



# EMT DAY

2<sup>nd</sup> April 2021



### Introduction:

GVK EMRI (Emergency Management and Research Institute), is the world class largest professional Emergency Service Provider in India today. over 800 million people spread in 15 states and 2 UTs are served with over 14,500 ambulances touching over 60,000 lives every day. Nearly 5 lakh deliveries were assisted. Nearly 33.5 lakh lives were saved. 5.6 lakh were trained. GVKEMRI services are referred as best practice in public private partnership in health sector. GVKEMRI is synonymous with pre hospital care. Prehospital care in GVKEMRI is rendered by Emergency Medical Technician (EMT). EMTs are always considered as heroes of GVKEMRI

**GVK EMRI has declared April 2<sup>nd</sup> as National EMT day. This announcement is milestone in the history of emergency medical services of India. Recognizing the performing EMT's and appreciating all the EMT's is main purpose of National EMT Day.**

In rural areas, EMTs connect people in isolated locations to medical treatment. In urban areas, they coordinate with larger hospital networks, local police, and fire departments to get people the best level of care. EMTs work on ambulances, helping get people to the hospital. They may also work with fire departments and air rescue teams.

EMTs in GVKEMRI are mostly are trained for 450 hour for Basic EMT level and trained for 2 years for Advanced EMT. Ministry of Health and Family Welfare, Government of India in 2017 has defined EMT Basic as an entry-level emergency medical technician who is trained in basic emergency care skills, such as IV cannulation, oxygen therapy, physical examination, assisting emergency child birth and essential new born care, automated external defibrillation, airway maintenance, CPR, spinal immobilization, bleeding control, and fracture management. An EMT B is trained for administration of medications always under medical direction over radio or phone.

### EMS theme for the Year 2021

# EMS STRONG

## This Is EMS: Caring for Our Communities

This theme is to remind people that every day we are still there to respond, support, and care for the needs of our communities and sending our best wishes for the constant safety and good health of all EMS personnel on the first lines who continue to take care of our communities.

## EMT – Emergency Medical Technologist & Advanced Paramedic

The National Commission for Allied and Healthcare Professions Act, 2021 has received assent of the President on 28<sup>th</sup> March 2021. It was enacted by Parliament. Emergency Medical Technologist (Paramedic) is given 3258 ISCO (International Standard Classification of Occupations) code. Advance Care Paramedic with 2240 as another Allied and Healthcare Professional was also highlighted in the act. The Gazette of India extraordinary documented as a note that these are professionals who provide advisory, diagnostic, curative and preventive medical services more limited in scope and complexity than those carried out by a medical doctor. They work independently or with limited supervision of medical doctors and apply advanced clinical procedures for treating and preventing injuries and other impairments.

## What is EMS?

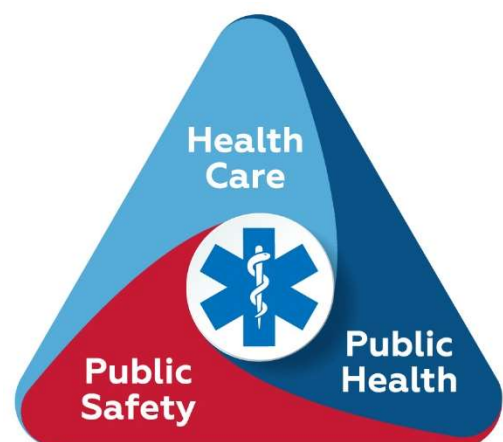
Emergency Medical Services, more commonly known as EMS, is a system that provides emergency medical care. Once it is activated by an incident that causes serious illness or injury, the focus of EMS is emergency medical care of the patient(s).

Emergency Medical Services (EMS) is a critical component of our nation's emergency and trauma care system, providing response and medical transport to millions of sick and injured Americans each year. At its best, EMS is a crucial link to survival in the chain of care, but within the last several years, complex problems facing the emergency care system have emerged

EMS is most easily recognized when emergency vehicles or helicopters are seen responding to emergency incidents. But EMS is much more than a ride to the hospital. It is a system of coordinated response and emergency medical care, involving multiple people and agencies. A comprehensive EMS system is ready every day for every kind of emergency.

EMS is an intricate system, and each component of this system has an essential role to perform as part of a coordinated and seamless system of emergency medical care.

EMS does not exist in isolation, but is integrated with other services and systems intended to maintain and enhance the community's health and safety. As seen in the graphic below, EMS operates at the crossroads between health care, public health and public safety.



## The emergence of EMS in India

GVKEMRI pioneered state wide EMS in PPP mode in India. The system of Emergency Medical Services, commonly referred to as EMS, has witnessed constant evolution, ever since its inception. In India, particularly, EMS earlier was more often than not, described as 'fragmented'. However, a lot has changed since then, and today, the country takes pride in its EMS that has grown from strength to

strength and continues to undergo exponential expansion. As part of its EMS, the country has also recognized the value of an EMT's job, especially with regard to its ambulance services.

From starting off with its presence in urban India, EMS has, in no time, expanded its footprint to remote areas of the country, with a primary focus on road-accidents and traumas, thereby receiving massive recognition as a crucial part of the Indian healthcare sector.

Under EMS, 108 and 102 are popular helplines associated with its prompt and robust ambulance services across India. The provision of EMS forms an integral part of the Indian Constitution, with consistent efforts to improve the budget allocation towards the health industry, annually.

Furthermore, Indian EMS has successfully gone beyond borders, as several international organizations and academic institutions have been associating with its providers. With trained EMTs, especially those working in ambulances, there are higher chances of survival in the case of accidents, trauma and mishaps are. This explains the growing demand for EMT jobs and sound education and training that is on par with developed countries for the same, and to further improve the EMS system in India.



The emergency medical services (EMS) sector has grown exponentially, penetrating the length and breadth of the country through effective private-public partnerships. Following the example of its Western counterparts, EMS in India has positioned itself as an integral part of the healthcare system. In India, the sector has witnessed the public as well as private participation with the potential to employ tens of thousands of citizens. As EMS gains prominence in India, there is a heightened need for skilled EMT, support staff, drivers and helpers as well.

### What Does an Emergency Medical Technician Do?

Their main job is to respond to emergency calls, provide life-saving care wherever someone needs it, and then transport that person to the hospital. They may:

- Respond to emergency calls
- Assess a person's condition in an emergency
- Document what happened to them
- Determine treatment they need
- Provide emergency first aid
- Give life support if needed
- Bring people to the emergency department to receive medical care





- Give the medical staff at the emergency department a detailed report on the person
- Transport patients from one medical facility to another

### **Emergency Medical Technician Duties and Responsibilities**

Emergency medical technicians carry out a wide range of tasks depending on the organization they work for. An EMT's duties typically involve:

#### **Assess Patient Conditions**

As the first medical professional a patient may see in emergency situations, an EMT assesses the severity of their illness or injury and prioritizes medical procedures accordingly.

**Manage all emergency services effectively** and safety for all patients and establish an efficient prioritization of all programs and administer pre hospital care for all patients.

**Administer all oxygen** for airways on all required cases and monitor flow of all intravenous fluids and all medical procedures and provide required training to all employees.

**Monitor all emergency situations** and ensure efficiency of same and monitor all patients on advance life support and ensure compliance to all local, state and federal policies and assess injuries of all patients to recommend appropriate procedures.

**Manage all communication with medical professionals** and administer all instructions given by physicians and maintain all work according to clinical and quality standards and ensure effective response to all emergency calls within required timeframe.

**Determine effective emergency care for all patients** and maintain priority of all cases and provide training to employees for all ambulance attending services and maintain records of all patient information.

#### **Replenish Supplies and Medical Equipment**

EMTs ensure that medical equipment and first aid supplies are always replenished after treating a patient. They also make sure that their work area is kept clean, sanitized, and organized.

#### **Administer Basic life support**

EMTs administer life support care and basic first aid to stop patient conditions from worsening before they arrive at the hospital. The EMT's goal is to keep patients alive and as healthy as possible before they can be seen by a doctor.

#### **Perform Diagnostic Procedures**

From stomach suction to heart monitoring, EMTs carry out emergency diagnostic and treatment procedures to assess patient conditions and help keep them as safe and healthy as possible.

#### **Transport Patients to Hospitals**

EMTs transport patients from their home or place of injury to the ambulance, and then ensure that they're safely and comfortably transported to the hospital. EMTs coordinate with hospital staff to get patients seen as quickly as possible.

**Perform regular inspection** on all ambulances at beginning of every shift and ensure efficient supplies and perform everyday activities for all emergency services. Administer all ambulances and evaluate it for all equipment's and supplies and maintain knowledge on location of all ambulances.

### **Skills and Qualifications of EMT**

Emergency medical technicians should be compassionate and caring, with great communication skills, a friendly and professional demeanour, and the ability to stay calm in stressful situations as well as they should also possess the following specific qualities the following abilities:

**Compassion** – emergency medical technicians work with people who are ill, injured, and often scared and upset, and people in this role must provide emotional support to these patients

**Interpersonal skills** - EMTs and EMTs usually work on teams and must be able to coordinate their activities closely with others in stressful situations.

**Listening skills** - EMTs and EMTs need to listen to patients to determine the extent of their injuries or illnesses.

**Speaking skills** - EMTs and EMTs need to be able explain procedures to patients, give orders, and relay information to others.

**Team collaboration** – in addition to working with patients, EMTs also work closely with colleagues and need the abilities to communicate effectively and coordinate activities in fast-paced emergency situations

**Attention to detail** – emergency medical technicians need to be detail oriented, since overlooking key signs of injury or illness could prove fatal to patients

**Physical fitness** – this is a physically demanding job with a lot of lifting and bending, so candidates for this role need to be fit and have the strength and stamina to carry out these tasks

**Patience** – emergency medical technicians need the patience to explain procedures to patients who don't have medical knowledge or who might be too distressed to pay attention

**Problem-solving skills** - EMTs and EMTs need strong problem-solving skills. They must be able to evaluate patients' symptoms and administer the appropriate treatments.

### **EMTs in GVK EMRI and COVID 19:**

GVK EMRI was involved in the crusade against COVID right from the transportation of suspects from international airports; transfer of patients to COVID dedicated hospitals, prehospital care, exclusive COVID call centres and even dead body management. **Currently nearly 20,500 EMTs are serving different projects.**





### **COVID-19 DEDICATED AMBULANCES:**

Across all the operating states of GVK EMRI, to meet the special needs of the COVID-19 suspected or positive patients, in coordination with the respective state government partners, about 4000 ambulances were catered exclusively as dedicated COVID-19 ambulances. This approach yielded several benefits. All the safety precautions were taken as per the guidelines including optimum use of PPE, monitoring by supervisors and timely information flow to state and national head



office. Dedicated ambulance approach has enabled the district level COVID surveillance medical officers in correct usage of priority cases transfer to dedicated COVID-19 ICU canters. A true Public-Private-Partnership spirit was smoothly put into practice. In some places, these ambulances were put into the disposal of 104 centres. In few other places, these dedicated ambulances timely supported transfer of patients where ventilators were available. In certain places, these dedicated ambulances were able to transport patients from isolation centres to hospitals. On an average about 7000 COVID-19 linked transfers were carried out during the peak of epidemic. Nearly 15.7 lakh COVID19 linked transfers were supported by GVKEMRI.

### **Special prehospital guidelines:**

Special protocol was developed and shared with the staff on prehospital care vis-vis COVID-19

encompassing PPE use and modifications to reduce aerosol exposure, use of oxygen, bag valve mask. These were put into case cycle time events like towards the scene, on scene, Enroute and patient handover at hospital, post transport and disinfection sections. Use of a simple plastic transparent sheet of 4 X 7 feet while doing CPR was also suggested. Wherever low risk stable patients were the beneficiaries, EMT was also asked to travel in the driver's compartment but cautioned to closely monitor the patient condition through glass partition.

### Recognising EMTs through EM care:

The major aim of reward and recognition policy is to motivate and retain the best talent. In order to motivate and retain it becomes important to recognize the efforts put in by the EMTs in terms of providing pre hospital care, performance, attitude, and achievements in their roles. The purpose of the rewarding performance is to build up an organizational culture where good work done by EMTs valued and their tremendous efforts are recognized.

The EM care process design will allow timely identification, precise documentation and further research in emergency handling state wide. This will as well allow timely feedback and appreciation of Emergency Medical Technicians (EMTs) and Pilots in field in regards to administration of necessary pre hospital care measures. Pre Hospital Care measures taken by field team / Process adherence of field team and status of beneficiary after 48 hours of emergency handling.

In the year of 2020, even in pandemic, EMTs worked tirelessly to attend all emergencies along with COVID cases which were reported to 108 ERC in all operating states.

### Reflections of the EMTs who worked in the time of Pandemic and recognised by their extra ordinary work.

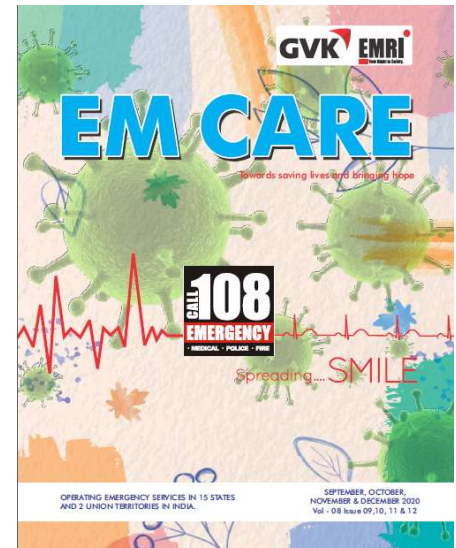
#### EMT: RAJENDER MADDI (A Case of RTA (Neck injury))

As compared to my previous experience, it was a tragic incident to see the victim in that situation and victim was feeling nervous with abnormal breathing condition due to the deep laceration at left side of the neck (near to throat region) and other injuries. On reaching the scene, immediately with help of the pilot followed all the pre-hospital care protocols. We saved the victim with the timely pre hospital care and saved his precious life for which we felt proud and satisfaction. We felt very happy that when the victim family members, receiving hospital personnel had appreciated our services.



#### EMT: RENUKA PALNI (A Case of MCI)

It gives me a pleasure to be a part of GVK EMRI. As an EMT I feel glad to give quick Pre Hospital care to all three victims in a very short period. I feel happy to be a life saviour.





**EMT: YUVARAJA (A Case of Penetrating trauma)**

It was a challenging scene case. The skill which I learnt during my training period was very much helpful for me to provide the adequate pre hospital care to the victim.

**EMT: JAGADISH (A Case of delivery of COVID 19 affected mother)**

It was a case of COVID 19 positive mother who was in active labor & we were asked to receive the mother from a quarantine center which was very challenging for me. Conducting this kind of delivery in ambulance was my first experience & dealing a mother after delivering her baby was quite divesting. Pre hospital care management was done.

**EMT: POOJA SURYAVANSHI (A Case of Lepord Attack)**

I am working as an EMT in GVK EMRI 108 at CH Nihri Location in District Mandi from last 3 years. This victim was working in forest land while he was attacked by Leopard. The victim survived the ordeal and was praising the pre hospital care which was given to her.

**EMT: DIVYA GOSAI (A Case of Snake Bite)**

It's a wonderful feeling to be selected as the Savior of the month. In this case I have worked hard to save the victim's life and with God's grace I could do it. I thank God and my organization for giving me this opportunity.

**EMT: BERCYNORA SHABONG (A Case of Suicide)**

It is not an easy task to manage patients of suicide attempts. Thanks to the Trainings, ERCP advice and Protocols which help us to manage this case with confidence.

**EMT: SAZZADUR RAHMAN (A Case of Train Accident)**

Train accident case is the rarest of all. It is really challenging and life threatening. It always requires high concentration and real concern to give maximum care to the victim. Handling this case added one more experience in my career boosting my knowledge and confidence.

**EMT: RAN SINGH (A Case of Chest Injury)**

To save someone live gives me a great feeling of satisfaction. It was also great time to feel pride after saving any life's & I am very lucky that I am working as EMT in GVK EMRI.



### EMT: JEREES PK (A Case of delivery of COVID 19 affected mother)

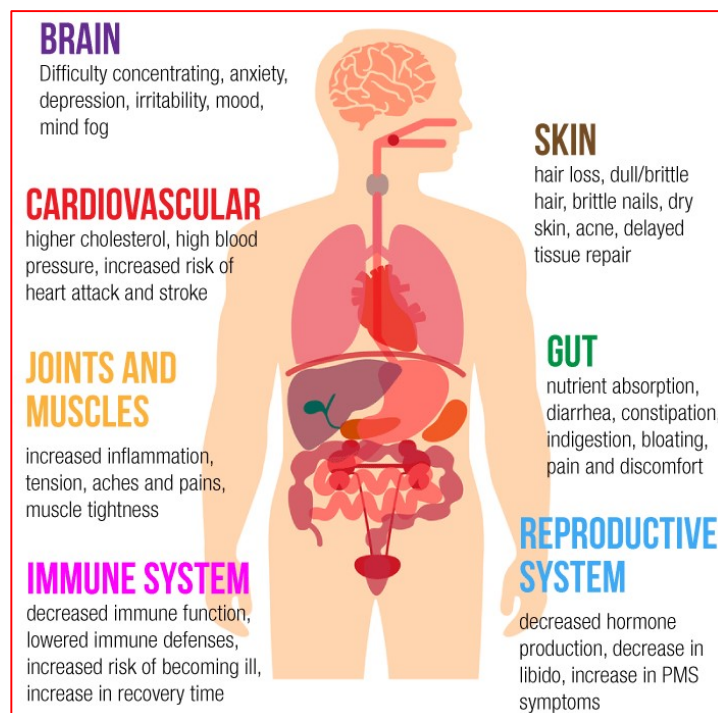
I am happy that I was able to save the lives of both mother and baby. I am honoured that the Hon. Health minister has congratulated our efforts through social media.

### Mental health & Psycho social considerations for EMTs during COVID-19

The COVID-19 pandemic constitutes a global health crisis with the potential to have a severe and long-lasting psychological impact on frontline healthcare workers. EMTs are among those in closest contact with COVID-19, and their day-to-day interactions with community members puts them at a unique risk for mental health problems. However, there is a worrying lack of research and interventions targeted to address the specific psychological issues experienced by EMTs during this pandemic.

During the ongoing COVID-19 pandemic, EMTs are at an even higher vulnerability to mental health problems. While EMTs realise their pivotal role in responding to emergencies and saving lives, they may also face major ethical and moral dilemmas, which can add to the psychological burden of care provision, especially in under-resourced settings. They might have to decide, for example, whether they should treat patients despite the risk of contracting and propagating COVID-19, and how to distribute life-saving medical resources in resource-constrained settings

### What stress does to our body?



### Sources of Stress in EMTs:

- The ever-increasing number of confirmed and suspected cases
- Experiencing stigmatization by other people when working with patients with COVID-19
- Overwhelming work load (longer working hours, more patients)
- Reduced self-care due to lack of time and energy
- Worrying about infecting their family and caregivers
- Depletion of personal protection equipment
- Wide spread media coverage
- Lack of specific drugs
- Poor patient outcomes
- Unfamiliar situations like avoidance by their family or community owing to stigma of fear.
- Emergency fleet issues

### **Maintaining mental health for EMTs**

- Try and use helpful coping strategies such as ensuring sufficient rest and respite during work or between shifts.
- Eat sufficient and healthy food, engage in physical activity, and stay in contact with family and friends.
- Avoid using unhelpful coping strategies such as use of tobacco, alcohol or other drugs.
- staying connected with your loved ones, including through digital methods, is one way to maintain contact.
- Turn to your colleagues, your manager or other trusted persons for social support – your colleagues may be having similar experiences to you.
- Rely on accurate sources of information about the situation and limit reading or listening to media and news which causes you stress or worry
- Psychological assistance services, including telephone, internet, and application-based counselling or intervention, have been widely deployed by local and national mental health institutions in response to the COVID-19 outbreak



**There are 5 basic principles to overcome the stress during the COVID-19 outbreak for EMTs are**

- **Safety**- Individuals may be concerned about their own safety, the safety of their loved ones, and their community. Ambulance staff can promote a sense of safety by providing accurate information, helping people plan, and/or connecting people to resources and services where possible and appropriate.
- **Calmness**- Pandemics cause fear, distress, and anxiety among the general public and some groups in particular. Ambulance staff can promote a return to calm by behaving in a calm manner, allowing people to express emotion, and providing compassionate response.
- **Connectedness**- Isolation, quarantine and general disruptions of normal activities often mean separation from loved ones, community members, and the general sense of connectedness that people share with one another. Exploring options of continued connection, including regular times for check-in, can reduce a sense of isolation even when physical distance is necessary.
- **Hope**- During times of great uncertainty it may feel as though everything is falling apart; an important part of managing that feeling of overwhelm and distress is through hope. Simply by being present, listening, and offering practical supports where possible, Ambulance staff lay a foundation for hope.
- **Self & community efficacy**- The disruption of daily living and unpredictability of life during the COVID-19 outbreak can leave many feeling overwhelmed and vulnerable. It is important for Ambulance staff to remind individuals of, and where possible connect them to, the individual, familial, and community strengths and resources that are available

On behalf of GVKEMRI, on the occasion of National EMT day 2021 (2<sup>nd</sup> April), every EMT deserve appreciation wholeheartedly. GVKEMRI is





proud of every EMT. In spirit alphabets EMT stand for Elegance, Modest and Trustworthiness. As a noble representative for prehospital care as an EMT at GVKEMRI enjoy the opportunity of giving back to the society, improve the quality of life of people in distress and thereby be a part of nation's building

## James O Page Block

Father of Modern  
Emergency Medical System



Following his philosophy, EMRI through its training programs in the EMT training block emphasizes Elegance, Modesty and Trustworthiness as most important attributes of a successful EMT

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