



Impact of Management and Training of Emergency Medical Workers in RED Ambulance

Dissertation in StanPlus
Technologies Pvt. Ltd.

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Why Choose StanPlus? India's Largest Medical Response Company

- With 800+ employees, 100+ members 24/7 response center, 3500+ ambulances in our network with 50+ hospitals and 40+ Corporate partnerships and tie-ups.
- StanPlus 'Save lives' 24/7 and cater to all your medical emergency and assistance needs anytime anywhere.
- Products & Brands owned: RED Ambulances®, RED911® Assistance



Medical Expertise



Fully Equipped Ambulances



Doctor & Paramedic availability



Medical Call Centre

There are various types of Ambulances that Stanplus offers and categorizes for Transport:

1. Emergency Ambulances:



a. BLS



b. ACLS



c. Air Ambulance

2. Non- Emergency Ambulances:



a. Air Cargo



b. Hearse Vans

Quality
Service



Study Objective

- ❖ **General Objective-** To assess the current resuscitative skills of the on ground Red Ambulance team and to check their scope of improvement.
- ❖ **Specific Objective-**
 - To conduct a training need assessment.
 - To assess the effectiveness of training through Pre & Post Assessment.



METHODOLOGY

Study Design

- A Qualitative and Quantitative Cross-sectional study was conducted in Pan India locations of Stanplus.
- A Comparative study was conducted on the basis of performance of Training conducted.

Study population

★Inclusion criteria:

- Red Ambulance Team inclusive of Pilots, EMT's, Paramedics, Call Centre team, Operation Managers, Hospital Managers and Customers

★Exclusion Criteria:

- Confidential data, External client information and trainings.

Study tools

- Survey forms
- Pre-Training examination
- Post- Training examination.
- Feedback form.

Sampling Technique

- Non-Probability Convenience Sampling.

Duration of study

The duration of the study was from 8th April 2022 to 1st July 2022.

Data collection Procedure

- Primary data collection.

Data Analysis Plan: Analysis of data was done using results of Pre and Post Training Examination, Feedback form and Microsoft Excel.

Section A : Initial Survey

- The initial step of the research was to conduct a survey for getting an idea about the knowledge and requirement of Training sessions from others point of view.
- This survey was taken on a Google form and was circulated among the StanPlus team consisting of Drivers referred as Pilots, Paramedics, Relationship Managers, Fleet Managers, Operation Managers, Zonal Managers of their Pan India team and to their Medical Call Center.



What is your current designation?

Choose

How long have you been in Stanplus?

Your answer

Do you think it is important to know about the basic life saving procedures?

☐ Yes

☐ No

☐ Maybe

Do you think our pilots have detail knowledge about on-site Emergency Actions?

☐ Yes

☐ No

☐ Maybe

Do you think trainings should be provided to StanPlus team for Emergency Care?

☐ Yes

☐ No

☐ Maybe

Do you think trainings are required for Paramedics and Doctors as well?

☐ Yes

☐ No

☐ Maybe

Submit

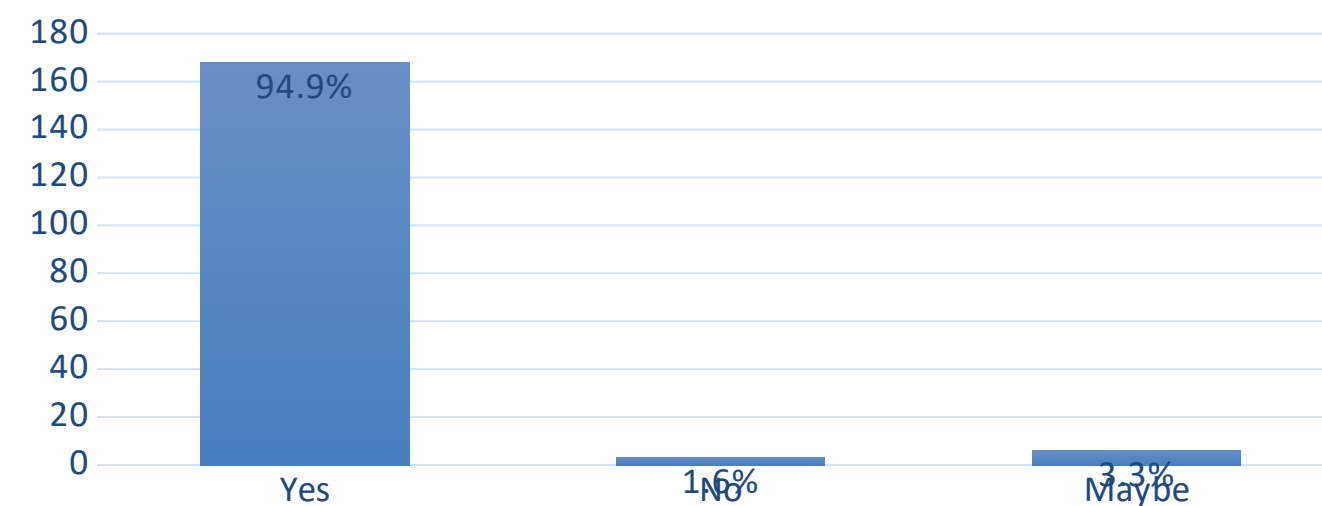
Clear form

- The questionnaire consisted of 6 questions and was floated for 2 days and later the form was closed.
- Descriptive analysis was done.
- Bar graphs and Pie charts are used for the visual demonstration of the results achieved.

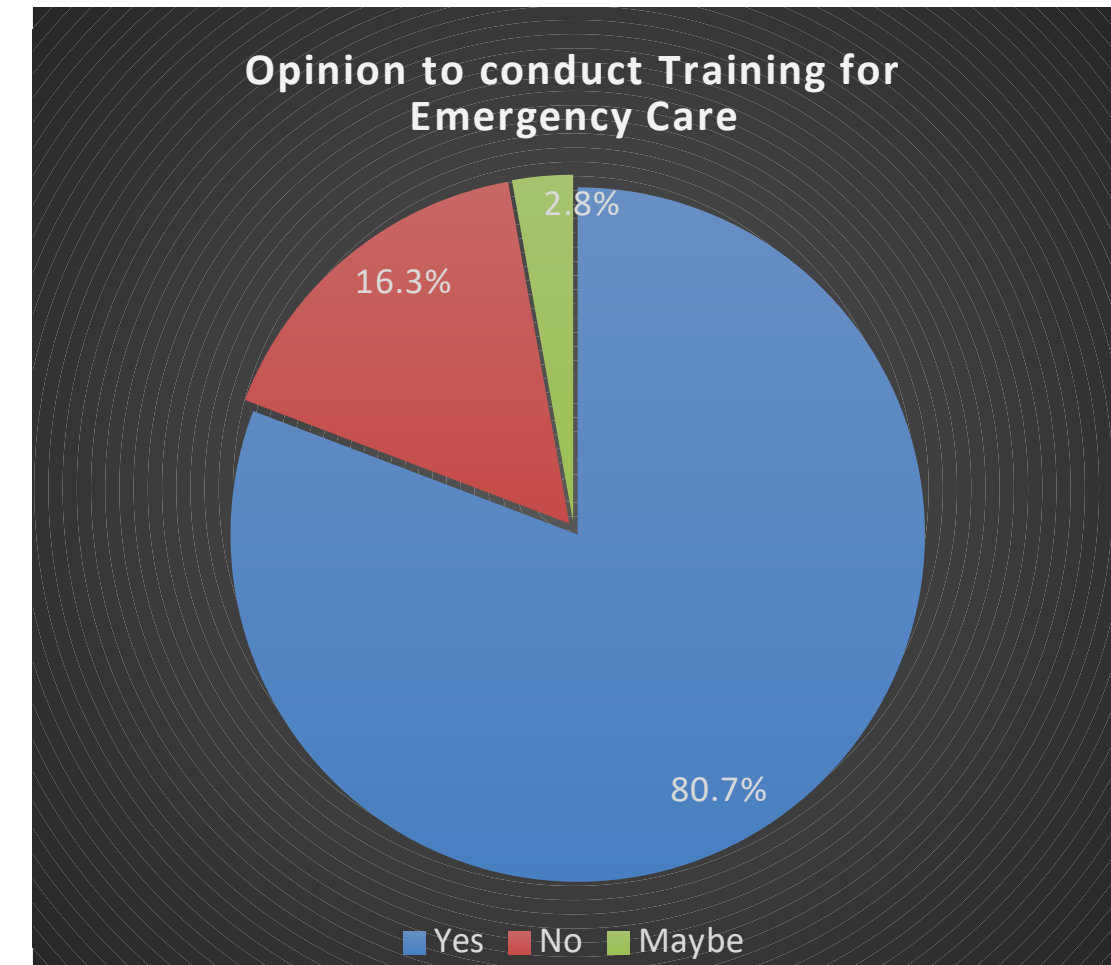
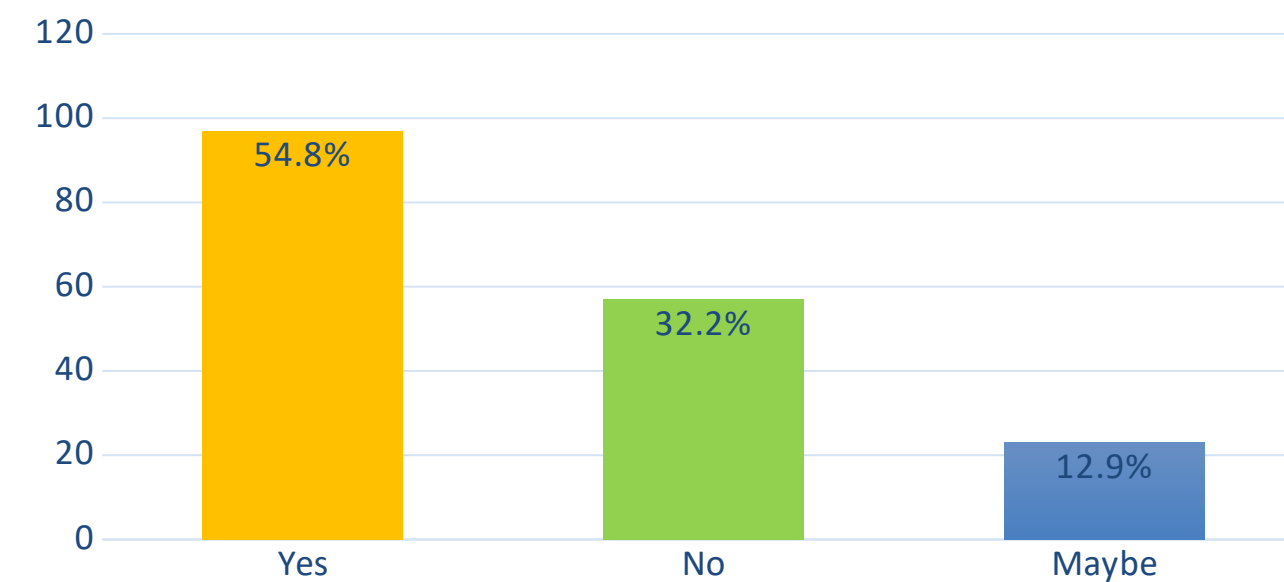
Responses achieved
from Section A

SL. No.	Designation	Number	Percentage
1	Pilots	64	36.2
2	Paramedics	27	15.3
3	Zonal Manager	4	2.3
4	Operations Managers	5	2.8
5	Medical Call Centre Team	38	21.5
6	Fleet Manager	5	2.8
7	RM	34	19.2
Total		177	100.00%

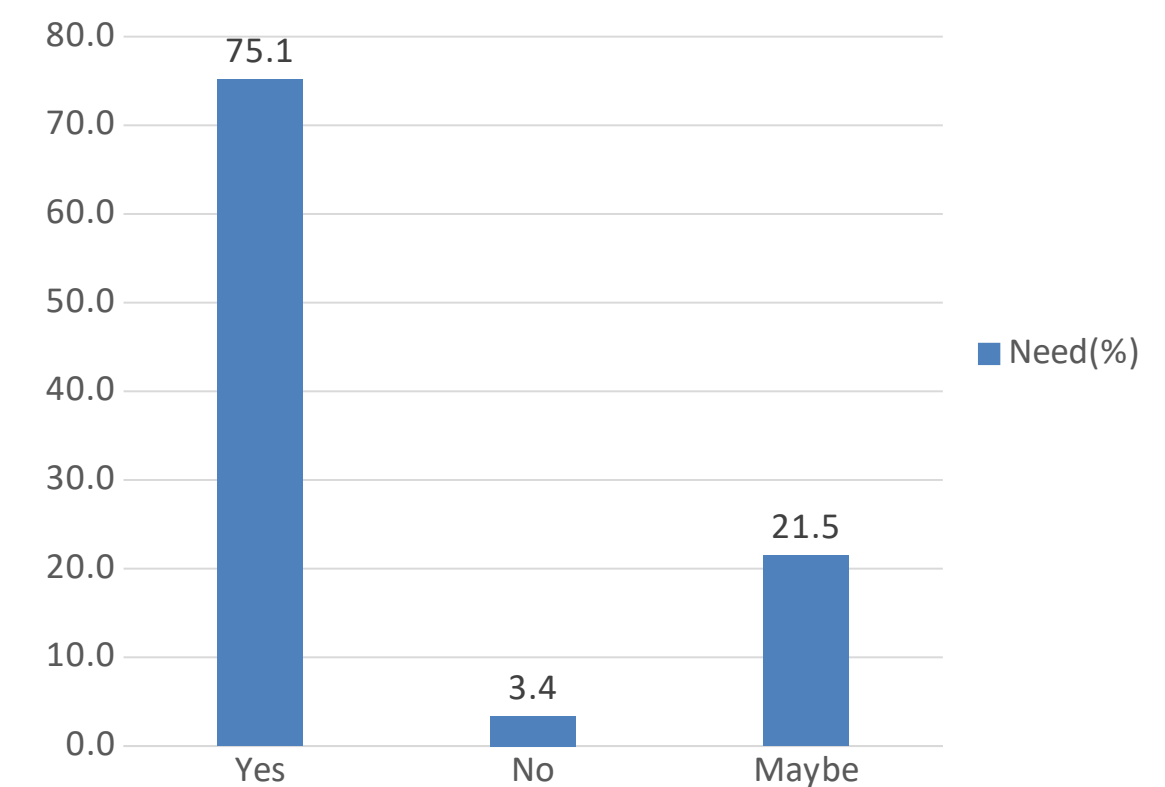
Perception of respondents about life saving procedures



Knowledge assessment of Pilots about On-site Emergency Actions



Need of Training for Paramedics and Doctors



Trainings in Emergency Medical Care can be divided into two categories:

1. For Healthcare Providers
2. For Non-Healthcare Providers

► Trainings for Healthcare Providers include:

1. BLS Training
2. ACLS Training

► Trainings for Non-Healthcare Providers include:

1. FR Training (First Responder Training)
2. Medical Terminology
3. Ambulance Equipment Orientation



These Trainings also have a Certification body. Other than ACLS Training, all other trainings can be done in-house and Stanplus is eligible to issue Certificates for the same.

ACLS Training Certificates needs to be issued by an external certification body. Stanplus is now connected to an external certification body who are authorized to issue AHA ACLS Certifications.

Section B: To check Effectiveness of Training

To get a clear data for my research, I conducted a comparative study.

This comparative study was conducted in the form of Pre-Training Test and Post Training Test.

Pre- Training Test:

This test was conducted before starting the Training session.

Hard copy of questionnaire was circulated among the students which consisted of 25 questions for BLS and 15 questions for FR.

Post- Training Test:

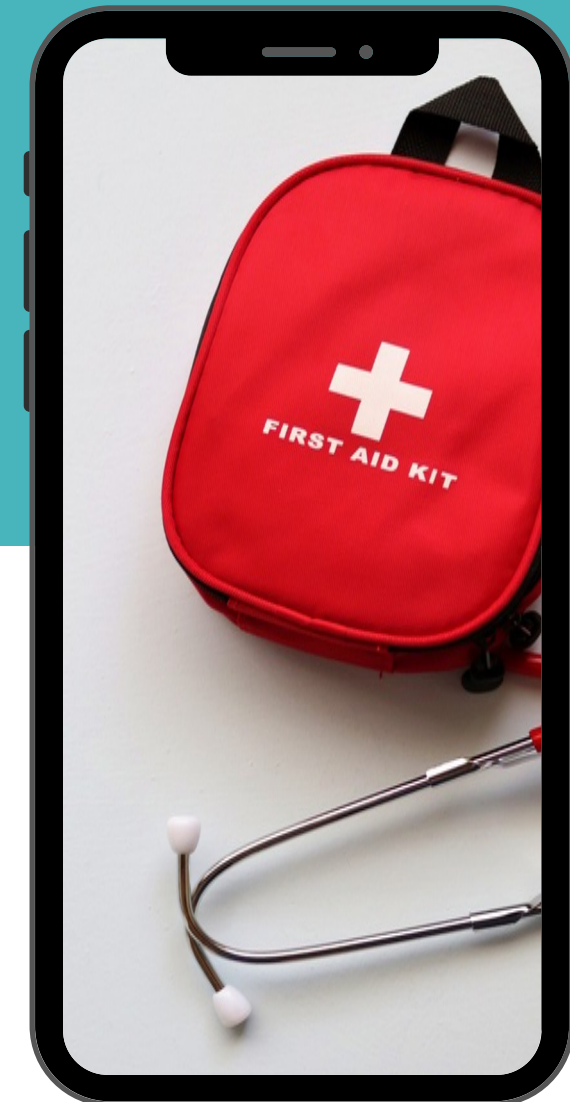
This test was conducted to get the results of same participants after attending the Training and then getting the same question paper solved. This would show the effectiveness of the Training without any bias.



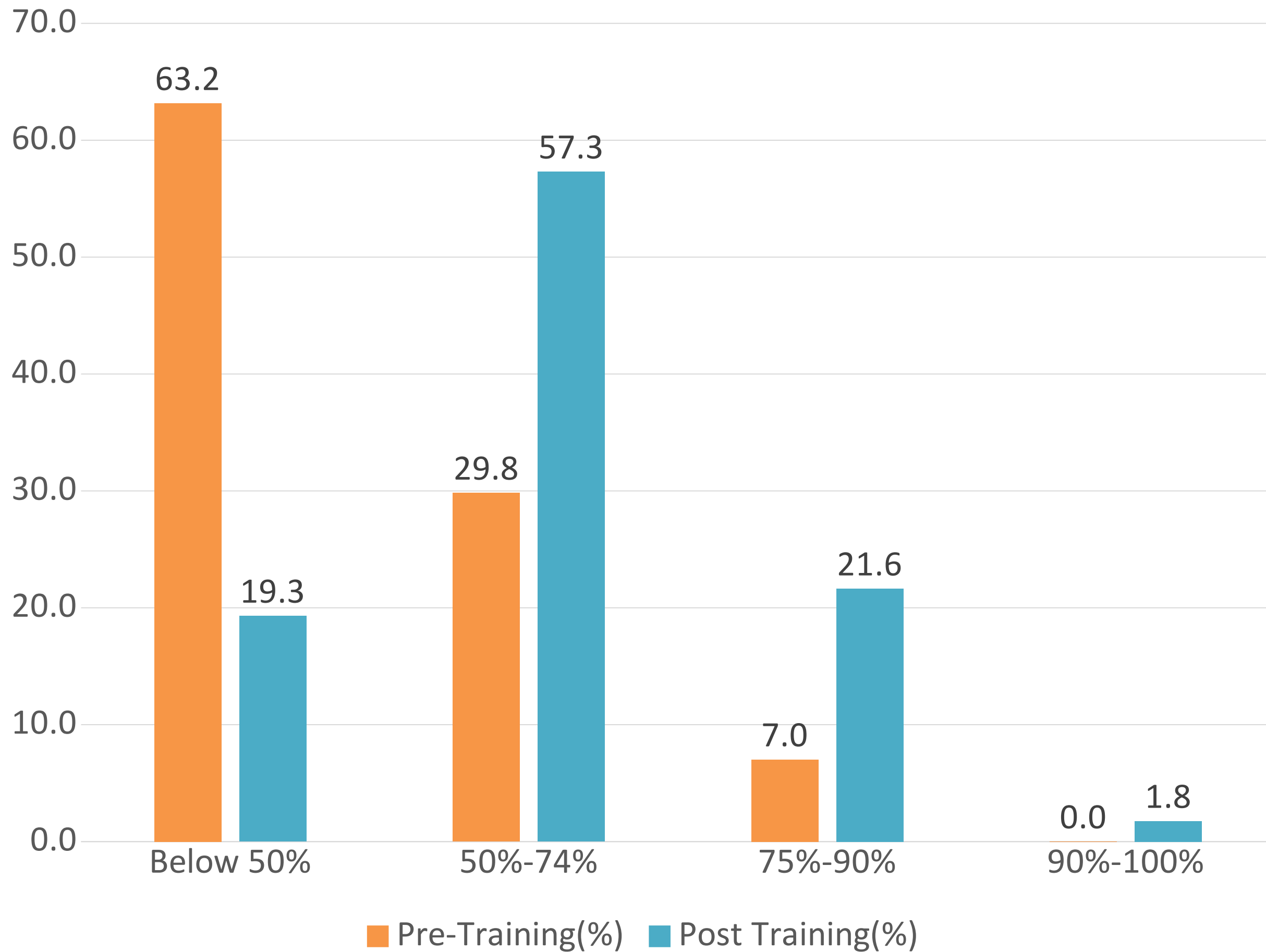
RESULTS

- Pre-Training Assessment

- Post-Training Assessment

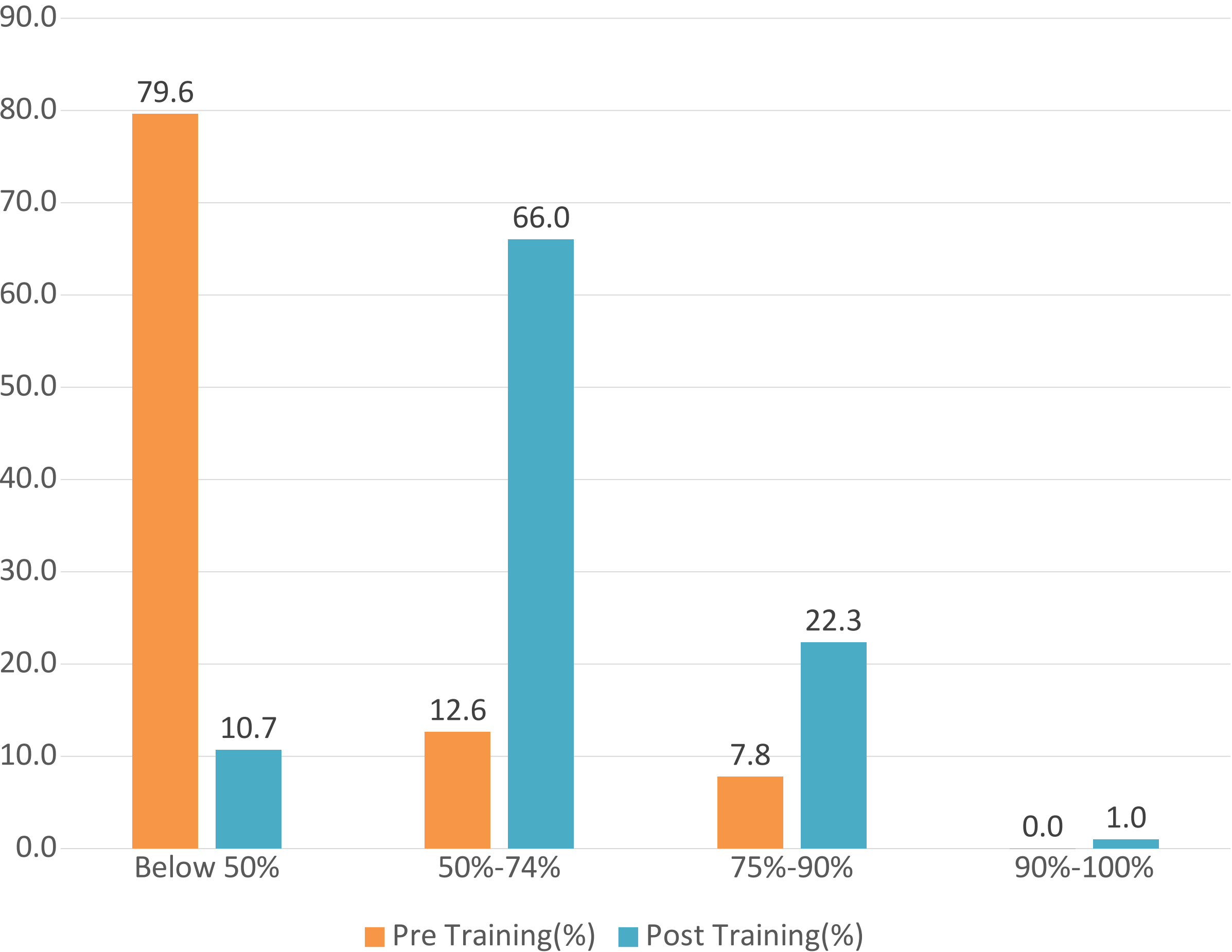


FR Training Result



A visible change was observed in the skillsets of Pilots. After getting the Training, a clear difference was observed in the participants performance, 57.3% people scored between 50-74% marks and an impressive change was seen in the marks range of 75-90%, 21.6% people scored more than 75%. This clearly shows improvements.

BLS Training Result



In the Pre-Training result, only 7.8% people scored above 75% but, After Training, 22.3% participants scored above 75%. A clear difference is visible and it is for the betterment.

Challenges faced during Training

1. Language barrier:

Few participants had trouble in understanding and writing in English so, it was consuming a lot of time to translate each questions in the question paper to their mother tongue and then solving it.

2. Different Education Level:

Participants had different educational background due to which it was difficult for them to learn the Medical terminologies, understanding the body functions and imparting it during the training.

Every Pilot, Paramedic, EMTs had different education level in spite of working for the same organization.



commendation

1. Each individual working in Stanplus should get trained irrespective of their job profile.
2. Once, they are done with the 1st phase of training, a Refresher Training should be conducted every 3 months.
3. There should be levels of Training like after giving the basic knowledge of FR, BLS and ACLS, upgraded Trainings should be provided.
4. A Red Academy should be opened wherein all the equipment, consumables can be displayed and trainings can also be conducted on this platform.
5. After Training, when the Pilots, Paramedics or Doctors would be on ground performing their duties there should be a single platform to connect to the Trainer wherein they can ask their doubts which they face on ground.



Conclusion

During my initial survey, there were people who thought Training wasn't required for the StanPlus team members and that the Pilots already have detail knowledge about the Emergency services, but what we vaguely think is not the reality! There were people who thought Trainings are essential and they should know about the emergency actions to perform during situations and I appreciate their optimistic approach!

Getting the Training once in your life is not beneficial. One can never learn anything at one go. To get a good catch, a Refresher Training should be done every 3 months.

FR, BLS, ACLS knowledge can never be of any harm but it will always be of immense value. This knowledge can help you save lives even in a time period of 3 secs. Having the right person at the right time with the right knowledge is all that MBA and Life teaches us!



Thank you