Chapter 1
Introduction to Emergency Medical Care
U.S. DOT Objectives are covered and/or supported by the PowerPoint™ Slide Program and Notes for Emergency Care, 11th Ed. Please see the Chapter 1 correlation below.

*KNOWLEDGE AND ATTITUDE*

- **1-1.1** Define Emergency Medical Services (EMS) systems. Slides 6-11, 13-14, 16, 24
- **1-1.2** Differentiate the roles and responsibilities of the EMT from other prehospital care providers. Slides 17-20
- **1-1.3** Describe the roles and responsibilities related to personal safety. Slide 18
- **1-1.4** Discuss the roles and responsibilities of the EMT toward the safety of the crew, the patient, and bystanders. Slide 18
- **1-1.5** Define quality improvement, and discuss the EMT’s role in the process. Slides 25-27
- **1-1.6** Define medical direction, and discuss the EMT’s role in the process. Slides 28-32
- **1-1.7** State the specific statutes and regulations in your state regarding the EMS system.

(cont.)
*KNOWLEDGE AND ATTITUDE

- **1-1.8** Assess areas of personal attitude and conduct of the EMT. Slides 21-23
- **1-1.9** Characterize the various methods used to access the EMS system in your community. Slides 12, 15

(cont.)
Overview of the EMS System
Overview of the EMS System

1790s

✶ The French began to transport wounded soldiers from the battlefield.

1900s

✶ Non-military ambulance services began in some major cities.

1966

✶ The National Highway Safety Act charged the U.S. Department of Transportation (DOT) with developing EMS Standards.
Overview of the EMS System

1970s

- The National Registry of Emergency Medical Technicians (NREMT) was founded to establish professional standards.

1973

- Congress passed the National Emergency Medical Service System Act.
National Highway Traffic Safety Administration (NHTSA)

NHTSA initiates an EMS Technical Assessment Program based on 10 key components of EMS with a set of standards for EMS systems.
National Highway Traffic Safety Administration (NHTSA)

EMS Systems: 10 Key Components

- Regulation and policy
- Resource management
- Human resources and training
- Transportation
- Facilities
- Communications
- Public information and education
- Medical direction
- Trauma systems
- Evaluation
Components of the EMS System

* Prehospital Care
  - First Responders/EMTs/
    EMT-Intermediates/EMT-Paramedics

* Emergency Departments
  - Patient Care Technicians/Nurses/Physicians
Components of the EMS System

Specialty facilities:

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

- 911
  - Toll-free number

- Enhanced 911 system
  - Automatically identifies the caller’s phone number and location

- Communities without 911
  - Standard seven-digit number to reach EMS
Emergency Department Hospital Personnel

- Physicians
- Nurses
- Other healthcare professionals
Liaison with Other Public Safety Workers

- Local law enforcement
- State and federal law enforcement
The Chain of EMS Human Resources

1. Patient
2. A citizen calls 911.
3. 911 dispatcher
4. First Responders
5. EMTs
6. Emergency department staff
7. Allied health staff
Levels of EMS Training

- First Responder
- Emergency Medical Technician (EMT)
- EMT–Intermediate
- EMT–Paramedic
Roles and Responsibilities of the EMT
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
Role of the EMT

- Careful documentation
- Becoming involved in the QI process
- Obtaining feedback from hospital staff
Role of the EMT

- Maintaining equipment
- Continuing education
- Maintaining skills
Traits of a Good EMT
Professional Attributes and Traits

- Maintains a presentable appearance
- Keeps knowledge and skills up-to-date
- Makes patients’ needs a priority without endangering self or others
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 (QI)

Continuous self-review to identify aspects of the system that require improvement to ensure that the public receives the highest quality prehospital care (cont.)
If a problem is identified, a plan is developed and implemented to prevent further occurrences of the same problem.
Medical Direction
Medical Direction

- The Medical Director is a physician who assumes the ultimate responsibility for medical direction, or oversight of the patient care aspects of the EMS system.

- Every Emergency Medical Service must have a Medical Director.
Medical Direction

- Oversees training
- Develops protocols
- Develops standing orders
- Plays an integral part of the QI process
EMT Relationship with Medical Director

- EMT is operating as a 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
Review Questions

1. What are the components of the Emergency Medical Services system?

2. What are some of the special designations that hospitals may have? List them, and name the special centers you have in your region.

(cont.)
Review Questions

3. What are the four national levels of EMS training and certification?

4. What are the roles and responsibilities of the EMT?

5. What are the desirable personal and physical attributes of the EMT?

(cont.)
Review Questions

6. What is the definition of the term *quality improvement*?

7. What is the difference between on-line and off-line medical direction?
What would have been a more appropriate action for Chuck when the shift started?

What behavior characteristics of Chuck’s would be considered unprofessional?
Street Scenes

What would you expect from someone providing initial field training?

What did Susan Miller do that was appropriate and professional?
Street Scenes

- How was Susan’s behavior beneficial to you as a new EMT?
- What personal traits are the professional standards for EMTs?