

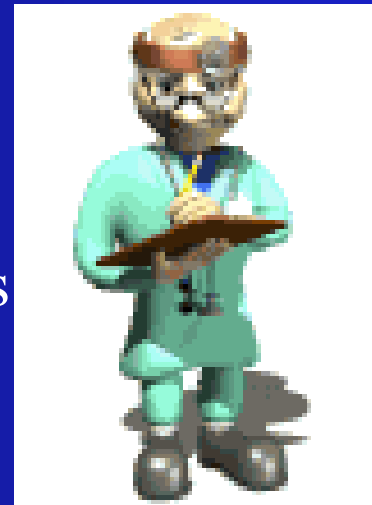
Should I Stay or Should I Go???

The Down Low on Ambulance

“No Loads”

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EAGLES XI
The Fairmont Hotel
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A background image of the Golden Gate Bridge in San Francisco, showing its iconic red-orange towers and suspension cables against a hazy, golden-brown sky. The bridge's structure is partially obscured by the text overlay.

Objectives

- ✓ To understand what data exists regarding non-transport decision-making.
- ✓ To define the risks that exists to providers, EMS services, administrators and medical directors.
- ✓ To offer a thoughtful approach transport decision-making and transport policy development .

Dallas Fire-Rescue



What is the impact upon Emergency Medical Services?

- EMS is overburdened by the evaluation, treatment and transport patients who have “minor” medical conditions and who feel they have nowhere else to turn.
- Given the current economic conditions, things are likely to get worse.



**“Our New Medical Director Wants Us to
Take EVERYONE to the Hospital!!!”**

NOT TRUE!!!

Medical Directors want the
right patients taken to the
right hospitals in the right
amount of time.

Nothing more, nothing
less...



What is Currently Known About Non-transport Decision-Making?

NOT MUCH!!!

Prehospital Emergency Care

2002 Oct-Dec 6(4) 383-6

Can Paramedics Safely Decide Which Patients Need
Ambulance Transport?

The University of New Mexico

236 patients

Paramedics would have recommend alternative
transport or alternative destinations for 25% of
sick patients.



Other Studies:

Narcan for Opiate OD

Glucose for
Hypoglycemia and
AMS

Beta Agonist for
asthma/COPD



Does Your System Have a WRITTEN Standardized Definition of a Patient?

If NOT, you probably do not have a truly accurate picture of what is going on in your system....

Do you know your EMS CLINICAL “claim” (lawsuit) rate?



We All Believe We Know What a “Patient” Is....



This is a Patient

“Any Person that calls 911
requesting emergency
medical evaluation or
care,

OR

Any person for whom 911
is activated with the
reasonable expectation
that he/she is in need of
emergency medical
assistance.”



Is THIS a “Patient”

Shouldn't the
police
transport him
because he is
potentially
dangerous?



Is THIS a Patient???

How do you balance a individual's right of self-determination while serving as penultimate patient advocates, and how good are we at determining medical decision-making capacity in the uncontrolled out-of-hospital setting?

Remember the safety net!!!



Limit Your EMS “Dispositions”

- Cancelled en route (by whom)
- UTL/GOA
- “NASIP”: Not a Sick or Injured Person
- Transported to the hospital
- Patient Declines Transport (PDT)
- Against Medical Advice (AMA)
- Resus attempted, pronounced dead
- Pronounced dead.



The Challenge: Maintaining EMS Operational Capabilities, Providing SERVICE and Managing Risk

To do this:

- ① Develop policy based upon available data.
- ② Train your providers on how to utilize the policy.
- ③ Give your providers simple tools to document their interactions that will protect them in the event of an adverse outcome.
- ④ Evaluate the program and “tweak” where necessary.



Big City EMS

- 30 “EAGLES” surveyed YESTERDAY!!!
- 22/30 had a written standardized definition of a patient.
- Only one large US City allowed paramedics to refuse to transport patients without on-line medical consultation.



Destination Decision-making

The ‘trade-off’ for having our medics offer transport to EVERY patient, is that “minor” patients shall be offered transport to the CLOSEST OPEN HOSPITAL EMERGENCY DEPARTMENT ONLY!!!



Whatever Your Transport Policy, Ensure Buy-In From City Hall

No one is going to solve our challenges for us.

We must advocate for new policies that support BOTH our patients and our providers.



What is the “Right” Non-Transport Rate???

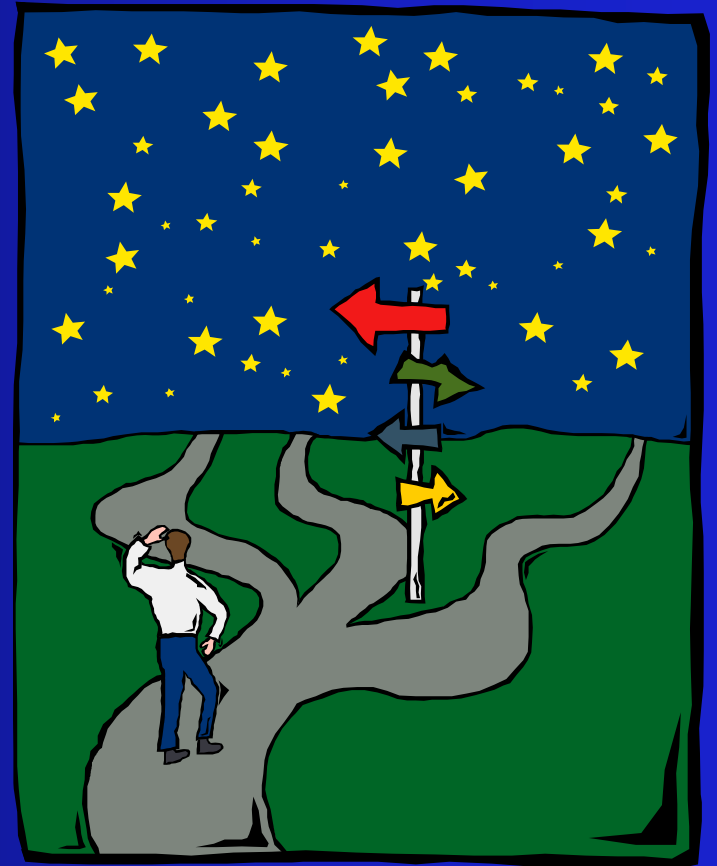


YOU DON'T
REALLY THINK
I'M GOING To
Try to answer this,
DO YOU???

Where Do We Go From Here?

We believe that we must offer transport to every patient as a service to the community and to protect our providers.

But by doing this we can collect data that will allow us to develop alternative transport methods and alternative destinations in the future....



My New Position!



Any change in evaluation and transport policy must be made as:

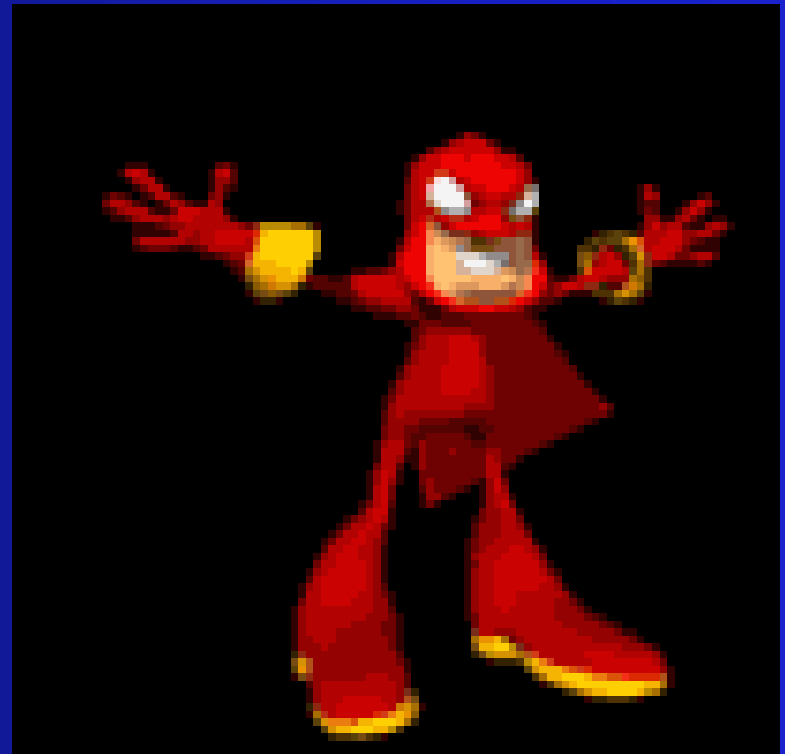
- ① An improvement in service.
- ② A necessity in maintaining the operational capabilities of the EMS system.
- ③ Protecting your providers certifications and licenses.


Become involved in EMS!!!

The EAGLES Faculty REMAIN
PASSIONATE IN Their BELIEF
OF THE GREAT POTENTIAL
BENEFIT
OF EMS TO THE COMMUNITY.

Paramedics, FF/PM's, EMT's,
EMS Officers, Chiefs and EMS
Administrators are the unsung
heroes of modern society.

The EAGLES here to say "well
done" and "thank you" for your
service to the community and
to humankind.





**“Not everyone can be a
hero but everyone can be
great, because greatness is
determined by service.”**

-Martin Luther King, Jr.

**Thank You for Your
Attention !!!**



FDNY