



Purpose

The purpose of this procedure is to assist in the provision of a robust governance framework relating to the conduct of Ambulance Rescue Helicopter missions, with particular emphasis on winch and non-land on primary missions. These types of missions are acknowledged as some of the more high-risk missions undertaken. This process aims to capitalise on 'lessons learned' on each mission in order to identify issues and trends and more importantly to maximise safety by feeding 'lessons' back to operational and management staff.

The Mission Review system has 2 key aims:

1. Ensure that missions, particularly winch, NVG and in/out on the hover missions, have been undertaken according to relevant procedures and best practice, and
2. Identify trends in mission conduct that can be used to guide current and future practice.

This procedure should be read in conjunction with HELI.OPS.09 - Post Mission Documentation.

Procedure

Winch reviews consist of formal case appraisal through the use of post mission documentation, formal evaluation and peer review. See attached flow chart.

The forms mentioned in point 1 below should be emailed to the review team, which includes representatives from key positions within NSW Ambulance and helicopter providers.

1. Stage 1: Post Mission Check

Following a post-mission debrief undertaken by the crew, an initial review of all Mission Debrief Form (MDF) and Primary Mission Forms (PMF) is undertaken by operational management. PMFs should be completed for all winch, NVG, in/out hover and complex missions. PMFs submitted by paramedics should contain as much detail of the various aspects of the mission as possible.

2. Stage 2: Winch Review Meeting

On the last Wednesday of each month a 'Winch Review Group' representing both operational medical and flight crews will meet to review the most recent missions. **Important Note: the Winch Review Group is a no blame, non-judgemental peer review process with the sole aim of self-governance, learning and operational safety.**

3. Stage 3: Information Dissemination (Lessons Learned)

Information from winch reviews will be shared with staff through a range of means, including;

- > Duty crews being invited to attend and actively participate in Winch Review meetings
- > Minutes of meetings sent to all staff and key personnel (eg; safety, training & operational managers)
- > Key lessons published as part of the Zone Manager's Newsletter and disseminated to all medical and aviation staff, including; SOs/Training Manager/DDHRS/DD Safety/operator.

4. Stage 4: Detailed Review (on request only)

If requested (by operational management or following winch review) local base Safety Advisors will conduct a detailed debrief with paramedics/crews in order to gain greater understanding of the conditions and decision-making processes involved in the mission. Following this, a brief report with any necessary recommendations will be provided to the local Zone Manager (and disseminated to relevant areas as required).



5. Compliance Management

Variations to practice, or issues identified as outside normal/accepted practice, will be flagged for formal follow up (through 'Stage 3: Detailed Review'). Once the matter is identified as 'training' or 'compliance' related, the matter will enter the Variation to Helicopter Practice (VHP) process for management and review.

All outcomes will be recorded in a File Note and a letter provided to staff involved.

For Review

May 2015

