

eso



2022

EMS PREDICTIONS

Going into 2022, we can see that COVID-19 will continue to have lingering effects on EMS. Our EMS experts have compiled the trends we believe are the most important to watch this year. Accompanying each trend is a recommended set of actions you can take to help ensure success in 2022.



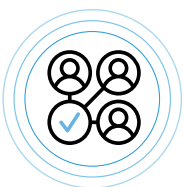
PREDICTION 1

EMS agencies will continue to face staffing challenges

As we mentioned in the Fire Service and Hospital Predictions, The Great Resignation, as it's known, is affecting companies and organizations across the United States - no industry is immune. This holds true for EMS as well. In parts of the country, agencies are offering up to \$20,000 in signing bonuses to lure would-be paramedics to the job. In addition to recruiting difficulties, there is an exodus of talent across the board (including senior talent). Many providers will look for new opportunities that are less stressful, more family-friendly, and, oftentimes, offer better pay. Agencies and departments will need to re-think models of engagement, the investment in and importance of training and education, as well as an approach to scheduling that gives providers more control over their lives.

TAKE ACTION

- ✔ **Provide scheduling flexibility.** Look for ways to rapidly adjust schedules and provide a variety of scheduling options to ensure your staff can enjoy an appropriate work/life balance in the face of challenges both inside and outside of work. Being creative with scheduling will ensure your team is as rested and ready as possible.
- ✔ **Monitor CDC recommendations for isolation and quarantine.** Getting folks back to work as quickly as possible will decrease impact on your agency, but it also increases morale of teams to know they can return to work quickly. For example, losing five days of work versus 10 days of work is significant, as is avoiding unnecessary quarantine.
- ✔ **Explore novel ways of staffing.** If the opportunity exists, sharing resources across agencies and departments can help alleviate fatigue and burnout.



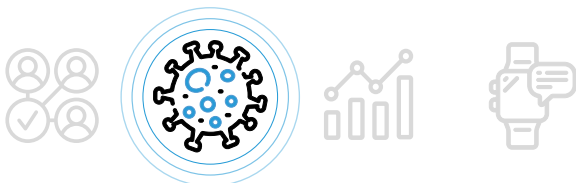
PREDICTION 2

COVID-19 will permanently change EMS – both positively and negatively

There is no denying the profound impact COVID-19 has had on our society the last 24 months, with many “temporary” solutions becoming permanent solutions as part of the new normal (curbside pickup at restaurants). EMS has been affected deeply as well, with a number of negative impacts, including less opportunity for real-world training, and fewer staff coupled with more call volume. But there have been silver linings as well, including the increased use of telemedicine, the increase in alternative destinations for care, and the recognition that EMS data are accurate and one of the most timely sources to get a pulse on what’s happening in a particular community. We will continue to see changes and evolutions of the industry in 2022 driven by COVID-19.

TAKE ACTION

- ✔ **Understand telemedicine.** Telemedicine is here. Its adoption was accelerated during COVID the last two years, but it’s not going away and will become a permanent fixture of patient health and care. Understanding why and how telemedicine works, how to build and maintain a program, as well as key stakeholders, can set your agency apart. Here is a [good resource](#) with the basics.
- ✔ **Embrace remote learning.** We live in a different world than we did two years ago. How we learn and the tools we use to learn have changed. Organizations that support remote and distance learning (whether courses of your own design or off-the-shelf solutions) will be a step ahead of their peers. Remote learning provides options for employees at their convenience, which can be key to hiring and retaining staff.



PREDICTION 3

New measures for success will emerge

The limitations of traditional performance measures, such as response times, have been illuminated. New measures of success will emerge (and must emerge) that are sustainable, realistic, and reflect current reality. There will be a much greater need for outcome data to connect patient well-being to prehospital events and data. In other words, it will be critical for EMS agencies to know what happened to patients after the EMS encounter to improve clinical practices, training, and education. This will be core to improving patient and provider care and safety. Additionally, we expect to see an increase in acute disease response from individuals that refused medical care during the pandemic. Transporting patients to the right location based on need will be far more important than response time.



TAKE ACTION

- ✔ **Ask for outcomes.** To fully understand the impact you and your teams are having on patient care and patient safety, hospital outcomes are essential. Did the patient live? Did they die? Was your first impression accurate? Based on their outcome, were they transported to the most appropriate facility? Knowing this information will help your teams be better trained and prepared when responding to calls.
- ✔ **Look at NEMSQA measures.** The National EMS Quality Alliance focuses on developing and endorsing evidence-based quality measures to help improve patient care for EMS and healthcare providers. See the [work they are doing](#) and how you can get involved to help shape the future of EMS measures and metrics.
- ✔ **Partner with other agencies.** Share notes and compare metrics with neighbor organizations, departments, and agencies. Ongoing conversations and discussions can help you uncover areas to improve performance and care. Additionally, download the latest [ESO EMS Index](#) to compare your agency's performance to other agencies nationwide.

PREDICTION 4

Wearables and other emerging technology will have an impact

It would be an understatement to say that technology has had (and will continue to have) a major impact on society as a whole, and healthcare in particular. With the evolution of data sources and other related technologies, 911 interaction will change. The dispatch center will become a different type of hub for first responders, leveraging multiple data sources to provide insights and information to response teams. This will include data and information from wearable devices and similar technology that tracks vital statistics and other health-related data that can be quickly transferable and inform providers across the entire healthcare spectrum of a patient's condition and situation.



TAKE ACTION

- ✔ **Develop protocol/policy for new technology.** New and emerging technologies (such as the Apple Watch) are here and will continue to have an impact on how patients monitor their own health and well-being, potentially creating conflict with expert recommendations. For example, if the watch suggests the patient doesn't need transport, yet you believe they do - what do you do? Identifying scenarios and situations that will likely evolve, and creating policies and procedures around those scenarios, will save time and frustration in the long run.
- ✔ **Integrate new data sources.** Determine when and how to integrate information and data from new sources. Vehicles are beginning to capture crash-related information in a way we've never seen before, and wearable technology is capturing health-related information in an unprecedented fashion. These new technologies can help fill information and data gaps to tell a more complete story for more personalized patient care. Spend some time understanding new technologies that will have an impact on your agency and how you can use them to your benefit.

ABOUT US

ESO is dedicated to improving community health and safety through the power of data. Since its founding in 2004, the company continues to pioneer innovative, user-friendly software to meet the changing needs of today's EMS agencies. ESO currently serves thousands of customers throughout North America with a broad software portfolio, including the industry-leading **ESO Electronic Health Record (EHR)**, the next generation ePCR. For more information, visit www.eso.com.