**The value of Human Factors for paramedics | Te hua o ngā Āhua Tangata mā ngā manapou**

**Visual  
The video begins. The screen has a white background. In the middle of the screen are the words ‘Human Factors’ in large letters. Each letter of the word ‘Human’ is a different colour. The word ‘Factors’ is blue. Underneath that is a line, under which is written in smaller blue letters ‘The value of Human Factors for paramedics.’**

**The screen changes and a te reo translation of the opening screen appears. It reads ‘Te hua o ngā Āhua Tangata mā ngā manapou.’**

**A Wellington Free Ambulance is then seen driving along a coastline.**

**The scene changes again. We see a paramedic perched on the back of an open ambulance. He is wearing a green uniform and has red hair and a distinctive moustache.**

Audio   
[Cam] Ko Cameron Small ahau. I’m a registered paramedic with Wellington Free Ambulance and a degree lecturer on the Bachelor of Health Science paramedic programme at Te Pūkenga (Whitireia and WelTec).

**Visual  
Cam opens the side of the ambulance, showing a fellow team member where kit is stored.**

Audio  
[Cam] Human Factors training is important for a number of reasons.

**Visual  
Cam’s face can be seen reflected in the front mirror of an ambulance as he drives on a busy Wellington road.**

Audio  
[Cam] Paramedics work in a high-acuity often high-stress environment, and a knowledge of Human Factors concepts and strategies to help promote Human Factors is really important in making optimal decisions.

**Visual  
A close-up of Cam’s arm, showing a Wellington Free Ambulance patch is in view. He is driving an ambulance. The scene then changes back to Cam perched on the back of the ambulance, being interviewed.**

Audio  
[Cam] A recent time where Human Factors came into play was when a colleague and I were sent to a person who had collapsed on a golf course.

**Visual  
Cam climbs into an ambulance and departs from a red brick bay. The scene changes to the back of the ambulance. Cam can be seen from the rear.**

Audio  
[Cam] On the way, we discussed what would be the worst-case scenario, which was a cardiac arrest, and if so, who would be doing what role, where the gear would be placed and what other resources we would need.

**Visual  
A Wellington Free Ambulance pulls into a turning bay.**

Audio  
[Cam] When we arrived at the scene, it was in fact a cardiac arrest, but because we had discussed this going to the job, we were very clear about who would be doing what, who would be going where and we’d already arranged for back-up to support us.

**Visual  
We see Cam standing up inside the back of the ambulance, pointing at pieces of equipment.**

Audio  
[Cam] As paramedics, we make high-stakes decisions daily, often in a highly stressful environment and in an environment where we can often see Human Factors bending the map in terms of our perception and decision-making.

**Visual  
A staff member from Wellington Free Ambulance is in the ambulance bay with Cam. They are looking at the kit stored in a side panel on the ambulance.**

Audio  
[Cam] Biases are very real and very personal little mental pictures in people’s decision-making.

**Visual  
Back inside the ambulance, Cam is showing a team member some of the equipment on board.**

Audio  
[Cam] The human brain doesn’t always work the way we hope or think it does, and this is especially important in high-stress situations. For example, we know people get inattentional deafness and blindness, that their working memory gets overloaded, and all these things can affect their ability to make appropriate decisions.

**Visual  
Cam is looking down from outside the side of the ambulance. It looks as if he may be attending to a patient. The scene then changes, we see Cam’s hands on the steering wheel of the ambulance. He is driving again.**

Audio  
[Cam] Situational awareness is the ability to understand what has happened, what is happening now and what needs to happen in the future and to share that information with the entire team.

**Visual  
Cam and his teammate are outside the ambulance, looking at the kit inside a side panel of the ambulance.**

Audio  
[Cam] Teamwork is especially important for paramedics. We generally work in small teams, teams of two or four.

**Visual  
We see a receiver inside of the ambulance. The scene changes, and we are looking down on the ambulance driving around a coastline.**

Audio  
[Cam] Closed-loop communication ensures that the clear message gets transmitted to the receiver, that the receiver understands the message and that they perform the task and report it back.

It means that things don’t get missed or get left undone.

**Visual  
The ambulance is seen returning to the red brick bay at Wellington Free Ambulance. Cam talks briefly to his teammate. The closing shot is of an ambulance driving around Oriental Bay in Wellington.**

Audio  
[Cam] Human Factors training provides us with safe and effective knowledge to support safe and effective training.

**Visual  
The video closes and credits roll.**