

CERTRANS

Competences bond to processes in the Health Transport Sector



Index

0. Presentation	3
1. Methodology of intervention	4
2. Competences bond to the key processes	5
3. Annex. Tools Used.....	9

0. PRESENTATION

The Project CERTRANS, Certification System in the Health Transport Sector, is framed in Leonardo da Vinci's Transference of Innovation Projects, that is focused on improving the transparency of qualifications in the Health Transport Sector, from transnational cooperation, social dialogue and quality to Best Practices' valorization. To achieve this, the transnational tool for the recognition and validation of competences in the Chemical sector (CHEMITECH), developed in another Pilot Leonardo da Vinci Project (ES/04/B/F/PP-149.246) will be transferred.

The transnational value of this Project is guaranteed by the following European organisations participation: TRANSPORTES, COMUNICACIONES Y MAR UGT ARAGÓN (Spain); AMBUIBERICA (Spain); FONDO FORMACIÓN EUSKADI (Spain); E&L GROUP (United Kingdom); SINERGIE S.R.L. (Italy); y HIGH SCHOOL OF TRANSPORT (Bulgaria).

This report has the scope of describing the competences bond to the three key processes that are more sensitive to the tendencies. These key processes were identified in the report: Centrality of processes in Health Transport Sector:

- **Coordination of the service**
- **Performance of the team**
- **Transport of the patient**

1. METHODOLOGY OF INTERVENTION

1 DISAGGREGATE THE KEY PROCESSES INTO ACTIVITIES OR OPERATIONS

2 IDENTIFY THE COMPETENCES THAT ARE LINKED TO EACH PROCESS.

1 DISAGGREGATE THE KEY PROCESSES INTO ACTIVITIES OR OPERATIONS.

To disaggregate the key processes into activities, we will use the file in Appendix 1, which will be filled in following the given indications and through:

- A) **Observation** of the process (if possible)
- B) **Interviews** with the personnel intervening directly or indirectly.

Once the file has been filled in (one file each process) it will be validated by a company in the sector, by at least one person having general vision of the treated process.

2 IDENTIFY THE COMPETENCES LINKED TO THE KEY PROCESSES

For the identification of the competences linked to the key processes office work will be done (with experts in the subject), based on the information gathered in the file Process analysis (appendix 1) and using the file Competence identification (Appendix 2).

A revision of the National Qualification Systems will be carried out in order to use, if possible, the competences thereby described.

The results got will be validated with companies in the sector.

2. COMPETENCES BOND TO PROCESSES

KEY PROCESS: COORDINATION OF EMERGENCY TRANSPORT

ACTIVITY	OPERATIONS	COMPETENCES	QUALIFICATION LEVELS
Arrival of an emergency situation	RECEPTION OF THE CALL	- Be able to receive the telephone calls, asking for the necessary information and gathering the given data, keeping professional secret and complying with the law for data protection	2
	CLASSIFY THE EMERGENCY ACCORDING TO ITS SEVERITY	- Be able, with the information and data gathered in a telephone call, to classify the emergency so that the suitable resources might be assigned.	3
CHECK THE RESOURCES EXISTING IN THE AREA	CHECK THE GPS PLACEMENT OF THE RESOURCES AVAILABLE	- Be able to find the resources available in the area close to the emergency through the GPS beepers, assigning the means to face the emergency.	5
DATA TRANSMISSION TO THE RESOURCE AVAILABLE	ACTIVATION OF THE RESOURCE PERFORMANCE PROTOCOL	Be able to transmit the data and information regarding the emergency to the resource available, which will response to the emergency, by activating the necessary protocols.	4
TRANSVERSE ACTIVITIES	COMMUNICATION	- Be able to understand, interpret and transmit information in the working context to achieve the desired result and fluid relations. - Be able to understand, interpret and transmit information with the patient and his/her family in critical situations	3 3
	WORK PLANNING AND ORGANISATION	- Be able to anticipate the performances to be developed, to calculate the necessary resources and suggest different alternatives to achieve efficient work.	3

KEY PROCESS: PERFORMANCE OF THE EMERGENCY TRANSPORT TEAM

ACTIVITY	OPERATIONS	COMPETENCES	QUALIFICATION LEVELS
RECEIVE DATA FROM THE SERVICE	DATA RECEPTION FROM THE SHIPPED TEAM	Be able to receive and treat the data and information regarding the emergency that is going to be developed.	4
ACTIVATION OF THE UNIT	HEAD FOR THE SERVICE	Be able to drive the ambulance to the emergency place as quick as possible driving safely.	3
PATIENT ASSISTANCE	ASSISTANCE TO THE PATIENT: EVALUATION AND STABILISATION	Be able to give the patient the suitable health assistance depending on the pathology, evaluating and stabilising him/her suitably, according on the established protocols.	6
	SUPPORTING THE PATIENT ASSISTANCE, GIVE THE PATIENT THE BASIC LIFE SUPPORT OR HELP TO ADVANCED LIFE SUPPORT	Be able to give the patient the basic life support and to hep advanced life support according to the established protocols	4-5
	USE OF PSYCHOLOGICAL AND SOCIAL SUPPORT TECHNIQUES IN CRITICAL SITUATIONS	- Be able to use techniques of psychological and social support in critical situations to those who are directly affected by the medical emergency and to their family, using the established protocols.	4-5

TRANSVERS E ACTIVITIES	COMMUNICATION	- Be able to understand, interpret and transmit information in the working context to achieve the desired results and fluid relations.	4
		- Be able to understand, interpret and transmit information with the patient and his/her family in critical situations	4
	TEAM WORK	- Be able to collaborate with other people in a coordinated way in works focused on the achievement of joint objectives; to exchange information, assume responsibilities and face the conflicts and problems that arise in the joint work.	4

KEY PROCESS: TRANSPORT OF THE PATIENT. TRANSFERRING THE PATIENT FROM THE EMERGENCY TRANSPORT

ACTIVITY	OPERATIONS	COMPETENCES	QUALIFICATION LEVELS
EVALUATION AND STABILISATION	USE OF IMMOBILISATION EQUIPMENT AND STRETCHER	Be able to use the suitable mobilisation and immobilisation techniques depending on the patient's pathology Be able to help in the use of the suitable mobilisation and immobilisation techniques depending on the patient's pathology in severe cases, or to carry out the patient's immobilisation in cases that are not severe.	6
	SUPPORT IN THE USE OF IMMOBILISATION EQUIPMENT AND STRETCHERS		4-5
TAKING THE PATIENT	USE OF ELECTROMEDICINE EQUIPMENTS	Be able to use the suitable electromedicine equipments when taking and transferring the patient to the medical centre.	4-5
TRANSFER TO THE DESTINATION POINT		Be able to take the patient to the medical centre, using the safety driving techniques, using the most suitable roads, transferring him/her eventually to the medical centre. The patient will be monitored during the transfer; or fluid communication with the people in charge of the monitoring during the transfer will be kept.	4
FILLING IN THE CORRESPONDING REPORTS		Be able to fill in the corresponding reports after carrying out the service, gathering all the relevant information and incidences.	4

3. ANNEX. TOLS USED

PROCESS ANALYSIS

Instructions:

The following file will be filled in to know all the activities and operations composing the process, according to the following conditions:

- All the activities from the starting point to the ending point of the process.
- No matter the place these activities are positioned in the organisation.
- In normal situations and in extraordinary situations.

The information will be collected through interviews and observation of the working posts. They will have as a basic guiding element the **logics of the cycle**: Planning-Programming-Organisation-Control/Evaluation-Improvement. Both the process and the entire activity will be researched taking into account the fact that, in principle, the company activity follows this cycle.

FILE PROCESS ANALYSIS

Company:	Expert:	Date:
----------	---------	-------

NAME OF THE PROCESS		
INCOMING PRODUCTS		
OUTGOING PRODUCTS		
PROCESS ACTIVITIES	PROCESS OPERATIONS	
EQUIPMENTS		
OTHER PRODUCTS		
INPUTS		
OUTPUTS		
INFORMATION		
INPUTS		
OUTPUTS		
REMARKS, if appropriate (to be filled in by the interviewer)		

COMPETENCE IDENTIFICATION

Instructions:

Filling in the following file will be used to identify the competences linked with each key process. It is necessary to take into account the information in the file Process analysis.

We have to use the cycle logics (Planning-Programming-Organisation-Control/evaluation-Improvement), as well as that of the different possible competence axes (Programming and Organising the work, Performance, Communication, Maintenance, Safety, Quality, Environment) for each described activity.

The competence is defined as (Guy Le Boterf):

“The ability to mobilise and use correctly in certain working environment our own resources (skills, knowledge and attitudes) and resources from the environment to produce a defined result”.

Therefore:

- The competence expresses a result that can be reached by one person by him/herself
- It will be expressed in terms of observable or evaluable result
- It will include a verb, an object and a condition. The competence will be formulated according to the performance to carry out, the means to use and the result to produce.

Defining the competences' level

Define the competences' level following the eight-level EU classification. Each described competence should have an assigned level.

FILE COMPETENCE IDENTIFICATION

Company:	Date:
----------	-------

KEY PROCESS:

ACTIVITY	OPERATIONS	COMPETENCES	QUALIFICATION LEVELS
ACTIVITY 1	(Operation 1)		
	(Operation 2)		
	(Operation ...)		
ACTIVITY 2			
ACTIVITY 3			