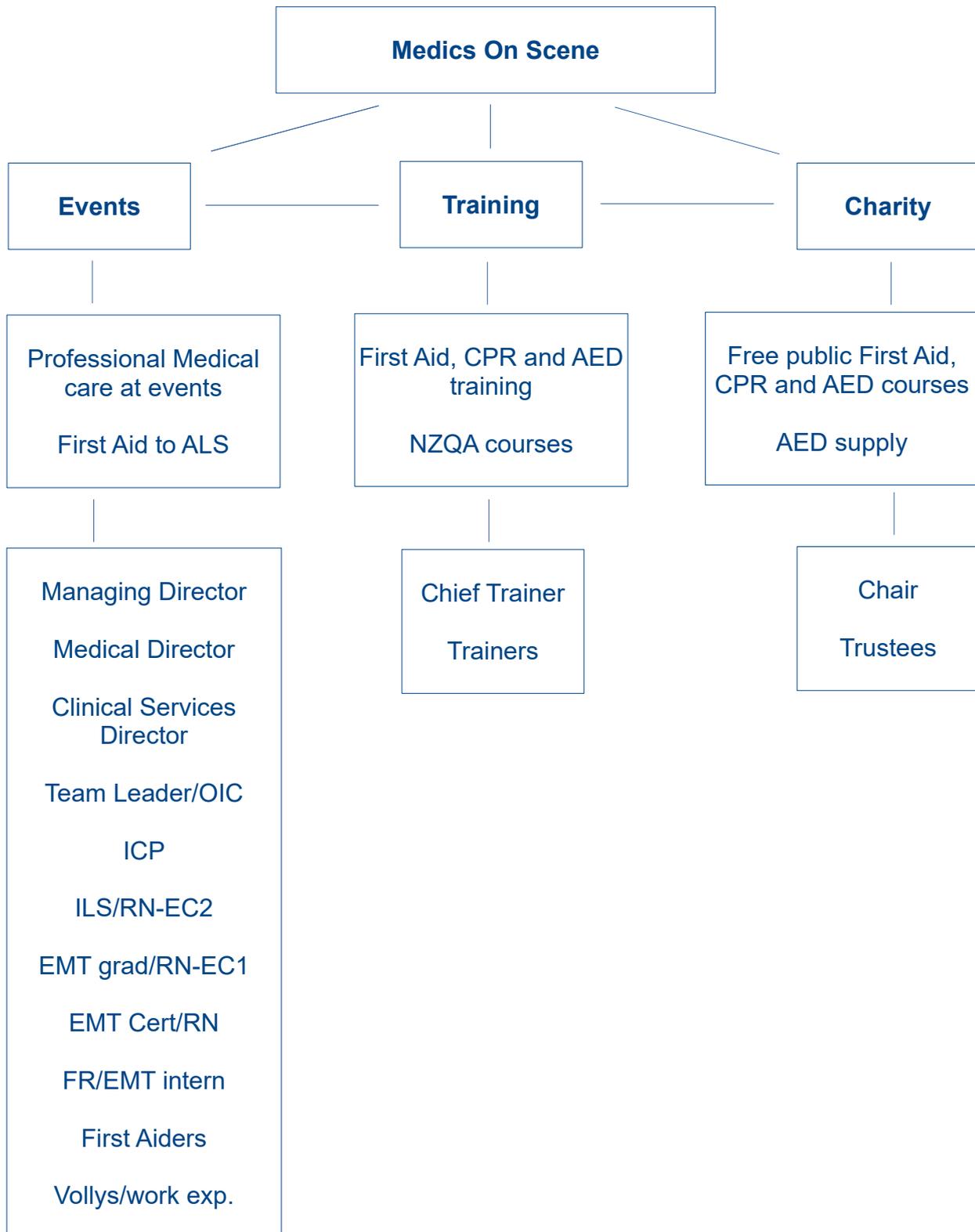
Events:

“To provide the highest level of immediate response, on-scene, professional medical care at high risk sporting events in the Hawke’s bay region, ensuring complete customer satisfaction by providing a patient focused yet cost effective safety solution for event organisers”

We plan to continue this growth by

- remaining focused on our Mission Statement
- ensuring that we are delivering on our promises
- providing clear direction and management through compliance with NZS8156:2019, ISO 9000 series, and using National Clinical Procedures and Guidelines
- providing a safe and fun working environment with quality resources for personnel to achieve their highest level of care
- providing our personnel opportunities for further development within our business

Structure & line management:



Key Personnel Contact details:

Graeme McCrory: Medical Director

Phone: 021 454493

email: graeme.mccrory@MedicsOnScene.org.nz

Jules Dewar: Clinical Services Director

Phone: 0273 123280

email: jules.dewar@MedicsOnScene.org.nz

Nathan Thompson: Managing Director

Phone: 0211 326432

email: nathan.thompson@MedicsOnScene.org.nz

General info:

Address : Medics On Scene Ltd, The Station, 18 Nancy Street, Takapau 4203

Website: <https://www.MedicsOnScene.org.nz>

email: info@MedicsOnScene.org.nz

Phone (06) 8784788

Facebook: @medicsonscene

Facebook Groups: "MOS Training" and "MOS Chat" – private groups

Messenger: MOS Event notifications

Rosters: Deputy App (see also Google Calendar for upcoming events)

Personnel Page: <https://www.medicsonscene.org.nz/#login>

(You will be given a login and password for both the Personnel Page and Deputy)

Clinical Procedures and Guidelines:

It is important to understand that the clinical procedures and guidelines in a pre-hospital environment are not necessarily the same as you may be used to in your other clinical role(s) due to the level of autonomy afforded to Paramedics. You must follow the clinical procedures used in the Ambulance sector when providing patient care on behalf of Medics On Scene Limited. This includes Registered professionals traditionally working in other healthcare settings that may have slightly different procedures.

Medics On Scene Limited uses the National Clinical Procedures and Guidelines (CPGs), developed by the National Ambulance Sector Clinical Working Group. These are issued to individual clinical personnel by Dr Graeme McCrory, the Medical Director for Medics On Scene Limited. (They remain the intellectual property of the National Ambulance Sector Clinical Working Group and may be recalled or updated at any time.)

These CPGs are for the use of personnel with current authority to practise, when providing clinical care to patients on behalf of Medics On Scene Limited. They incorporate Standing Orders issued by Dr Graeme McCrory.

Authority to practise is granted at a specified practice level and the practice levels are listed in the table in Section 1.1. Each practice level has a delegated scope of practice that defines the medicines and interventions that personnel may administer or perform when treating patients. Interventions that are not described within the delegated scopes of practice (for example automated defibrillation) may be provided by all personnel.

Personnel should send comments or queries via an email to:

clinical@MedicsOnScene.org.nz

Insurances:

Medics On Scene Limited holds both Public Liability, Statutory Liability insurance and Professional indemnity insurance for those working on our behalf.

NZ Standards:

Medics On Scene Limited's framework is aligned to NZS 8156:2019 Ambulance, Paramedicine and Patient Transfer Services.

The standard sets expectations and definitions for things like classification of service, patient focus, governance and management, service delivery, and clinical services at mass gatherings and events etc.

Conformity to the Standard allows the public to have confidence that the level of service offered is clinically safe and appropriate to the nature of the event and the resulting potential sickness or injuries.

It sets out current scopes of practice and the relationship to educational requirements and skill-sets to promote consistency in our sector which is largely unregulated.

Hopefully the process of Registration of Paramedics will help resolve some of the problems associated with this.

Unfortunately the standard is not yet mandated in law so is therefore voluntary. Again, once registration comes into effect fully this will change.

In the meantime Medics On Scene Limited, having had input into the development of the new standard, is pushing forward and preparing to be audited against the standard, the aim being that we become the first private provider of paramedical services to attain certification.

Equipment:

Our current resources include three 4x4 vehicles, a 2wd hatchback for First Aid training, three mobile Treatment Units, a 4x4 rescue side-by-side, a 17 seater mobility shuttle, as well as a 6x3m gazebo and three 3x3m gazebos.



Each of the Treatment Units is fitted to allow ALS (Advanced Life Support) level patient care where specified. Two 4x4 vehicles are fitted to allow for patient transport within the event site (we do not transport to hospital). All vehicles are fitted with UHF/VHF 25 watt 2 way radios and handhelds. We also have Satellite comms for use at certain events.



Resus kits are labelled and equipped with resources to achieve the appropriate level of care for the event. (ie ALS, ILS and BLS level kits).

We provide a uniform (shirt, jacket, name patch, cap/hat) and PPE which must be worn in accordance with our Policy.

How we work:

All events that we cover have a certain level of care that must be provided. This has been determined either by the sporting body's own Risk Assessment process or MOS has conducted a site-specific Workplace Risk Assessment to determine what personnel and resources need to be present for the duration of the event.

Step 1:

Once we have quoted for an event (not yet confirmed as a job), details are added to the MOS events Calendar (Google calendar). MOS Event Notifications chat group is also used to advise of upcoming events, giving details of the Roles that need filling, asking for "expressions of interest".

Step 2:

Personnel can then make contact regarding the event by private messaging or texting Nathan Thompson expressing their interest.

(Do not use MOS Event Notifications as a forum as it is just for notifying personnel of upcoming events. We have a chat group, please see General Info)

Step 3:

Once the event is confirmed by the organiser, details of the event will be entered onto Deputy (our rostering App) and a notification will go out.

Shifts are assigned to those who "expressed their interest" first, with the remainder being entered as "Open Shifts" for anyone of suitable qualification to claim. Deputy is not a calendar, shifts need to be "claimed".

An event summary (start times, finish times, specification and contact details etc) will be messaged to those confirmed for the event prior to the event itself using the "News Feed" feature of Deputy.

There are some simple rules when claiming a shift on Deputy:

1. *First in, first served* - expressions of interest are considered first, and shifts assigned (if still convenient). The remainder are published as "open" shifts to be claimed.
2. *3 strikes and you're out* – If you claim it, there is an expectation that you will follow through on your promise. We are a small team, and if you're thinking of backing out don't "claim" the shift. Whilst there is a feature to "offer out" the shift you've taken if it's all gone wrong, this can only be done 3 times per year. If you can't find cover, you must work the shift. MOS does not cancel once we confirm for an event.

Sickness: if you are sick and cannot attend the event you are scheduled for, please advise Nathan Thompson asap so cover can be arranged. That doesn't mean a call from your Mum, Dad or partner, nor a text, nor an email – a phone call from you...unless of course your fingers are broken and you no longer have a tongue. If you were scheduled to work with Jules and cannot attend, 24 hours notice of your impending death will be required.

More details are in your employment contract/volunteer agreement.

Notes for the event:

- Deputy requires all personnel to “clock in” and “clock out” - this feature only works when there is an internet connection. Please remember to use this feature where possible. Reminders will be sent to your phone.
- Upon arrival Team Leaders will liaise with the Event Organiser to ensure that the Treatment Unit and Response Vehicles etc are positioned according to the H&S paperwork.
- H&S paperwork (Medical Emergency Procedures sheet) must be displayed in the Treatment Unit, with a copy going to the event organiser.
- Check they have the ability to contact you (2-way radios issued or phone numbers given, or other arrangement)
- Familiarise yourself with the amenities, H&S info relevant to the site and ensure access is clear for Emergency Services.
- Check all equipment prior to start. Report issues as necessary.

- **Do**: Have fun, try to be “seen” by the event goers and organisers, interact with people, smile, take photos and look interested, help each other and tell people about MOS! Building relationships gets more work for all of us.
- **Don't**: hide in the Vehicles or Treatment Units, ignore event-goers, eat food in the Vehicles/Treatment Units, behave unprofessionally, disrespect your fellow team members, and don't disrespect the “competition” by commenting negatively – it's not necessary. **We're better, so just be better!** “Smile and wave, private”.
- Be aware that frequent use of mobile devices is not a good look, despite being an essential tool in our environment. Don't over do it.
- Smoking is not permitted inside or near any of the vehicles/trailers. If you need to smoke, excuse yourself, wear a non-uniform jacket and move away from the area.
- Please be aware of our Policies regarding the above.
- Any PRFs (Patient Report Forms) that are issued to the patient/St John need to be photographed/scanned and a copy sent to Nathan in a secure way. If you have data, use Deputy's “News Feed” feature to private message directly to Nathan, or email to clinical@MedicsOnScene.org.nz
Alternatively, if no cell service, use the vehicle's MDT (Tablet) to take a photo of the PRF and remember to hand the tablet back for download at the end of the event.

- Team Leaders are responsible for filling in and returning Patient Logs and ensuring any issued PRFs have been uploaded – file all of them in the yellow “Events Folder” and hand in at the end of the shift.
- Team Leaders to ensure all vehicles are returned to base refuelled for the next crew. Restock the vehicle as required.
- Restricted Drug books need to be completed, signed and handed over with Event Folder by the Team Leader. All drugs must be accounted for, with discrepancies being reported to the Clinical Services Director (Jules).

Health and Safety:

Health and Safety is exceptionally important in our environment.

Please read and be familiar with our H&S Policy. There is a Manual Handling session that must be completed prior to working.

We encounter numerous hazards at each event and each event is different so dynamic risk assessments are a requirement of all staff members. In plain English, we are always assessing for hazards and making the required changes to ensure our own and our team members' safety. Everyone is responsible for H&S.

We must be aware that where we have set up our base is not necessarily going to end up being our “work environment”. We need to be able to assess each scene as we approach and ensure our own safety first.

This will be covered in your training packages.

Our Treatment Units are all set out in the same way (as much as possible). Your first shift will include an induction to the Treatment Unit, Paramedic Response vehicle and the safety equipment that must be used (eg extinguishers, traffic cones, hazard tape, PPE, helmets, ropes etc). You will also be shown previously identified generic workplace hazards (see Workplace Risk Assessment Form)

Training:

At the time of your joining you will be assessed and assigned a specific Practice Level (and title) and given Authority to Practise by Dr Graeme McCrory.

All personnel are police vetted and ID cards are issued once your ATP is assigned.

There are always opportunities to move forward - we encourage this and will assist wherever we can.

To maintain your practice level you must ensure that you complete sufficient hours in the year. Currently our policy specifies a minimum of 60 hours per year for Volunteers, 80 hours per year for employees at First Responder level, and 140 hours per year (or 20 event shifts) for EMT and above.

Volunteers must also attend at least 2 training days per year, employees must attend 3 training days per year (these count towards the aforementioned event shifts).

This will be changing in 2021 as we introduce our ATP Portfolio for all personnel/volunteers.

Our Personnel Page on the website has Training modules and we also have regular training days to keep our skills up to date. Not just clinical training but also equipment training such as off road vehicle driving skills, ropes and heights and basic rescue skills training.

We are extremely lucky to have a close working relationship with Fire & Safety Training in Napier (Ali, Scott and team) and we are often given the opportunity to attend courses at the depot as well.

Any training sessions on the clinical education programme that you attend will go onto your Professional Development Training Record to demonstrate maintenance of your clinical competencies.

Practice levels:

This is a summary of MOS practice levels only, skills and interventions do not exactly correspond between designations at the same level.

1. First Aider
2. First Responder or EMT Intern (Emergency Medical Technician Intern)
3. EMT cert or RN (Registered Nurse)
4. EMT grad or RN EC1 (Registered Nurse Extended Care)
5. ILS Paramedic (Intermediate Life Support) or RN EC2
6. ALS Paramedic (Advanced Life Support) or ICP (Intensive Care Paramedic) or ECP (Extended Care Paramedic) or Flight Medic

Checklist:

Prior to your first shift, you will go through a Workplace Induction Checklist with your Team Leader to ensure you are happy with all of the information given. If you have questions, this is the time to ask.

Welcome aboard!