



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



National Ambulance Service (NAS)

National Emergency Operations Centre (NEOC) Procedure

Accessing 24/7 Supervision and Management within the National Emergency Operations Centre (NEOC)

Document reference number	NASCC036	Document developed by	Paul David Watkins
Revision number	1	Document approved by	Director of NAS, Medical Director NAS, National Operations Control Manager
Approval date	9th June 2014	Responsibility for implementation	Each NEOC Manager
Revision date	31st December 2019	Responsibility for review and audit	National Emergency Control Manager

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1.0 Policy

- 1.1 The policy of the HSE National Ambulance Service (NAS) is to ensure all NEOC Staff are familiar with this procedure for accessing robust and resilient Supervision and/or Management level intervention 24 hours a day, 7 days a week.
- 1.2 To effectively implement robust and resilient mechanisms for the timely escalation of risks, issues and/or occurrences as required by and for the 24/7 operation of a statutory emergency service such as the National Ambulance Service

2.0 Purpose

- 2.1 To provide NEOC staff with the required Standard Operating Procedure (SOP) to allow them to access the required level of Supervision and management regardless of time of day, day of week or physical NEOC location
- 2.2 To confirm the Managerial responsibility for the communication of this procedure, and for its effective implementation
- 2.3 To provide an effective and resilient means of obtaining critical and timely Supervision, Management, and support interventions without delay

3.0 Scope

- 3.1 This procedure applies to all staff working in the National Emergency Operations Centre (NEOC) of the National Ambulance Service, specifically:
 - 3.1.1 NEOC Managers
 - 3.1.2 NEOC Supervisors
 - 3.1.3 Dispatchers
 - 3.1.4 Call Takers

4.0 Legislation/Other Related Policies

- 4.1 There is no formal legislation applicable to the Procedure
- 4.2 24/7 access to Supervision and/or Management is required for the safe and effective operation of NEOC, and does not compromise any ProQA/MPDS licence requirements, and actively supports them
- 4.3 This Procedure is related to NASCC032 – Ambulance Control Procedure – Call Taking/Address Verification/Dispatch by means of escalation of risks, issues and/or occurrences through non-adherence to said policy

5.0 Glossary of Terms and Definitions

- 5.1 **HSE NAS**
Health Service Executive National Ambulance Service – statutory body for the provision of emergency and urgent ambulance services for Ireland
- 5.2 **SOP**
Standard Operating Procedure – mechanism for the dissemination of instruction and direction for absolute adherence
- 5.3 **National Duty NEOC Manager**
 - Role targeted to provide 24/7 provision of effective escalation through Management and Supervision within NEOC

- 5.4 **CTS/DS**
CTS – Call Taker Supervisor
DS – Dispatch Supervisor
- 5.5 **NASCCRP**
National Ambulance Service Control Centre Reconfiguration Project –
comprises (but not restricted to):
 - National migration to Digital communication platform (TETRA – Terrestrial Trunked Radio)
 - Migration to single instance CAD physically located over 2 sites
- 5.6 **CAD**
Computer-Aided Dispatch System
- 5.7 **ProQA MPDS**
Internationally recognised systems for the prioritisation of emergency medical calls, required licence for all Emergency Call takers and Dispatchers within HSE NAS
- 5.8 **Aero-Medical Dispatcher**
Command and Control point for all Aero-Medical and medic-marine cases within Ireland
- 5.9 **24/7**
24 hours a day, 7 days a week
- 5.10 **“Office Hours”**
Notionally understood and described as a person working between 0900 hours and 1700 hours Monday to Friday (inclusive)

6.0 Roles and Responsibilities

- 6.1 **Management Responsibilities**
 - 6.1.1 **National Operations Control Manager** will ensure this procedure is disseminated to all **NEOC Managers and Supervisors**
 - 6.1.2 **NEOC Managers** will ensure this procedure is:
 - Disseminated to all **NEOC Supervisors, Dispatchers and Call Takers**
 - Adhered to and accessed at all times
 - 6.1.3 **NEOC Managers** will ensure the algorithm that is contained within Appendix 4 – “Algorithm for Accessing Supervision and/or Management” - of this procedure is prominently displayed in **BOTH** NEOC locations
- 6.2 **NEOC Staff Responsibilities**
 - 6.2.1 **All NEOC Staff** will ensure:
 - They understand the process and mechanism for accessing supervision and management in hours and out of hours within both NEOC locations where they may be employed or deployed
 - They are fully conversant with the process, supported by the algorithm that forms part of Appendix 4 – “Algorithm for Accessing Supervision and/or Management” - of this procedure and mechanism for accessing supervision and management in hours and out of hours within NEOC

6.3 NASC Responsibilities

- 6.3.1 **NASC Control Tutors** and Assistant/delegated Tutor/educational staff (Mentors, etc.) will ensure that this procedure is included and discussed in their training of:
- New NEOC Staff
 - Refresher/Update training of existing NEOC staff

7.0 Implementation Plan

- 7.1 This procedure will be circulated to every **NEOC Manager** for dissemination to their respective NEOC staff by the **National Operations Control Manager** with responsibility NEOC
- 7.2 The **National Operations Control Manager** will sign to confirm this procedure has been disseminated to **all** NEOC staff
- 7.3 **NEOC Managers** will disseminate this Procedure to their **NEOC Supervisors/Team Leaders** and ensure that all NEOC Staff are familiar with this procedure
- 7.4 **NEOC Managers** will ensure all NEOC Staff sign the Document Control Signature Sheet to confirm they aware of this procedure and its use
- 7.5 This procedure will be placed in hard copy within each policy and procedure manual within NEOC for ease of retrieval and reference
- 7.6 The PDF version embedded in Appendix 5 to be printed out and displayed
- 7.7 The **National Operations Control Manager** will ensure that that the Confirmation Signature forms are returned to NAS Headquarters
- 7.8 **National Ambulance Service College (NASC)** will ensure that this procedure is fully referenced within training for all new NEOC Staff

8.0 Revision History:

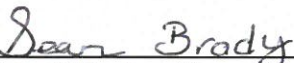
(This captures any changes that are made to a SOP when it has been revised. This may be placed at the back or close to the front of the document according to local preference.)

No	Revision No	Date	Section Amended	Approved by
1	1	03/01/2017	Update for National Centre Titles	NEOC

9.0 Appendices

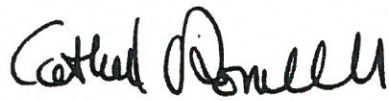
- I. Appendix I – “Algorithm for Accessing Supervision and/or Management”
- II. Appendix II – Acknowledgement forms

10.0 Signatures of Approval



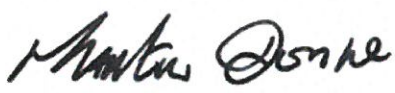
National Control Operations Manager
On Behalf of the National Ambulance Service

Date: 3rd January 2017



National Ambulance Service Medical Director
On Behalf of the National Ambulance Service

Date: 3rd January 2017

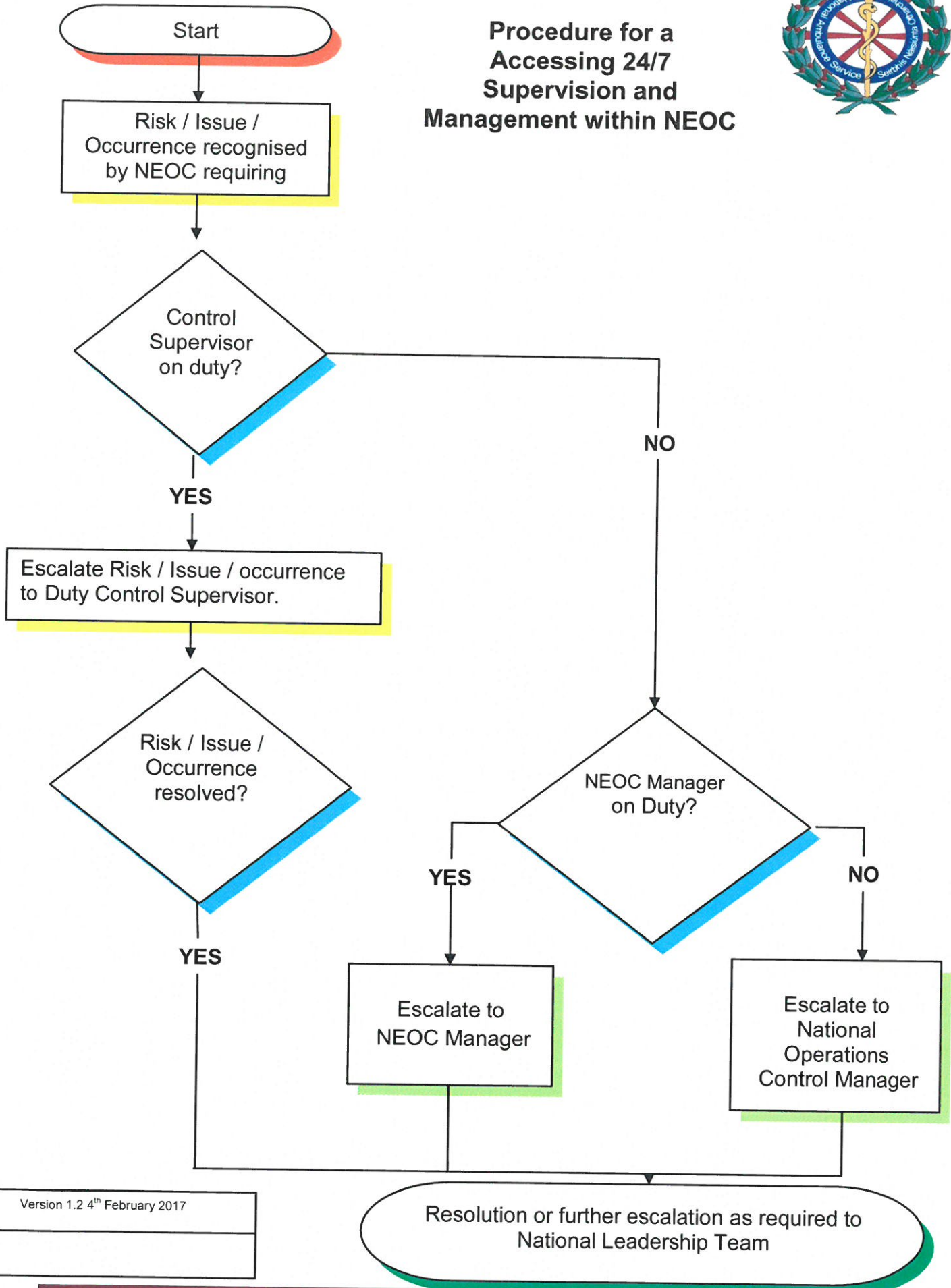


National Ambulance Service Director
On Behalf of the National Ambulance Service

Date: 3rd January 2017



Procedure for a Accessing 24/7 Supervision and Management within NEOC



Version 1.2 4th February 2017

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

NASCC036 Accessing 24/7 Supervision and Management within the NEOC

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:

NASCC036 Accessing 24/7 Supervision and Management within the NEOC

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. 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:

NASCC036 Accessing 24/7 Supervision and Management within the NEOC

I acknowledge the following:

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- 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
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