

# HEALTH PROFESSIONS COUNCIL OF ZAMBIA

## ASSESSMENT TOOL FOR AMBULANCE SERVICES (CLASS C)

Facility Name \_\_\_\_\_ Vehicle No. \_\_\_\_\_ Phone \_\_\_\_\_

Physical Address \_\_\_\_\_ Postal Address \_\_\_\_\_ District \_\_\_\_\_

HPCZ No. \_\_\_\_\_ Date \_\_\_\_\_ Nationality: \_\_\_\_\_ Grant \_\_\_\_\_

Type of equipment (Tick what applies) Vehicle:  Aircraft: Boat

Level of service (Tick what applies) Basic:  Intermediate:  Advanced

Inspectors 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

### 1. Staffing Level

Profession	Required	Available	Profession	Required	Available
Medical Officer- Specialized			Command post Managers		
Emergency Care Officer- With Basic Life Support (BLS)			Drivers		
Emergency Care Officer- With Intermediate Life Support (ILS)			Receptionist		
Emergency Care Officer- With Advanced Life Support (ALS)			Cleaners		
			Station Handyman		
			Security officers		
			Other support staff:.....		

### 2. Standard 1: Legal Establishment, Leadership and Governance

Assessment Area	Assessment Criteria				Score		
					2	1	0
Facility	Valid Annual License from HPCZ available and displayed						
Drivers Competencies	Valid ambulance driver's licence		Skills in ambulance stretcher use				
	Trained in standard First Aid		Well aware of use of ambulance sirens & flashing lights				
	Trained in defensive driving						
Practitioners	Valid Annual practicing License(s) for paramedics available and displayed						
	Contracts/Appointment letter for all workers available on staff files						
	Evidence of staff performance Appraisal available (Sample 50% of all staff)						
	Job Descriptions for all workers available on file and distributed to staff						
	Practitioners are -----for the scope of service		Qualified		Adequate		
	Staff records are updated to reflect training and Continuing Professional Development received- Check training register						
	Facility maintains a staff leave register that records leave taken against leave days accrued, and records staff on study leave						
	Official Id's won appropriately		Dress code observed				
	Approved Organogram		Evidence of management meeting				
	Valid fire certification		Valid Business Permit				
	Valid Road Tax		Valid Vehicle Insurance		Valid Vehicle Fitness		

Governance	Documented & displayed	Mission/Vision Statement	Scope of service				
	Waste management Contract/incinerator Available						
	HPCZ Code of ethics available		GNC Code of ethics available				
	Documented evidence of staff disciplinary cases and actions						
Clinical supervision	Evidence of weekly Clinical Supervision/ Technical support by Supervising Doctor						
	Evidence of case review and feedback by Supervising Medical Doctor						
<b>Achieved Score / Total Applicable Score</b>							<b>38</b>

### 3. Standard 2: Command Centre

Assessment Area	Assessment Criteria							Score			
								2	1	0	
Infrastructure	All rooms in the building meeting Public Health Act Cap 295 of the Laws of Zambia(Floor area not less than 8.4 m <sup>2</sup> , Horizontal dimensions not less than 2.1m, Height not less than 2.6m		Y	N	Comment if <i>No.</i>						
		Reception									
		Communication room									
		Pharmacy/store room									
		Office/ Conference									
		Preparation room									
		Kitchen for refreshments									
		Rest rooms for night staff									
		Shower rooms/toiles									
Parking space	Adequate parking space for the number of ambulances										
State of infrastructure	Building in good state of repair with the following well maintained?										
	Walls		Fixtures		Windows		Doors		Floors		Roof
Sanitation	Infection Prevention Committee or Designated person overseeing IPC activities										
	Functional sinks in...		Preparation room		Kitchen		toilets				
	Running water in...		Preparation room		Kitchen		toilets				
	Hand washing signage		Preparation room		Kitchen		toilets				
	Male Toilet		Female Toilet		Staff Toilets						
	Sanitary bin in female toilet			Sanitary bin in Staff Toilet							
	Are toilets clean?		Male toilet		Female toilet		Staff Toilet				
Ventilation	Adequate natural ventilation			Artificial ventilation (Aircon/fan)							
Lighting	Adequate natural lighting			Artificial lighting							
Surrounding	Clean environment			Outdoor sanitary bins provided							
	Proper ground maintenance			No littering of rubbish on premises							
	Secure storage place for waste			Proper drainage system available							
Waste Disposal	Incinerator or waste contract			Bins for segregation of waste							
	Recommended Pedal bin			Colour coded bin liners							
	Sharps box			Segregation of waste adhered to							
Management of Surgical instrument	Availability of guidelines			Bucket for plain water							
	Bucket for chlorine water			Access to sterilizer							
	Bucket for soap water			Compliance to sterilization							
Occupation health/safety	OHS Guidelines/SOP			Adequate Personal protective equip							
	Signage in all rooms			Staff vaccination program in place							
Fire Safety	Functional Fire extinguisher			Bucket of sand							
	Fire exist marks in all rooms			Extinguisher servicing is up to date							

	Evidence of fire drills- Annually		Fire assembly point available	
Power supply	Electricity Available		Backup power supply	
Security	Perimeter Fence		Security Guards	
<b>Achieved Score / Total Applicable Score</b>				<b>38</b>

#### 4. Standard 3: Ambulance Emblems and Markings

Assessment Area	Assessment Criteria			Score		
				2	1	0
General	Markings of reflective quality		Color contrasting exterior			
Continuous stripe	≥10cm on the Cab		≥20cm on patient compartment			
	Encircle entire ambulance		Exclude of the hood panel			
Front	Mirror image (reverse reading) “AMBULANCE” minimum 12cm height, for mirror identification by drivers ahead, with a “Star of Life”, height 10cm minimum left & right “AMBULANCE.					
	“Star of Life” not <36cm height each side of the patient compartment					
Side	Word “AMBULANCE”, not <20cm in height, under or beside each star					
	The name of the licensee as stated on their provider’s license shall be of lettering not less than 10cm in height					
	“Star of Life” ≥36cm in height on each side of patient compartment					
Rear	“Star of Life” ≥36cm in height on each side of patient compartment					
Top (Roof)	“Star of Life” in be blue of not <96cm in height					
	Individual provider’s ambulance number					
<b>Achieved Score / Total Applicable Score</b>						<b>12</b>

#### 5. Standard 4: Ambulance (Vehicle) specifications

Assessment Area	Assessment Criteria			Score		
				2	1	0
Chassis	Should not be less than three quarter ton.					
Power train performance criteria	Right hand driven		Power steering		Heavy duty brakes	
	Car mirrors- internal		Power brakes		White colour	
	Car mirrors- external		Safety belt- patients		Padded dash	
	Door locks for all doors		Safety belt-passengers			
	Front end stabilizer (optional)		Recommended Automatic transmission		Collapsible steering wheel (optional)	
	Alternator fit for the type of ambulance;		Inside control handles on rear and side doors		Heavy duty cooling system	
	Heavy duty front and rear shock absorbers		Battery fit for the type of ambulance		Maximum effective sized tires;	
Capacity	Maximum 2 patients		More than 2 if capacity can allow			
Flood Lights	75” from ground unobstructed			Mounted above rear door		
	Min of 1 Flood light with at least 360lumens					
Warning Lights	Min alternating red flashing light			Mounted on the corner		
	Able to give 360° Conspicuity			No. combustible flares		
Drivers compartment	Separate from patient area			Driver area light shield		
	Lighting for both driver and ECO			Sit for attendant with armrest each side		
	Sliding shatterproof glass			Sit for Attendant		
	Sit for driver with armrest on each side			Sit for Driver		
	Stretcher 228cm		At the head not <75cm		From foot not <75cm	

Patients' Compartment	Inside width 207cm	Height 120cm from floor	Adequate lighting	
	Light control from door entrance, patients head & driver component			
	Two padded sit 18" high & wide	One to the head & and other to right side		
	Rear doors that swing clear & permits full access to patient compartment			
	Patient compartment door devise that prevent vibration & unintentional closing			
<b>Achieved Score / Total Applicable Score</b>				<b>14</b>

### 6. Standard 5: Patient Safety Factors

Assessment Area	Assessment Criteria			Score		
				2	1	0
Stretcher Fasteners	Crash-stable fastener – For chest		Crash-stable fastener – For Thigh			
	For primary stretcher		Secondary stretcher			
Stretcher Restraint	Floor supported		On its own support wheels			
	Permit quick attachment		Permit quick detachment			
Restraining device	Device provided to prevent longitudinal or transverse dislodgement of patient					
Safety Belts	For Drivers		For Attendants			
Sun Visors	For Drivers		For Attendants			
Mirrors	Left exterior rear view mirrors		Right exterior rear view mirrors			
	Interior rear view mirror					
Wipers & washes	Electrical windshield wipers		Electrical washers.			
Inside Height	Patient compartment-minimum height 120cm from floor to ceiling					
<b>Achieved Score / Total Applicable Score</b>						<b>16</b>

### 7. Standard 6: Communication System

Radio Frequency Number: \_\_\_\_\_

Assessment Area	Assessment Criteria			Score		
				2	1	0
Radio System	Two ways radio mobile equipment		Min range-30km radius from base station antenna			
	Driver's compartment Selectable speaker outputs		Patient's compartment Selectable speaker outputs			
	Microphone in driver component		Microphone in Patient component			
	licensed radio service provider					
PA system	PA system available		PA system functional			
Siren system	Siren available	Antenna Rooftop mounted	Mounted with coaxial cable			
	In siren operation, P/output 100 watts		In voice operation, P/output shall be 45watts			
Shatterproof	Shatterproof windows	Shatterproof windshields	Shatterproof door grass			
<b>Achieved Score / Total Applicable Score</b>						<b>8</b>

### 8. Standard 7: Environmental Equipment

Assessment Area	Assessment Criteria				Score		
					2	1	0
Heating System	Available in patient compartment		available in driver compartment				
	Thermostatically or manually controlled		Three (3) speed design blower motors				
	Separate switch in patient compartment		Separate switch in driver compartment				
	Switches must be within easy reach of the driver in his normal driving position						
Air conditioning system	Available in patient compartment		available in driver compartment				
	Thermostatically or manually controlled		Three (3) speed design blower motors				
	Separate control - patient compartment		Separate control- driver compartment				
	Switches must be within easy reach of the driver in his normal driving position						
Insulation	Covers entire body?	Side	Ends	Roof	floor	Doors	
	Fireproof	Mildew-proof		Vermin-proof			
	Non-hygroscopic	Non-setting type		Min -Undercoated Plywood for floor			
Storage space	Adequate size	Accessible		Sufficient configuration			
Fresh Air	Air intake vents located in the most practical contaminant-free air space on the vehicle						
<b>Achieved Score / Total Applicable Score</b>							<b>10</b>

### 9. Standard 8: Equipment

Assessment Area	Assessment Criteria				Score		
					2	1	0
Basic Ambulance supplies	On board Oxygen Supply- min 2,400L		Portable Oxygen Supply- min 360L				
	Had operated Bag Mask Ventilation Unit – capability 90-100% O <sub>2</sub> - adult		Had operated Bag Mask Ventilation Unit – capability 90-100% O <sub>2</sub> - Paeds				
	Suction unit-permanent		Suction unit-portable				
	Airway equipment –adult size		Airway equipment –paed size				
	BP Machine-Adult		BP Machine-Adult				
	Pulse Oximetre		Flash Lights/Lanterns				
	Stretchers- min 2		Spinal immobilization devices				
	Splints- padded type		Splints- Traction type				
	Head immobilization device		Cervical collars				
	Dressing set		Suturing Set				
	Emesis Basin		Bed Ban				
	Obstetric (Delivery) Set		Baby Kit – at least receiving blanket				
	Reflective vests for attendant and drives		Protective head and eye gear				
	Fire Extinguishers		Urinals				
Inter-mediate	Functional Laryngoscope - paed sizes		Functional Laryngoscope - adult				
	Intraosseous devices- Adults		Intraosseous devices- Paed				
	Dip Stand		Tonniequete				
Advanced Ambulance	DC portable monitor-defibrillator- Adult		DC portable monitor/defibrillator- Paed				
	Magill Forceps, Adult		Magill Forceps, Pediatric				
	Monitor able to produce hard copy of patient's ECG						
<b>Achieved Score / Total Applicable Score</b>							<b>40</b>

### 10. Standard 9: Essential Supplies (Ambulance)

Assessment Area	Assessment Criteria				Score		
					2	1	0
Basic Ambulance	Oxygen Masks adult		Oxygen Masks –paeds sizes				
	12 Sterile dressings-15cm x 27cm		Triangular Bandages –Min 10				
	36 Sterile Gauze gauze swabs-12cm x 12cm		Standard bandages- min 12				
	Paraffin Gauze		Adhesive tape (Strapping)				
	Surgical Gloves		Examination Gloves				
	Normal saline- only for irrigation		No medicines				
Inter-mediate	Cannulas –assorted sizes		Blood giving set				
	Fluid giving set		Spirited or iodine prep swabs				
	Foley’s Catheter						
	Butterfly or scalp vein needles 19-25G		Strapping				
	Disposable endotracheal tubes-2.5-9.0		Syringes assorted sizes				
	Atropine		50% Dextrose				
	Hydrocortisone		Anti-Emetics				
	Anti-convulsions		Oxytocin				
Advanced Ambulance	Normal saline or other appropriate IV fluid		Needles assorted sizes				
	Other Drug approved by the Council		Dual Lumen or LMA airways				
<b>Achieved Score / Total Applicable Score</b>							<b>16</b>

### 11. Standard 10: Essential supplies (Command Post Pharmacy and Stores)

Assessment Area	Assessment Criteria						Score		
							2	1	0
Staffing	Qualified and licensed staff to manage medicines with licence displayed conspicuously								
	ECO		Pharm Tech		Doctors		Clinical Officer		Nurses
Bulk store	Mandatory/essential list of drugs			Medicine counter tray					
	Adequate shelves			Adequate pellets					
	Air conditioner installed			Air conditioner Functional					
	Room Temperature Thermometer			Updated Temperature Chart					
	Fridge Temperature Thermometer			Updated Fridge Temperature Chart					
Inventory of medicine	Bin Cards available-All Medicine			Bin Cards up to date-All Medicine					
	Monthly physical count up to date								
Emergency Medicines	Emergency tray available			Emergency tray stocked appropriately					
	Inventory checked daily			Reasonable quantities stocked					
Pharmacovigilance	Drug incidence book			Clinical meetings					
	Reports sent to next level			Authorized prescribers list					
Tracking Expiry	No expired medicine on shelves			Clearly marked expiry medicine section					
	Inventory organized to ensure FIFO								
Pharmacy Best practices	Store room kept clean			Shelves and surfaces clean					
	Ordering books used appropriately			Goods receipt notes used appropriately					
	Separate section for Lab reagents			Separate section-flammable material					
	Separate section-Radiation material			Separate section-fluids					
<b>Achieved Score / Total Applicable Score</b>								<b>14</b>	

## 12. Standard 11: Generation, Storage and Management of Records

Assessment Area	Assessment Criteria (scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)			Score		
				2	1	0
Ventilation	Adequate natural ventilation		Artificial ventilation (Aircon/fan)			
Lighting	Adequate natural lighting		Adequate artificial lighting			
Paper base data	Adequate shelves/cabinets		Records lockable and secure			
	Adequate Section for archiving		Active & inactive files separated			
Electronic data	System password protected		Access is restricted			
	System for buck up of records		user rights clearly defined			
Generation and Storage Practices	Health facility maintains patients records for minimum of 5 years before disposal					
	Facility captures sufficient patient contact information					
	Age		Patient ID No.		Emergency Contact person	
	Sex		Patients phone No.		Phone for contact person	
	Patients Name		Address			
	Availability of qualified personnel to manage patient record					
Managing Health Information (HMIS)	SOP for Data management		Monthly report to next level done			
	Assigned responsibility for HMIS		Appropriate data equipment			
	Data forms e.g tally sheets,		Notifiable diseases being reported			
	Availability of OPD Register		Data trending/flagging			
<b>Achieved Score / Total Applicable Score</b>						<b>12</b>

## 13. Standard 12: Patient focus and Feedback

Assessment Area	Assessment Criteria (Scoring criteria : Met =2, Partially Met = 1 and Not Met = 0)			Score		
				2	1	0
Patient Focus	Appropriate Sign posts		Safe water for drinking provided			
	Adequate waiting area		Waiting area appropriately furnished			
	Adequate IEC materials		HPCZ Approved patient charter			
Patient feedback	System for collecting patient feedback (suggestion boxes/complaint register)					
	System for collecting feedback from referral facility (referral form with feedback)					
Confidentiality & Consentin g	Adequate screens available		Facility has written consent form			
	Availability of the following guidelines from HPCZ;					
	Guidelines on Patient Consent		Guidelines on Patient Confidentiality			
	Guidelines on Patient's record		Guidelines on Pervasive Incentives			
<b>Achieved Score / Total Applicable Score</b>						<b>6</b>

### Summary of Scores for all standards

Standard No.	Standard Description	Achieved Score	Applicable standards Scores	Total available Scores
Standard 1	Legal Establishment, Leadership and Governance			38
Standard 2	Command Centre			38
Standard 3	Ambulance Emblems and Markings			12
Standard 4	Ambulance (Vehicle) Specifications			14
Standard 5	Patient Safety Factors			16
Standard 6	Communication System			8
Standard 7	Environmental Equipment			10
Standard 8	Equipment			40
Standard 9	Ambulance Essential Supplies			16
Standard 10	Essential Supplies (Command Post and Stores)			14
Standard 11	Generation, Storage and management of Records			12
Standard 12	Patient Focus and Feedback			6
Total scores				<b>224</b>
$Total\ Score = \frac{Total\ Score}{Expected\ Score} \times 100 = \text{---}\%$				

### 14. Summary of Major Inspection Findings and Recommendations

Summary of Major Inspection Findings and recommendations		
S/N	Major Findings	Recommendations
1		
2		
3		
4		
5		
6		
7		



**15. Patient focus Inspection Team**

S/N	Name	Station	Signature
1			
2			
3			

**16. Signature of Facility Representative**

S/N	Name	Positon	NRC No.	Signature
1				
2				

**17. Official Stamp (were available)**

