CHAPTER 1

Introduction to Emergency Medical Care
Overview of the EMS System

Limmer et al., Emergency Care Update, 10th Edition
NHTSA Standards for EMS Systems

- Regulation and Policy
- Resource Management
- Human Resources and Training
- Transportation

- Facilities
- Communications
- Public Information and Education
- Medical Direction
- Trauma Systems
- Evaluation
Components of the Emergency Medical System

- Prehospital Care
- Emergency Departments

Continued…
Components of the Emergency Medical System

Specialty Facilities

- Trauma centers
- Burn centers
- Pediatric centers
- Poison control centers
- Other specialty centers
Accessing the EMS System

- 9-1-1
- Communities without 9-1-1
Emergency Department Hospital Personnel

- Physicians
- Nurses
- Other Health Professionals
Liaison with Other Public Safety Workers

- Local Law Enforcement
- State and Federal Law Enforcement
The chain of human resources that make up the EMS system:

1. Patient
3. 9-1-1 dispatcher
4. First Responders
5. EMTs
6. Emergency department staff
7. Allied health staff

Levels of EMS Training

- First Responder
- EMT–Basic
- EMT–Intermediate
- EMT–Paramedic
Roles and Responsibilities of the EMT–B
Roles and Responsibilities

- Personal safety
- Safety of crew, patient, and bystanders
- Patient assessment
- Patient care

- Lifting and moving patients safely
- Transport/transfer of care
- Record-keeping/data collection
- Patient advocacy
Professional Attributes and Traits
Professional Attributes and Traits

- Appearance
- Keeps knowledge and skills up to date
- Puts patient’s needs as a priority without endangering self

Continued…
Professional Attributes and Traits

Maintains current knowledge of local, state, and national issues affecting EMS
National Registry of Emergency Medical Technicians
Quality Improvement
Quality Improvement

Continuous self-review to identify aspects of the system that require improvement.
Quality Improvement

If a problem is identified, a plan is developed and implemented to prevent further occurrences of the same problem.
Role of the EMT–B

- Careful documentation
- Become involved in the QI process
- Obtain feedback from hospital staff

Continued…
Role of the EMT–B (cont.)

- Maintain equipment
- Continuing education
- Skill maintenance
Medical Direction
Medical Direction

- A physician responsible for the clinical and patient care aspects of an EMS system.

- Every ambulance/rescue squad must have physician medical direction.
Medical Direction

- Oversees training
- Develops protocols
- Develops standing orders
- Integral part of QI process
EMT–B Relationship with Medical Direction

- Designated agent of the physician.
- Care rendered is considered an extension of the medical director’s authority (varies by state law).
Types of Medical Direction

- **On-line**
  - Telephone
  - Radio

- **Off-line**
  - Protocols
  - Standing orders
1. What are the components of the EMS system?

2. What are some of the special designations that hospitals have?

3. What are the four national levels of EMS training and certification?
4. What are the roles and responsibilities of the EMT–B?

5. Name the desirable personal and physical attributes of an EMT–B.

6. Define “quality improvement.”

7. What is the difference between on-line and off-line medical direction?
Street Scenes

- What would have been a more appropriate action for Chuck when the shift started?
- What behavior characteristics of Chuck’s would be considered unprofessional?
* What did Susan Miller do that was appropriate and professional?

* What would you expect from someone providing initial field training?

What did Susan Miller do that was appropriate and professional?