Main Concepts

- EMS Training
- Liaisons
- Communication
- Hospital Roles
- Audit Filters
- Communication (again)
Pre-Hospital Care Providers

• Recognizing that all EMS departments / units / providers have basic expectations

• Acknowledging the differences

• What resources do they have available?
Pre-Hospital Liaisons

• Communication

• Hospital coordinator

• Base station?

• Regional EMS meetings
  – AEMS, NAEMS, SAEEMS, etc
EMS Interactions/Communication

• Great experience

• Allows for each party to get a glimpse of what the other does.

• Builds relationships with the crews.
The Hospital Role

• What measures are important to your program?

• How are you tracking them?

• What do you do with that information?
Create a Audit filter

• Easy to do

• Incorporate as part of either your chart review or registrar chart entry

• Compile that data into numbers
Communication

• Agency – Agency
• Agency – Crew
• Agency - Medic
Communication

- It’s about improvement, not assigning blame
- Constructive criticism
- Team building
Questions?