



**NEW ZEALAND**  
**Resuscitation Council**  
WHAKAHAUORA AOTEAROA

# Statement of Service Performance

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*1 July 2016 – 30 June 2016*

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

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*[nzrc.org.nz](http://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

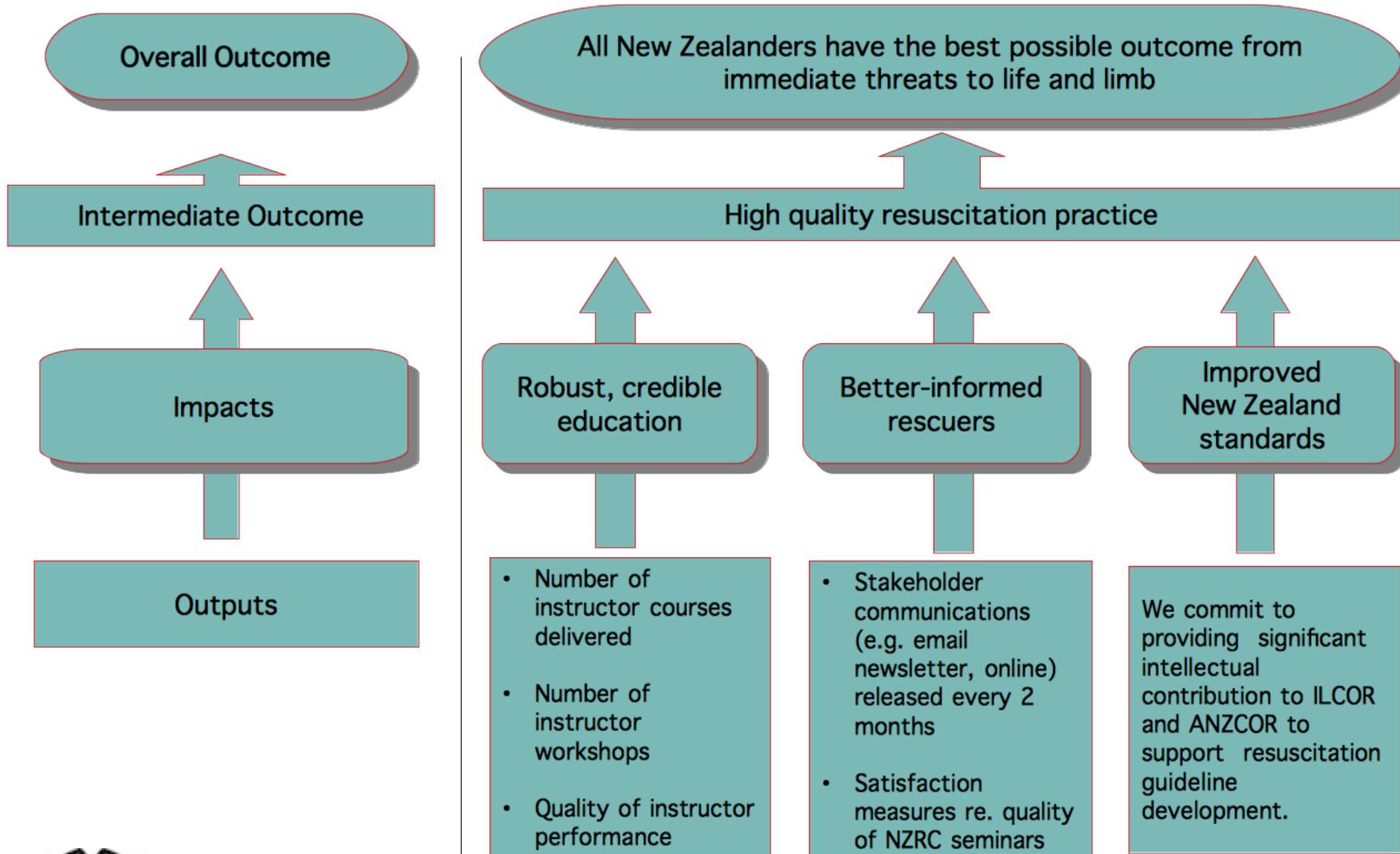
The overall outcome we seek is:

*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□	4□

- 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.
- This year, we provided four instructor courses, with a total of 37 new instructors certified to deliver CORE.

- We are in the midst of reviewing CORE and changes to provider courses will be implemented in late 2016. These changes will help ensure that CORE remains relevant for years to come.

## 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 7 April 2016, in Auckland, CORE and Newborn Life Support instructor workshops were held concurrently. Each focused on changes to our curriculum and courses that will be implemented in the coming year.

## Instructor performance

- Feedback is crucial to ensuring the quality of our education services. All participants on full-day CORE courses are invited to provide feedback on their training.
- In the year to 31 December 2015, 4,314 responses were collected (data currently is collected on a calendar year). The majority of respondents were nurses (51.01%) 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 courses was: *“Overall, the instructors were...”*

Quality of Instructor Performance		
	2015	2014
Approachable	4.84	4.82
Available	4.84	4.81
Knowledgeable	4.86	4.82
Good communicators	4.85	4.82
Positive	4.86	4.83
Organised	4.84	4.80

Across all variables, results for instructors were more favourable than those given in 2014. 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.

# Better-informed Rescuers

## Stakeholder communications

Number of Stakeholder Newsletters	
Goal	Achieved
6 ☐	7 ☐

- In the year to 30 June 2016, seven newsletters were distributed to subscribers. The average open rate for these campaigns was 44.71% and the average click rate was 38.24%. While an open rate of >30% is good for email newsletters, we are aiming for >50% and are reviewing this.
- Six media statements were published 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.

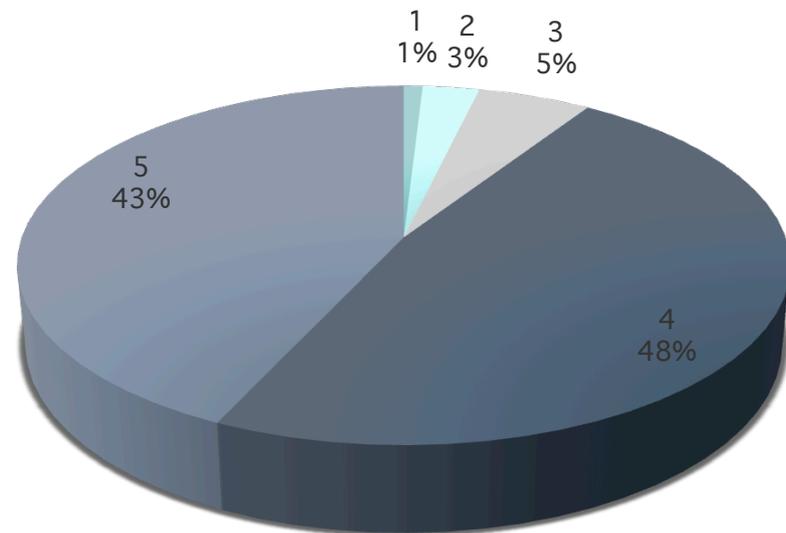
Twitter Statistics	
Tweets	204
Impressions	125,134
Profile visits	5,299
Mentions	143

In the year to 30 June 2016, we posted 204 tweets to our Twitter profile, @NZResusCouncil. This resulted in 125,134 impressions (times a user is served a tweet in a timeline or search results). A flurry of activity occurred in April due to user engagement with our conference, *Guidelines 2016*: 50 tweets were posted in April with 30,700 impressions. This also saw #Guidelines2016 rank as a trending topic on Twitter (no. 2 on 8 April and no. 5 on 9 April; Trendinalia NZ @trendinalianz). On 20 April 2016 we launched our Facebook page, and will report on this in the year to June 2017.

## Satisfaction measures

- *Guidelines 2016* was the theme of our biennial scientific meeting (8-9 April 2016, Auckland). This event attracted 349 registrations in total—a 19% increase on registrations in 2014.
- 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.

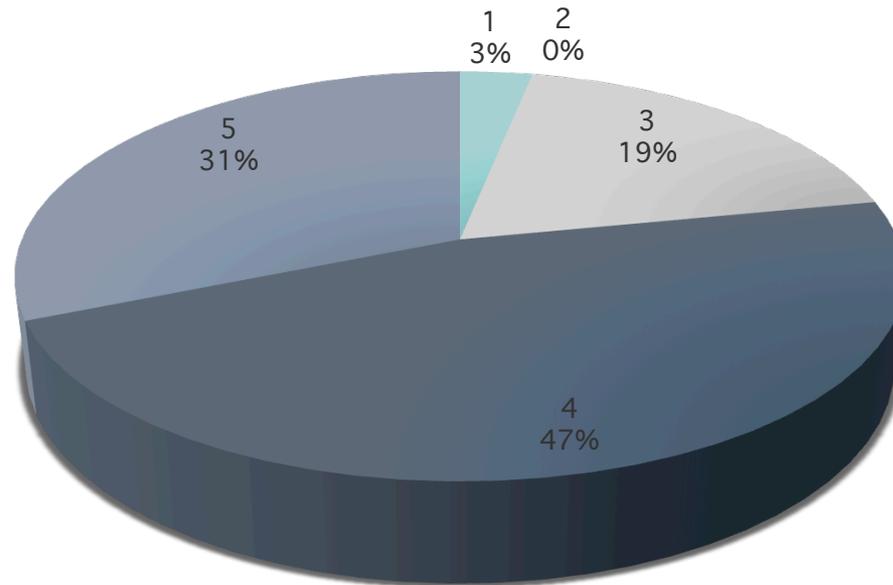
Overall experience at  
*Guidelines 2016* (n=109)



Concurrent one-day workshops for Newborn Life Support and CORE instructors preceded the scientific meeting.

Data for the NLS workshops are given here.

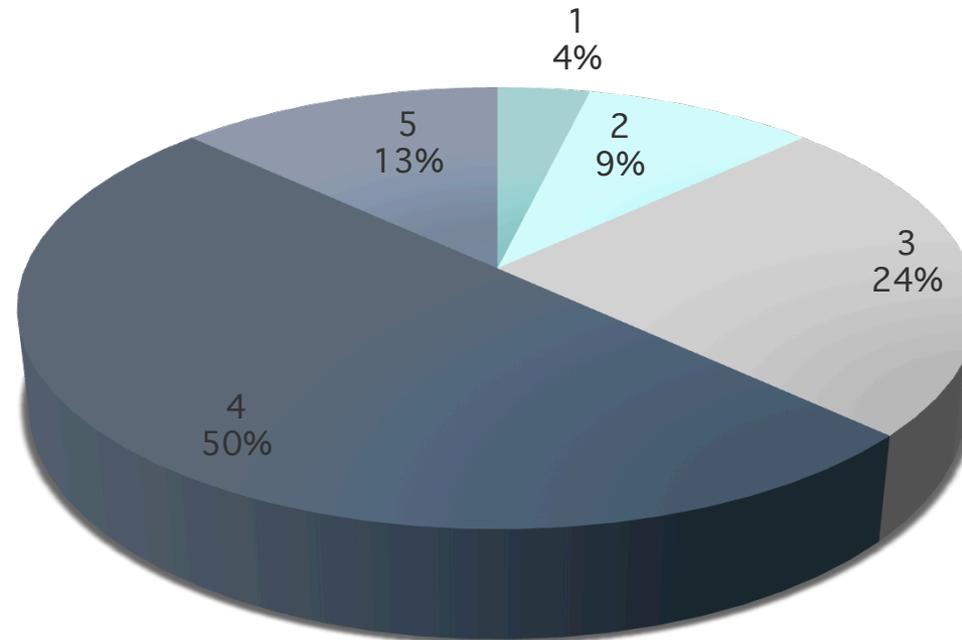
### Please rate the NLS workshops (n=32)



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

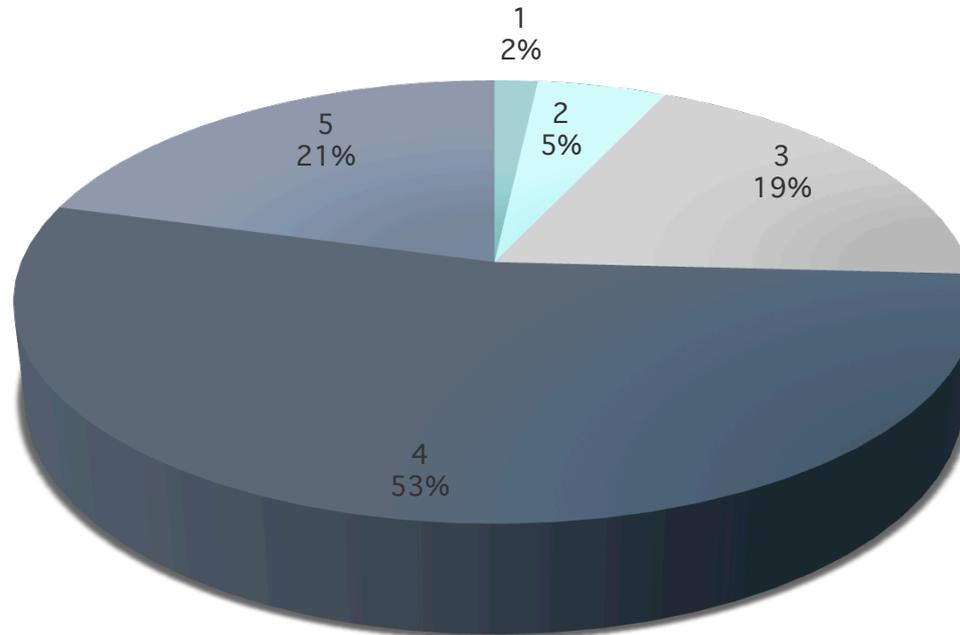
Data for each session within the CORE workshops are given here.

Workshop: CORE 2016 - The Provider Course (n=54)



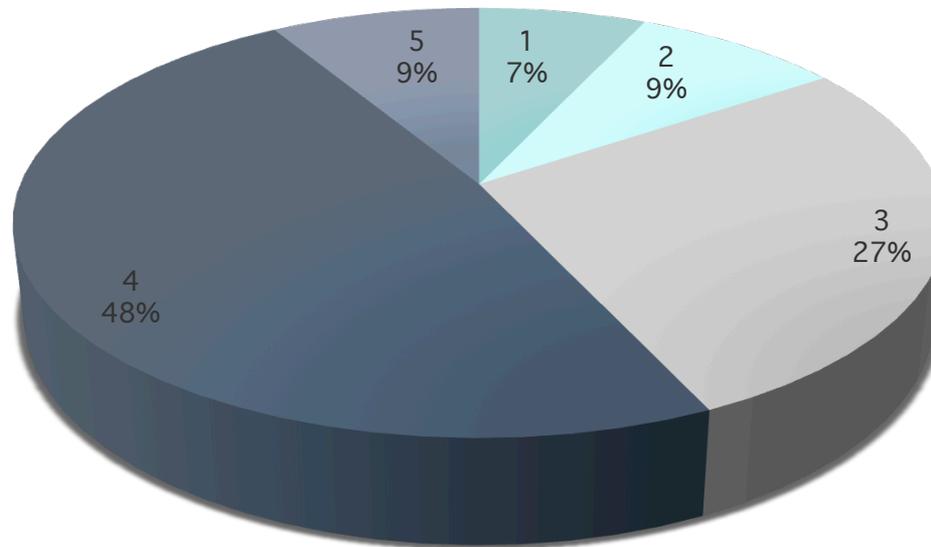
Responders rated their experience on a scale of 1-5, where '1' is poor and '5' is excellent.

## Workshop: CORE 2016 - Setting the Standards (n=58)



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

## Workshop: CORE 2016 - A Learning Experience (n=58)



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

# Improved New Zealand Standards

- During the year ending 30 June 2016, the International Liaison Committee on Resuscitation concluded its five-year review of evidence on resuscitation and published the resulting treatment recommendations.
- The New Zealand and Australian Resuscitation Councils collaborated on new resuscitation guidelines to incorporate new or revised treatment recommendations.

- On 13 January 2016, a total of 47 guidelines and 5 flowcharts were published. In many cases these superseded existing guidelines. The number of guidelines released was exceptional, and demonstrates our ability to respond with updated information when new evidence is available.
- Next steps are to integrate the 2016 guidelines into training material and course delivery.

# 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 developed a 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.
- We are now participating in the Northern Clinical Network's Community Cardiac Arrest Working Group, which advocates for access to automated external defibrillators for people in need.

# Member Organisations

As of 30 June 2016 the New Zealand Resuscitation Council has 20 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
Professional Emergency Care Association New Zealand	St John
Royal Australasian College of Physicians	Surf Life Saving 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.