



NEW ZEALAND
Resuscitation Council
WHAKAHAUORA AOTEAROA

Statement of Service Performance

1 July 2017 – 30 June 2018

For any queries about this document please get in touch with us:

New Zealand Resuscitation Council
PO Box 10443
Wellington

nzrc.org.nz

Who we are

- The New Zealand Resuscitation Council is a national voluntary body of member organisations. Our members come together to set the standard for resuscitation in New Zealand.
- Our guidelines use the most recent international consensus statements on resuscitation while applying the evidence to the NZ environment.
- Guidelines are freely available and form the knowledge base for our training programmes.

We foster best practice resuscitation and emergency care in New Zealand.

Outputs to Outcomes

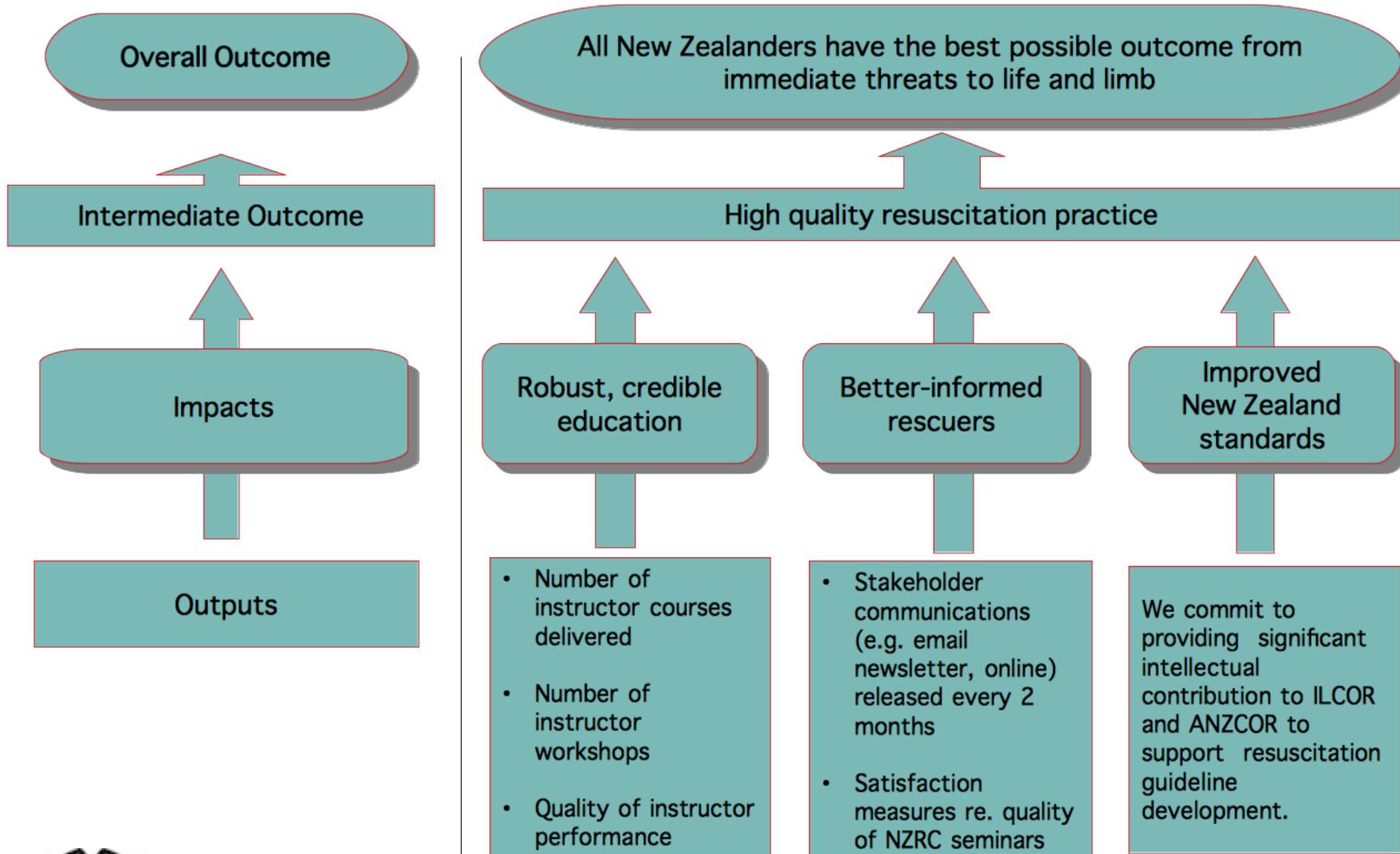
The overall outcome we seek is:

All New Zealanders have the best possible outcome from immediate threat to life and limb.

We aim to achieve this through the intermediate outcome of ‘High quality resuscitation practice’. We impact on this in three main ways:

1. Robust, credible education
2. Better-informed rescuers
3. Improved New Zealand standards.

In this Statement of Service Performance we describe our activity in these impact areas through specific outputs. Our framework is given on the following slide.



Robust, Credible Education

Instructor courses delivered

Number of Instructor Courses Delivered	
Goal	Achieved
4	7

- Training instructors to deliver resuscitation education to NZ health professionals is a significant part of what we do. Our two-day instructor course equips candidates to run skill stations and scenarios, as well as teaching and providing feedback to adult learners.
- In the year leading up to 30 June 2018, we provided seven instructor courses (five CORE and two NLS), with a total of 69 new instructors (52 CORE and 17 NLS) certified.

Instructor workshops delivered

Instructor Workshops	
<i>CORE Instructors</i>	
Goal	Achieved
Biennial	1
<i>Newborn Life Support Instructors</i>	
Goal	Achieved
Biennial	1

We aim to deliver a minimum of one workshop for each instructor group (CORE and Newborn Life Support) every two years. CORE instructors teach health professionals about adult, child and infant resuscitation. Newborn Life Support instructors teach health professionals about resuscitation at birth.

On 19 April 2018, in Wellington, CORE and Newborn Life Support instructor workshops were held concurrently. Each focused on the latest updates to our curriculum and the most important aspects of our courses relevant to the coming year.

Instructor performance

- Feedback is crucial to ensuring the quality of our education services. All participants on full-day CORE Advanced courses are invited to provided feedback on their training.
- In the year to 30 June 2018, 4,930 responses were collected (a 14.28% increase on 2016). The majority of respondents were nurses (53.61%) with the rest from other health disciplines.
- Participants are invited to provide feedback on the quality of their instructors, as well as on knowledge and skills gained through the course.

Regarding instructor performance, the question to participants on full-day CORE Advanced courses was: *“Overall, the instructors were...”*

Quality of Instructor Performance		
	2017	2018
Approachable	4.87	4.88
Available	4.87	4.88
Knowledgeable	4.89	4.89
Good communicators	4.89	4.88
Positive	4.9	4.89
Organised	4.89	4.86

Results are given as averages of all responses from 1 ('strongly disagree') to 5 ('strongly agree'). A score of 5.0 is ideal, whereby 100% of respondees 'strongly agree' for all variables. The results above indicate high regard for instructor performance among participants.

Better-informed Rescuers

Stakeholder communications

Number of Stakeholder Newsletters	
Goal	Achieved
6	3

- In the year to 30 June 2018, three newsletters were distributed to subscribers. The average open rate for these campaigns was 39.67%, (compared to 44.71% in 2016) and the average click rate was 23.01% (compared to 38.24% in 2016).
- While an open rate of over 30% is good for email newsletters, we are aiming for over 50% and this is a decline on previous years. In part, this is attributable to the departure of the previous communications employee and the time spent finding a replacement.
- Five media statements were released during the same period.
- Newsletters and media statements are available on our website.

Social media

We can be found on Facebook and Twitter. Across both platforms, we encourage people to share content using #NZResus, the hashtag for the NZ resuscitation community.

Social Media Following		
Platform	1 July 2017	30 June 2018
Facebook likes	346	461
Percentage increase		33.23%
Twitter followers	752	1051
Percentage increase		39.76%

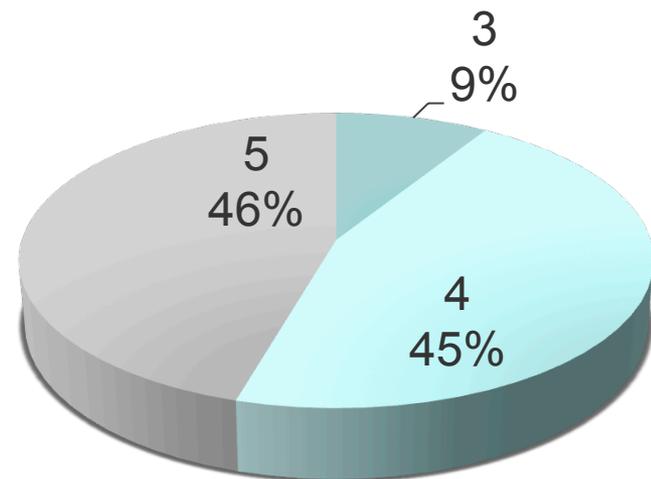
Social Media Impact		
Platform	EoY June 2017	EoY June 2018
Tweets	195	129
Twitter impressions	112,118	133,731
Twitter profile visits	4810	4008
Twitter mentions	186	183
Facebook total reach	12,351	12,634
Average FB post reactions	3	4

Note: Facebook tracks the number of people who say one or more posts over the time period. Twitter tracks each individual time content is viewed, thus the higher number.

Satisfaction measures

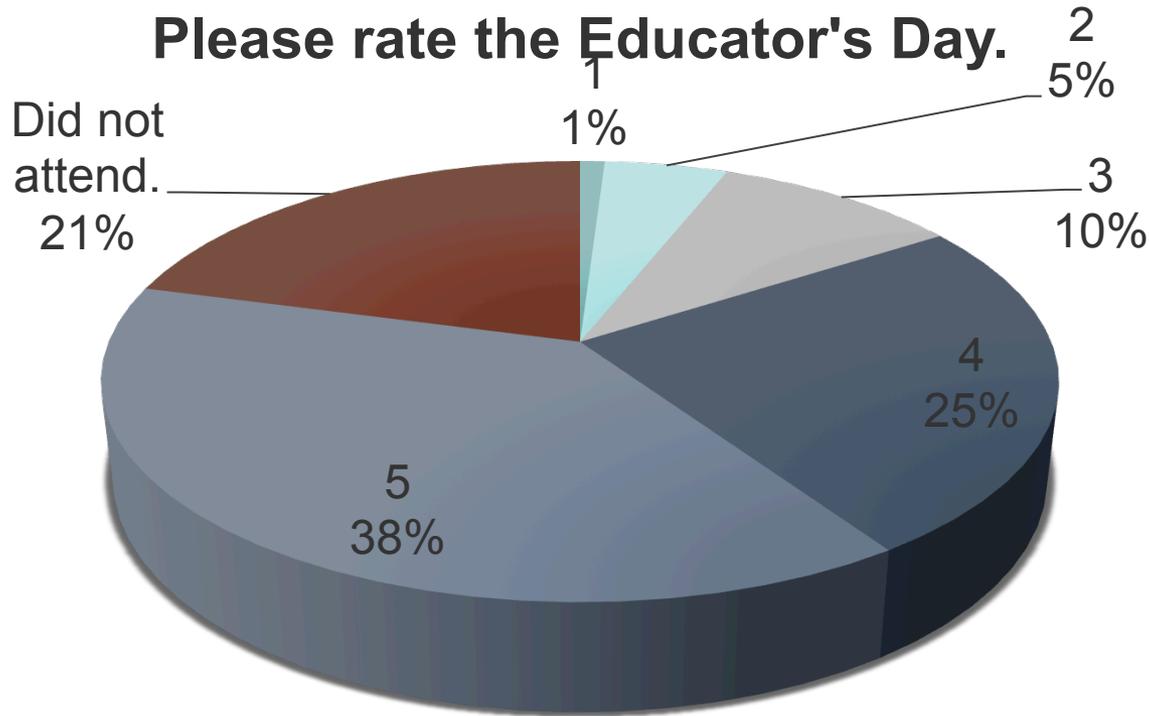
- *Improving outcomes for 21 years* was the theme of our biennial scientific meeting (19-21 April 2018, Wellington). This event attracted 399 registrations in total—slight decrease on 406 registrations in 2016.
- Feedback was invited from all registrants and 91% of respondents rated their experience as either '4' or '5', where '1' is poor and '5' is excellent.

Overall Experience at NZ Resus 2018



'Educator's Day' workshop activities for Newborn Life Support and CORE instructors were organised alongside the wider conference.

Below is the feedback provided by participants.



Responders rated their experience on a scale of 1-5, where '1' is poor and '5' is excellent.

Relationships

Throughout the past year we further solidified our relationship with the Australian Resuscitation Council as well as with international partners. Together with the Australian Resuscitation Council we comprise the Australian and New Zealand Committee on Resuscitation (ANZCOR), through which both countries can participate in the International Liaison Committee of Resuscitation and through which regional guidelines are developed. We apply our logo to all guidelines that we endorse for use in NZ.

- We have continued our strong working relationship with The Skills Organisation, New Zealand Qualifications Authority's (NZQA) standard-setting body for national standards in First Aid. Here, we are advising The Skills Organisation on expectations for learning outcomes for non health professionals undertaking CPR training within the NZQA framework of national standards.
- As part of the World Restart a Heart Initiative, we have worked both with our member organisations and with regional and international bodies such as the Council of Ambulance Authorities to raise awareness and organise activities around 16 October.

Member Organisations

As of 30 June 2018 the New Zealand Resuscitation Council had 21 member organisations, each with a national interest in resuscitation.

Advanced Paediatric Life Support New Zealand	CORE Instructors of New Zealand
Australasian College of Emergency Medicine	Heart Foundation
Australian and New Zealand College of Anaesthetists	New Zealand College of Midwives
Australian and New Zealand Intensive Care Society	New Zealand Defence Force
Cardiac Society of New Zealand and Australia	New Zealand Fire Service

New Zealand Nurses Organisation	Royal Australasian College of Surgeons
New Zealand Red Cross	Royal New Zealand College of General Practitioners
Paediatric Society New Zealand	Royal New Zealand College of Urgent Care
Wellington Free Ambulance	St John
Royal Australasian College of Physicians	Surf Life Saving New Zealand
Professional Emergency Care Association of New Zealand	

Each member organisation is invited to send a representative to Council. Members are not required to pay levies, and representatives receive no remuneration from the Council.

The national office has 2.5 full-time equivalent staff. At this time the Council seeks no monetary donations for its services.