

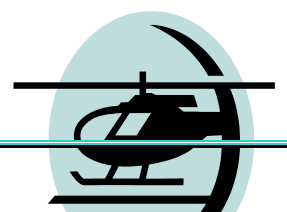
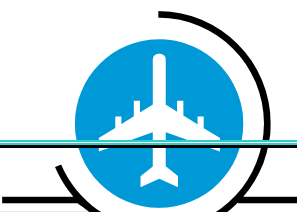


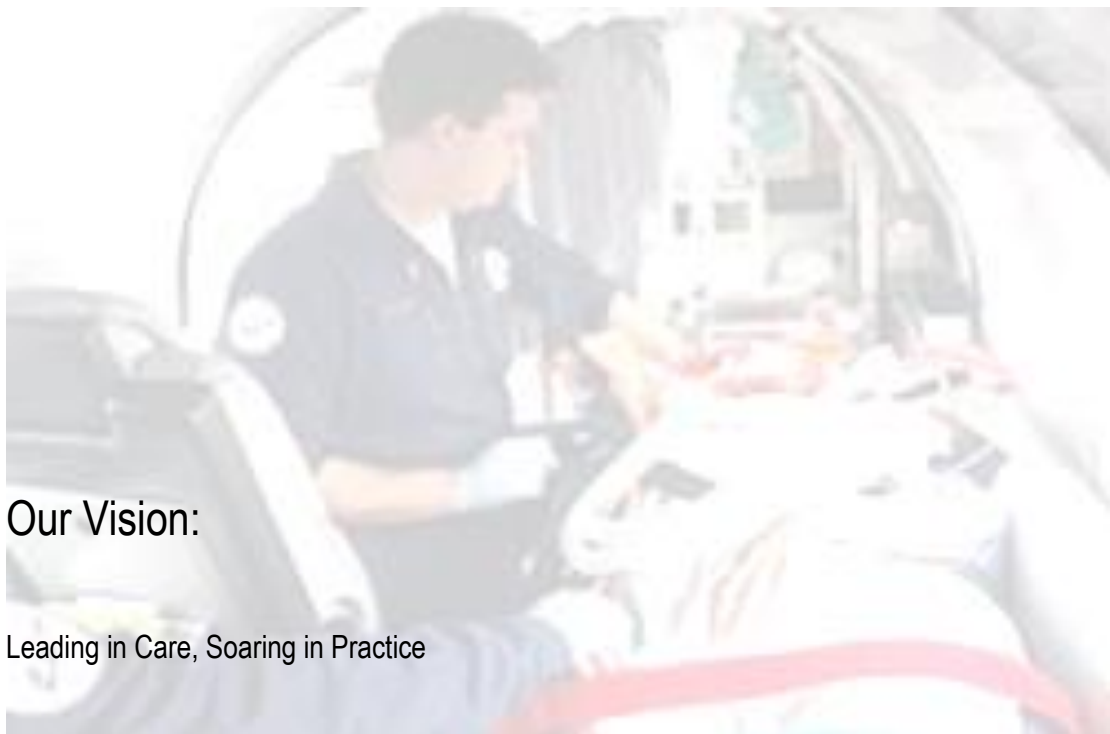
NEW ZEALAND
NURSES
ORGANISATION



*New Zealand Flight Nurse
Skills and Competency*

Framework





Our Vision:

Leading in Care, Soaring in Practice

Our Mission:

College of Air and Surface Transport Nurses (COASTN) is committed to ensuring that safe and effective care is provided to patients in need of aeromedical transport or retrieval. This is provided by highly trained professional nurses specialising in the aeromedical environment. Extending the principles of novice through to expert nursing practice into the aviation environment, flight nurses will use their extended knowledge and understanding of the

physiological effects of altitude and the stresses of flight to ensure optimal outcomes for patients in their care.

Acknowledgements

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Contents

Introduction Page

Background Page

Rationale and Approach Page

Responsibilities Page

Objectives Page

NZNC Domains of Practice Page

Definitions Page

Framework Page

Definitions Page

References Page



Introduction

Flight Nursing in New Zealand is a relatively new specialty within the profession of nursing. It is a complex role, practised in a high risk environment, often in isolation and carries a high level of clinical skills knowledge and responsibility. It is best defined within the following position statement, developed by the NZFNA committee in 2012.

Rationale and Approach

There are now over 300 listed nurses with COASTN who represent many varied specialist areas such as adult medical and surgical, paediatric & neonatal intensive care, cardiac and emergency care. These nurses transfer patients both nationally and internationally in a variety of modes including fixed and rotary winged aircraft, pressurised and non-pressurised and road transport. This diversity of nursing skill and knowledge ensures that the development of a generic framework to meet all requirements would be complex and time consuming.

In 2008 NZNO Board of Directors introduced a concept paper of moving toward a structured college and faculty structure over the following decade. In 2010 NZFNA held individual identity and received approval to begin the transition toward achieving college status.

Unlike Australia and other countries globally, New Zealand does not offer many opportunities to work in flight nursing full time. Most nurses are employed within a DHB clinical area and work either part-time or on-call to cover the aeromedical service. While this approach ensures base skill requirements such as airway management, cardiac acuity, assessment etc are practised and consolidated on a daily basis the opportunity for full immersion in the aeromedical environment remains limited. Most NZ frontline search and rescue services are operated under emergency response services such as St John and are manned by Advanced Paramedics.

There has been little cooperation to date between these two services to cover or assist in either field, unless an in-patient team are free and capable of responding to a high acuity call and are deployed accordingly. Future pathways may find closer cooperation occurring between these two codes.

In order to establish equitability and national application, closer working links were established with the National Ambulance Standards Organisation NZ (NASO), Aeromedical Society of Australasia (ASA) and Flight Nurses Australia (FNA). This ensures that all flight nurses throughout NZ receive a model that incorporates latest standards, Nursing Council requirements and includes all facets of the aeromedical industry as well as ensuring patient care is not compromised

The Nursing Council of New Zealand (the Council) is the regulatory authority responsible for the registration of nurses. Its primary function is to protect the health and safety of members of the public by ensuring that nurses are competent and fit to practise. The Council's role and responsibilities are outlined in the Health Practitioners Competency Assurance (HPCA) Act 2003. It is every nurse's role and responsibility under the HPCA Act 2003 to adhere to the requirements under that Act by meeting and demonstrating it, and nursing council's requirements, including competency at all levels of their practice.

Specialty knowledge of the aeromedical environment and the effects of altitude on physiology as it effects patient and crew, remain paramount in ensuring safe patient transport and retrieval. This knowledge and understanding of the environment ensures that nurses remain within their scope of practice while delivering expert care to those patients in their charge.

As part of the college progression pathway together with COASTN's commitment to continued development, the decision was initially made in late 2010 to develop a flight nursing skills and competency framework. Concerns had been raised in various forums over the years as to not only the clinical skills required but also the necessary training and assessment processes that would determine an expert flight nurse. A framework may also help provide a structured and well defined career flight path for nurses entering flight nursing by identifying those essential competencies that define the specialty. Full commitment and work on this document commenced in 2012.

The matrix offers several core competencies under the NZNC Four Domains of Practice to allow nurses and managers to confidently ensure application of the correct level for individual nurses on the framework.

Responsibilities

Flight Nurse

Each nurse will be required to gather the evidence for each competency to demonstrate achievement. Forms of evidence may include but are not limited to:

- 
- Self appraisal through reflective documentation
 - 360° feedback
 - Verification of practice and structured observation of practice
 - Log books
 - Assessment and clinical records
 - Feedback forms
 - Policy and procedure development
 - Quality initiatives
 - Published articles
 - Evidence of tertiary study and qualifications e.g. NZRC Level 6, NZFNA Flight Course, Otago and AUT aviation papers
 - Other training e.g. HUET
 - Audits
 - Presentations
 - Incident reporting
 - Evaluate and research nursing practice

Manager:

The manager must provide an orientation pathway for the flight nurse prior to going solo in the form of a formal orientation to the work place. Covering, but not limited too, those listed on the Air Ambulance standards, such as aviation physiology in relation to the patient and ones self, crew resource management, stressors, safety and survival.

Flight nurse managers will work with individual flight nurses to ensure support and opportunities are in place so that all flight nurses are able to work safely and effectively within the defined competency matrix and gain progression steps in a supportive and timely manner.

- By ensuring training opportunities are supported
- Forums are provided to facilitate feedback opportunities
- Regular audits of documentation are undertaken
- Recognition of individual and team achievements is provided
- Forums for reflective practice are encouraged
- Supportive environment and support is provided to overcome shortfalls

This framework can subsequently be used as a stand alone competency assessment tool or in conjunction with a services individual approved Professional Development Review Process

Objectives

- To ensure safety for both nurses and patients in the aeromedical environment
- To develop minimum standards of patient care for flight nurses
- To enhance and assist in the quality and standards of aeromedical care throughout New Zealand
- To assist in the application of minimum training standards for flight nurses
- To identify gaps in knowledge, skills and competence and therefore be able to identify specific training, education and development needs
- To provide guidance and a basis for assessing competence for all flight nurses
- To ensure the development and delivery of education and training for Flight Nurses around the country
- To provide a validated framework for career progression for flight nurses

Nursing Council of New Zealand, as the regulating body of nursing practice is assigned under the Health Practitioner Competence Assurance Act 2003 protect public safety and ensure nurses are competent to practice. The flight nurse knowledge and skills framework has been developed using established NZNC competency framework into using the four domains as a guide to meeting the flight competency levels.

The Novice to Expert nursing theory model as described by Benner, (1984) was used to define the three different levels of flight nurse

Novice and Advanced Beginner level were omitted from the framework for flight nurses as the intention to become a flight nurses requires nurses to have completed a minimum of two years post-graduate experience and be working in a high acuity or specialty work area before being considered for a flight nurse role. A nurse's beginning level within the flight nurses role should already be Competent. This is articulated in the following three definitions from Benner's model.

1. **Competent**

- Typically a nurse with 2-3 years experience on the job in the same area or in similar day-to-day situations (for flight nurses this may be Intensive Care, Emergency Department, Coronary Care and acute care settings).
- More aware of long-term goals
- Gains perspective from planning own actions based on conscious, abstract, and analytical thinking and helps to achieve greater efficiency and organization

Competency: Under minimal guidance and supervision of an expert nurse

2. **Proficient**

- Perceives and understands situations as whole parts
- More holistic understanding improves decision-making
- Learns from experiences what to expect in certain situations and how to modify plans

Proficient: Without guidance or supervision and needing minimal support from an expert nurse

3. **Expert**

- No longer relies on principles, rules or guidelines to connect situations and determine actions
- Comprehensive background of experience
- Has intuitive grasp of clinical situations
- Performance is now fluid, flexible and highly-proficient

Expert: Without guidance or supervision or acting in a lead or coordination role

Domains of Practice as per Nursing Council NZ (2009)

Domain One: Professional Responsibility: Contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patient safety, independence, quality of life and health

- 1.1 Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical and legislated requirements
- 1.2 Demonstrates the ability to apply the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice
- 1.3 Demonstrates accountability for directing, monitoring and evaluating nursing care provided by nurse assistants, enrolled nurses and others.
- 1.4 Promotes an environment that enables client safety, independence, quality of life and health.
- 1.5 Practices Nursing in a manner that the client determines as culturally safe.

Domain Two: Management of Nursing Care: This domain contains competencies related to client assessment and managing client care, which is responsive to the client/clients needs' and which is supported by nursing knowledge and evidence based research.

- 2.1 Provides planned nursing care to achieve identified outcomes
- 2.2 Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.
- 2.3 Ensures documentation is accurate and maintains confidentiality of information.
- 2.4 Ensures the client has adequate explanation of the effects, consequences and alternatives of the proposed treatment options
- 2.5 Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat or other crisis situations
- 2.6 Evaluates client's progress toward expected outcomes in partnership with clients
- 2.7 Provides health education appropriate to the needs of the client within a nursing framework
- 2.8 Reflects upon and evaluates with peers and experienced nurses, the effectiveness of nursing care.

2.9 Maintains Professional development

Domain Three: Interpersonal Relationships: This domain contains competencies related to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.

Establishes, maintains and concludes therapeutic interpersonal interactions with others

Practises nursing in a negotiated partnership with the client where and when possible.

Communicates effectively with clients and members of the health team

Domain Four: Inter-professional Healthcare and Quality Improvement: This domain contains competencies related to interpersonal therapeutic communication with clients, other nursing staff and inter-professional communication and documentation

4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.

4.2 Recognises and values the roles and skills of the health care team in the delivery of care, Crew Resource management, team component and skill mix

4.3 Participates in quality improvement activities to monitor and improve standards of nursing

« He kete korero nau te rourou, naku te rourou ka ora ai tatou. »

With your basket of knowledge and my basket of knowledge, we will ALL benefit

Knowledge and Skills Framework

Please note the term 'patient' has been used. This includes any recipient of health care and/or services e.g. Clients, consumers, residents, turoro.

Competent: under minimal guidance and supervision of an expert nurse

Proficient: without guidance or support from an expert nurse

Expert: without guidance or supervision or acting in a lead or coordination role

Skills and Competency related to Domain 1 1.1 – 1.5

Domain One: Professional Responsibility: Contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patient safety, independence, quality of life and health

Evidence

Competent: reactive	Proficient: proactive	Expert: interpretive
<ul style="list-style-type: none"> Understands and demonstrates practical skills in the logistics of pre transfer, in-flight/during transfer, post flight/ transfer Demonstrates an understanding of the aviation environment and stresses of flight as they affect/ relate to clinical conditions Understands and complies with Air Ambulance New Zealand Standards NZS 	<ul style="list-style-type: none"> Demonstrates the ability to risk assess transfers and recommend alternatives based on robust evidence and clinical parameters 	<ul style="list-style-type: none"> Communicates and ensures all team members are appropriately skilled, develops, implements and audits evidence-based protocols and that care is accountable and appropriate for the mission.

<ul style="list-style-type: none"> • Demonstrates an understanding and adheres to written protocols and policies relevant to in-flight care. 	<ul style="list-style-type: none"> • Ensures policies and procedures are followed to maintain patient care and safety in the aeromedical/transport environment. • Assists in the review of existing and the development of new polices/procedures. • Assists in the collation and development in the audit of in-flight care clinical practice 	<ul style="list-style-type: none"> • Develops and implements evidenced based policies and in-flight procedures with regard to patient care and safety appropriate to the in-flight environment. Undertakes clinical audits of in-flight practices and act on findings to develop and improve standards of care • Ensures that tools and protocols designed for patient assessment in the in-flight setting are evidenced-based and current • Benchmarks care against national or international indicators and standards and use findings to enhance care • Provides evidence for revision of policies and protocols on a regular basis in liaison with other in-flight health care providers and stakeholders • Demonstrates highly developed specialist knowledge of the whole range of the logistics of in-flight transfer. Demonstrates how to apply this knowledge to highly clinical, and complex situations)
<ul style="list-style-type: none"> • Assesses, prioritises and plans care for the patient pre-flight prior to repatriation or transfer Care should be appropriate to individuals and clinical needs recognising actual and potential problems. 	<ul style="list-style-type: none"> • Conducts an assessments of the patient's treatment, accurately, undertakes a physical/mental health examination (as appropriate) interpret findings to an enhanced level and utilises resources to problem solving • Demonstrates ability to initiate specific treatment prior to transfer • Demonstrates accountability (unsupervised lead in certain areas) for all areas of practice 	<ul style="list-style-type: none"> • Assesses, prioritises, plans, treats and safely discharges patients presenting for transport repatriation or transfer by evaluating clinical data to select and implement appropriate care • Acts in an advisory capacity on whether patients and relatives are assessed suitable to transport whilst applying appropriate policy in the repatriation of patients.

<ul style="list-style-type: none"> Evaluates, anticipates, and performs ongoing patient assessment requirements in the aeromedical/transfer environment continuously throughout the transport 	<ul style="list-style-type: none"> Applies advanced clinical assessment and reasoning to anticipate and problem solve changes in the patient condition, utilising advanced aeromedical knowledge from the COASTN course and other available training 	<ul style="list-style-type: none"> Develops and evaluates tools and protocols to facilitate evidence-based patient assessment, working toward achieving a national standard of patient assessment
<ul style="list-style-type: none"> Reviews own work through reflective practice and debrief situations with others 	<ul style="list-style-type: none"> Supports junior nurses in dealing with complex patients and situations by sharing advanced knowledge. Demonstrates awareness of the advisory resources that are available Demonstrates the ability to assess critically the medico- legal aspects of own practice 	<ul style="list-style-type: none"> Teaches and develops the skills of team members to ensure effective, evidence-based care is provided that reflects up-to-date guidance relevant to in-flight/ transport nurse Ensures others work within their own sphere of practice
Skills and Competency related to Domain 2 2.1- 2.9		
Domain Two: Management of Nursing Care: This domain contains competencies related to client assessment and managing patient care, which is responsive to the client/clients needs' and which is supported by nursing knowledge and evidence based research.		
Evidence		
Competent: reactive	Proficient: proactive	Expert: interpretive
<ul style="list-style-type: none"> Ensures self assessment pre-flight – including own health, scope of practise i.e.: knowledge base, expertise, physical skills, legal requirements, rest, shift commitments 	<ul style="list-style-type: none"> Ensures self assessment pre-flight – including own health, scope of practise i.e.: knowledge base, expertise, physical skills, legal requirements, rest, shift commitments etc (shouldn't this be across all levels?) 	<ul style="list-style-type: none"> Ensures self assessment pre-flight – including health, scope of practise i.e.: knowledge base, expertise, physical skills, legal requirements, rest, shift commitments

<ul style="list-style-type: none"> Plans implements, monitors and evaluates applied interventions and patient care using an evidence based practice approach 	<ul style="list-style-type: none"> Demonstrates comprehensive assessment, monitoring skills and the ability to relate them to aviation medicine principles related to gas laws and stressors Challenges and suggests care practices if appropriate and determines care priorities Evaluates and adjusts nursing care and therapeutic interventions within own skill and competency level Integrates research evidence base into the continued development of their own clinical practice 	<ul style="list-style-type: none"> Assesses priorities, plan, treat and safely discharge patients presenting for in-flight repatriation or transfer Coordinates and allocates aeromedical transfers/retrievals to flight nurses according to assessment, qualifications, expertise, skill and personal strengths Advocates to ensure that proposed interventions, planned transport and treatment plans are in the patients optimal interest Uses evidence based research to develop and implement policy and protocols relating to in-flight procedures Audits and actively leads research activities Evaluates data clinically to select and implement appropriate care
<ul style="list-style-type: none"> Provides a comprehensive handover, written and verbal to the appropriate receiving team including all medical documentation, flight record and history, investigations written and verbal etc Ensures appropriate documentation is accurate, fully completed and filed while maintaining appropriate confidentiality within all services Provides patient and whanau with a full explanation that outlines the proposed plan, procedures and outcomes of the proposed transport. 	<ul style="list-style-type: none"> Supports other team members in appropriate document management, appraises critically and supports record keeping within professional and legal boundaries Supports team members in appropriate document management, accuracy, appraises critically and supports record keeping within professional and legal boundaries Interprets care practices and processes in the care setting and evaluates them 	<ul style="list-style-type: none"> Advocates ensuring that proposed interventions, planned transport and treatment plans documented are in the patients' optimal interest. Organises all aspects of flight and nursing care for patient for repatriations, transfers or retrieval Receives and provides highly complex information to all members of the MDT

<ul style="list-style-type: none"> • Undertakes and achieves ACLS level 6 minimal resuscitation training • Anticipates the effects to individuals of in-flight environment including time zones, stress and long haul flights • Demonstrates awareness of health and safety legislation around in-flight transfers and make appropriate risk assessments • Demonstrates a comprehensive understanding and knowledge of the gas laws, the effects of altitude and travel and the principles of aviation medicine in day-to-day practice 	<ul style="list-style-type: none"> • Undertakes and achieves ACLS level 6 minimal resuscitation training • Integrates research evidence base into the continued development of their own clinical practice • Applies policies and procedures in practice to ensure that all care provided is patient-centred • Demonstrates an enhanced knowledge of gas laws and applies this to aviation medicine principles • Works within level of clinical competency to ensure clinical standards are maintained • Develops and acts on audit in the clinical setting to enhance in-flight practices 	<ul style="list-style-type: none"> • Undertakes and achieves ACLS level 6 minimal resuscitation training • Develops policy and protocols for specialised aeromedical care • Actively leads on developments in flight nursing practice • Provides support for others as necessary and offers practical advice and information if required • Evaluates care provided by others and appraises critically as necessary • Uses expert knowledge to anticipate the likely effects of flight and act appropriately to limit risk to patient
<p>Skills and Competency related to Domain 3 3.1 – 3.3</p> <p>Domain Three: Interpersonal Relationships: This domain contains competencies related to interpersonal and therapeutic communication with patients, nursing staff, and aeromedical services.</p> <p>Establishes, maintains and concludes therapeutic interpersonal interactions with others during the aeromedical transfer</p> <p>Practises nursing in a negotiated partnership with the patient, whanau, where and when possible within confines of the aeromedical environment.</p> <p>Communicates effectively with other aeromedical services and the MDT team involved in transport, patient's and whanau</p> <p>Evidence</p>		
<p>Competent: reactive</p>	<p>Proficient: proactive</p>	<p>Expert: interpretive</p>

<ul style="list-style-type: none"> • Is aware of Crew resource management in relation to the aviation environment and is able to demonstrate/ articulate the following aspects as outlined in the Air Ambulance standards 2013 (Must have completed CRM training) • Demonstrates communication and coordination inside and outside the cockpit • Describes a knowledge of human error and reliability, error chain, error prevention and detection; 	<ul style="list-style-type: none"> • Demonstrates the ability to practice skills taught in CRM training • Describes communication and co-ordination inside and outside the cockpit; • Monitors own stress, stress management, fatigue and vigilance; communicates and responds to findings appropriately • Disseminates information and processes • Demonstrates situation awareness 	<ul style="list-style-type: none"> • Demonstrates leadership and team behaviour synergy encouraging a culture of safety • Coordinates and makes judgement decisions relating to facilitation / relationships with other providers • Manages conflicting views where decisions affect safety in the flight environment
<ul style="list-style-type: none"> • Describes company safety culture, Safety Operation Procedures, organisational factors; 	<ul style="list-style-type: none"> • Demonstrates an awareness of the responsibility of the registered in-flight practitioner to report any changes with known cultural, legislative and customs issues to junior and senior flight nurses, while balancing the confidentiality issues of care 	<ul style="list-style-type: none"> • Demonstrates the ability to build on existing competencies and experience and share knowledge through networking and communicates directly with junior and senior staff
<ul style="list-style-type: none"> • Demonstrates the ability to establish a rapid rapport with patients during the short duration of time spent with them, during the transfer and the conclusion of the relationship at the end of care and professional codes • Describes how you negotiate partnership with patient/ whanau and the MDT during transfer 	<ul style="list-style-type: none"> • Demonstrates and models therapeutic relationships and boundaries guided by organisational codes • Encourage development of less experienced flight nurses through peer group support • Demonstrates the ability to build on existing competencies and experience and share knowledge through networking and communicates directly with junior and senior staff 	<ul style="list-style-type: none"> • Mentoring staff and offering guidance to ensure therapeutic relationships and conclusions are met according to organisational codes.

<ul style="list-style-type: none"> Gains knowledge of other service providers involved in aeromedical transport e.g. air ambulance providers, road ambulance. <p>Knows how to access relevant information regarding a patient and the appropriateness of communication of that information to other parties</p>	<ul style="list-style-type: none"> Demonstrates the ability to coordinate retrieval/transfer requests, liaising with all service providers involved in the transport to under take transfer with the most appropriate team available 	<ul style="list-style-type: none"> Demonstrates the coordination process, including management fiscal responsibilities and risks involved in the coordination of transfers
<p>Skills and Competency related to Domain 4 4.1 – 4.3 COMPETENT</p> <p>Domain Four: Inter-professional Healthcare and Quality Improvement: This domain contains competencies related to interpersonal therapeutic communication with patients, other nursing staff and inter-professional communication and documentation</p> <p>Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.</p>		
<p>Competent: reactive</p>	<p>Proficient: proactive</p>	<p>Expert: interpretive</p>
<ul style="list-style-type: none"> Follows protocols for patient assessment and develops skills and knowledge specific to flight nursing 	<ul style="list-style-type: none"> Provides training and preceptorship to enhance and support competent nurse assessment skills and knowledge of the effects of altitude and principles of aviation medicine Develops protocols for patient assessment Assists in the development of care pathways relevant to in-flight nursing Supports the development and appropriate use of drug protocols for aeromedical transports Contributes toward development and appropriate use of in-flight documentation 	<ul style="list-style-type: none"> Develops service policy and protocols for specialised care in the aeromedical environment Contributes and inputs into development of national rules and standards where possible Develops and implements clinical and competency training and personal development opportunities

<ul style="list-style-type: none"> • Develops the appropriate skills to research and effectively apply that research to practice • Understands the importance of research evidence and application to the role of flight nursing • Recognises and communicates research findings to all team members 	<ul style="list-style-type: none"> • Contributes to the knowledge base of aeromedical practice by applying and critiquing research/innovations to practise • Ability to analyse research base for the continued development of both in-flight nursing and multidisciplinary practice • Instigates change to practice as a result of research • Conducts and assist in research in areas of in-flight clinical practice within appropriate legal and ethical codes for research 	<ul style="list-style-type: none"> • Is able to carry out research relevant to the aeromedical environment and disseminate the findings amongst the aeromedical community • Identifies areas for research and undertake research activities contributing to knowledge in aeromedical practice • Audits and evaluates documentation to ensure appropriate standards are maintained and appraises and supports team members as required • Develops educational tools and packages to present research evidence to the multidisciplinary team • Develops and appraise audit tools specifically for in-flight nursing care that reflects both international and national standards • Develops protocols and procedures for specialist monitoring in the aviation medicine field • Investigates, present and recommend equipment to support in-flight monitoring and practice.
<ul style="list-style-type: none"> • Understands Crew Resource Management and its application to the aeromedical environment 	<ul style="list-style-type: none"> • Applies CRM in the aeromedical environment 	<ul style="list-style-type: none"> • Actively leads and role models CRM in the aeromedical environment

Glossary

Definitions within the context of this document

Transport: conveyance of a patient/s to an appropriate receiving facility for further care

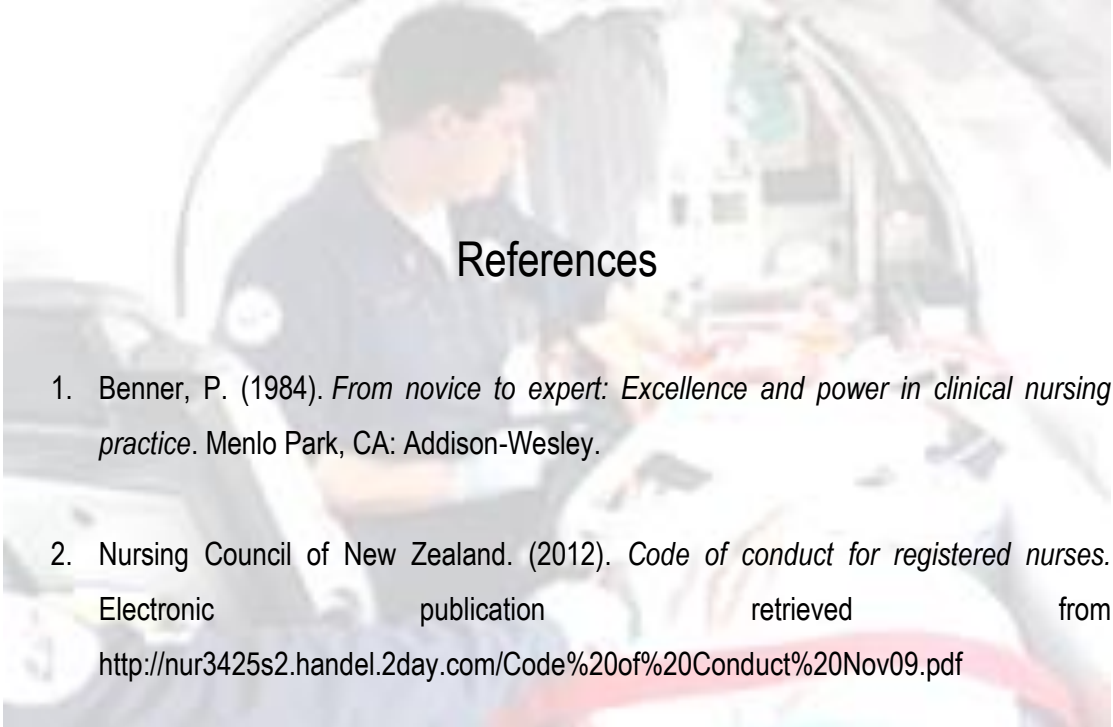
Retrieval: to collect a patient/s from an the initial health provision facility back to facility of origin for further care

Aeromedical environment: the environment in which an aircraft travels within

Aviation medicine: the special field of medicine which is related to the biological and psychological problems of flight

Pre flight: the period before a flight

In- flight: the period during a flight



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