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- Strategy Deployment Metrics
- Succession Planning
- Succession Planning 2
- Supply Chain Management
- Sustainable Development
- Target Marketing
- Total Quality Management
- Training for the Arts and Culture Sector
- Work and Life Balance
- Workplace Conflict Resolution
- Workplace Wellness
The Definition

There are usually three levels of emergency medical technician (EMT) certification for the emergency medical services (EMS): entry, intermediate, and advanced. Paramedics (sometimes referred to as ambulance officers) possess the advanced (or highest) level, which can only be achieved after some 1200-1800 hours of training. Paramedic training needs to be extremely rigorous; these are, after all, the people who attend to the injured or ill at the scene of a medical emergency. In a rescue mission, it is often a paramedic who takes the lead, and who has the most responsibility for decision-making. For this reason, paramedic training generally comprises two major components. The first focuses on advanced life support as well as many of the functions of a basic EMT; these include performing cardiopulmonary resuscitation (CPR), treating wounds, delivering babies, and undertaking patient assessments prior to arrival at the hospital. The second is crisis management, including strong leadership, keeping calm and composed, and being able to perform life-saving functions in stressful situations.

The Stage

As part of the EMS, paramedics can be called in to handle either medical emergencies or trauma situations. Medical emergencies may involve heart attacks, allergic reactions, delivering babies, shock, and/or illnesses that can require medication to be administered until, in most cases, the patient can be brought to hospital. Trauma situations usually involve an accident or physical injury, and can include car crashes, falls, sports traumas, fights, fires or even shootings. In addition to working in highly stressful situations that are potentially dangerous, paramedics now face increasingly complex scenarios in which the coordination of several agencies may often be required to treat multiple patients over an extended period of time.

As a result of this, it has become more difficult to become a paramedic. The requirements are more stringent and include qualities such as leadership, stress tolerance, and mental and physical endurance; indeed, these have become as important as medical proficiency. Consequently, paramedic agencies are finding it more and more difficult to recruit and retain paramedics. This profession is simply not for everyone, and the emotional and physical demands of a calling like this mean a lengthy career is often impossible.

For those up to the challenge, a paramedic career can be extremely rewarding, not least because you have the opportunity to save another person's life. There are also many opportunities to work in places other than an ambulance. For example, many paramedics work for fire departments, and there are also positions available at oil rigs, national parks, cruise ships, ski resorts or with air ambulances.

In This Report…

1. What is a paramedic, and what does paramedic training entail?
2. Which organisations have received recognition for the excellence of their paramedics or their paramedic training?
3. How have organisations reached high levels of success in paramedic training?
4. What research has been undertaken into paramedics and paramedic training?
5. What tools and methods are used to achieve high levels of success in paramedic training?
6. How can the effectiveness of paramedics and paramedic training be measured?
7. What do business leaders say about paramedics and paramedic training?

Author: Dr Alan Samuel, BPIR.com Limited
Editor: Dr Robin Mann, Centre for Organisational Excellence Research
Editor: Michael Adams, Thingwall Communications (Canada).
1. What is a paramedic, and what does paramedic training entail?

1.1 “I’m a Paramedic!”
Source: Northwell Health, United States (date of information: 2015)
Link (video): I’m a Paramedic
Application/Key learning points: What better way to learn about what a paramedic does than to watch one in action? In this seven-minute video, a seasoned paramedic tells his story. He explains how he has attended every possible type of emergency, including traumatic falls, fires, and people that are trapped. Then he relates how he helps those in need. He says that one of the most important attributes for a paramedic is the ability to deal calmly with patients and victims.

1.2 What Do Paramedics Do?
Source: EMS1, United States (date of information: 2015)
Link (video): What Do Paramedics Do?
Application/Key learning points: Paramedics respond to scenes of medical emergencies, which can be triggered by illness or traumas. A paramedic’s shift can last from eight hours to two days, depending on the nature of the scene and levels of emergency. This three-minute video lets you hear what some air ambulance paramedics have to say about their job.

1.3 A Day in the Life of a Student Paramedic
Source: Oxford Brookes Health & Life Sciences, United Kingdom (date of information: 2017)
Link (video): A Day in the Life of a Student Paramedic
Application/Key learning points: This is a great four-minute video about a day in the life of a student paramedic from Oxford Brookes University in the United Kingdom. The training scene is centred on a ‘high-octane day’ at Moreton Fire College, where the students learned about, and were able to simulate inter-agency collaboration and incident management with Buckinghamshire Fire and Rescue.

1.4 Paramedics Recruitment
Source: Paramedic TV, Australia (date of information: 2015)
Link (video): Recruits: Paramedics
Application/Key learning points: Recruits: Paramedics is an observational documentary series that follows a group of trainee students and paramedics as they train to become part of one the most trusted professions in the world. With unprecedented access to the Ambulance Service of New South Wales, Australia, this 22-minute episode gives audiences a unique insight into the extensive training each paramedic undertakes to acquire the clinical skills needed for a long career on the road.

“Training programmes shouldn’t be designed to deliver competence; they must be dedicated to producing excellence. Serious organisations don’t aspire to be comfortably above average.”
—Brandon Webb, author
2. Which organisations have received recognition for the excellence of their paramedics or their paramedic training?

2.1 Examples of Paramedic-Related Awards

Source & Links:
- Wurreker Awards, Australia
- Council of Ambulance Authorities Awards for Excellence, Australia & New Zealand
- Paramedic Chiefs of Canada Awards of Excellence, Canada
- ITIJ Industry Awards (Air Ambulance Provider of the Year), Germany
- Association of Air Ambulance Awards, United Kingdom
- American Ambulance Association Awards, United States
- Council of Ambulance Authorities Awards for Excellence, Australia & New Zealand
- EMS Awards, California, United States
- EMS Awards and Recognition, Hawaii, United States
- NAEMT National EMS Awards, United States
- American Ambulance Association Awards, United States
- Sunstar Paramedics Awards, Florida, United States
- Superior EMS Awards, Pennsylvania, United States

Application/Key learning points: These are examples of paramedic-related awards from around the world. You will be able to find information about some of the best individuals and organisations in this space, and discover what makes them exceptional. As the United States has very high levels and different types of paramedics in various states, you will find a larger selection of awards. Award winners are usually excellent organisations to contact and from which to learn.

2.2 The Paramedic Association of Canada (PAC) Awards of Excellence Programme

Source: Paramedic Association of Canada (PAC), Canada (date of information: 2017)
Download (PDF): PAC Recognition Programme 2017

Application/Key learning points: The PAC programme aims to recognise exceptional Canadian paramedics and paramedic supporters at the national level. The awards programme has recently been launched and it articulates the latest thinking in paramedic excellence. Awards are given in four areas: Paramedic of the Year; Award of Excellence for Education and Training; Award of Excellence for Innovation and Research; and, Award of Excellence for Leadership and Community Building.

2.3 National Collegiate EMS Foundation (NCEMSF): Organisations of the Year

Source: National Collegiate EMS Foundation, United States (date of information: 2018)
Link: Annual Awards Descriptions and Hall of Fame

Application/Key learning points: NCEMSF exists to support, promote, and advocate for EMS on college and university campuses. It is committed to the cause of developing home-grown services manned by the students themselves. Every year, this unique award is given to one organisation or university for its exceptional EMS or paramedic service within its campus. If you are interested in benchmarking university campuses with similar services or are looking to start one in your country, here is a list of award winners for the past five years:

- 2014 - College of Charleston EMS
- 2015 - Five Quad Volunteer Ambulance Squad (SUNY Albany)
- 2016 - University of Richmond Ambulance
- 2017 - University of Dayton
- 2018 - Fordham University.
2.4 Best of EMS and EMT Sites Award

Source: Pacific Medical Training, United States (date of information: 2014)

Links:
- EMS1.com
- Wilderness Medical Associates International
- Rescuing Providence
- Firehouse Zen
- The Happy Medic

Application/Key learning points: These are five leading resources relating to emergency medical services – and each one brings a different flavour to the world of EMS. They are useful resources for countries or cities where information and knowledge of this type might be scarce. They will enable EMS entities with fewer resources to research benchmarking opportunities, and to learn about new techniques for the training or equipping of their own home-grown paramedic faculty.

3. How have organisations reached high levels of success in paramedic training?

3.1 Paramedic Association of Canada (PAC) Award Recipients

Source: Paramedic Association of Canada (PAC), Canada (date of information: 2017)

Link: PAC Award Winners

Application/Key learning points:
- **PAC Award of Excellence for Education and Training: British Columbia**
  The Award of Excellence for Education and Training recognises those who have made an outstanding contribution to training and education in the field of paramedicine in Canada. In 2017, this award went to a successful programme redesign that aligned British Columbia’s provincial Primary Care Paramedic programme with Canadian national standards. In addition to working with the federal Department of National Defence’s Search and Rescue Technician medical training programme, the project lead worked with clients in Hong Kong and Singapore to strengthen the Canadian Paramedics’ profile nationally and internationally, while building key relationships for education and expanded scopes of practice for future practitioners.

- **PAC Award of Excellence for Innovation and Research: Prince Edward Island (PEI)**
  The Award of Excellence for Innovation and Research recognises those who have made an outstanding contribution in the field of research and innovation, or have solved a problem or successfully leveraged an opportunity to enhance the field of paramedicine, EMS systems, paramedic safety, or to expand the use of paramedics into non-traditional roles. In 2017, this award went to an emergency physician at Queen Elizabeth Hospital in PEI for establishing the PEI Emergency Medicine Research Group. The Group members include physicians, nurses and paramedics, disaster medicine, and medical education, all with interests in prehospital care.

“Our role is to develop techniques that allow us to provide emergency life-saving procedures to injured patients in an extreme, remote environment without the presence of a physician.”

—Chris Hadfield, Canadian astronaut
3.2 Association for Air Ambulance Awards Winners
Source: Association for Air Ambulance Awards, United Kingdom (date of information: 2018)
Link: New Midlands Air Ambulance Helicopter
Application/Key learning points: To support future lifesaving air ambulance operations, Midlands Air Ambulance Charity in the United Kingdom has invested in a new, state-of-the-art H145 helicopter. The helicopter, which has the ability to travel great distances without refuelling, entered the fleet in January 2018 and will serve the British Midlands. A bigger team of aircrew and improved medical equipment will enable complex emergencies to be quickly carried out on board. The charity has also been very successful in resourcing its efforts, and it is worthwhile to learn how it approaches sponsorships, donations, and the government.

3.3 Wurreker Award: Ambulance Victoria Recognised as Employer of the Year
Source: Wurreker Awards, Australia (date of information: 2017)
Link (PDF): 21 Clinical Practice Guidelines
Application/Key learning points: Ambulance Victoria has been recognised around the world for working with and recruiting Australia’s Aboriginal communities, and successfully training them to attain paramedic degrees. The organisation won the prestigious Wurreker Employer of the Year Award for 2017, and has made remarkable progress over the last six years. In addition, check out Ambulance Victoria’s clinical practice guidelines: it is one of the most comprehensive guides out there.

3.4 NAEMT National EMS Awards of Excellence Recipient
Source: NAEMT EMS Awards, United States (date of information: 2017)
Link: Greenlawn Fire Department: EMS in Greenlawn, New York
Application/Key learning points: Learn from a well-integrated model of fire, rescue, and paramedic services. The Greenlawn Fire District is located in Long Island, New York. The district is home to roughly 15,000 residents, as well as a wide variety of properties ranging from health and elder care facilities to industrial and manufacturing businesses, an animal shelter and six public schools. The Fire Department answers some 2,300 emergency calls per year. It has acquired a Lifenet system to decrease door-to-balloon times in cardiac emergencies. A “check and inject” programme of epinephrine for anaphylactic shock has also been implemented, along with a power stretcher. Internally, staff are constantly being trained in practical patient handling and lifting, as well as in physical fitness. The department has set up an impressive programme to train the community in basic “heartsavers” certification, and to continuously educate schools on the availability emergency medical services.

3.5 Mohawk Ambulance Service Training Staff Are “Educators of Excellence”
Source: Mohawk Ambulance Service, New York, United States (date of information: 2017)
Link: Mohawk Ambulance Service Training Staff Receives “Educators of Excellence” Award
Application/Key learning points: In New York, one of the busiest cities of the world, the Mohawk Ambulance Service, a privately owned service, has received an outstanding award for its education efforts from the Regional Emergency Medical Services Council. In addition to its current offerings of training opportunities for caregivers and medical practitioners, certification courses and lectures, the Service has a unique way of recruiting talent. It does this by providing a five-month EMT course, absolutely free of charge, to anyone who meets the job requirements.

“I don’t need to save everyone’s life… just so long as I can save someone’s.”
—Paramedic of 36 years, inspirational paramedic quote
3.6 ITIJ Awards: Air Ambulance Provider of the Year won by Luxembourg

Source: ITIJ Awards, Germany (date of information: 2016)
Link: European Air Ambulance in Review

Application/Key learning points: The European Air Ambulance (EAA) Division of Luxembourg Air Rescue received an international award for best air ambulance services in 2016 at the International Travel & Health Journal’s (ITIJ) conference. Beating out Canada and the United States, EAA was crowned best air ambulance in the world. There are three distinct capabilities in the carrier. First, it boasts an infectious disease module usually only seen in military operations. Second, it has developed a new stretcher system to carry heavier passengers more comfortably. Third, it has the most advanced neo-natal-paediatric unit for children, and a children’s book to help them understand and relax during their journey. EAA has a one-million Euro training budget and a state-of-the-art facility.

3.7 Why King County’s EMS is the Best in the World

Source: Public Health Insider, United States (date of information: 2015)
Link: Why King County’s EMS is the Best in the World

Application/Key learning points: King County, Washington State, boasts the gold standard when it comes to cardiac arrest survival rates. It has a world-renowned system, which has been tweaked over decades by a top doctor. Its system involves the public, tele-communicators, basic EMTs, and the paramedics themselves, who arrive at the scene. Other components of the system include medication, equipment, and the unrivalled reach of its public education. This is a definite benchmark for paramedic agencies, as cardiac arrests calls are universal.

3.8 Dubai We Learn Initiative: Dubai Corporation for Ambulance Services (DCAS) Case Study

Source: BPIR.com, New Zealand (date of information: 2016)
Download (PDF): Dubai Corporation for Ambulance Services (DCAS)

Application/Key learning points: The DCAS project to develop a new generation of Emirati paramedic leaders was selected for inclusion in the “Dubai We Learn” initiative. The team members were trained on the TRADE methodology in October 2015 and were awarded TRADE Benchmarking Proficiency Certificate with Commendation (5 to 6 Stars) by the Centre for Organizational Excellence Research in October 2016. Within one year of Dubai We Learn, the DCAS team successfully applied learned benchmarking tools to launch its first training course for advanced paramedics in the region. This was a major achievement. Apart from the improved clinical competencies of the DCAS staff and accessibility to a new and better career path, the project has led to a fundamental change in the organisational learning culture. DCAS will save significant amounts of money by using in-house trainers for the advanced paramedic program while reducing clinical costs per patient. For example, successful advanced paramedic care to a heart attack patient can save 58000 AED and it is expected that survival rates for cardiac arrest patients will increase from four to 20 per cent because of the skills of advanced paramedics. Furthermore, the higher level of care provided enables DCAS to claim an extra 45 million AED per annum from health insurance companies.

3.9 Joint Winner of the 4th International Best Practice Competition: Dubai Corporation for Ambulance Services (DCAS)

Source: BPIR.com, New Zealand (date of information: 2015)
Download (PDF): Award Application
Link (3 videos): Presentations and Q&A

Application/Key learning points: The DCAS project was called “Cultural Sensitivity Gives Birth to Maternity Care” and focused on pre-hospital care for pregnant women and neonatal care. This is one of the initiatives to improve operational services for pregnant women in Dubai. It brings more than 98 per cent patient satisfaction and has only female staff treat pregnant women. This unique service received the award from the Road Traffic Authority for community services and is regarded as a world-class service in maternity care.
4. What research has been undertaken into paramedics and paramedic training?

4.1 Promising Practices in Emergency Medical Response at Fire Rescue Services

Source: City of Winnipeg, Canada (date of information: 2015)

Download (PDF): Promising Practices in Emergency Medical Response at Fire Rescue Services: Lessons from Winnipeg

Application/Key learning points: Read about this great collaboration between fire and ambulance services: the fire service has a faster response time and the ambulance service is better equipped to handle patient crisis. As a result, emergency response time was cut in half, and is expected to save approximately 10,000 ambulance calls in a year. The Winnipeg Fire Department has a combined Fire EMS dispatch centre, a common radio channel for Fire and EMS, and the ability to move information from a fire vehicle to an ambulance electronically by the system. It aims to save the city $8.5 million.

4.2 History of Paramedicine in Singapore

Source: Singapore Armed Force Medical Corps (date of information: 2015)

Link (video): Paramedicine in Singapore

Application/Key learning points: This excellent seven-minute video tells the history of paramedic training in Singapore since 1996. It is interesting to note the involvement of the Justice Institute of British Columbia, which has been significantly involved in the evolution of paramedicine in Singapore – and remains so to this day.

4.3 Paramedics Career Framework

Source: College of Paramedics, United Kingdom (date of information: 2016)

Download (PDF): Paramedics Career Framework

Application/Key learning points: This is a very readable framework (53 pages) that you can navigate at the touch of a button. It documents the latest challenges that paramedics face due to an ever-changing landscape, and how training and education are key to recruitment and developing paramedic excellence. The case studies are particularly useful to understand the various roles paramedic faculty members play; from junior members to the most senior.

4.4 What Will the Ambulance Service Look Like in 2030?

Source: University of Hertfordshire Research, United Kingdom & Europe (date of information: 2013)

Download (PDF): Ambulance Service 2030: The Future of Paramedics

Application/Key learning points: Although the paper is five years old, it is very comprehensive (603 pages) and covers every conceivable area related to paramedics. It also does a great job of scanning the horizon within Europe and the United Kingdom. It illustrates the changing nature of health emergencies due to complicated or disguised conditions, which might not seem life-threatening to the untrained eye – but actually are. Paramedics not only require skills to handle a vast range of health emergencies, they need to have the ability to coordinate their efforts with multiple agencies in very complex scenarios. Technological advances mean the paramedic needs to be almost as well equipped as the hospital emergency room. However, this has to be balanced with agility, speed, and decision-making in a potentially life-threatening situation. Finally, p. 603 provides a useful career succession ladder for an EMT/paramedic, and details their expected portfolio and future challenges over the next 10 years.
4.5  Organisation and Practices of Ambulance Services in 14 European Countries
Source: Netherlands Institute for Health Care Research, Netherlands (date of information: 2015)
Download (PDF): Ambulance Services in 14 European Countries
Application/Key learning points: Participants in this research came from 14 European countries: Belgium, Croatia, Czech Republic, Estonia, Germany, Hungary, Ireland, Latvia, Lithuania, the Netherlands, Norway, Spain, Turkey, and the United Kingdom. The one-hour long qualitative-type questionnaire comprised more than 60 questions centred on practices and the organisation of paramedic/ambulance care. The findings showed that most countries had a government-regulated programme. However, the quality of patient care varied quite substantially from country to country. Budgets were generally increasing to cater to the growing number of emergency calls with new positions being opened up. As a result of the findings, the researchers propose a forum for greater collaboration and dialogue at the international level; this will enable best practices to be shared and ambulance care to be further improved in the coming years.

4.6  Research into Decisions by Paramedics
Source: National Institute for Health Research, United States (date of information: 2014)
Download (PDF): Research into Decisions by Paramedics
Link: A Qualitative Study of Decision-Making and Safety in Ambulance Service Transitions
Application/Key learning points: Paramedics from three ambulance services were asked about how and why they went about making decisions on the ground, as these decisions were critical for patient care. Researchers also made extensive observations of digital diaries from paramedics in action. This data served to explore new and innovative ways to enhance training, introduce interventions, and identify areas for future research. The two-page PDF provides a summary of the findings, while the full report may be accessed for free online via the above link or purchased should you want a hard copy of your own.

5. What tools and methods are used to achieve high levels of success in paramedic training?

5.1  CAE Virtual Paramedic: Finalist in SIMTech Serious Games
Source: CAE, Canada (date of information: 2014)
Download (PDF): CAE helps Ambulance Victoria Paramedics Train in a Virtual World
Link (video): Ambulance Victoria Project - Virtual Simulation Training for Paramedics
Application/Key learning points: Through simulation, Ambulance Victoria paramedics were able to test themselves in incidents involving mass casualties. The simulation provided realistic training for paramedics in the role of a triage officer, and making decisions in a crisis situation using real data from actual incidents and patients. In conjunction with the training, a learning management system was developed to record results and give feedback to trainees on their performance.

5.2  Ambulance Service Recruitment and Performance Improvement Plan
Source: East of England Ambulance Service, United Kingdom (date of information: 2014)
Application/Key learning points: If you are looking for a strategy for recruitment and something to help improve the skills of your paramedic workforce, this document is perfect for you. The document contains six key priorities including the largest paramedic recruitment drive in the United Kingdom (aiming to recruit 400 student paramedics), as well as action plans to improve the skills of existing paramedics. It was part of six priorities set out in an improvement action plan to turn the NHS Trust into a high-performing organisation.
5.3 East of England Ambulance Service People and Culture Strategy
Source: East of England Ambulance Service, United Kingdom (date of information: 2016)
Download (PDF): People and Culture Strategy, 2016-2018

Application/Key learning points: A career as a paramedic can be highly rewarding, but it is incredibly challenging and stressful. Not everyone is cut out for it – but it is vital for cities to have such capable and committed emergency personnel. The East of England Ambulance Service’s People and Culture Strategy 2016-2018 encompasses four main themes: Leadership and Management; Staff Engagement and Involvement; Workforce Planning and Capacity; and, Training and Professional Development. It details the plans for recruitment and a career pathway for paramedics. Included in the document are some tactics for the management of stress in order to improve retention.

5.4 Ambulance Victoria Recruitment Process
Source: Ambulance Victoria, Australia (date of information: 2015)
Download (PDF): Ambulance Victoria Recruitment Process

Application/Key learning points: Ambulance Victoria shares its highly transparent process for the graduate recruitment of paramedics. The document shows the various criteria and assessment which would take place to select the right candidate. If you are looking a complete guide on what to look for in a paramedic, this is the right document for you.

5.5 The EMS World Expo
Source: EMS World
Link: EMS World Expo Conference

Application/Key learning points: Check out the website of the world’s largest gathering of paramedic and EMS practitioners. Renowned speakers and experts will challenge your thinking about how EMS will evolve over the next decade or two. The exhibition will let you discover gadgets, tools, and applications with the potential to provide greater synergy among collaborators. Additionally, consider developing a stronger network by attending one of these conferences in the future.

5.6 Paramedic Certification: National Standards in Singapore
Source: EMS Asia, Singapore (date of information: 2016)
Download (PDF): Paramedic Certification - National Standards in Singapore

Application/Key learning points: This excellent document is full of colourful pictograms, diagrams, charts, and tables – all of which make it very readable and easy to understand. It shows the three levels of paramedic training, certification, and continuing development as a professional. There are also pointers on development as a paramedic agency.

5.7 Pioneering Paramedic Training Using 3Play Video
Source: Newtek, Australia (date of information: 2017)
Link: Pioneering Paramedic Training Using 3Play Video

Application/Key learning points: There is no readily available programme to enable paramedic students to practise on real patients with life-threatening illnesses or those traumatically injured following an accident. This obviously presents a challenge, since scenarios like this are exactly what paramedics face in real life on a daily basis. The 3Play video is a pioneering method to immerse the student in a real-life scenario where the room is “covered” with video and audio simulation of the scene to be practised. There are strategically-placed cameras to monitor how and what each student does in the simulation, which enables a comprehensive review by both teachers and students. A system like this enables unusual or infrequent procedures to be simulated, and gets students up to standards they could not have attained before. Find out if this programme suits your needs.
6. How can the effectiveness of paramedics and paramedic training be measured?

6.1 Paramedics Competency Standards
Source: Paramedics Australasia, Australia (date of information: 2017)
Download (PDF): Paramedics Australasia Competency Standard
Application/Key learning points: As the leading professional body for Australasia, Paramedics Australasia has produced these standards as key paramedic attributes for all entities to be measured against in terms of competency standards. This 11-page document is a result of a comprehensive review of standards in Canada, United Kingdom, and other jurisdictions with similar practices. The framework is useful for support accreditation and for regulatory purposes.

6.2 EMS Comparison between Finland and England
Source: Theseus Home, Finland (date of information: 2014)
Download (PDF): Comparing EMS and Paramedic Education between Finland and England
Application/Key learning points: Both Finland and England have well-developed EMS and paramedic programmes compared to world standards. The findings in EMS show the greatest difference in the service provision and emergency handling models. In the paramedic programmes (advanced EMS), the approaches used in the two countries were completely different. For example, in the Finnish model, paramedic education and training were integrated into nursing studies, which led to a full nursing degree. In the British model, however, paramedic education and training kept to paramedic studies, leading to registration as a paramedic. The study enabled and facilitated better student exchange between the two countries.

6.3 Emergency Medical Services Key Performance in Asian Cities
Source: US National Library of Medicine, National Institute of Health, United States (date of information: 2015)
Download (PDF): Emergency Medical Services Key Performance in Asian Cities
Application/Key learning points: This six-page document compares the EMS performance indices of seven Asian cities based on structure, process, and outcome analysis, and not on response times (which are a poor indicator of quality). It was found that the more developed cities like Tokyo, Seoul, Osaka, Singapore, and Taiwan had KPIs that were correspondingly more thorough and relevant when compared to less-developed cities like Bangkok and Kuala Lumpur. You will find Tables 1-5 very useful, as they show the various methods used to compare performance. They show the performance indicators, demography of cities, structure comparisons, process comparisons, and outcome comparisons data.

6.4 Top Technology to Measure Paramedic Performance
Source: Osler Technology, United States (date of information: 2017)
Link (video): Technology to Measure Paramedic Performance
Application/Key learning points: The technology here enables you to use your procedural history and learning activity to tailor a programme suitable to your needs. It can track your performance goals and indicate areas for improvement. Benchmarking and peer support is possible; it will learn and stay current with the latest techniques and literature to meet all your training needs. Check out the video for a quick overview of this very useful software.

6.5 Transforming Quality in EMS
Source: First Watch, United States (date of information: 2014)
Link (PDF 12 pages): Transforming Quality in EMS
Application/Key learning points: The value of this paper is in how it examines the quality of patient care and EMS in the light of affordability. Most EMS agencies struggle with a quality programme – not only due to a lack of funding, but also because there is not a lot of incentive to improve. There are many available metrics and measurements available to track both operational and clinical performance shared in the paper.
7. What do business leaders say about paramedics and paramedic training?

“Students. You do not study to pass the test, you study to prepare for the day when you are the only thing in between a patient and the grave.”
—Mark Reid, MD at Medicalaxioms

“Don’t just look at the patient’s machine observations… look at the patient… and then determine the treatment.”
—Anonymous paramedic

“Never complain that a patient wasn’t having an emergency (when they genuinely felt that they were) just because you knew how to deal with their medical problem… this may appear like a routine case for you, but to them, it may have been the greatest emergency they have ever faced in their lives.”
—Paramedic, Metropolitan Ambulance Service, Victoria, Australia

“The great man is always the man of mighty effort, and usually the man whom grinding need has trained to mighty effort.”
—Theodore Roosevelt, former American president

“I don’t need to save everyone’s life… just so long as I can save someone’s.”
—Paramedic of 36 years, inspirational paramedic quote

“There are 172 known causes for a patient to lose consciousness… unless you have ruled out 171 of them, you are negligent to assume your patient has just had a vasovagal response.”
—Melbourne clinical training officer

“Training programmes shouldn’t be designed to deliver competence; they must be dedicated to producing excellence. Serious organisations don’t aspire to be comfortably above average.”
—Brandon Webb, author

“Our role is to develop techniques that allow us to provide emergency life-saving procedures to injured patients in an extreme, remote environment without the presence of a physician.”
—Chris Hadfield, Canadian astronaut

Conclusion

This report outlines the best practices research undertaken by BPIR.com in paramedic training. The best practices have been compiled under seven main headings. This layout is designed to enable you to scan subjects that are of interest to you and your organisation, quickly assess their importance, and download relevant information for further study or to share with your colleagues.

Disclaimer: Recent information has been included in this report to ensure our readers are kept up to date with the latest research; where possible, permanent links have been provided. At the time of publishing, all links are live. We apologise in advance for any broken links that might occur after publication due to matters beyond our control.
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