

CHAPTER - 05

IMPACT OF MANAGEMENT AND TRAINING OF EMERGENCY MEDICAL WORKERS IN RED AMBULANCE

¹**Shraddha Gawande**

¹Student, IIHMR University

²**Dr. Vinod Kumar SV**

²Professor, IIHMR University

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INTRODUCTION

Ambulances have evolved into an essential aspect of our daily lives, serving a crucial role in connecting patients with medical facilities. The primary objective of ambulance services is to transport individuals in need of medical care, support, and timely evacuation to appropriate medical centers. In the past, ambulance services in India relied solely on municipalities, hospitals, or charitable organizations, lacking dedicated departments or specialized companies. Despite the paramount importance of saving lives in healthcare, minimal attention was given to enhancing ambulance services and reducing turnaround time (TAT) [1,2].

When the COVID-19 pandemic struck India, revealing vulnerabilities in the healthcare sector, it caused widespread panic and chaos among citizens. Issues such as the unavailability of ambulances, hospital beds, and oxygen cylinders exacerbated

the situation, leaving people struggling to find solutions. Existing healthcare companies worked tirelessly to provide assistance and services, emphasizing the critical importance of receiving timely help [2].

India, being the second most populous country as of 2022, also ranks high in terms of road accident fatalities and casualties. The number of casualties could be significantly reduced, and lives saved, through the provision of prompt assistance and treatment. In 2016, Stanplus entered the Indian market with a mission to establish itself as a provider of efficient and high-quality emergency services nationwide. Co-founded by Mr. Prabhdeep Singh, Antoine Poirson, and Jose Leon in Hyderabad, India, Stanplus aimed to revolutionize Emergency Medical Services (EMS) across the country, ensuring prompt assistance in every possible manner [3].

RESEARCH OBJECTIVES

1. To perform a training needs analysis.
2. To evaluate the training's efficacy using pre- and post-assessment methods.

RESEARCH METHODOLOGY

A qualitative and quantitative cross-sectional study was carried out across various locations in India operated by Stanplus. The study aimed to compare the effectiveness of conducted training sessions. The study population comprised the Red Ambulance Team, including pilots, EMTs, paramedics, call center staff, operation managers, hospital managers, and customers, while confidential data and external client information were excluded from the study. The study utilized survey forms, pre-training and post-training examinations, and

feedback forms as tools. Non-probability convenience sampling was employed for participant selection. The study spanned from April 8, 2022, to July 1, 2022, and primary data collection methods were utilized throughout the study duration.

RESULTS & DISCUSSION

The data emphasizes the critical need for training among employees to effectively carry out their responsibilities on the ground. As frontline responders, it is essential for pilots and call center team members to be proficient in first aid and initial response procedures. The medical call center staff must possess knowledge of first aid as they are often the initial point of contact for patients or their relative's seeking assistance. Having a grasp of the patient's medical condition or summary is vital for determining the appropriate response, including which vehicle to dispatch and whether a doctor or paramedic should accompany it.

This underscores the necessity for comprehensive training across all roles, indicating ample room for improvement. Notable enhancements in skill levels were observed among pilots following training sessions. Post-training evaluations revealed a significant improvement in participant performance, with 57.3% achieving scores between 50-74%. Notably, there was a remarkable increase in the percentage of participants scoring above 75%, with 21.6% achieving scores in the range of 75-90%.

CONCLUSION

Every employee at Stanplus should undergo training, regardless of their specific job role. Following the initial phase of training, employees should participate in refresher training sessions every three months to ensure that their skills and

knowledge remain up to date. Training programs should be structured into different levels, starting with fundamental concepts such as first aid (FR), basic life support (BLS), and advanced cardiac life support (ACLS), and progressing to more advanced topics. To facilitate training, a dedicated facility called the Red Academy should be established, equipped with all necessary equipment and materials for hands-on learning sessions. Additionally, a centralized platform should be available for employees to seek guidance and clarification from trainers while performing their duties on the ground, whether they are pilots, paramedics, or doctors.

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