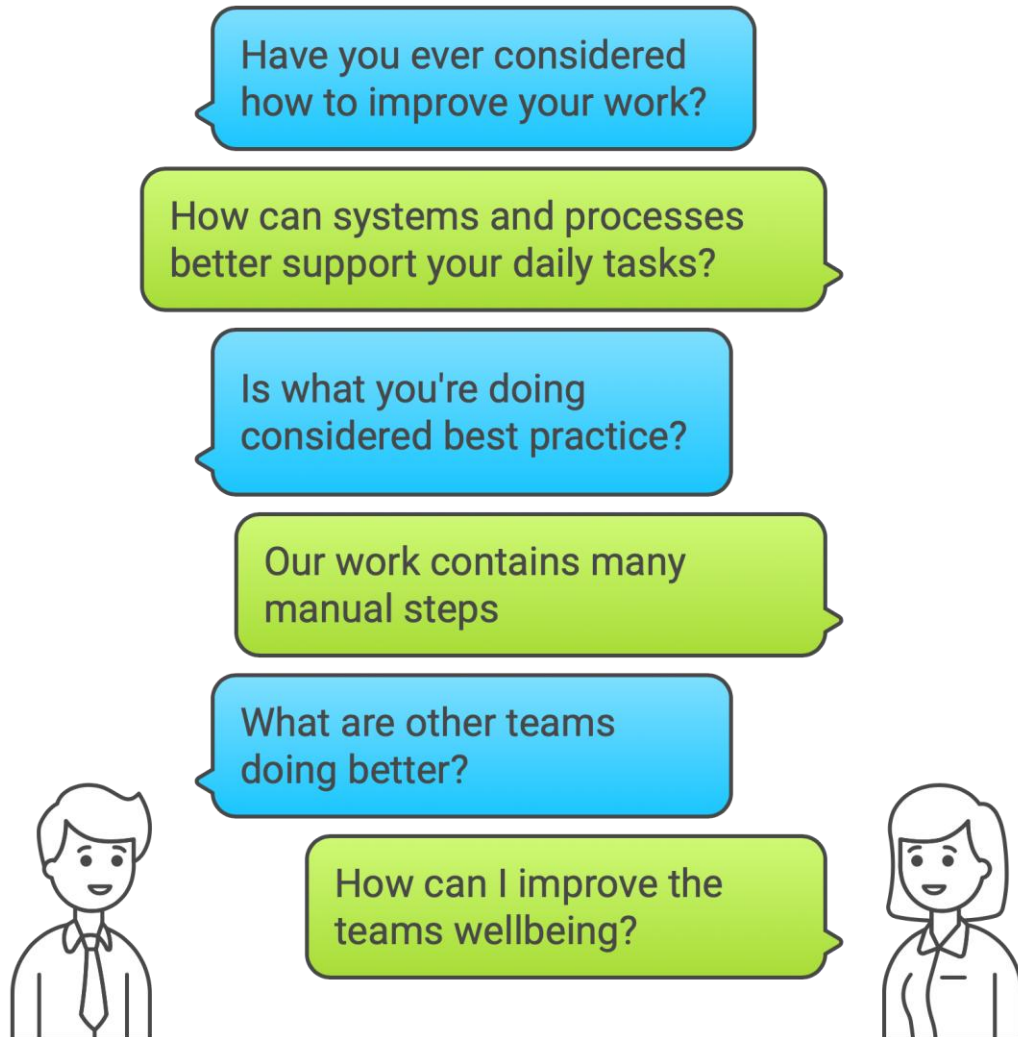


**NETS**

# **NETS Journey to CAMTS Global Accreditation**

**Presented by: Trevor Ho**





Have you ever considered how to improve your work?

How can systems and processes better support your daily tasks?

Is what you're doing considered best practice?

Our work contains many manual steps

What are other teams doing better?

How can I improve the teams wellbeing?



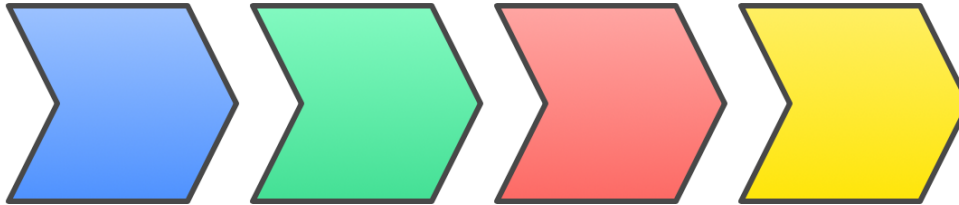


**1970s**

Small teams in various hospitals

## Growth Challenges

Scaling operations, maintaining service quality, adapting to increasing demand



**1995**

Merger into a single statewide organisation

## Growth Opportunities

Expand impact and improve outcomes for children and families



1

Offers remote intensive care services to hospitals.

**Mobile ICU**

2

Facilitates urgent patient transport and care services.

**Critical Care Retrieval**

3

Connects and supports numerous clinicians and hospitals in NSW and ACT and beyond.

**Hospital Network**

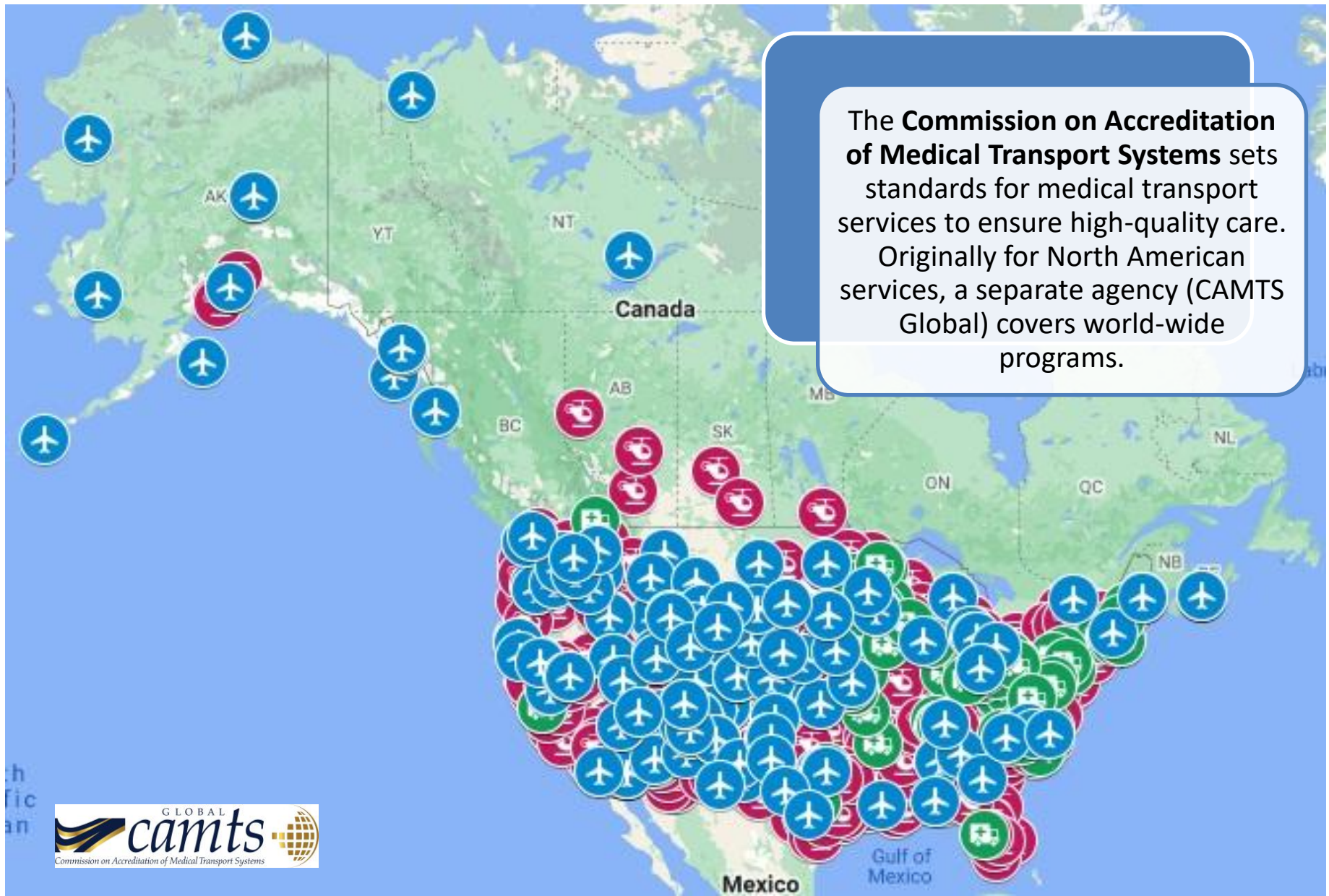
4

Manages a high volume of critical care calls annually.

**Annual Call Volume**

**Comprehensive  
Critical Care  
Support**

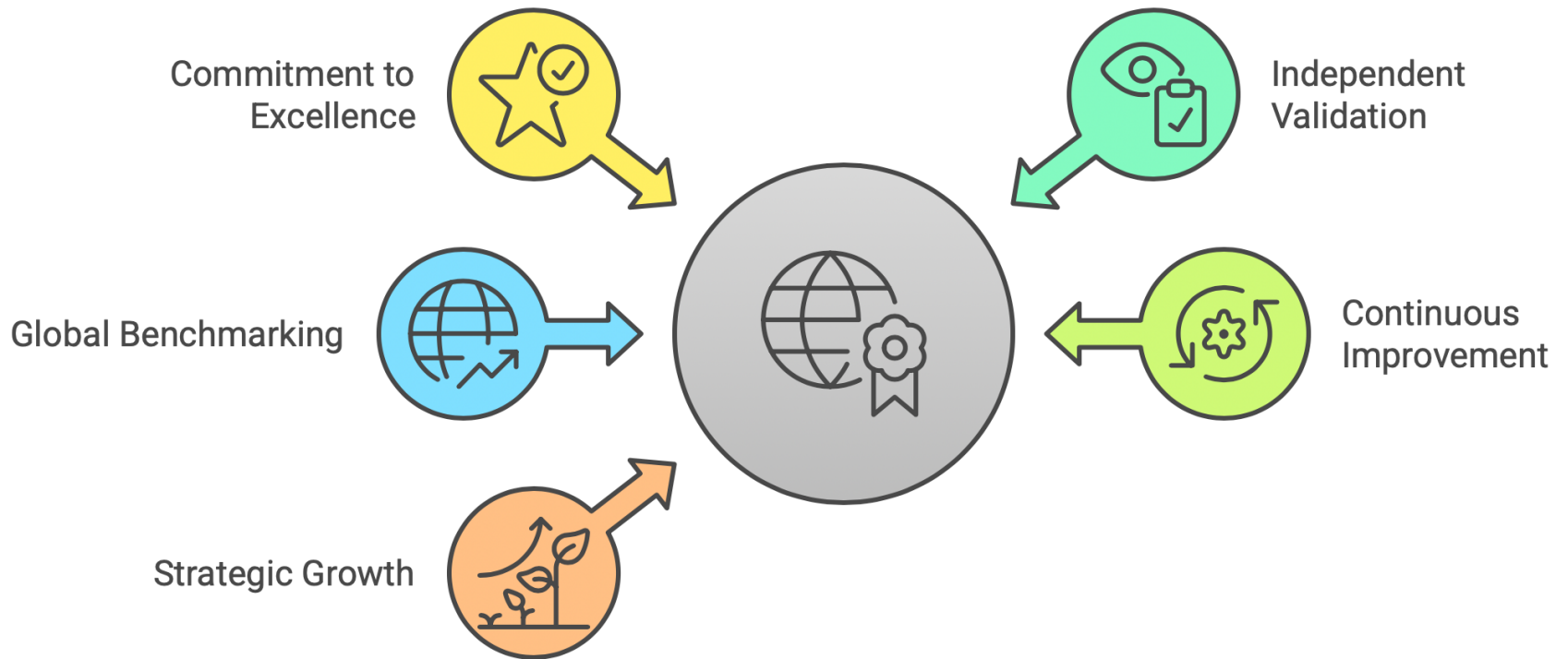




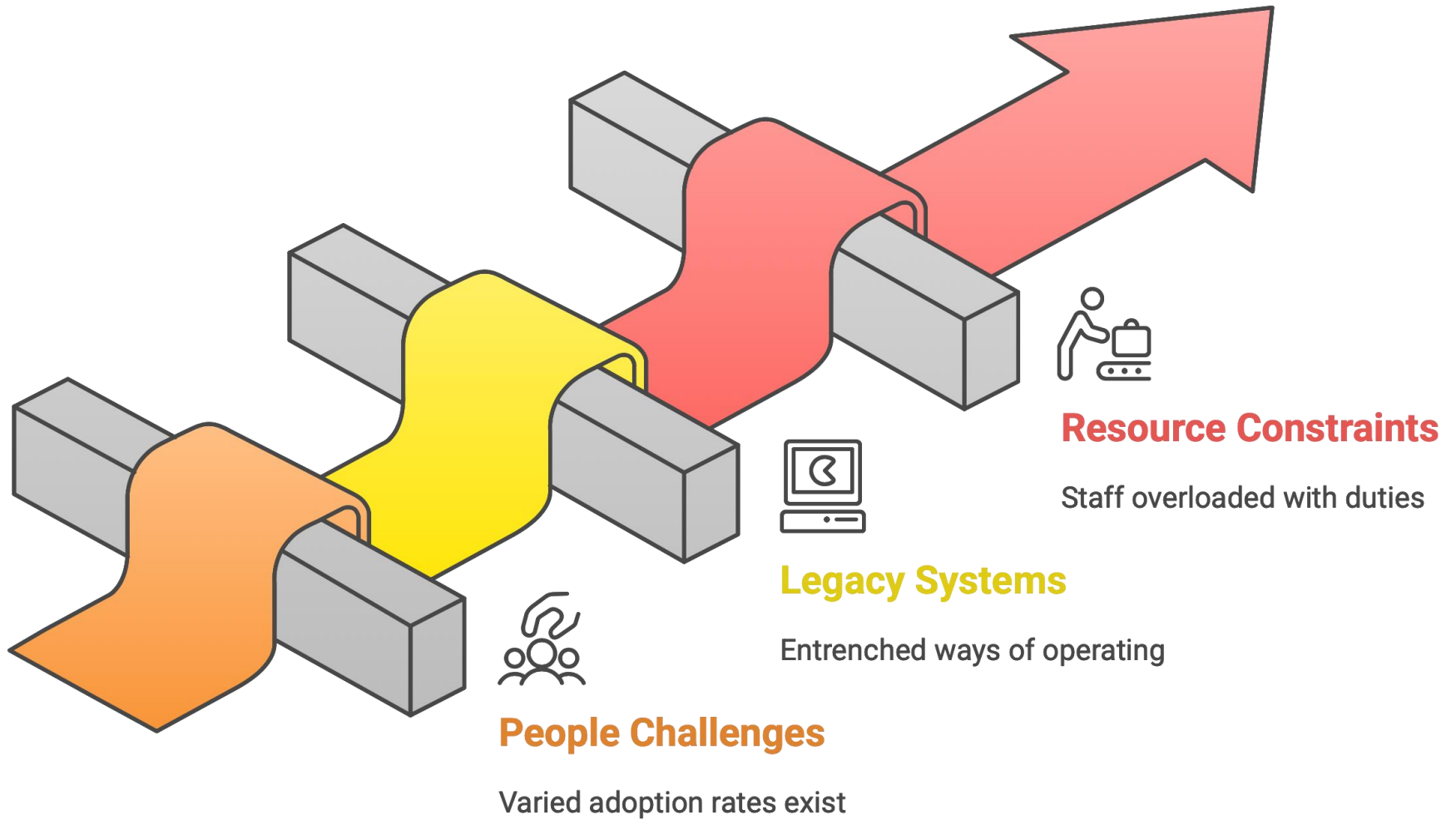
The **Commission on Accreditation of Medical Transport Systems** sets standards for medical transport services to ensure high-quality care. Originally for North American services, a separate agency (CAMTS Global) covers world-wide programs.



# Factors Leading to NETS' seeking accreditation



# Navigating Challenges



# Resistance to Implementation

## Box-Ticking" Perception

Process seen as  
pointless



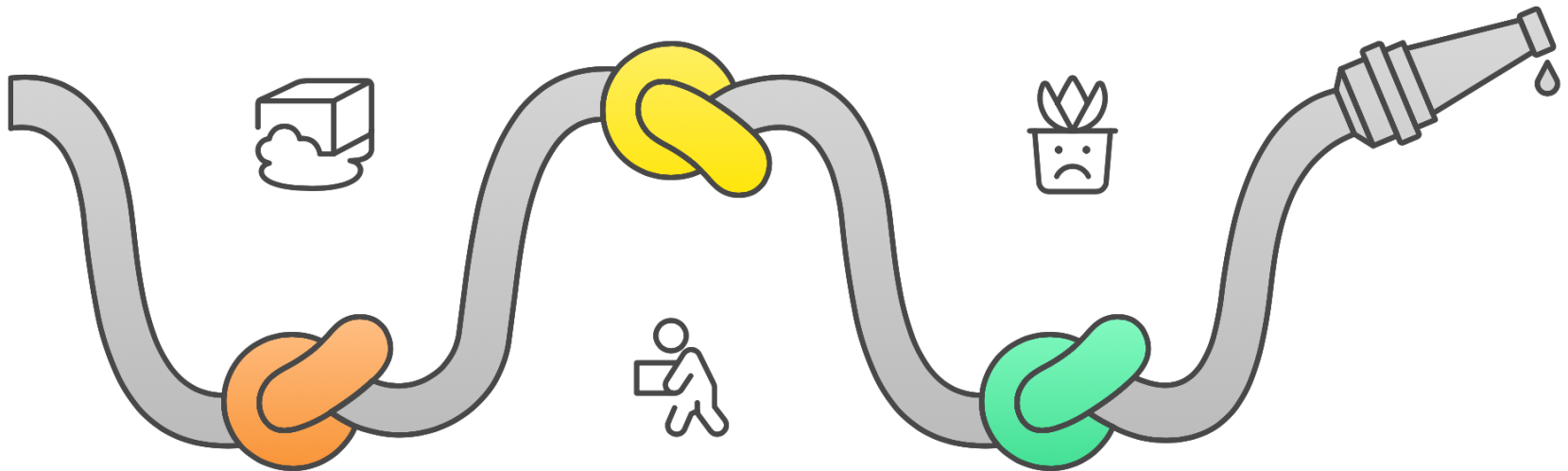
## Past Efforts Dwindled

Previous efforts were  
unsuccessful

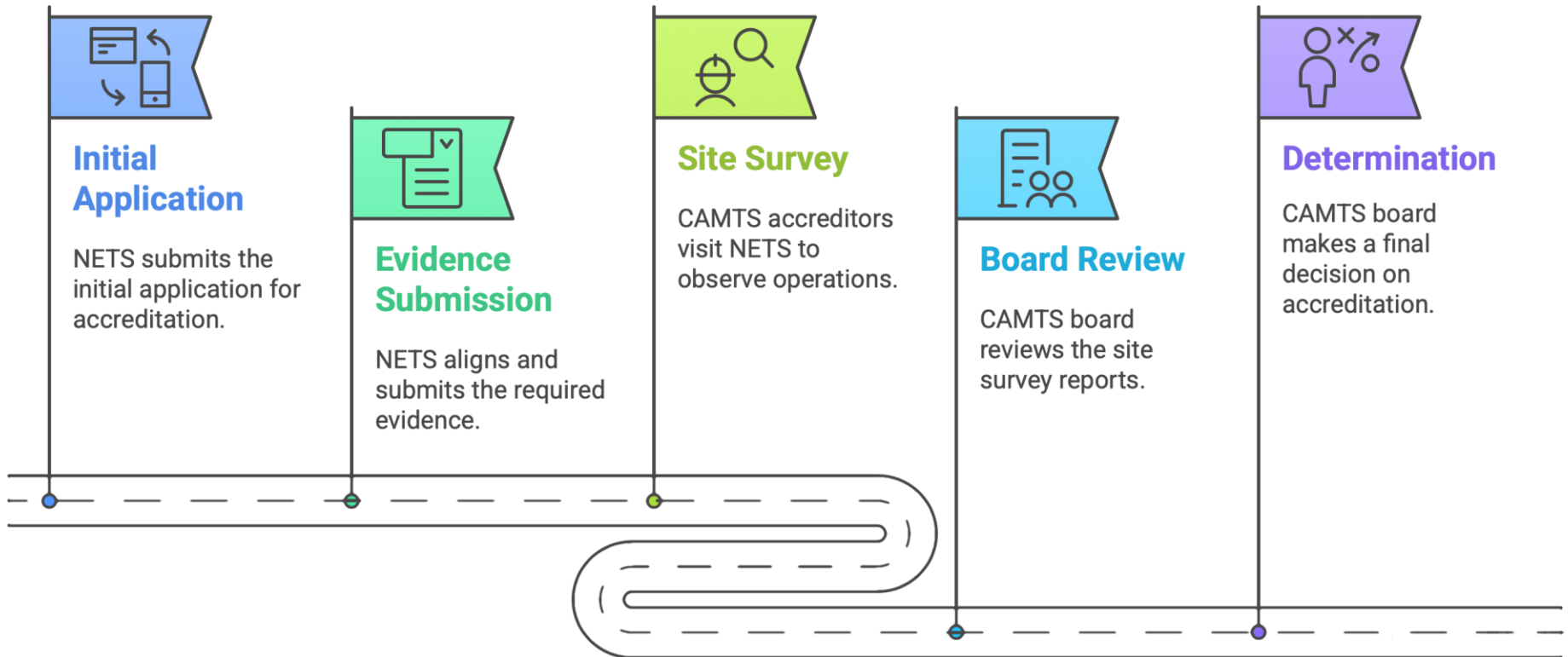


## Additional Workload

Increases burden on  
team



# Accreditation Process Sequence





# CAMTS Global Accreditation Framework

## Management & Quality

Strong leadership and governance ensuring service excellence.

## Clinical Care & Education

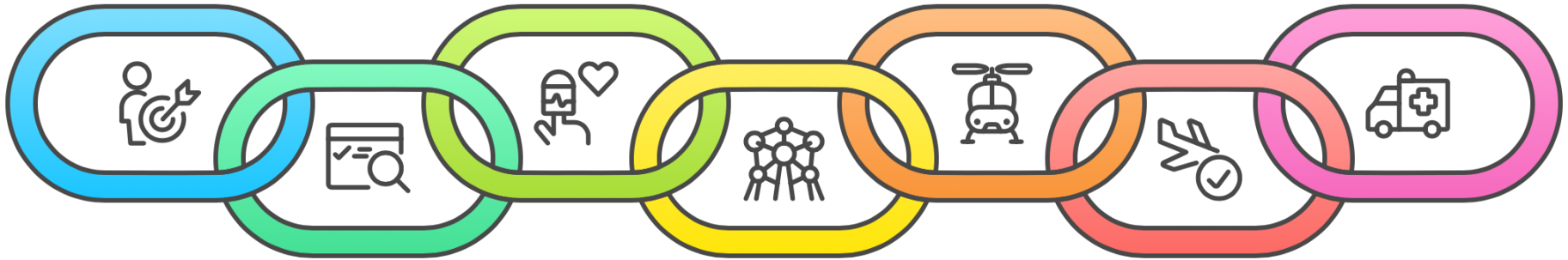
Standards for patient care, staff training, and infection control. Medical protocols.

## Rotor Wing Standards

Safety and operational protocols for helicopter transport.

## Surface Transport Standards

Ambulance design and procedures for ground transport.



## Quality Management

Systems driving continuous improvement and safety.

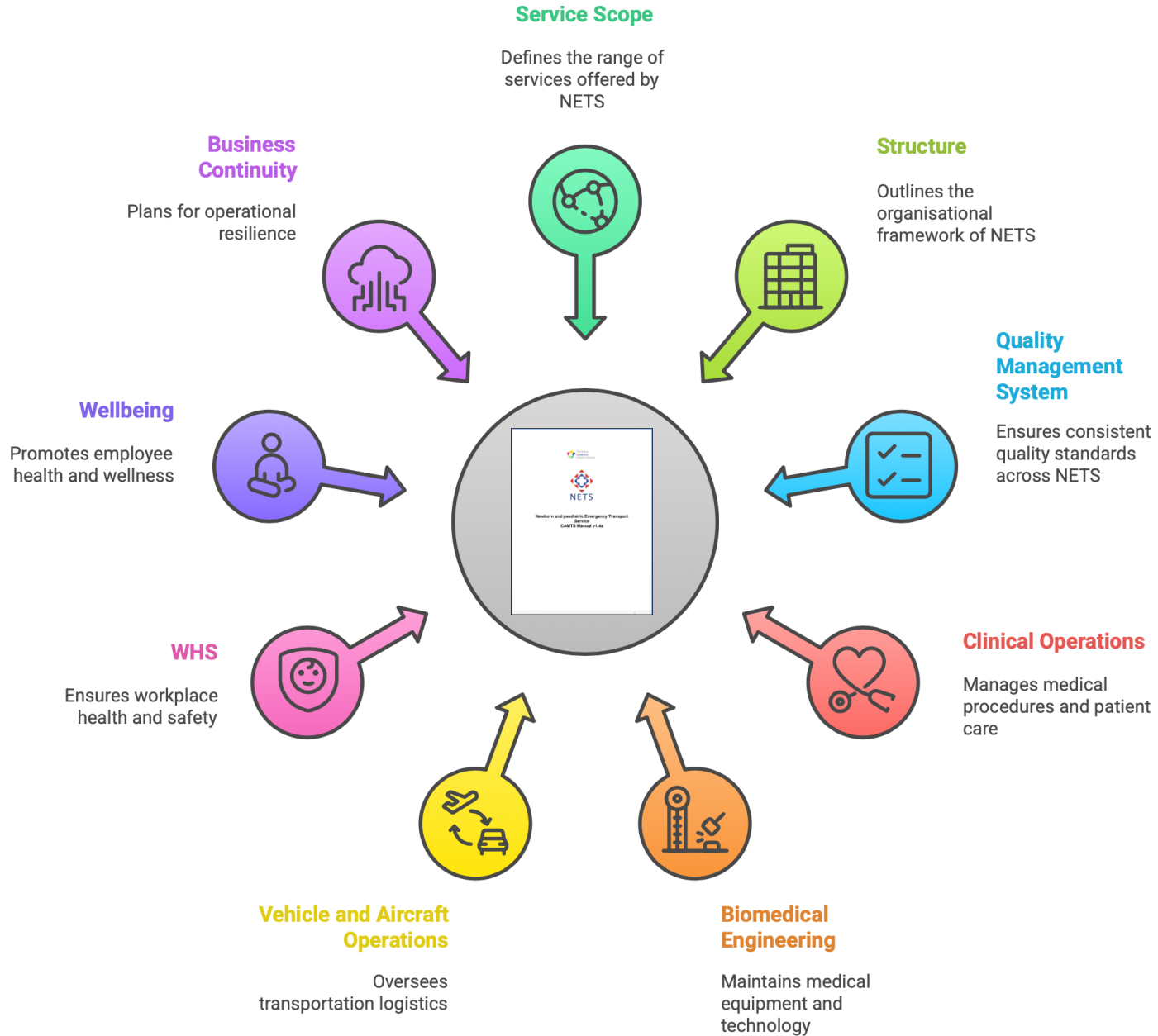
## Communications

Efficient coordination and communications integration.

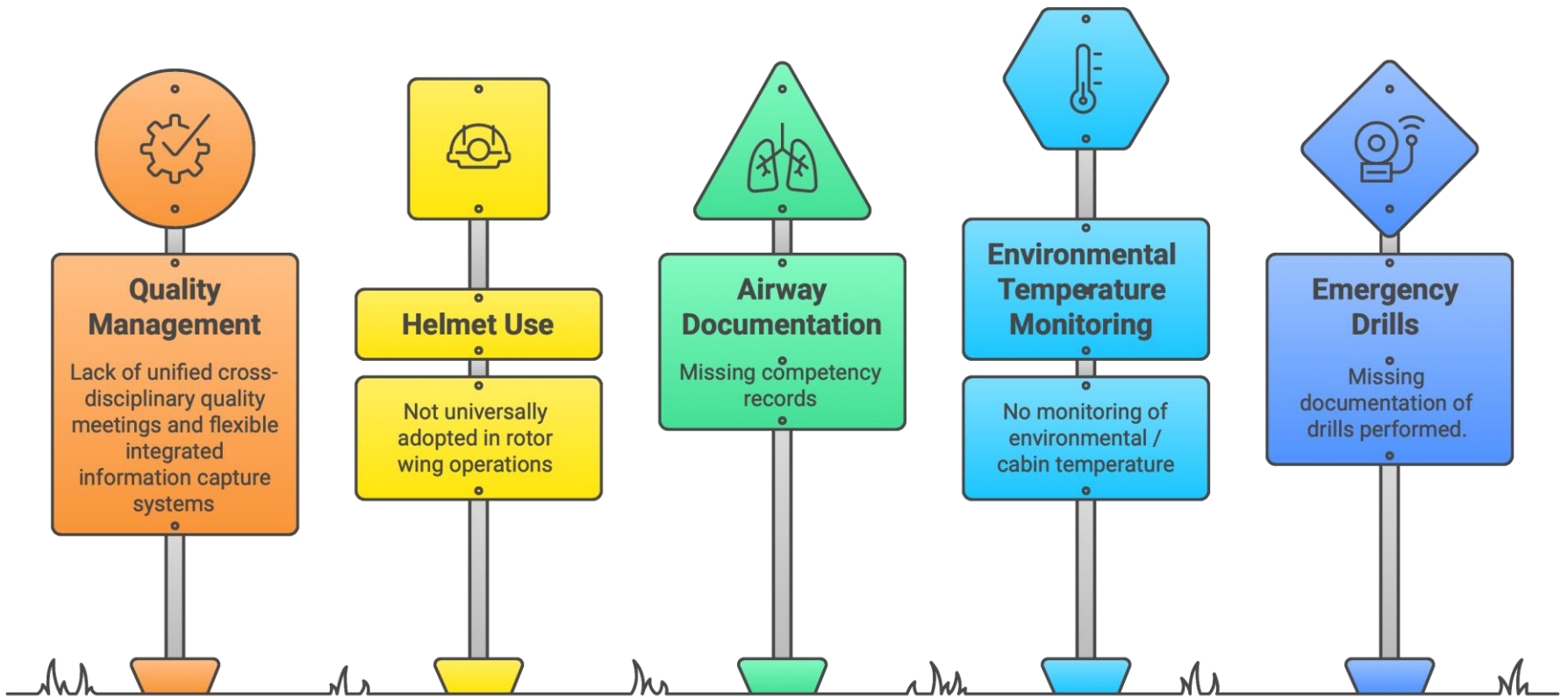
## Fixed Wing Standards

Aircraft configuration and safety and operational compliance for aeromedical transport.

# Components of NETS CAMTS Manual



## Addressing Key Operational Challenges



# NETS Areas of Excellence

## Information Resources

Clinical calculator, public education tools, and Hospital Knowledge database.



## EVO Integration

Strong clinical-driver team cohesion.



## Vision for Life System

Highly integrated and exceptional coordination tool.



## Fatigue Risk Management

Strong protocols and culture of psychological safety – Staff feel empowered to speak up.



## Just Culture

Non-punitive use of driver feedback and team tracking.



## Education Program

Multi-disciplinary, comprehensive, and collaborative induction program.



## Transport Systems

Neonatal and paediatric life support systems rated to CASA/ADR standards; smooth, secure loading systems.



## Maintenance Excellence

Toll's rotor wing workshop praised for safety, tool control, and engineering standards.



## Wellbeing Support

Psychological First Aid training and onsite psychologist supporting the teams.



# Journey to CAMTS Global Accreditation



## Achieving Accreditation

NETS successfully achieves full CAMTS Global accreditation.



## Overcoming Challenges

NETS navigates and resolves various challenges encountered during the process.



## Focus Areas

NETS identifies and addresses the 7 key focus areas of CAMTS Global.



## Initial Commitment

NETS decides to pursue CAMTS Global accreditation.



The Sydney children's  
Hospitals Network

# Children's Hospital

