

CERTRANS

Transnational Tendencies in the Health Transport Sector



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0. PRESENTATION

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

The transnational value of this Project is guaranteed by European Bodies 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 identifying and valuating the impact of different transnational tendencies in Health Transport Sector. This trends identification means a previous step to identify and select the key processes sensitive to the tendencies detected and to identify the competences associated to those key processes.

1. CONCEPTUAL FRAMEWORK

Some key concepts are agreed before the research:

Health Transport Sector: Activity of medical transport and transport of sick people, accident-injured people, or disabled people in the different ambulance models: assistance transport (basic vital support and advanced vital support), non-assistance and collective transport.

Assistance ambulances: Conditioned to allow in-route medical-technical assistance. In this category we can include both the ambulances aimed at providing basic vital support and those for advanced vital support, depending on the sanitary equipment and the personnel supply.

Non-Assistance ambulances: aimed at the transport of patients on stretcher, they do not have to be specifically conditioned or supplied for in-route medical assistance.

Collective medical transport vehicles: specially conditioned for the joint transport of sick people whose transport is not urgent or who are not affected by infectious-contagious diseases.

Ambulance driver: It is the employee hired to drive the medical assistance vehicles, having the corresponding driving licence. They will carry out the auxiliary and complementary tasks linked with the vehicle and the sick or injured person required for the correct service.

Technician: It is the employee hired to carry out some tasks with the patient assistance driver, from the arrival of the ambulance to the receiving centre, either home, a hospital or any place the patient might be; and the assistance, immobilisation, transfer to the vehicle, assistance during the journey and delivery to the destination place, no matter where it is. He/she is the person in charge of reviewing the sanitary cell, the supply of material, cleaning, replacing and placing the linen and the works linked to the correct operation of the service in the above mentioned affairs.

Lifelong learning: lifelong learning or learning throughout life is defined as any learning activity started throughout life in order to improve the knowledge, skills and/or qualifications for personal, social and/or professional reasons.

Formal learning: it is the one developed inside education and training centres and leads to getting recognised diplomas and qualifications.

Informal learning: it is the one that is a complement of the daily life. It is not necessarily intentional and therefore, it might not be recognised by the interested people themselves as positive for their knowledge and aptitudes.

Not formal learning: it is the one that goes on in a parallel manner with the main education and training systems and does not usually provide formal certificates. It might be acquired at the working place or through the activities of organisations and partnerships.

Competence: According to **Guy LeBoterf Definition** "To know how to act in a pertinent way (according to certain criteria) in a particular context, choosing and mobilizing resources to obtain a predefine result".

Tendence: Changes in techniques, methodologies, markets... which will have impact in a Short-Long term within the productive process of Health Transport Sector.

Tendencies and change factors: A whole of technological, organizational, productive, legislatives, environmental, economical, social or any other factor with incidence on the sector's activities and competences. These are external from the sector.

Estimated Period:

- ✓ **Short-term** (before 2014)
- ✓ **Long-term** (between 2014 and 2019)

Process: According to **UNE EN ISO 9001:2000 Rule Definition** it's a system of activities that uses resources to transform entry elements into exit elements. It's a

sequence of activities developed with wherewithals, like staff, materials, machinery, information, giving a product as a result.

Key Process: There is no a single definition so we agree that key processes will be those ones that each industry finds out as such. Nevertheless, we will use some general orientations to identify Key Process as the Enterprise's concentration of Know-How, the immobilized volume focus on the process, the costumers' appreciation, its contribution to obtain profit, etc.

2. AIMS

Results obtained from this report intend to be the starting point for, in first place, identifying key competences within Health Transport Sector, and, in second place, testing a transnational system to certify key competences in Health Transport companies.

In order to these steps will be followed:

- Analysis and weighting up the most important and influential tendencies at a national level in a short-medium term.
- Selection of the different tendencies at a transnational level are showed as the most important and influential in a short-medium place in Health Transport Sector.

3. METHODOLOGY

In order to determine the main trends that are going to influence the Health Transport sector at transnational level, it was elaborated an intervention methodology, agreed in the first transnational meeting and adopted by international agreement. This way, it was decided for a double analysis of information sources:

3.1. Documental analysis

3.2. Questionnaires with key informants

3.1. Documental analysis

The documental analysis is aimed at knowing the trends mentioned in national researches and surveys as the most important and influencing in the Health Transport sector in each country taking part in the project.

The research starts from the analysis of publications and researches focused on the changes the Health Transport sector is facing and is going to face in the different countries. It is agreed that each partner will summarise (approximately 5 pages) the main trends in its country.

The criteria followed to select the documental sources, agreed in the first transnational meeting, state that these sources should be legitimate in the sector (mainly in the Health Transport sector) and have national recognition and prestige, allowing each partner country to choose its sources.

Table 1. National Documentary Sources consulted for the identification of tendencies

United Kingdom	<ul style="list-style-type: none"> - South Central region of England: Organisation - south Central Ambulance Service NHS Trust. This covers the counties of Berkshire, Buckinghamshire, Hampshire and Oxfordshire. - Northern Ireland: Organisation - Northern Ireland Ambulance Service (NIAS). This covers all of Northern Ireland. - Scotland: Organisation - Scottish Ambulance Service NHS Trust. This covers the all of Scotland. - Wales: Organisation - Welsh Ambulance Service NHS Trust. This covers all of Wales.
Bulgaria	<ul style="list-style-type: none"> - Low of People Healthy - Low of Healthy Centers (Official Governmental Paper N62 from

	<p>09.07.1999 and continuously renewed)</p> <ul style="list-style-type: none"> - Decree N 25 from 4.11.1999 for Emergency Aid - Decree N 10 from 31.05.1994 for Urgent Aid - Law of Bulgarian Red Cross - Law of Road Traffic Participation - Regulation of Structure and Activity of an Emergency Aid Center, created by Bulgarian Healthy Ministry and published in Official Governmental Paper N 98 from 12.11.1999 and renewed after that - About 50 articles published in Bulgarian newspapers, magazines, organization documents, protocols of National Assembly sessions etc. mostly made by specialists in the branch, but by journalists as well.
Italy	<ul style="list-style-type: none"> - A.N.P.A.S. Associazione Nazionale Pubbliche Assistenze Regional Committee of Piedmont - CROCE AMBROSIANA MILANO Work shifts and organisation responsible / Training courses manager director - CONFEDERAZIONE DELLE MISERICORDIE FIRENZE Training Dep. - Croce Bianca Milano ONLUS Management and organisation area - CROCE VERDE TORINO - C.R.I. many local and regional Committee - Dual Service Srl private ambulance service manager
Spain	<ul style="list-style-type: none"> - Libro Blanco del transporte sanitario. Fundación Nacional del Transporte Sanitario para la educación, cooperación y desarrollo. - Observatorio Universitario del Transporte Sanitario. http://www.urjc.es/outs/index.html - Estudio diagnóstico de la formación continua en el transporte sanitario. Acción complementaria y de acompañamiento a la formación continua. STENTOR. Fundación tripartita.

Once the results got during the research process have been analysed, first, certain common trend areas have been identified for the countries taking part, and second, we have proceeded to group, according to these areas, the different technological and organisational identified trends with transnational value that can influence the Health Transport sector in the short term.

The result is a synthesis of the main trends classified in 4 great trend areas (see appendix):

- HHRR
- R + D
- Normative
- Process-Service

This group of trends is constituted as a basic tool to carry out the field analysis, that is, the interviews with key informants.

3.2. Questionnaires with key informants

The field work has three objectives:

- First, to evaluate, among the trends that have been identified in the documental sources, those the experts consider as the most **important** for their company (assessing from 1 = not important at all to 4 = very important).
- Second, to know which of these trends / changes **influence** or **affect** the most the company (1 = nothing at all; 4 = a lot).
- Third, to evaluate the time these trends / changes **will influence the activity of the company** (1= very short time; 4 = very long term).

The criteria for the selection of the experts were agreed in the first transnational meeting. The partners agreed to carry out the fieldwork with a sample of experts (2-3 per country) characterised by: company key informants, social agents, representatives of prospective observatories, training technicians, organisations for the evaluation / accreditation of competences.

Basing on the above mentioned criteria, in the following chart there is a summary of the expert personnel selection cooperating in the project in each country.

Table 2. Consulted Experts for the validation of tendencies

United Kingdom	<ul style="list-style-type: none"> - Stuart Smith. Operations Supervisor - George Rogers, Area Manager
Bulgaria	<ul style="list-style-type: none"> - Dr Georgi Gelev, Director of Emergency Assistance Center – Sofia - Ing Radoslav Georgiev, Main Transport Manager of Emergency Assistance Center - Sofia
Italy	<ul style="list-style-type: none"> - Dante Paolo Ferraris – Commissario – Croce Rossa Italiana Comitato Regionale del Piemonte - Alessio Mirani – Emergency Manager
Spain	<ul style="list-style-type: none"> - Carlos Faguas. Técnico de Ambulancias

	- M ^a Ascensión Martín. Responsable de Recursos Humanos
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The results got in the fieldwork; both on the trends and their meaning, and the estimations carried out about them by the key informants at national level; are put into a table to gather the conclusions and put in order of priority the trends at transnational level. In the following charts, the average values got by the trends in the different countries where the fieldwork has been carried out are listed, as well as their average at transnational level by order of:

- IMPORTANCE
- INFLUENCE
- TERM

Transnational results of the most IMPORTANT trends in Health Transport Sector

	SPAIN	UNITED KINGDOM	ITALY	BULGARIA	AVERAGE
HHR					
Professionalize the workers of the sector, that is, the level of knowledge required to the workers will be regularized and homologated	4,00	4,00	4,50	5,00	4,38
Recognise and accredit competences acquired by non formal learning or by the experience	4,00	4,00	3,50	5,00	4,13
Promote the continuous learning	4,00	4,50	3,50	5,00	4,25
Need a high specialization of the workers because of sector is being more specialized in relation with the target groups (old people, disabled people,..)	4,00	3,50	3,00	3,50	3,50
Increase of the use of social skills for the contact with the patients	4,00	3,50	4,00	4,00	3,50
Increase of the low salary	3,00	2,50	3,50	4,00	3,25
R&D					
Introduction of technological change (GPS locators, reception, bio-signal histories in databases,..)	3,00	5,00	4,00	5,00	4,25
More dependence in the coordination of the service by the Coordinator Centre	4,00	4,00	3,00	4,00	3,75
Introduction of new materials for the immobilization, diagnostic and treatment	4,00	4,00	3,50	3,50	3,75
Machinery care that improves the agility of the response and the adaptation to small spaces	4,00	3,00	4,00	4,50	3,88
NORMATIVE					
More investment in security and prevention of working risk	4,00	3,50	4,50	4,50	4,13
Continuous development of new laws or standards (regional or national) that affect to the sector	4,00	3,00	4,50	5,00	4,13
Introduction of quality standards in the service	4,00	3,50	4,50	5,00	4,25
Fulfil the environmental standards	3,00	4,00	4,50	5,00	4,13
Introduction of more specific legislation	4,00	3,50	4,00	5,00	4,13
Process - Service					
Increase of the organizational level of the tasks. Tasks more documented and following procedures. Homogenization of protocols	4,00	3,50	3,00	4,50	3,75
Increase of the exigency level of the users	4,00	4,00	3,00	5,00	4,00
Reduction of the answer time, increase of the number of ambulances an better coordination.	4,00	4,50	3,50	5,00	4,25
Increase of the demand of the health transport in next years	4,00	4,50	4,50	5,00	4,50
Decrease of the answer time	4,00	4,50	4,00	5,00	4,38

Transnational results of the most INFLUENCING trends in Health Transport Sector

	SPAIN	UNITED KINGDOM	ITALY	BULGARIA	AVERAGE
HHRR					
Professionalize the workers of the sector, that is, the level of knowledge required to the workers will be regularized and homologated	4,00	3,50	3,50	5,00	4,00
Recognise and accredit competences acquired by non formal learning or by the experience	4,00	3,50	3,50	5,00	4,00
Promote the continuous learning	4,00	4,00	3,50	5,00	4,13
Need a high specialization of the workers because of sector is being more specialized in relation with the target groups (old people, disabled people,..)	3,00	3,50	2,50	4,00	3,25
Increase of the use of social skills for the contact with the patients	4,00	2,50	2,50	4,00	3,25
Increase of the low salary	4,00	2,00	3,50	4,00	3,38
R&D					
Introduction of technological change (GPS locators, reception, bio-signal histories in databases,..)	3,00	3,50	4,00	5,00	3,88
More dependence in the coordination of the service by the Coordinator Centre	4,00	2,00	3,50	5,00	3,63
Introduction of new materials for the immobilization, diagnostic and treatment	4,00	4,00	3,00	4,00	3,75
Machinery care that improves the agility of the response and the adaptation to small spaces	4,00	3,00	3,00	4,50	3,63
NORMATIVE					
More investment in security and prevention of working risk	4,00	4,50	4,00	4,50	4,25
Continuous development of new laws or standards (regional or national) that affect to the sector	4,00	3,50	4,00	5,00	4,13
Introduction of quality standards in the service	3,00	3,50	3,00	5,00	3,63
Fulfil the environmental standards	3,00	4,00	3,50	5,00	3,88
Introduction of more specific legislation	4,00	3,50	3,00	5,00	3,88
Process - Service					
Increase of the organizational level of the tasks. Tasks more documented and following procedures. Homogenization of protocols	4,00	4,00	2,00	4,50	3,63
Increase of the exigency level of the users	4,00	3,50	3,00	5,00	3,88
Reduction of the answer time, increase of the number of ambulances an better coordination.	4,00	4,00	3,50	5,00	4,13
Increase of the demand of the health transport in next years	4,00	3,50	4,00	5,00	4,13
Decrease of the answer time	4,00	4,00	3,50	5,00	4,13

Transnational results about the trends that are going to happen in the SHORT / LONG TERM in the Health Transport Sector.

	SPAIN	UNITED KINGDOM	ITALY	BULGARIA	AVERAGE
HRR					
Professionalize the workers of the sector, that is, the level of knowledge required to the workers will be regularized and homologated	1,00	2,50	2,00	2,00	1,88
Recognise and accredit competences acquired by non formal learning or by the experience	1,00	3,00	3,00	2,00	2,25
Promote the continuous learning	1,00	2,00	2,50	3,00	2,13
Need a high specialization of the workers because of sector is being more specialized in relation with the target groups (old people, disabled people,..)	1,00	2,50	2,00	2,00	1,88
Increase of the use of social skills for the contact with the patients	1,00	3,50	2,50	2,50	2,38
Increase of the low salary	2,00	4,50	3,00	2,00	2,88
R&D					
Introduction of technological change (GPS locators, reception, bio-signal histories in databases,..)	1,00	1,00	2,50	3,00	1,88
More dependence in the coordination of the service by the Coordinator Centre	1,00	3,00	2,50	3,00	2,38
Introduction of new materials for the immobilization, diagnostic and treatment	1,00	2,00	2,50	2,00	1,88
Machinery care that improves the agility of the response and the adaptation to small spaces	1,00	3,00	3,00	2,50	2,38
NORMATIVE					
More investment in security and prevention of working risk	1,00	1,50	2,00	2,50	1,75
Continuous development of new laws or standards (regional or national) that affect to the sector	1,00	2,50	3,00	3,00	2,38
Introduction of quality standards in the service	1,00	2,00	2,50	3,00	2,13
Fulfil the environmental standards	2,00	1,00	4,00	3,00	2,50
Introduction of more specific legislation	1,00	3,00	2,50	3,00	2,38
Procesos- Service					
Increase of the organizational level of the tasks. Tasks more documented and following procedures. Homogenization of protocols	2,00	1,00	1,00	2,50	1,63
Increase of the exigency level of the users	1,00	1,50	2,00	3,00	1,88
Reduction of the answer time, increase of the number of ambulances an better coordination.	1,00	1,00	2,50	3,00	1,88
Increase of the demand of the health transport in next years	1,00	2,00	2,00	3,00	2,00
Decrease of the answer time	1,00	1,50	2,50	3,00	2,00

4. EXPLOTATION OF RESULTS

The aim of this exploitation of results is to select the most important and influencing trends for the COMPANIES in the Health Transport sector during the next years.

In order to that, the used methodology has been the application of the criteria to select trends agreed in the Partnership. The selecting criteria used have been the following:

To measure the **IMPORTANCE**:

- **FIRST CRITERION.** That the competences have been demanded in at least 51% of the companies and other consulted key informants.
- **SECOND CRITERION:** that the trends get punctuations from 4 to 5 in the companies/informants that mention them.

To measure the **INFLUENCE**:

- **FIRST CRITERION:** That the competences have been demanded in at least 51% of the companies and other consulted key informants.
- **SECOND CRITERION:** That the trends get punctuations from 4 to 5 in the companies/informants that mention them.

To measure the **TERM**:

- **FIRST CRITERION.** That the competences have been demanded in at least 51% of the companies and other consulted key informants.
- **SECOND CRITERION:** that the trends get punctuations up to a maximum of 2.5 in the companies/informants that mention them.

It is worth mentioning the homogeneity of the results in the different countries, in general. Regarding the **IMPORTANCE** and **INFLUENCE** of the trends, there are not important differences in the evaluations of trends among the different countries..

It should be emphasized that the trends that are identified as the most important and influential are within the paragraph of processes-service.

As a conclusion, the trends considered as the most **IMPORTANT** and most **INFLUENCING** in Health Transport Sector (trends that are clearly identified from the others in all the countries, getting the highest averages) are:

- **“Increase of the demand of the health transport in next years”**, with an average of IMPORTANCE and INFLUENCE of 4.31
- **“Decrease of the answer time”**, with 4.25 average
- **“Promote the continuous learning”**, with 4.19 average
- **“Increase of the number of ambulances and better coordination”**, with 4.19 average
- **“More investment in security and prevention of working risk”**, with 4.19 average

The experts who have participated in the assessment of the trends agree in that the trends identified affect the sector in the medium / short-term. All of these tendencies have got averages less than 2.5.

5. CONCLUSIONS

Optimum levels of quality, transparency in recruitment, efficiency in the service, professional qualifications and adequate answer to the society' needs, have to be fulfilled in Health Transport Sector, being the professionals of the sector the responsible for this.

The Health Transport Sector has taken some important changes in the last years in order to adapt to the new demands of the Society and the needs of the sector. However, far to stop, the Health Transport still transforming to face the short-medium term tendencies identified by experts of the sector. These tendencies could be grouped in two lines clearly identified:

- Tendencies linked directly with the final users of the service
 - **“Increase of the demand of the health transport in next years”**
 - **“Decrease of the answer time”**
 - **“Increase of the number of ambulances an better coordination”**
- Tendencies linked directly with the workers of the sector
 - **“Promote the continuous learning”**
 - **“More investment in security and prevention of working risk”**

These trends are based on two main pillars:

- The need of investments for the improvement of the quality of the service, the adequacy of the equipments and materials to the demands and the fulfilment of the normative.
- The need of workers with the necessary competences to face the changes in the sector. The adaptation of the Human Resources to the needs of the Sector will be basic for, on one hand, give an effective service and with quality, and on the other hand, to encourage the personal and professional development

In short, investment and training will be key aspects to answer to the needs of the market and to the demands of society

Annex

TRANSNATIONAL CHANGES TREND IN HEALTH TRANSPORT SECTOR

(Put an X for each item)	1.- Score the degree of the IMPORTANCE of the following Changes in your company: (1= nothing; 5= a lot)					2.- Score the degree of the IMFLUENCE of the following Changes in your company (1= nothing; 5= a lot)					3.- ¿When do you think these changes will influence in your company activity? (1= in a short term; 5= in a long term)				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
HHRR															
Professionalize the workers of the sector, that is, the level of knowledge required to the workers will be regularized and homologated															
Recognise and accredit competences acquired by non formal learning or by the experience															
Promote the continuous learning															
Need a high specialization of the workers because of sector is being more specialized in relation with the target groups (old people, disabled people,...)															
Increase of the use of social skills for the contact with the patients															
Increase of the low salary															
R+D															
Introduction of technological change (GPS locators, reception, bio-signal histories in databases,..)															
More dependence in the coordination of the service by the Coordinator Centre															
Introduction of new materials for the immobilization, diagnostic and treatment															
Machinery care that improves the agility of the response and the adaptation to small spaces															

(Put an X for each item)	1.- Score the degree of the IMPORTANCE of the following Changes in your company: (1= nothing; 5= a lot)					2.- Score the degree of the IMFLUENCE of the following Changes in your company (1= nothing; 5= a lot)					3.- When do you think these changes will influence in your company activity? (1= in a short term; 5= in a long term)				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
NORMATIVE															
More investment in security and prevention of working risk															
Continuous development of new laws or standards (regional or national) that affect to the sector															
Introduction of quality standards in the service															
Fulfil the environmental standards															
Introduction of more specific legislation															
Process - Service															
Increase of the organizational level of the tasks. Tasks more documented and following procedures. Homogenization of protocols															
Increase of the exigency level of the users															
Reduction of the answer time, increase of the number of ambulances an better coordination.															
Increase of the demand of the health transport in next years															
Decrease of the answer time															