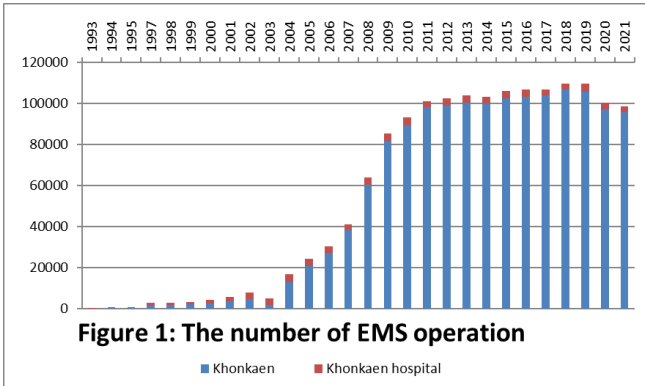


The 27-year EMS , Khon Kaen province

Reported by the trauma and critical-care center of Khonkaen hospital



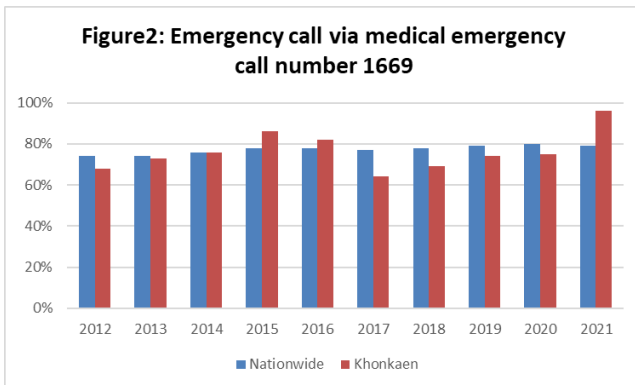
Khonkaen province joined the EMS development project of Thailand and we are growing up to provide the quality service for Thai people. In the last decade, one-hundred thousand ambulances have been dispatched to the scene as shown in figure 1.



The key success factors of Thai EMS are identified as the following

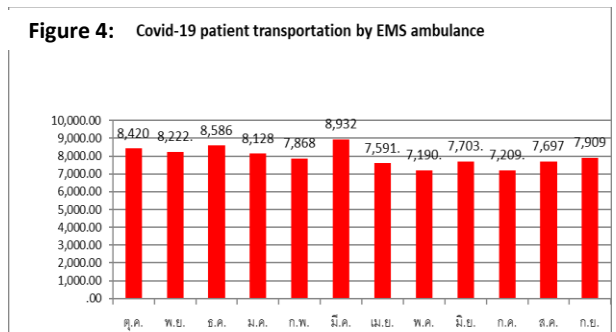
1. The law of EMS was granted in 2008. Consequently, the policies that support the EMS system as well as the budget were provided. The official EMS provincial committee board was developed and organized to establish the EMS system in each province. Khonkaen province also had a positive support from this and resulted in the significant increase in the number of EMS operation after 2008 as shown in Figure 1.
2. The internal process of Khonkaen EMS network such as the regular monthly meeting called 'EMS day', the Khonkaen EMS foundation which supports some essential EMS equipment, the working-hard administrative unit like trauma center of Khonkaen hospital, high-efficiency 24/7 command control center, and the willingness of all level EMS participants to improve the system. Moreover, we have never stopped running even in Covid-19 pandemic, 7,000-9,000 ambulance service have been provided monthly to deliver Covid-19 patient to the destination.

The medical emergency call number (1669) has been used for medical emergency more and more nationally and also in Khonkaen. It can be interpreted that the trustworthiness of people in seeking a medical help by this way. It is clear that the EMS system implemented successfully as shown in Figure 2.



By triage level, majority of patient was urgency (60-70%). The emergency patient was around 10 %.

Figure 3: command control center and telemedicine



The way forward

Quality of care is the major principle of the improving direction. The online medical direction as well as the telemedicine will be the priority that we have implemented in the EMS system. Telemedicine has been used in our system for ten more years in the interfacility transfer and it will be soon used in the EMS operation. The ambulance operation center is a system that GPS system, video call and the online vital-signs monitor are integrated to make the online medical direction works efficiency and result in the better outcome of patient.