



**New Zealand  
Air Ambulance  
Service**

Life saving care in the air





**6 Bases**

**12 Aircraft**

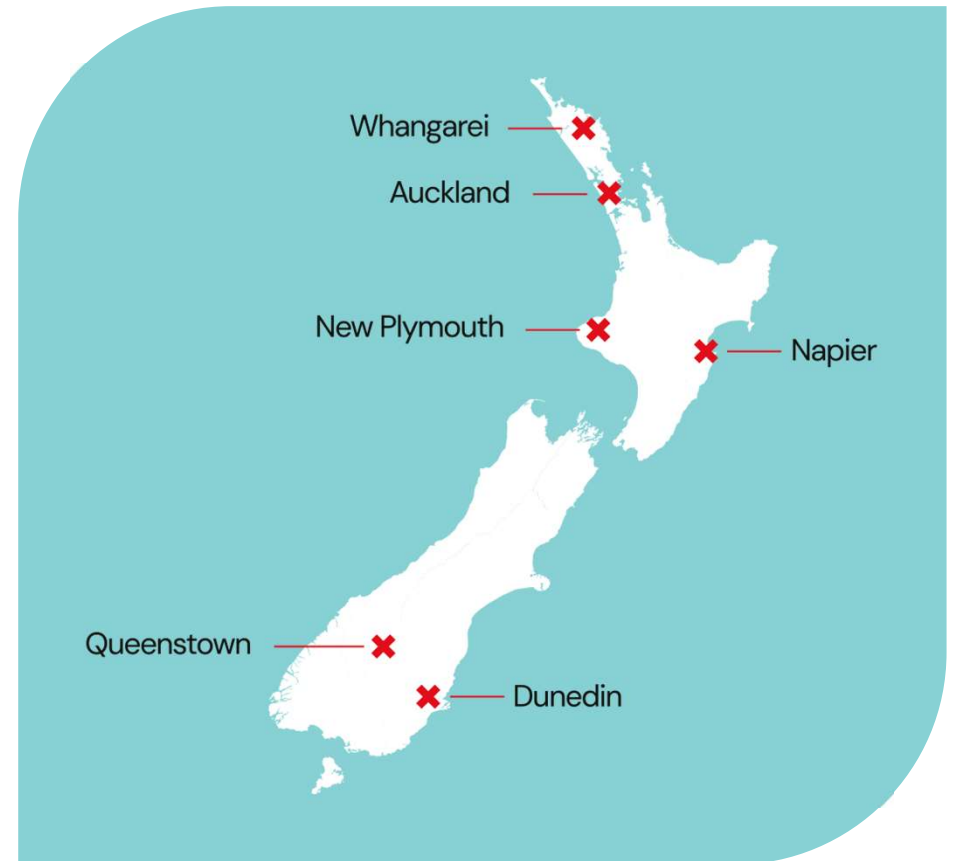
**120 in the Team**

**5300 Flight hrs P.A**



Ambulance &  
Paramedical  
Services  
NZS 8156

ISO 9001  
ISO 14001  
ISO 45001



## Regional Air Ambulances:

- Hawkes Bay
- Northland
- Taranaki
- Southland

## National Air Ambulances:

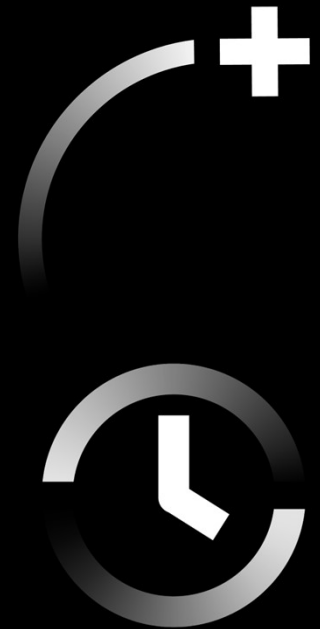
- Pediatric & Neonatal ICU
- ECMO (Heart-lung Machine)
- Organ Donation
- ISOPOD (Infectious Disease)

## International Air Ambulances:

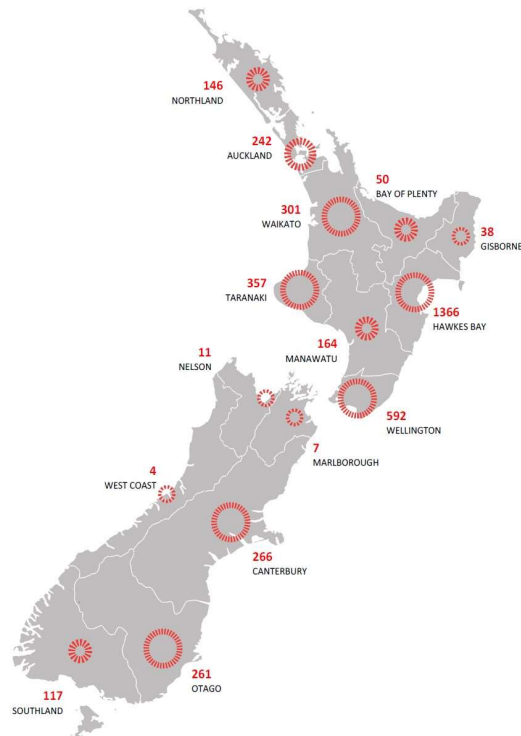
- South Pacific Air Ambulance Service
- Global Medical Escort

Missions per annum  
**3,200 +**

Wheels up within  
**1 hour**

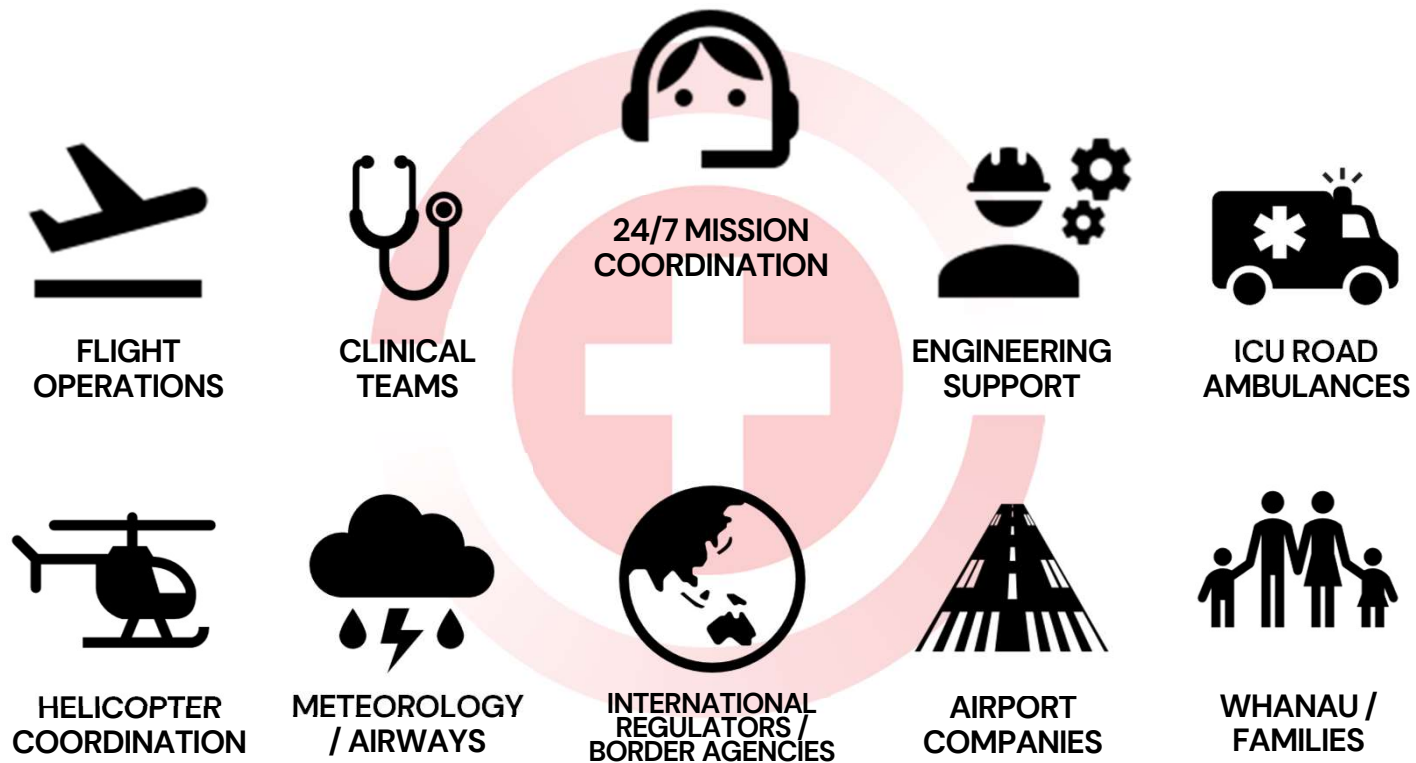


# A lifeline for New Zealand and Beyond



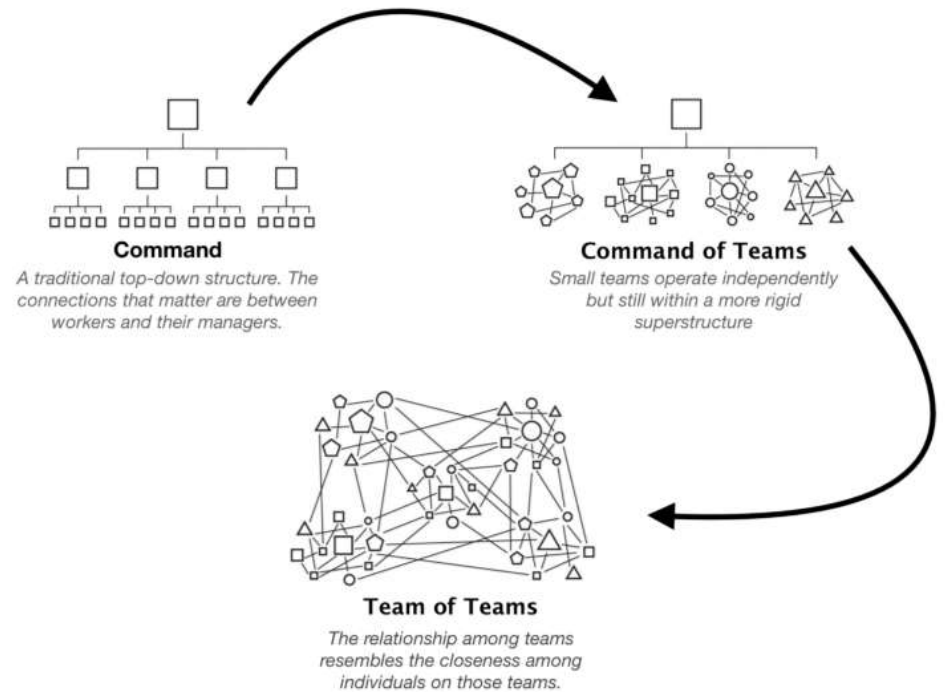


# SAFETY DATA FOR MISSIONS



WHO	WHAT	WHERE	WHEN	WHY	HOW
Crew Rostered / Flight and Duty Considerations	Aircraft type: RW, FW, (Turboprop or Jet etc)	What airport is best suited?	Response time requested?	Retrieval or Referral?	Airport condition? NOTAMs
Clinical crew composition / skill mix	Clinical equipment req	What's quickest response to definitive care?	Urgency / medical priority?	Specialist team / equipment?	Weather condition (SIGMET /Wx forecast)
Family Traveling with Pt? Are they suitable/stable support persons?	Patient acuity	What hospital has capacity / capability?	Receiving Hospital bed available?	Patient Dx? Sea level cabin?	Meds / equipment required? (Standard or additional)
Patient, Crew and Family weights for W&B + Loading consideration	Cabin pressure requirements, Bariatric devices?	Where will the handover take place? Hospital or tarmac?	Night transfer required, or defer till morning?	Infectious patient? PPE or ISOPOD Required?	Method of loading & unloading, personnel required?

# COMMUNICATION



McChrystal, S. (2015). *Team of Teams: New Rules of Engagement for a Complex World*. Penguin Publishing Group

# SAFETY DATA FOR ORGANISATIONAL DECISION MAKING

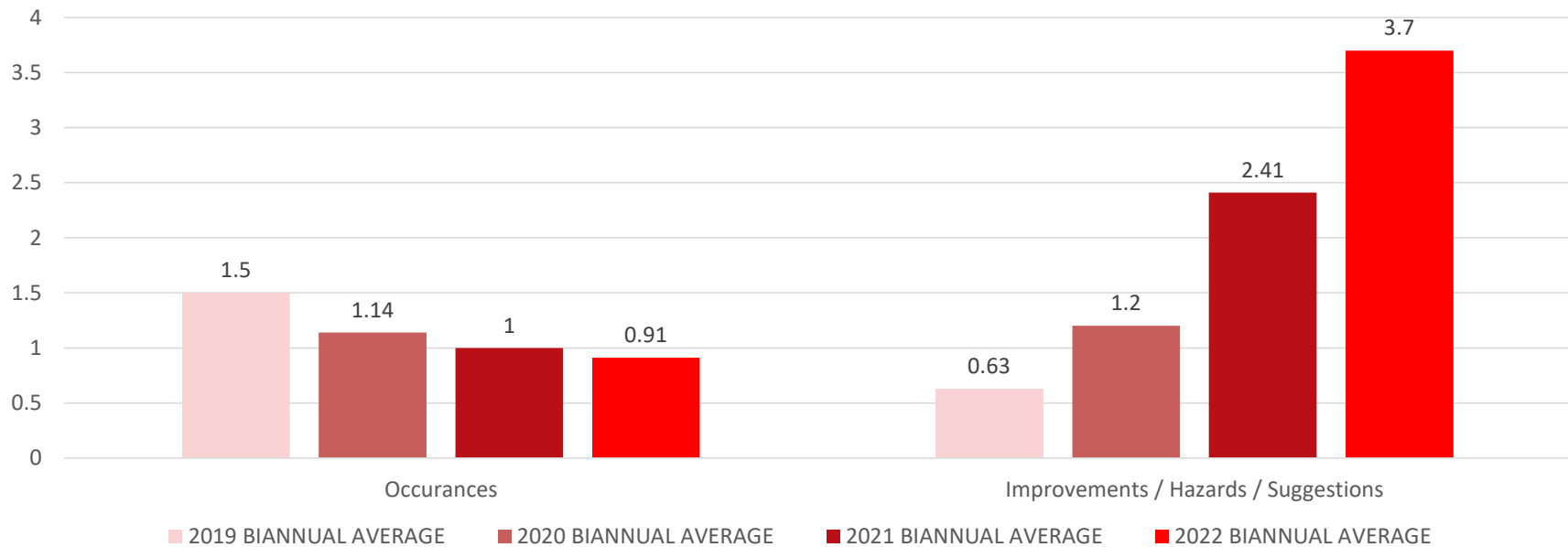


FEEDBACK  
LOOP



# SMS REPORTS

Reports raised as a % of total flight hours (PA)



# A FEW EXAMPLES OF DATA IN USE:

DATA RECEIVED	HOW WE USE IT
Bird / wildlife reports	<ul style="list-style-type: none"><li>- Use trends to determine what aerodrome scope we give our aircraft (turboprop vs Turbofan).</li><li>- Work with local councils in areas we have identified as higher risk.</li></ul>
Sector Risk Profile	<ul style="list-style-type: none"><li>- Move to Multi-Crew Operations for higher-risk missions (uncontrolled aerodromes, night flights, long duties etc).</li><li>- Investment to standardise Avionics in our fleet</li><li>- Investment in Synthetic Flight Training Device</li></ul>
Lithium Battery / Thermal Runaway Risk	<ul style="list-style-type: none"><li>- Arrange for CAA SME to present at COASTN.</li><li>- Mandate DG Training for Flight Nurses via national Std.</li><li>- Fire Bags onboard.</li></ul>
Noted hazards at airports	<ul style="list-style-type: none"><li>- Include noted hazards in the Route guide for awareness of all bases and Pilots.</li></ul>
Flight and Duty Feedback	<ul style="list-style-type: none"><li>- Work with Sleep Wake Doctor to refine the scheme based on feedback.</li></ul>

