

Why is communication important in EMS?

Communication in EMS is essential. Patients must be able to access the system, the system must be able to dispatch units, EMTs must have a means of communicating with medical direction and receiving facility, and EMTs must be able to communicate vital information to other personnel.

How to evaluate EMS system performance?

All reliable sources of information should be utilized in the evaluation of system performance. EMS organizations should also consider the use of hard copy review, collection check-sheets, customer surveys, direct observation, and skills simulation. Information systems should be designed to answer EMS system performance questions.

How does an EMS system work?

In some EMS systems, simple standard communications are transmitted by pushing a button on a mobile data terminal (MDT) mounted in the ambulance. Carry portable radio whenever you leave unit. Report must be given to destination hospital so it can prepare for arrival.

What is EMS quality improvement?

EMS System Quality Improvement (EMS-QI) - An organized and formal effort to continually achieve superior outcomes through ongoing evaluation of performance indicators by system users and providers within an organized EMS Health Delivery System. Effectiveness - How well a system is meeting an expressed objective or established benchmark.

How should information systems be designed to answer EMS system performance questions?

Information systems should be designed to answer EMS system performance questions. It is strongly recommended that EMS organizations establish a practical consensus and clear understanding with all users regarding the purpose for collecting and processing the data. This step is vital to assure validity and reliability.

What feedback does a statewide EMS system need?

The statewide EMS system and its participants require objective feedback about performance that can be used internally to support quality improvement efforts and externally to demonstrate accountability to the public governing boards and other stakeholders.

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