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## Organizing a FOT on post crash emergency service

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## Actors in post crash emergency service

- Emergency call centre
  - Calls come in from various sources
  - Deployment of emergency services
- Fire brigade
  - Extrication of victims from cars
- Police
  - Security around the incident
  - Traffic control
- Ambulance service
  - First treatment of victim
  - Transport of victim
- Hospital
  - Secondary treatment





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## New element in post crash emergency service

- Helicopter with medical crew
  - Brings medical team for first treatment
  - Long distance transport
  - Quick response
  - One medical team covers wide area



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## Goal of introducing the new element

- To reduce the number of fatalities, without reducing the quality of life of survivors



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## Operational Actors

ambulance



rescue



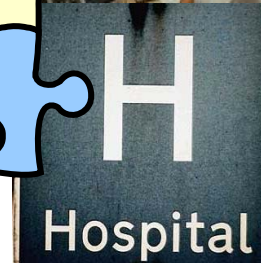
police



emergency  
call centre



HEMS



large  
hospital





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## Decision process

- Health insurance advisory board
  - Advises Health minister
  - Commissions evaluation studies
- Policy department of health ministry
  - Advises minister
- Associations of hospitals and of ambulance services advice health minister
- Board of fire brigade commanders and of police commanders advice minister of Interior
- Health minister
  - Authority to decide on new medical treatment and hospitals
  - Health minister operates within constraints of total cost of medical care (part of state budget negotiations)



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## Stakeholders

- Emergency call centre
  - Manage workload
  - Receive lump-sum payment
  - Keep all clients happy
- Fire brigade
  - Are in command at scene of incident
- Police force
  - Manage workload
- Ambulance services
  - Are paid per incident and only when patient is transported
  - Highly trained to treat polytrauma patients



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## Stakeholders (2)

- Large hospitals
  - To treat more polytrauma patients
  - Polytrauma patients are high income patients
- Small hospitals
  - Loose polytrauma patients
  - Loose image of full service hospitals
- Association of mobility consumers
  - Better service to mobile consumers: lives saved
- Insurance companies
  - More costs
- Minister of Health
  - Authority to decide on new medical treatment and hospitals

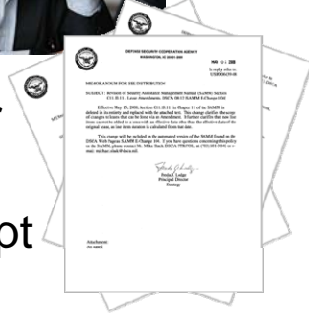


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# Overview of all stakeholders



minister  
&  
policy dept



HEMS operations



advisory  
board



research  
organisation

the public



small hospitals



the media



user organisation



insurance





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## Research question

- Is the level of cost of saving a life year (with correction for quality of life) below the acceptable level for medical treatment?



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## Deployment process

1. Implementation in the framework of an experiment
  - Is a return possible?
  - Shaping the opinion of the professional world
  - Copying a model from other countries
2. Evaluation study commissioned by health insurance advisory board (health ministry has to approve budget for this study)
3. Public opinion
  - Free publicity (newspapers and TV)
  - TV documentary
  - Articles in mobility consumers magazine
4. Financing the experiment



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## Organization of the FOT

- Leadership
  - Users organization took the lead
  - Backed by surgeons of big hospitals
- Finance
  - Users organization paid big part of FOT costs
  - One big hospital paid medical staff and base facilities
- Operational task force of leadership with helicopter company and aviation authorities
- Operational task force with emergency call centres and police
- Evaluation study
  - Two research institutes with support group with leadership and surgeons of big hospitals
- Publicity organized by leadership



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## Outcome of the FOT

- Study showed cost per life-years saved inferior to cost of heart or liver transplants
- Advisory board advises positively
- Health minister is not impressed and restricted by budget constraints
- Ambulance services advise divided
- Police say they can render the same service with their own helicopters
- Public opinion is very positive
- Health minister decides positively