



National Ambulance Service (NAS) Ambulance Operations (Fleet) Procedure Fleet Management and Maintenance

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1.0 POLICY

- 1.1 In order to ensure the overall effectiveness, efficiency, economy and reliability of the fleet, the National Ambulance Service (NAS) adopts a national approach to fleet management and maintenance.
- 1.2 This procedures enclosed help to ensure a safe environment for staff and patients, along with facilitating the ongoing implementation of the vehicle replacement policy by the NAS.

2.0 PURPOSE

- 2.1 Ensure that safe and effective vehicles are available as and when required on a national basis.
- 2.2 Ensure age and mileage profiles increase on a uniform basis across the NAS.
- 2.3 Ensure preventative maintenance is carried out on schedule with minimal disruption to service provision.
- 2.4 Ensure maintenance and repairs are carried out as cost effectively as possible.
- 2.5 Identify immediately, defects that present a safety hazard to staff or patients.
- 2.6 Identify problematic vehicles and recurrent problems and source the cause.
- 2.7 Ensure the maintenance of records in relation to fleet management, maintenance, costs, economy, usage and suitability.
- 2.8 Ensure minimal downtime for national ambulance service fleet and equipment.

3.0 SCOPE

3.1 This procedure applies to all NAS staff while operating any NAS vehicle during the course of their duty

4.0 LEGISLATION/OTHER RELATED POLICIES

- A. Policy NASP009 –Operational Driving of NAS vehicles
- B. Policy NASP010 Vehicular Emergency Response
- C. Policy HSE Records Management
- D. Procedure NASOF002 Daily Vehicle Inspection
- E. National Ambulance Service Safety Statement
- F. S.I. No. 190/1963: Road Traffic (Construction, Equipment and Use of Vehicles) Regulations, 1963
- G. Road Traffic Act(s)

5.0 GLOSSARY OF TERMS AND DEFINITIONS

Leading EMT – Supervisor (Paramedic/Advanced Paramedic)

6.0 ROLES AND RESPONSIBILITIES

- 6.1 It is the responsibility of the Area Operations Manager or their designate Manager to ensure the dissemination of this Procedure to all staff in their area of responsibility
- 6.2 The NAS Fleet, Equipment and Logistics Manager will have responsibility for ensuring appropriate vehicle allocations throughout the NAS.
- 6.3 The responsibility for ensuring that the management, maintenance, repair and cleaning of all vehicles at Station level lies with each respective Supervisor
- 6.4 Supervisors report directly to the Operations Resource Managers (ORM).
- 6.5 The responsibility for compliance with this Procedure lies with each member of staff. Supervisors are responsible for communicating the standards required to all staff within their area of responsibility.
- 6.6 Operations Resource Managers (ORM) will monitor the performance of Supervisors in consultation with the relevant Fleet, Logistics and Estates Manager (FLEM).

7.0 PROCEDURE

In order to achieve the overall purpose of this document, the following procedures are in place:

7.1 Supervision/Accountability

- 7.1.1 Each respective Supervisor will consult with and inform an Operations Resource Manager on all matters relating to fleet management and maintenance. The Operations Resource Manager shall be responsible for keeping the Fleet, Logistics and Estates Manager (FLEM) informed.
- 7.1.2 Each Fleet, Logistics and Estates Manager (FLEM) has overall responsibility and will monitor and support the Supervisor in the performance of their duties.
- 7.1.3 Each staff member should co-operate with and assist their respective Supervisor in carrying out his / her duties in relation to Fleet Management and Maintenance.

7.2 Fleet Management/Availability

- 7.2.1 Each respective Supervisor will be responsible for ensuring that the rostered number of vehicles at his / her Station is available for allocation by Ambulance Control.
- 7.2.2 Each respective Supervisor will be responsible for the assignment of NAS vehicles to shifts/crews to ensure an even increase in the mileage profiles of vehicles under his / her charge.
- 7.2.3 Each respective Supervisor should be contacted, where available, in relation to the temporary allocation of a vehicle under his / her charge to another Station. If he / she are not available, an Operations Resource Manager should be contacted. If he / she are not available, or if the situation is critical, then the decision will be made by the duty Control Supervisor/Emergency Medical Controller (as appropriate).
- 7.2.4 Each respective Supervisor should notify Ambulance Control and/ or the Operations Resource Manager whenever there will be prolonged or sudden unavailability of any vehicle particularly if it affects service provision. This will facilitate Ambulance Control in the planning of the daily workload.
- 7.2.5 The Operations Resource Manager and Ambulance Control must notify the relevant Fleet, Logistics and Estates Manager (FLEM) whenever there will be prolonged or sudden unavailability of any vehicle, particularly if it affects service provision.

7.3 Fleet Proactive/Reactive Maintenance

- 7.3.1 All vehicle servicing/repairs will be carried out in line with manufacturer's guidelines.

 Only service providers who have a current SLA/contract in place can be used for the various types of maintenance.
- 7.3.2 All vehicle heaters will be serviced during the summer months to ensure maximum operability during winter months (subject to Section 7.3.1 above).
- 7.3.3 Every staff member will carry out a Daily Vehicle Inspection at the commencement of each shift. A checklist is provided to aid in this task.
- 7.3.4 Every staff member should be vigilant for vehicle defects. All defects/problems should be notified to the appropriate Supervisor on the Vehicle/Equipment Defect Report Form.
- 7.3.5 Each respective Supervisor (subject to Section 7.3.1 above) will consult with the Fleet, Logistics and Estates Manager (FLEM) in relation to when preventative maintenance should be carried out to ensure that it is carried out in the most cost effective manner.
- 7.3.6 Supervisors will have access to spare vehicles where possible to facilitate the scheduling of vehicle maintenance.
- 7.3.7 Each respective Supervisor will ensure that vehicles are not treated in a manner likely to accelerate wear and tear.
- 7.3.8 In the event of a breakdown of any description, Ambulance Control should be contacted immediately to arrange the appropriate breakdown response.

7.4 Documentation/Reports

- 7.4.1 Each respective Supervisor shall ensure that each vehicle under his/her charge has a current Certificate of Worthiness and is currently taxed.
- 7.4.2 Each respective Supervisor shall ensure that the appropriate valid discs are displayed on each vehicle within his/her charge.
- 7.4.3 Each respective Supervisor shall maintain and submit appropriate records on the Fleet Management System on a monthly basis to include mileage, fuel consumption, maintenance carried out and the number of days each month that vehicles are out of service.
- 7.4.4 Each respective Supervisor will maintain Station records in relation to Vehicle/Defect Reports, actions taken and relevant vehicle maintenance as per Policy Records Management.
- 7.4.5 Each Fleet, Logistics and Estates Manager (FLEM) will prepare and submit monthly reports to the Operational Support and Resilience Manager in relation to costs per Vehicle/Station.
- 7.4.6 Area Ambulance Headquarters staff will maintain a database of all invoices to facilitate the preparation of such reports.
- 7.4.7 Performance indicator reports relating to fuel/maintenance costs per kilometre will be prepared on a quarterly basis.

7.5 Staff input

- 7.5.1 Each respective Supervisor shall discuss on an ongoing basis, with staff under his/her charge, to ascertain if there are any needs in relation to vehicles that are not being met.
- 7.5.2 The Operations Resource Manager shall discuss on a regular basis with the Supervisors in order to ensure a regular dissemination of information.

8.0 IMPLEMENTATION PLAN

- 8.1 This Procedure will be circulated electronically to the Area Operations Managers, Operations Performance Managers and the Operational Support and Resilience Manager.
- 8.2 This Procedure will be circulated electronically to all Managers, all Supervisors and Staff
- 8.3 This Procedure will be available in electronic format for ease of retrieval and reference
- 8.4 Each Supervisor responsible for updating electronic Procedure Manuals will return the Confirmation Form to each Area Headquarters to confirm document circulation to all staff.

9.0 REVISION AND AUDIT

- 9.1 This Procedure will be reviewed whenever circumstances or a relevant event dictate.
- 9.2 It is in the interest of all staff members to ensure that this Procedure is adhered to as the best interests of both staff and patients alike will be best served by having a modern, well maintained and well-equipped fleet. This can only be achieved through a professional co-operative teamwork approach.
- 9.3 Due to the nature of the services provided, unexpected situations may arise that may not be addressed by this Procedure. If such an event should occur, common sense, teamwork and courtesy will ensure that staff overcome the problem.
- 9.4 Supervisors and Ambulance Managers will monitor the performance of staff within their areas of responsibility. Compliance will be monitored through regular review of the Fleet Management System.

10. 0 Revision History: (This captures any changes that are made to a SOP when it has been revised. This may be placed at the back or close to the front of the document according to local preference.)

No	Revision No	Date	Section Amended	Approved by
1	9	01/01/2017	No amendments	Fleet Logistic & Support Mgr

11.0 APPENDICES

- 1.1 **Appendix 1 –** Form Daily Vehicle Inspection
- 1.2 **Appendix 2 –** Form Vehicle/Equipment Defect
- 1.3 Appendix 3 Form Ambulance Service Equipment List
- 1.4 **Appendix 4 –** Procedure Acknowledgement forms

(All forms to be attached to Master Document)

12.0 Signatures of Approval

All persons must sign and date this page after they have read and understood the Standard Operation Procedure/Policy.

Martin Dunne

National Ambulance Service Director
On Behalf of the National Ambulance Service

Martin Donke

Date: 3rd January 2017

NAS Emergency Ambulance Vehicle May 2014



Vehicle Equipment Inventory

HSE NAS Emergency Ambulance Vehicle Equipment Schedule

Paramedic Response Kit x 2 or Paramedic Response Bag & AP Response Bag (depending on crewing levels)

Paramedic Drug bag x 1 or AP Drug Bag x1 (depending on crewing levels) (Must have a lockable press in Ambulance for it)

Patient Comfort

Pillows x 1

Disposable Blankets x 6

Disposable Pillow Cases x 6

Paper towels x 2

Toilet Rolls x 2

Urinal – absorbent granule type x 4 (Uriwell?)

Bed pan – absorbent granules type x 4 (WAG bag?)

Incontinent sheets x 8

Clinical Waste Bags x 4

Disposable cups x 12

Water flask x 1

Hypothermic Blankets –Adult x 3 & Paed x 2

Carrying Devices

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Item	Special Remarks	Size	Qty.	Req.
Trolley stretcher	C.E.N. vehicle – 4 point patient locking harness		1	
Ambulance carrying chair	Restraint strap		1	
Patient-handling aids	Banana board, Sliding sheet, path slide, gait belt in a bag		1	
Stryker chair	With restraint straps, with foot rests		1	
Vacuum mattress		Adult	1	
Carrying Sheet		Adult & Bariatric	1 of each	
Long Spinal Board	Complete with head hugger, spider straps/speed clips	Adult	1	
Orthopaedic Stretcher	Complete with head pads & 3 straps	Adult	1	
Child stretcher harness		Child	1	
Infant stretcher harness		Infant	1	
KED/TED	Vest type extrication device		1	
Stiff Neck Collars		Infant/Child /Adult		

Miscellaneous

Item	Special Remarks	Size	Qty.	Req.
Warning Triangle	Foldable with base Reflective		2	
Fire Extinguisher	Dry Powder (classe A, E & C)	2kg	2	
Sharps Container	Disposable(vehicle mounted)		1	
Water soluble bag	Contaminated laundry		3	
Clinical Waste Plastic bag	Yellow Clinical Waste	Large & Small	3	
Hand cleaning gel	(Vehicle mounted)		1	
Barrier Personal protection	Kit – complete with goggles and masks		2	
Gloves	(Vehicle mounted)	S/M/L/XL	1 box	
Emesis Sacs	(Vehicle mounted)		12	
Clinical Waste Bin	Vehicle mounted		6	
Non Clinical Waste Bin	Vehicle mounted		1	
Hand Cleanser Dispenser	Vehicle mounted		1	
Hand Towel Roll	Vehicle Mounted		1	
White Board – 25cm x 50cm	Vehicle Mounted		1	
Fluids warmer	Vehicle mounted	35°C	1	
		Shows elapsed time,		
Clock with countdown timer		seconds	1	
Pigeon box container	Vehicle mounted		1	

Item	Special Remarks	Size	Qty.	Req.
Traction Splint	Bilateral device	Adult	1	
Vacuum Splints		Set	1	
Frac Straps		Set	1	
Sam Pelvic Sling II	Medium and large size		1 of each	
Mechanical CPR Device	With alternative power			
Where available	source		1	
Entonox	D/CD		2	
Oxygen	F		2	
Oxygen	CD		2	
Low Reading thermometer			1	
Amputation bags			4	
Body Fluids Spill Kit			1	
PCR Report forms			12	
Octopus Device	Car/light van size		1	
Hot Packs			6	
Cold Packs			10	
Cruciform Labels			10	
Gel type burns kit	This amount of dressings can cover up to10% BSA of two patients	20 x 45cm & 10x 40cm dressings	3 of each	
Cling film & dispenser for burns			1	
Maternity pack	Pre-packaged		2	

Neonatal wrap/bag	2

Fluids Pack

Outside pockets



- 6 Fluid Pockets with label inserts
- 0.9% NaCl 500mls x 3
- Dextrose 10% 500mls x 1
- Dextrose 5% 100mls x 2
- 0.9 % NaCl 100mls x 2



Fluids bag Inner section

Inside fluids kit

Safety Cannulae 14G, 16G,18G, 20G,22G,24G \times 2, Needles green \times 5, blue \times 5, blunt drawing up needles \times 6, Baxter or Clave (Needle free bungs) \times 8, 10 ml NaCl 0.9% flushes \times 6, Alcohol wipes \times 10, Tourniquets \times 4(disposable), I.V dressings (Tegraderm or equiv) \times 6, Individual wrapped Gauze (or eyepads) pads \times 4, Giving sets (Microdrip) \times 2, 10ml syringes \times 4, 3 way taps \times 4, Plasters \times 6, Ampoule opening device \times 1, 1" Adhesive Tape \times 1

Inside Ambulance (Fluid Warmer)

- 0.9% NaCl 500mls x 6
- Dextrose 10% 500mls x 2
- 0.9 % NaCl 100mls x 2

Monitoring / Defibrillation

Monitor Defibrillator x 1 - (mounted and charging in vehicle)(ETCO2, SPO2- Adult/ child finger probes, ear probe), NIBP – with adult 12 Lead Acquisition and Transmission capability, manual/AED options)

Battery operated suction (mounted and charging in vehicle) x 1 (Disposable container/liner)

Pigeon boxes Stock

- 1. OPA's Infant to large adult sizes
- 2. Emesis Sacs x 4 & PEFR monitor mouthpieces (disposable, adult and child x 2)
- 3. Adult 100%NRB x 2 + Adult Nasal O₂ Cannulae x 2
- 4. Adult Neb Mask x 2 + Adult Multi-flow Venturi Mask x 2
- 5. Paed 100% NRB x 2 + Paed Nasal O₂Cannnula x 1
- 6. Paed Neb Mask x 2 + Paed Multi-flow Venturi Mask x 2
- 7. Dressings x 4 (10x20); Conforming Bandages x 4 (4" & 6"), 1" Adhesive Tape x 1
- 8. BGL Lancets x 10; Alco wipes x 10, Plastersx10. Thermometer probe x 1 & box of 20 probe covers

Suction unit consumables:

- 1. Suction Yanker (Adult x 4 & Paed x 4)
- 2. Suction Catheters (French): 10 (Black) x 4; 12 (White) x 4; 14 (Green) x 4.
- 3. Suction Liners x 4
- 4. Suction Extension Tubing x 4

Agreed at NASLT, 7th May 2014

National Ambulance Service Vehicle/Equipment Defect Form Station Mileage Call Sign Vehicle Reg. Number Time Date **Crew Name1** Crew Name 2 Serial No. Please circle defect found (if any) on relevant diagram below **Garage/Service Provider Name: Description of Vehicle/Equipment Defect** Bag & Tag Serial Number Signed..... Pin No. Signed.....Pin No. Crew Member 2 **Crew Member 1** Reported To: Time: Hrs ☐ Station Supervisor ☐ Resource Manager ☐ Control Supervisor/ EMC Corrective Action Taken/ Resource Manager / Station Supervisor ☐ Resource Manager ☐ Station Supervisor ☐Service Provider SERVICE PROVIDER COPY

National Ambula Vehicle Pre-Shift	nce Service Inspection Form	
Station	Date Tin	ne
Vehicle Reg. Number Call Sign	n Mileage/Kilometers Next se	rvice Due
Crew Name1	Crew Name 2	Serial No.
Crew Names	Crew Ivame 2	Serial No.
☐ Radio Test ☐ Mobile Phone ☐ Che	ck Vehicle ECO mode □ Portable Han	dheld Radio ☐ Fuel Card in date
		☐ Tail Lift Check
		☐ Scene Lights
	A contract of the contract of	☐ Vehicle Camera Check
	2	Rear Heater
		☐ Mirrors
The state of the s		☐ All Doors/Locks Operating Correctly ☐ Fire Extinguishers x 2
		☐ Warning Triangle
		☐ Octopus Device (Car/Light Van)
		□ Water Flotation Device x 2
Vehicle Defect Form, submit to Stati	TOWNSHIP AREDIANCE TO THE TOWNSHIP ARE	The state of the s
□ PPE Issue	☐ IV Fluids (All) In Date	☐ PCR Forms
Oxygen 2 X F Size	☐ Drugs Bag (Sealed)	☐ Bandages/Dressings
☐ Oxygen D/CD Size, Spare ☐ Entenox Size D	☐ Gel type burns kit (Dispenser)	Glucometer
☐ De-Fib Daily Check, Test Strip	☐ Maternity Kit (Sealed) In Date ☐ Cervical Collars All Sizes	☐ Thermometer
☐ Oxygen Masks	☐ Spinal Equipment (Complete)	☐ Body Bags ☐ Emesis Bags
☐ Resuscitation Bag/Kit	☐ Sam Pelvic Sling II (Med & Lrg)	☐ CPG or CPG-AP Book
☐ Paramedic Response Kits	□ KED/TED	☐ Hazchem Card
☐ Suction Unit	☐ Splints (Traction, Vacuum/Matres	
☐ Carrying Chair (Compact)	☐ Immobilization Splints (All)	☐ Gloves Disposable
☐ Stair Climber Chair (Stryker)	☐ Frac Straps	☐ Triage Forms
☐ Stretcher(s)	☐ Orthopaedic Stretcher (Scoop)	☐ Sharps Container
☐ Stretcher Harness (Adult, Child)	☐ IV Cannulaes (All Sizes)	☐ Blankets & Pillow
Airway Management Adjuncts	☐ Hygiene Equipment	☐ Hot & Cold Packs
☐ Patient Handling aids (Complete)	Barrier Personal Protection (Kit)	Clinical Waste Bag
☐ Mechanical CPR device (If available This vehicle and its contents have been check		
Initialed Pin No. Crew Member 1	InitialedCrew Member 2	

Document Control No. 1 (to be attached to Master Copy)

NASOF003 Fleet Management and Maintenance

Reviewer: The purpose of this statement is to ensure that a Policy, Procedure, Protocol or Guideline (PPPG) proposed for implementation in the HSE is circulated to a peer reviewer (internal or external), in advance of approval of the PPPG. You are asked to sign this form to confirm to the committee developing this Policy or Procedure or Protocol or Guideline that you have reviewed and agreed the content and recommend the approval of the following Policy, Procedure, Protocol or Guideline:

Title of Policy, Procedure, Protocol or Guideline:

NASOF003 Fleet Management

I acknowledge the following:

- I have been provided with a copy of the Policy, Procedure, Protocol or Guideline described above.
- I have read Policy, Procedure, Protocol or Guideline document.
- I agree with the Policy, Procedure, Protocol or Guideline and recommend its approval by the committee developing the PPPG.

Name	Signature (Block Capitals)	Date

Please return this completed form to:
Name:
Niamh Murphy
Contact Details:
Corporate Office

National Ambulance Service

Rivers Building Tallaght Cross Dublin 24

email <u>niamhf.murphy1@hse.ie</u>

Document Control No. 2 (to be attached to Master Copy)

Key Stakeholders Review of Policy, Procedure, Protocol or Guidance Reviewer Statement

Reviewer: The purpose of this statement is to ensure that a Policy, Procedure, Protocol or Guideline (PPPG) proposed for implementation in the HSE is circulated to Managers of Employees who have a stake in the PPPG, in advance of approval of the PPPG. You are asked to sign this form to confirm to the committee developing this Policy or Procedure or Protocol or Guideline that you have seen and agree to the following Policy, Procedure, Protocol or Guideline:

Title of Policy, Procedure, Protocol or Guideline:

NASOF003 Fleet Management and Maintenance

I acknowledge the following:

- I have been provided with a copy of the Policy, Procedure, Protocol or Guideline described above.
- I have read Policy, Procedure, Protocol or Guideline document.
- I agree with the Policy, Procedure, Protocol or Guideline and recommend its approval by the committee developing the PPPG.

Name	Signature (Block Capitals)	Date	

Please return this completed form to:
Name:
Niamh Murphy
Contact Details:
Corporate Office

National Ambulance Service

Rivers Building Tallaght Cross Dublin 24

email niamhf.murphy1@hse.ie

Document Control No. 3 Signature Sheet:

(to be attached to Master Copy)

Policy, Procedure, Protocol or Guideline:

NASOF003 Fleet Management and Maintenance

I have read, understand and agree to adhere to the attached Policy, Procedure, Protocol or Guideline:

Print Name	Signature	Area of Work	Date
1		1	1