

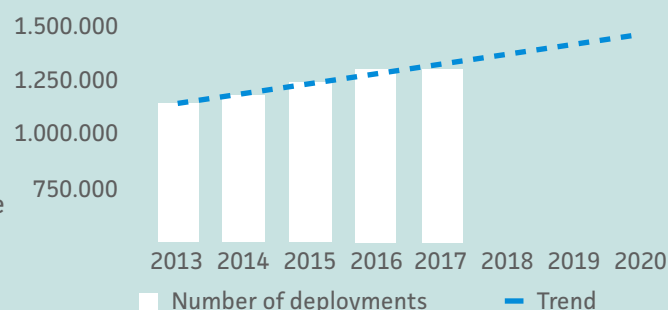
# Labour market for ambulance care

## Jointly ensuring sufficient specialised professionals

### Impending shortage of ambulance nurses

#### Trends in the demand for ambulance care

- 2013 - 2016: the demand for ambulance care increased with 14,7%.
- 2017: the number of deployments in 2017 remained virtually constant from 2016.
- Trend: the demand for ambulance care will increase in the future.



#### Expected outflow from the sector

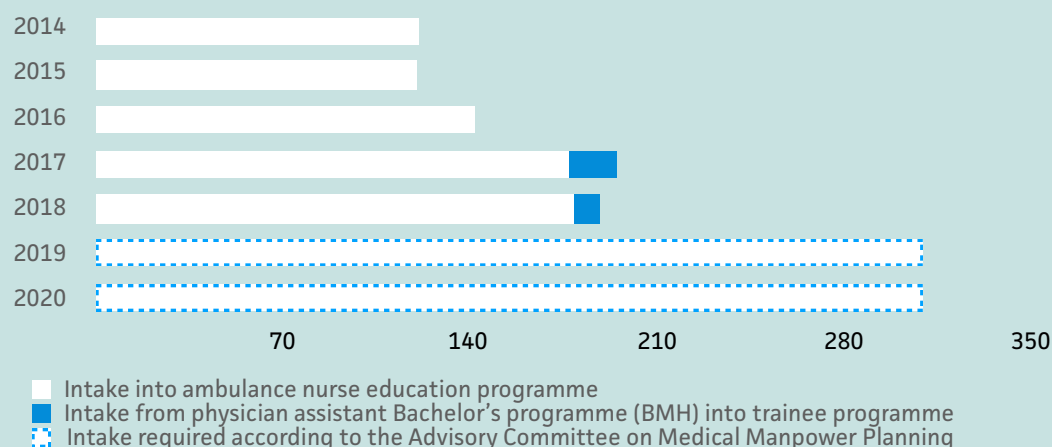
The expectation is that the coming years approximately 4.6% of ambulance nurses will leave the sector each year. The primary reason being reaching retirement age.

### Higher numbers of new ambulance nurses will be needed

The combination of increasing demand for care and departure of ambulance care professionals in the field has given the Advisory Committee on Medical Manpower Planning reason to issue the recommendation (2018) to recruit 310 new professionals in the sector per year. This represents a significant increase over previous years.



#### Intake of ambulance nurses

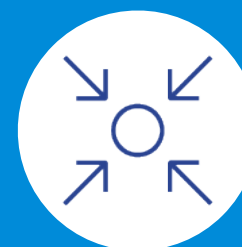


### Approach

**The ambulance sector wants to continue to provide sufficient numbers of ambulance care professionals.**

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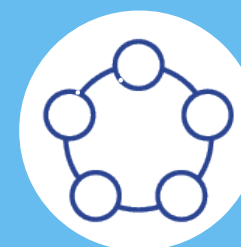
Intake of new professionals



- Increasing the 'pool' of potential professionals
- Labour market campaigns
- Good benefits packages

2

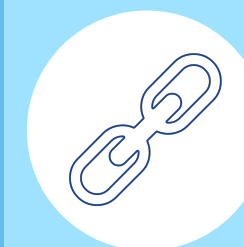
Cooperation with chain partners



- National
- Regional: Regional cooperation on labour market issue

3

Retaining current professionals



- Facts & figures
- Good benefits packages
- Good employership

4

Working differently



- Optimal deployment of ambulance care
- Care coordination
- Care differentiation



# Intake of new professionals Increasing 'the pool'

## Broadening intake possibilities for education programme as ambulance nurse

Previously, only persons with both a registration under the BIG (register of individual healthcare practitioners maintained by the Ministry of Public Health, Welfare and Sport) and a diploma as an intensive care nurse, urgent care nurse or anaesthesiology nurse could be admitted to an ambulance nurse education programme. Because of the shortage on the labour market and several other reasons, there have been a number of initiatives launched to expand the options for admission.



An ambulance nurse education programme for cardiac care nurses has now been set up. Thirty cardiac care nurses entered this programme in 2018.



There are various efforts underway to set up a programme for nurses with no particular specialisation. These nurses will go through a longer process than nurses who have completed a specialist nurse education programme.

## Making education more flexible



Along with broadening the intake into these programmes, the curricula in the programmes will be made more flexible. The CZO Flex Level project is working towards a modular system of function-based learning and follow-up training that can readily adapt to changes in the care sector.



czoflexlevel.nl

## Regional pilot study with engagement fo junior doctors



There are currently two ambulance services running regional pilot studies to gain experience with the use of junior doctors in the ambulance. The Regionale Ambulancevoorziening (RAV, Regional Ambulance Service) is offering a traineeship for junior doctors that provides training in accordance with the national protocol for ambulance care. Junior doctors must achieve the same final qualifications as maintained for CZO-accredited ambulance nurses. This regional pilot project has been approved by the Ministry of Public Health, Welfare & Sport. The results of this pilot project are to be shared with Ambulancezorg Nederland (AZN, the ambulance care sector association for the Netherlands), following which a decision will be made on whether and to what extent to make this national policy

## Launch of the physician's assistant Bachelor's programme



Since May 2017, bachelor's students who have completed the bachelor programme physician assistant (Bacheloropleiding Medische Hulpverlening, BMH) have been permitted to work in ambulance care.

The BMH gives patients the same care as an ambulance nurse, and in so doing follows the national ambulance care protocol. This new position of BMH is being introduced in the ambulance care sector through a national pilot project. As of 2018, there were 28 BMH graduates who had made the transition into ambulance care. Since September 2018, the BMH curriculum has also offered a dual variant for ambulance drivers. There are now 17 ambulance drivers from the sector who have started this programme.



1



## Intake of new professionals Labour market campaign

### Labour market campaign: “Every day is a challenge”

Every segment of the healthcare sector is facing a shortage of qualified personnel, and the ambulance care segment is no exception. To address this, the ambulance care sector association for the Netherlands, AZN, has developed a national labour market campaign to help recruit new personnel. The focus of the campaign is primarily on the positions of ambulance nurse and nurse dispatch center operators in ambulance care.

**///**  
**Werken in de ambulancezorg.**  
**Elke dag een uitdaging.**

werkenindeambulancezorg.nl

### Care sector-wide publicity campaign IK ZORG (“I Care”)

The Care and Welfare sector joined forces with the Ministry of Public Health, Welfare & Sport to launch the national publicity campaign IK ZORG (“I Care”) in the autumn of 2018. This campaign puts a spotlight on the people working in the care and welfare sector. It gives these professionals the opportunity to tell people about what they do, what they are proud of and what everyone should know about working in healthcare. This campaign is bringing the subject of working in the healthcare sector to a wide audience through the national media. The campaign was launched at the end of 2018, and is part of the “Working in Healthcare” national action plan. In this action plan, the national government describes how it intends to tackle the shortage of personnel in the healthcare sector. The ambulance care sector is also participating in this sector-wide campaign.

**IK zorg.**

ontdekdezorg.nl

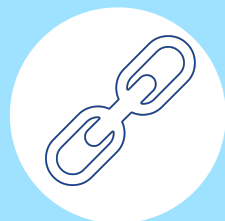


AMBULANCEZORG  
NEDERLAND



**Werken in de ambulancezorg.**  
**Elke dag een uitdaging.**





## Retaining current professionals in the sector

### Facts & figures

#### Total number of employees in ambulance care



In 2017, there were 5.925 employees working in the ambulance care sector, this representing total employment of 5.326 fte.

5.925

#### Intake



The largest percentage of new employees were ambulance nurses (39%), followed by ambulance drivers (27%)

9,9%

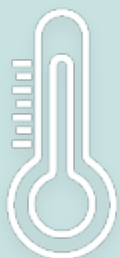
#### Outflow



Approximately 13% of employees who left the profession did so because of reaching the retirement age or taking early retirement. Personnel who leave the ambulance care segment often remain working in the care sector, either with the Regional Ambulance Service (RAV) or another care institution.

6,4%

#### Sickness absence



In 2017 the national average sickness absence percentage within the ambulance care segment was 5.2%

5,2%

#### New disability claims



In 2017, 0.3% of ambulance care professionals filed new disability claims under the WIA (Work and Income (Capacity for Work) Act).

0,3%



#### Work experience of employees in ambulance care

RAVs conduct frequent surveys of the work experience among ambulance employees. Eleven ambulance organisations participated in the 2016-2018 period, and the response rate was 70.5%. The agency carrying out the survey, Effectory, is able to compare the results from the ambulance segment with the results from the Acute Urgent Care segment and the healthcare sector as a whole. The ambulance care segment scored lower on three of the six subjects than the healthcare sector as a whole, but scored higher on all areas than the Acute Urgent Care sector.

#### Enthusiasm



7,8

#### Turnover-resistant



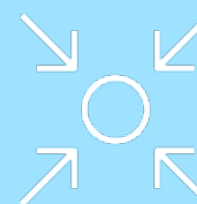
7,5

#### Engagement



6,9

#### Role clarity



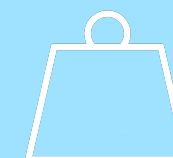
7,8

#### Satisfaction



6,9

#### Work pressure



66,1%  
beoordeelt de  
werkdruk als goed





## Working differently Optimal deployment of ambulance care



### Optimal deployment of ambulance care

Optimal deployment of ambulance care is one of the objectives of the Dutch Ambulance care Action plan. The key to optimal deployment is hitting the trifecta of: the right care that the patient needs, with the right urgency and the right personnel to provide this care. While it is the ambulance care itself that makes the first move, it is only one part of the acute care chain.



It is vital for the ambulance care to work in a manner that is compatible with the method of the chain as a whole. Finally, the ambulance sector needs to continue to optimise its internal processes in order to achieve the optimal deployment of available capacity of resources as appropriate to the demand for care.

Actieplan Ambulancezorg

### Care coordination

The report of the task force on [Juiste Zorg op de Juiste Plek](#) ("The right care at the right place") stated that delivering the acute care to patients who need it depends on better overall organisation and coordination of the patient's care needs, to ensure that these patients get to the right link in the care chain as quickly as possible.



AZN is taking the initiative to develop this policy goal in cooperation with the partners in the acute care chain. The sector intends to do this by, at the regional scale, organising all activities surrounding the sorting, coordinating, directing and monitoring the performance of the care delivered to patients with an acute care need collectively within the chain

Actieplan Ambulancezorg

### Care differentiation

In the Dutch Ambulance care Action plan, the ambulance sector undertakes the commitment to pursue further care differentiation in collaboration with chain partners. This will revolve around competencies, with pilot projects being conducted where necessary. Wherever pilot projects will increase the quality of care (or maintain the quality of care while adjusting the work to better meet the needs of the personnel), such projects will be facilitated and the parties will pursue the maximum possibilities offered in terms of legislation, funding and financing. Examples include:



**National:** a national framework for the engagement of nurse practitioners and physician assistants within ambulance care is currently being developed. The sector is developing policy to more effectively engage this group of professionals for maximum leverage of their qualities.



**Regional:** A pilot project is currently underway within the regional ambulance services Ambulance Amsterdam, RAV Haaglanden en RAV Rotterdam Rijnmond on the use of the Medium Care Ambulance. The pilot project is a form of care differentiation between the ALS ambulance and the BLS ambulance. This regional pilot project has been approved by the Ministry of Public Health, Welfare & Sport. The results of this pilot project are to be shared with *Ambulancezorg Nederland* (AZN, the ambulance care sector association for the Netherlands), following which a decision will be made on whether and to what extent to make this national policy.