Stretcher Transportation Services

Standards for Safety and Quality Provisions in Hospital Contracts with STS Providers

April 20, 2015 – Version 1.0

Implementation Branch
Health System Performance and Accountability Division
Ministry of Health and Long-Term Care

Ontario

Introduction

- The MOHLTC Standards outline baseline standards that must be included in contracts that hospitals (and/or their representative supply chain shared service organizations) have between themselves and Stretcher Transportation Services (STS) providers.
- Hospitals may negotiate additional provisions and/or define higher standards to meet their patient care requirements.
- The MOHLTC Standards for Safety and Quality Provisions in Hospital Contracts with STS Providers is intended to be complementary to anticipated legislative and regulatory standards.
  - If a contractual provision called for by the MOHLTC Standards and adopted in a contract sets a 'higher standard' than a legislative or regulatory standard, STS provider would be required to meet not only the legislative or regulatory standard but also the higher contractual standard
  - Should the MOHLTC Standards conflict with a legislative or regulatory requirement (i.e. a situation arises where it is not possible or practical for STS providers to simultaneously meet both a contractual standard called for by the MOHLTC Standards and a legislative or regulatory standard), then only the legislative or regulatory requirement would apply. The MOHLTC would take steps to revise its Standards, and hospitals and providers should update their contracts to reflect regulatory requirements accordingly.

Organization

Safety and quality provisions are organized into six sections:

1. Vehicles
2. Equipment
3. Supplies
4. Driver / Attendant Qualifications
5. Consumer Protection
6. Optional

Within each section, provisions are listed with a description of the provision.

Provision	Baseline Standard
Provision A	• Description of Provision A
Provision B	• Description of Provision B
Provision C	• Description of Provision C

1. Provisions - Vehicles

STS vehicles to include the following features:

Provision	Baseline Standard
Temperature Regulation and Ventilation	• Vehicles must have functioning heating and air conditioning for passenger comfort in the front and back compartments of the vehicle • The ventilation system must have the ability to improve the air quality in the vehicle by exchanging interior air with fresh air
Electrical Supply	• Equipped with 110 volt electrical outlets (minimum of two outlets) with sufficient amperage to power any hospital portable equipment (e.g. monitors, etc.) required for transported persons
Interior Layout	• Designed to facilitate the safe and secure use of hospital portable equipment and all equipment in the STS vehicle

2. Provisions - Equipment

STS vehicles to include the following equipment:

Provision	Baseline Standard
Conveyance Equipment	Stretcher • Stretcher is able to safely accommodate the weight of the patient being transported • Equipped to facilitate use of I.V's and portable oxygen tanks • Has working locking mechanism and retention devices • Has proper straps as defined by Original Equipment Manufacturer's (OEM) standards • Is adjustable to enable appropriate positioning of transported persons (e.g. head elevation) Stair Chair • Is able to safely accommodate the weight of the patient being transported
Suction Device (Note – The device must only be used within the scope of practice of the user, in accordance with the *Regulated Health Professions Act, 1991*)	• Manual, hand held, portable • Disposable device or with disposable cartridge
Equipment Maintenance	• All equipment must be maintained in good working order, in accordance with the OEM's specifications • Maintenance records must be kept and be available upon request for inspection

3. Provisions - Supplies

STS vehicles to include the following supplies:

Provision	Baseline Standard
First Aid Kit	• Unitized first aid kit in a sturdy, dustproof removable container containing: ○ Packets containing hand cleansers and gauze cleansing pads ○ Adhesive dressings, individually wrapped ○ Compress dressings ○ Eye dressing kits ○ Gauze dressings ○ Gauze bandages ○ Adhesive tape ○ Triangular bandages ○ Rolled metal splint ○ Scissors ○ Thumb forceps ○ Safety pins ○ Eyewash bottle ○ CPR protective barrier or pocket mask

3. Provisions - Supplies (2)

STS vehicles to include the following supplies:

Provision	Baseline Standard

Infection Control	• Cleaning / disinfecting supplies that meet the standards set by the Provincial Infectious Diseases Advisory Committee (PIDAC)
	• Biohazard bags
	• Sharps container
	• Alcohol-based hand rub
	• Personal Protective Equipment (PPE)
	  ○ Medical gloves, gowns (cuffed and long-sleeved), masks, N95 respirators or equivalent, eye protection
	  ○ Latex free
	  ○ PPE available in a variety of sizes

Linens, Blankets, Towels and Pillows	• Hygienic and made of non-flammable hypoallergenic materials • Linen, blankets, pillow cases and towels are only used once per passenger and replaced with each passenger • Used items are properly stored and kept separate from passengers • Items are cleaned as per best practices identified by PIDAC

3. Provisions - Supplies (3)

STS vehicles to include the following supplies:

Provision	Baseline Standard
Patient Comfort	• Bed pan, urinal • Kidney basin • Emesis bag • Denture cup and lid • All above items to be properly reprocessed as per hospital standards or disposable • Tissues / napkins
Quality of Supplies	• Only supplies before their expiry date may be used

4. Provisions - Driver/Attendant Qualifications

STS drivers/attendants to have the following qualifications:

Provision	Baseline Standard
Communication	• Understand, speak, read and write English with a high degree of fluency
First Aid Training	• Valid certificate in Standard First Aid with CPR for adults and children by Canadian Red Cross or equivalent (two day training)
Training	• Safe lifting, transfer and passenger positioning techniques • Conveyance equipment handling • Customer service • Passenger safety • Infection control – includes best practices identified by PIDAC ○ At minimum, Best Practices for Hand Hygiene and Best Practices for Environmental Cleaning for Prevention and Control of Infections-In all Health Care Settings (Note – these may be amended or replaced from time to time) • Workplace Hazardous Materials Information System (WHMIS) • Accessing emergency services (911) • Privacy and confidentiality • Defensive driving • Responsive behaviour / Gentle persuasion • Non-violent crisis intervention • STS Provider's administrative and operational policies and procedures • Mandatory training legislated by the federal and provincial government (e.g. Accessibility for Ontarians with Disabilities Act, health and safety awareness by Ministry of Labour)

4. Provisions - Driver/Attendant Qualifications (2)

STS drivers/attendants to have the following qualifications:

Provision	Baseline Standard
Presentation / Appearance	• Wear appropriate uniforms and identification • Must not appear to be or present themselves as being EMS paramedics • Cannot report for duty while under the influence of any liquor product (as listed by the *Liquor Control Act*) or drug that will impair one's ability to function as a driver/attendant • STS staff to provide a smoke free and scent free environment
Immunization	• Meet standards established by the hospital for its staff
Vulnerable Persons Clearance	• Must submit to a Vulnerable Sector check by the police • Annual renewal through a signed declaration

5. Provisions - Consumer Protection

STS Providers to have the following features:

Provision	Baseline Standard
Complaints Management and Reporting	• STS Provider has a process for managing complaints that is aligned with the hospital's process • Management process includes documentation, assessment , follow up, reporting and continuous quality improvement
Incident Management and Reporting	• STS Provider has a process for managing incidents that is aligned with the hospital's process • Management process includes accessing emergency services, documentation, assessment, follow up, reporting and continuous quality improvement
Confidentiality	• STS staff must sign privacy and confidentiality pledges

5. Provisions - Consumer Protection (2)

STS Providers to have the following features:

Baseline Standard	Baseline Standard
Policies and Procedures	• STS Provider compliant with all federal and provincial laws and specific hospital policies and procedures as identified by the hospital • STS Provider has an up to date manual for all administrative and operational policies and procedures that addresses at least the following topics: ○ Records management ○ Quality improvement ○ Risk management ○ Business continuity ○ Infection control – includes best practices identified by PIDAC ○ Passengers with a Do Not Resuscitate Order (DNR) and DNR Confirmation Form ○ Dispatch including booking, passenger pick up, transport and drop off, transfer of care ○ Privacy and confidentiality ○ Staff code of conduct ○ Accessing emergency services ○ Incident and complaints management ○ Vehicle and equipment inspection and maintenance ○ Safe keeping of passenger's valuables during transportation

5. Provisions - Consumer Protection (3)

STS Providers to have the following features:

Provision	Baseline Standard
Transfer Activity Records	• STS Provider maintains a record of each transfer with the following minimum information: ○ Name of passenger ○ Date and time of transfer request ○ Name of sending facility ○ Name of receiving facility ○ Date and time of pick up (requested and actual) ○ Time of drop off ○ Vehicle identification ○ Name of STS attendants ○ Distance travelled ○ Wait time and reason

6. Provisions - Optional

Where hospitals elect to have oxygen as a requirement for its STS Providers' vehicles, the following are the provisions to include:

Equipment

Provision	Baseline Standard
Oxygen Equipment	• STS Provider must be fully compliant with the *Transportation of Dangerous Goods Act* • Secured M size cylinder with oxygen regulator and flowmeter with availability of secured D size cylinders for back up

Supplies

Provision	Baseline Standard
Oxygen Supplies	• Medical grade oxygen • Oxygen delivery supplies including oxygen masks, nasal cannula and tubing • STS Provider must ensure the oxygen delivery system has an adequate supply of oxygen for the day

Driver/Attendant Qualifications

Provision	Baseline Standard
Oxygen Administration Training	• STS staff trained in use of supplemental oxygen