



# 2023

## EMS PREDICTIONS

Going into 2023, the impact of COVID-19 still lingers, but now the presence of a “triple-demic” rears its head. Our EMS experts 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 2023.

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## PREDICTION 1

# Applicant pools will decrease while pandemic pressures persist.

Staffing concerns will continue to be an issue for agencies in 2023 – especially as we face a potential “triple-demic” of RSV, flu, and COVID resurgence. Smaller applicant pools will mean greater competition amongst organizations to hire (and keep) qualified clinicians.

Additionally, in an attempt to hire candidates quickly, some agencies will offer large signing bonuses at the expense of the agency, skewing the organizational economics with higher costs and no additional revenue. Consider the following: Signing bonuses for new employees may lead to retention issues for current employees – further exacerbating the problem.

## TAKE ACTION

- ✔ **Change your recruitment tactics.** Have you been recruiting at the same events for multiple years? If so, get creative. Organizations have successfully recruited at sporting events, high schools, and even veteran events and groups.
- ✔ **Identify alternate staffing models.** First, identify and investigate your current model. Is it working? What are the flaws? Make a list of pros and cons. Then evaluate another model. For example, are your crews running 24-hour shifts? What would it look like if you ran 12-hour shifts?
- ✔ **Prioritize provider wellness.** Employee Assistance Programs (EAPs) and Peer Support Teams are terrific ways to provide support to your staff. EAPs can provide support for marriage, finances, mental health, substance abuse, and many other issues. Peer Support Teams are a group of trustworthy peers that provide a confidential and safe place with excellent listening skills. Oftentimes these teams serve as a first line of defense in provider wellness. Encourage your organization to use these resources.



## PREDICTION 2

# Mobile Integrated Health (MIH) will play a much bigger role in patient care.

While staffing issues will continue to be a challenge in 2023, we will also see an increase in community paramedicine initiatives to better match patients with appropriate resources and decrease responses and hospital transports where appropriate. However, while models of success continue to occur in isolated pockets, post-pandemic planning offers an opportunity for more sustainable, widespread solutions. The most important consideration for a successful Mobile Integrated Health program is the funding structure. There is a need for the bigger private payers (in addition to Medicare and Medicaid) to play a larger role.

## TAKE ACTION

- ✔ **Form partnerships with your local hospitals and health departments.** Discuss how Mobile Integrated Health can be beneficial for the community if all health parties are involved. Leveraging all health resources and multi-department funding can help jump-start a successful MIH program.
- ✔ **Leverage bigger private payers (in addition to Medicare and Medicaid).** When it comes to novel funding mechanisms to support alternate destination transport, the use of telemedicine, and in-home care, private organizations – and many other nonprofits – can play a much larger role in funding.



## PREDICTION 3

# EMS providers will fill critical healthcare gaps through clinical innovations.

Throughout COVID-19 in 2020, 2021, and early 2022, clinical innovation was focused on the pandemic as agencies provided care and support to their communities, as well as provider safety and well-being. In 2023, we will see a return to broader clinical innovation as the role of EMS evolves. One clinical topic garnering discussion across the industry is the use of whole blood in the field versus blood components. Additionally, EMS will take on a greater role when it comes to patients experiencing overdoses, including offering patient recovery programs and identifying hotspots in the community to create proactive programs versus reactive responses. EMS will also continue to fill the gap in the healthcare system, especially for patients affected by social determinants of health – like food deserts, housing inequality, and more.



## TAKE ACTION

- ✔ **Stay up to date on trends and research.**  
Emergency service trends change rapidly. Keep in touch with the latest by following a few select research publications or news sources. Some of our favorites are EMS World, JEMS, and EMS1.
- ✔ **Compile a list of community resources.**  
Equip your responders with a list of resources that can be given to patients at the time of care. These resources can offer the patient long-term care versus short-term transport to the Emergency Room.
- ✔ **Customize care to your community's unique situation.** Every community is unique and programs (like Community Risk Reduction initiatives) are not a one-size fit all. Make sure you're looking at data from your community to ensure care is truly impactful and culturally appropriate.

## PREDICTION 4

# Technology and data will drive improved patient outcomes.

Hospital outcome data will continue to be essential for improved patient care across the healthcare spectrum – especially for EMS providers. As more hospital systems and EMS agencies leverage state-of-the-art technology to share data and insights across the entire patient journey – from 911 call to hospital disposition – data will drive clinical, operational, and quality changes that will see health and safety improvements for both patients and providers. An example of this includes improving episodic data meshing, but challenges still remain in linking patients across encounters and places where they receive care.

## TAKE ACTION

- ✓ **Create documentation standards.** Define your documentation standards based on a set of key performance indicators to encourage accurate and relevant data capture. Without standards in place, data is often inconsistent, unusable, and distracting.
- ✓ **Ensure data are actionable for first responders.** Too much data can overwhelm first responders who already have too much going on at any given moment. Ensure that impractical workflows and “flashy” data are eliminated.
- ✓ **Tell the full patient story with data.** From 911 call to hospital disposition, data paint the full picture of patient healthcare. Avoid looking at each step in a patient’s journey in siloes – instead, connect the dots to tell the full story.



# ABOUT US

ESO (ESO Solutions, Inc.) 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, fire departments, hospitals, and state EMS offices. 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; ESO Health Data Exchange (HDE), the first-of-its-kind healthcare interoperability platform; ESO Fire RMS, the modern fire Record Management System; ESO Patient Registry (trauma, burn and stroke registry software); and ESO State Repository. ESO is headquartered in Austin, Texas. For more information, visit [www.eso.com](http://www.eso.com).



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