



# **Emergency Medical Services (EMS) Management Course: Ambulance Operations, Dispatch and KPIs**



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### **Introduction:**

Emergency Medical Services EMS management, covering ambulance operations, dispatch and KPIs, is a 5-day course for ambulance operations, dispatch centre and health emergency planning teams that ends with an EMS Performance Review and Deployment Improvement Plan for a case region. Services lose vital minutes when calls are triaged inconsistently, ambulances wait at hospital doors, stations sit far from demand and rosters ignore hourly call patterns. Nominees already supervise crews, dispatch staff or service planning and work through case studies built on call, deployment and turnaround data. CoreConcept Training Center delivers this EMS management course.

### **Course Objectives:**

- Compare EMS system models and levels of care and position a service's mix of emergency and non-urgent patient transport resources
- Organise a dispatch centre's call answer, triage and computer-aided dispatch workflow with a structured call audit routine
- Plan ambulance deployment, station location and posting plans that match resources to hourly and weekday demand
- Manage fleet readiness, equipment checks, shift patterns and fatigue controls for ambulance crews
- Analyse response time, unit hour utilisation, on-scene and hospital turnaround indicators and act on clinical governance findings
- Produce an EMS Performance Review and Deployment Improvement Plan for a case region, including surge readiness for mass-casualty incidents

### **Target Audience:**

- Ambulance service operations teams responsible for crews, vehicles, stations and daily response performance
  - Dispatch and emergency call centre management teams accountable for call answer, triage and resource allocation
  - Health emergency planning teams that size prehospital capacity and prepare mass-casualty arrangements
  - Fleet and logistics management teams that maintain ambulances, equipment and make-ready processes
  - Clinical governance and quality teams that audit patient care records and review adverse events in prehospital care
  - Performance and information teams that report response indicators and model demand for service planning
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## **Course Outline:**

### **Day 1: EMS System Foundations and Service Baseline**

- Anglo-American and Franco-German EMS System Model Comparison
- Levels of Care From BLS to Critical Care Transport
- Emergency and Non-Urgent Patient Transport Service Segmentation
- EMS Demand Drivers Using Hourly and Weekday Call Profiles
- Ambulance Service Baseline Scorecard for a Current-State Review

### **Day 2: Dispatch Centre Design, Call Triage and Response Categories**

- Criteria-Based Versus Protocol-Based Dispatch Triage Selection
- Call Answer, Interrogation and Pre-Arrival Instruction Workflow
- Computer-Aided Dispatch Decision Support Configuration and Governance
- Response Category Matrix Matching Call Priority to Resource Type
- Dispatch Quality Assurance Through Structured Call Audit Sampling

### **Day 3: Ambulance Deployment, Fleet Readiness and Crew Rostering**

- System Status Management Posting Plans Using AVL Unit Tracking
- Station Location Analysis Using Drive-Time Coverage Mapping
- Ambulance Fleet Make-Ready, Equipment Checks and Driver Scoring
- Demand-Matched Shift Pattern Design and Crew Rostering
- Fatigue Risk Controls for Long Shifts and Night Rotations

### **Day 4: Performance Indicators, Clinical Governance and Hospital Interface**

- Response Time Fractile Reporting and Unit Hour Utilisation
- Chute Time, On-Scene Time and Job Cycle Analysis
- Hospital Handover Delay and Ambulance Turnaround Time Controls
- Clinical Governance Using Patient Care Record Audits
- Mass-Casualty Surge Readiness and Ambulance Bus Deployment Planning

### **Day 5: Case Study: EMS Performance Review and Deployment Improvement Plan**

- Case Region Call Volume and Response Data Review
  - Coverage Gap Diagnosis Against Response Category Targets
  - Roster and Posting Plan Redesign for Peak Demand
  - Handover Delay Reduction Actions With Receiving Hospitals
  - EMS Performance Review and Deployment Improvement Plan Completion
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## Skills You Will Gain:

- EMS System Design
- Dispatch Centre Management
- Ambulance Deployment Planning
- Station Coverage Analysis
- Crew Rostering and Fatigue Control
- Response Performance Analytics
- Hospital Handover Management
- Prehospital Clinical Governance

## Why Attend This Course:

- Deliver an EMS Performance Review and Deployment Improvement Plan for a case region to the ambulance service director and the health emergency planning lead
- Decide where to post ambulances, which call categories receive which resource and how to shape rosters against measured demand
- Avoid response delays, ambulances held at hospital doors and crew fatigue incidents that erode service performance and patient safety
- Share call audit forms, posting plans, KPI dashboards and turnaround trackers with dispatch and operations colleagues

## Conclusion:

Back at work, the participant gives the ambulance service director and the health emergency planning lead an EMS Performance Review and Deployment Improvement Plan that sets coverage gaps, proposed posting and station changes, roster adjustments and handover actions agreed with receiving hospitals. Management uses it to approve deployment changes, crew numbers and fleet investment, while dispatch managers use its response category matrix to align triage with resources. After the first quarter under the plan, the unit should review response fractiles, unit hour utilisation and turnaround times against the baseline.

## Frequently Asked Questions FAQ:

### What should participants know before an EMS management course on ambulance operations and dispatch?

Participants should already supervise ambulance crews, dispatch staff, fleet or service planning and be familiar with their service's call and response records. Bringing an extract of response times, rosters or station locations helps them apply the case work to their own service.

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## **How does EMS management differ from a first aid or incident command course?**

It concentrates on running the ambulance service as a system: dispatch triage, deployment, fleet, rosters, response indicators, clinical governance and hospital handover. First aid courses teach casualty care skills, and incident command courses cover multi-agency command structures during a single major incident.

## **Why does EMS management track response time fractiles rather than average response times?**

Averages hide the long waits that matter most to patients, while fractile reporting shows how often a service reaches the target for each response category. Managers can then see where coverage, posting plans or rosters fail and act on those gaps.

## **What do participants take back from the EMS management course?**

Participants take back an EMS Performance Review and Deployment Improvement Plan for a case region, with a response category matrix, posting and roster proposals, a call audit form, a KPI dashboard layout and a handover delay action list they can adapt to their own service.

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