

An Innovative Approach to Pre-Hospital Performance Improvement & Education



Northeast Georgia Health System

Challenge

Northeast Georgia Medical Center (NGMC) is the only American College of Surgeons (ACS) verified level II trauma center in the northeast Georgia region, which covers 13 predominantly rural counties.

- During the trauma center’s 2018 ACS verification visit, the surveyor’s identified an opportunity for improvement related to performance improvement activities in the pre-hospital environment.
- In response to the noted weakness, NGMC’s Trauma Outreach and Injury Prevention Coordinator continued to review all level one trauma activations, but with more scrutiny to identify potential opportunities for improvement and educational gaps for the pre-hospital providers.
- As opportunities were identified, feedback was relayed to the pre-hospital personnel; however, due to proximity, geographic area and other factors, face to face educational opportunities, led by the trauma center, were limited.
- A fundraising activity led to the purchase of a high fidelity mobile simulation lab that would enhance educational opportunities for other hospitals and Emergency Medical Services (EMS) throughout the region and beyond.
- This opportunity led the Trauma Outreach and Injury Prevention Coordinator to collaborate with the mobile simulation lab team to develop trauma scenarios that could be simulated by pre-hospital providers.
- The plan was developed to take the mobile simulation bus on the road, making educational activities more accessible and valuable for the pre-hospital personnel.

Interventions

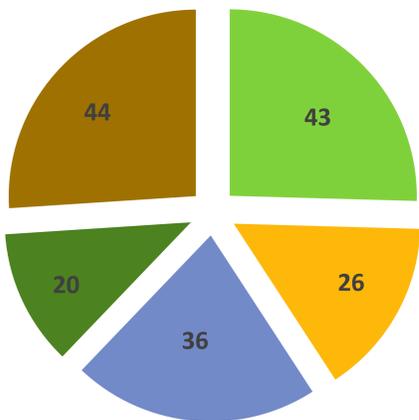
In order to gain interest by the various EMS counties, the Trauma Outreach and Injury Prevention Coordinator networked through the Regional Trauma Advisory Committee (RTAC) and she also reached out to those services with recently identified opportunities for improvement in trauma care.

- Before taking the mobile education to the different services, a learning needs assessment was conducted for each EMS county with the development of a personalized education plan.
- In addition to trauma specific education, services could request education on obstetric delivery, neonatal resuscitation, stroke or other high risk clinical scenarios.
- Once plans were agreed upon by the mobile simulation team and the EMS county leadership team, logistics were finalized and the event was set.
- For each county, the mobile simulation team, which includes subject matter experts, brought the mobile simulation lab to the service and conducted education over a period of three days, to cover each shift.
- During the simulation, pre-hospital personnel, in teams of 2-3, rotated through the simulation scenarios.
- The pre-hospital crews were debriefed after each simulation scenario and they were provided feedback on what they did well and on any areas requiring further education.



Results

As of October 2021, the team has taken the mobile simulation bus to five EMS counties. 169 pre-hospital personnel have been trained through this innovative educational format. Positive feedback has been received from all five EMS agencies.



■ Dawson ■ Franklin ■ Habersham ■ Jackson ■ Lumpkin

Total Number Participants= 169

Conclusions and Sustainment

With the addition of the mobile simulation bus to the toolkit of trauma education resources, this change can be sustained through advanced planning, collaboration and pertinent educational topics.

Team Members

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