

## Team performance (Professional attention, stabilization)

DATA RECEPTION FROM THE CENTRAL TEAM	
<b>Competence</b>	Be able to receive and treat the data and information regarding the emergency that is going to be developed

ACTIVATION OF THE UNIT	
<b>Competence</b>	Be able to drive the ambulance to the emergency place as quick as possible, whilst at the same time driving safely.

PATIENT ASSISTANCE	
<b>Competence 1</b>	Be able to give the patient the suitable health assistance depending on condition, evaluating and stabilising him/her suitably, according on the established protocols.
<b>Competence 2</b>	Be able to give the patient the basic life support and to hep advanced life support according to the established protocols
<b>Competence 3</b>	Be able to use techniques of psychological and social support in critical situations to those who are directly affected by the medical emergency and to their family, using the established protocols.

DATA RECEPTION FROM THE SHIPPED TEAM								
<b>Competence</b>	Be able to receive and treat the data and information regarding the emergency that is going to be developed							
<b>Expected results</b>	<p>The team is alerted and confirms the receipt of the call</p> <p>The ambulance confirms the departure toward the place of the emergency</p> <p>The portable radio system is switched on the one on board</p> <p>The GPS system is programmed correctly</p>							
<b>Resources used for the competence</b>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>- They know the legal regulations on radio transmissions and on rescuers' liability</li> <li>- They know the National health emergency system</li> <li>- Glossary of the rescue operations</li> <li>- They know the scale and the telephone triage protocols and the categories of urgencies</li> <li>- They know scope of operations of the other emergency services (fire, police, mountain rescue, lifeboat...)</li> </ul>			<b>Skills and abilities:</b> <ul style="list-style-type: none"> <li>- They know the region and its environmental characteristics</li> <li>- To be able to manage a dispatch call</li> <li>- To be able to understand signs and symptoms of medical, traumatic and of other nature pathologies from a telephone triage, to manage the rescue work in a right way</li> <li>- To be able to communicate to the team the received information in an effective manner</li> </ul>				
<b>Competence level</b>	1	2	3	4	5	6	7	8
<b>PROCESS indicators</b>	He/she pinpoint correctly and rapidly the characteristics of the emergency							
	He/she alerts the team that should intervene in shortest time							
	He/she clearly, briefly, and rapidly communicates the information to the team							
	He/she give and receive information to/from the Dispatch Center (DC) about the scenario and the patient							
	He/she have regard to the environmental circumstances when planning the dispatch of the ambulance							
<b>RESULT indicators</b>	% of services correctly carried out regarding time and way							
	% of satisfaction of the team about the received information on the emergency							
	% of satisfaction about radio communication availability							
	Time to confirm the ambulance departure after dispatch instructions							
	% of satisfaction about collaboration attitude of the team							

ACTIVATION OF THE UNIT								
<b>Competence</b>	Be able to drive the ambulance to the emergency place as quick as possible, whilst at the same time driving safely.							
<b>Expected results</b>	<p>The emergency place is located, also using GPS systems</p> <p>All necessary lights and acoustic devices are on, following driving rules and protocols (dispatch code)</p> <p>The team presuppose the possible scenes, based upon the received information from the DC and wear personal protective gear useful for the typology of event and set the equipment for the intervention</p>							
<b>Resources used for the competence</b>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>- They know the legal regulations on road safety</li> <li>- They know the specific procedures on driving the vehicle in adverse situations.</li> <li>- They know the legal regulations on radio transmissions</li> <li>- They know the legal regulations on the use of lights and acoustic devices according to the emergency situation</li> </ul>				<b>Skills and abilities:</b> <ul style="list-style-type: none"> <li>- To be able in interpersonal communication</li> <li>- To be able in safely drive an ambulance</li> <li>- To be able finding suitable roads, in case of need, staying calm</li> <li>- To be able to interact and collaborate with other emergency services (e.g.. police, firefighters ) complying with protocols and procedure</li> </ul>			
<b>Competence level</b>	1	2	3	4	5	6	7	8
<b>PROCESS indicators</b>	He/she finds the most suitable route to go fast to the scene, depending on the state of the road, the traffic and weather							
	He/she communicates to the DC any information useful to have a full picture of the emergency (e.g. to alert other ambulances)							
	He/she communicates to the DC any eventual unforeseen difficulty to reach fast the patient							
<b>RESULT indicators</b>	% of services correctly carried out regarding time and way							
	Employed time to reach the patient after the ambulance departure							
	% of road incident/accident in which an ambulance is involved in							

PATIENT ASSISTANCE								
<b>Competence 1</b>	Be able to give the patient the suitable health assistance depending on condition, evaluating and stabilising him/her suitably, according on the established protocols							
<b>Expected results</b>	<p>They assess the need for more emergency vehicle and/or emergency services (e.g.. police, firefighters)</p> <p>They assess the casualty or accident dynamics (from a safety distance)</p> <p>They identify hazards for the patient and the rescuers</p> <p>They assess basic life functionalities of the patient</p> <p>They perform life-saving procedures (basic support life )</p>							
<b>Resources used for the competence</b>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>- They know first assessment systems</li> <li>- They know first aid actions</li> <li>- They know safety rules</li> <li>- They know intervention protocols for coordinating activity during emergencies</li> <li>- They know how to detect signs of shock and bleeding</li> <li>- They know 'first on scene' protocol</li> </ul>				<b>Skills and abilities:</b> <ul style="list-style-type: none"> <li>- To be able to secure the scene or to alert other emergency services (e.g.. police, firefighters);</li> <li>- To be able to gather first information about the incident, by doing an observation of the scene and speaking with others at the scene</li> <li>- To be able to provide emergency treatment of airways, bleeding and shock</li> <li>- To be able to coordinate its own intervention with the other team members</li> </ul>			
<b>Competence level</b>	1	2	3	4	5	6	7	8
<b>PROCESS indicators</b>	He/she suitably assess the scene and the needed resources							
	He/she acquires correctly and in detail the information about the dynamics of the accident							
	He/she secure the team and the patient taking into account of the surrounding environment							
	He/she make the first assessment complying with protocols and check list, when available, and exchanging ideas with colleagues							
	He/she build up a relationship with the patient ( where it's possible ) to acquire precious information and to reconstruct a complete picture of the event and of the patient							
	He/she gather first information about the incident, by doing an observation of the scene and speaking with laypeople to know the dynamics of the event							
<b>RESULT indicators</b>	% of accidents and damage suffered by the rescuers for safety lack at the place of the event							
	% of changes in the code of severity that could be referred to a wrong assessment or to an incomplete primary assessment							
	% Errors in the first aid actions and /or treatments							

PATIENT ASSISTANCE								
<b>Competence 2</b>	Be able to give the patient the basic life support and to hep advanced life support according to the established protocols.							
<b>Expected results</b>	<p>They assess advanced life signs of the patient state of consciousness, recording the state of vital conditions, parameters and important symptoms</p> <p>They make a new treatment</p> <p>They confirm the triage code and they agree with the DC about the destination hospital</p> <p>They communicate to the D.C. the esteemed time for the arrival to the selected hospital</p> <p>They communicate all the information about health useful to alert the Emergency Department</p>							
<b>Resources used for the competence</b>	<b>Knowledge:</b> <ul style="list-style-type: none"> <li>- They know advanced assessment systems</li> <li>- They know basic life support and advanced life support protocols</li> <li>- They know the typologies of lesions, of trauma, of burns, of breathing pathology</li> </ul>				<b>Skills and abilities:</b> <ul style="list-style-type: none"> <li>- To be able to assess the conditions of the patient and to stabilise him/her</li> <li>- To be able to make convenient treatments to the condition</li> <li>- To be able to treat the different kind of patient depending on the age and the typology of pre-existing conditions (e.g. diabetes)</li> <li>- To be able to fill in a form about the intervention</li> <li>- To be able to communicate clearly with the patient, relatives or patient colleagues</li> </ul>			
<b>Competence level</b>	1	2	3	4	5	6	7 BG	8
<b>PROCESS indicators</b>	He/she make the advanced assessment complying with protocols and check list, when available, and exchanging ideas with colleagues							
	He/she uses treatment protocols suitable for the necessary treatment of the patient to stabilize her/his conditions							
	He/she communicates to the patient his/her conditions and the treatment he is receiving							
	He/she communicates to his/her parents or friends on the scene the health conditions of the patient and the hospital of destination							
	He/she communicates to the D.C. the estimated ambulance arrival time at the destination hospital							
<b>RESULT indicators</b>	% of report wrongly compiled							
	% of incoherencies pointed out by the Emergency Department in phase of acceptance							
	% Errors in the first aid actions and /or treatments							
	% of complaints by patients or their family regarding treatments obtained during the stabilisation phase and the secondary treatment							
	% of secondary transports between hospitals due to a wrong selection of the hospital							
	% of errors due to a lack or absent coordination action of the team							
	% of errors due to a lack or absent coordination action with the DC							

PATIENT ASSISTANCE								
<b>Competence 3</b>	- - Be able to use techniques of psychological and social support in critical situations to those who are directly affected by the medical emergency and to their family, using the established protocols							
<b>Expected results</b>	They guarantee to the patient a suitable emotional support in addition to the physical health problem They establish a relationship based on the psychological needs of the patient They assess the psychological needs and the specific needs of the patient							
<b>Resources used for the competence</b>	<b>Knowledge</b> <ul style="list-style-type: none"> <li>- They know psychological aspects of the pre-hospital aid</li> <li>- They know the psychological needs of a patient</li> <li>- They know techniques of effective communication</li> <li>- They know specific needs:: psychiatry, drug addiction, alcohol abuse</li> <li>- They know laws and rules about the mandatory health check and the mandatory health treatment</li> </ul>				<b>Skills and abilities:</b> <ul style="list-style-type: none"> <li>- To be able to reassure the injured, without diminishing symptoms or pain the patient has;</li> <li>- To have skills and practice about non-verbal techniques of communication</li> <li>- To be able maintain a calm and sure attitude sustaining psychologically the patient and his family</li> <li>- To be able to develop an emphatic contact with the patient</li> <li>- To be able to establish a relationship of trust, respect and comprehension with the patient</li> <li>- To be able to use an understandable language</li> </ul>			
<b>Competence level</b>	1	2	3	4	5	6	7	8
<b>PROCESS indicators</b>	He/she makes an assessment about the emotional status of the patient, taking into account the emergency he/she is involved in							
	He/she establishes an oral reassuring and professional relationship							
	He/she stay in contact and near the patient during all the treatment							
	He/she explains to the patient all treatment he/she will receive							
	He/she take care about practical, bureaucratic details that create trouble to the patient							
<b>RESULT indicators</b>	% of satisfaction for the psychological support obtained during the emergency situation							
	% of confirmation of the psychological assessment by the hospital of destination							
	% of complaints about support, non-medical treatment and information the patient and family received at the emergency incident and in the ambulance on the way to hospital							