



Abstract

Introduction: Expanding EMS agencies face many challenges pertaining to on-scene operations, administrative oversight, and sustainability.

Development & Implementation: Our agency has addressed these concerns using a three-pronged approach tackling Operations, Administration, and Sustainability challenges. Specific operational changes include the implementation of pre-shift checklists, site-specific SOPs, and radio integration with the Yale Police network.

Evaluation: YEMS witnessed a significant decrease in equipment deficiencies, scene safety concerns, and delayed EMS response times. Probationary members reported increased satisfaction with the quality of their training. New recruitment/training policies resulted in a threefold increase in cleared membership.

Discussion/Conclusion: Standardized operations, improved communication, and increased sustainability are crucial tools for expanding collegiate EMS agencies to tackle unexpected challenges.

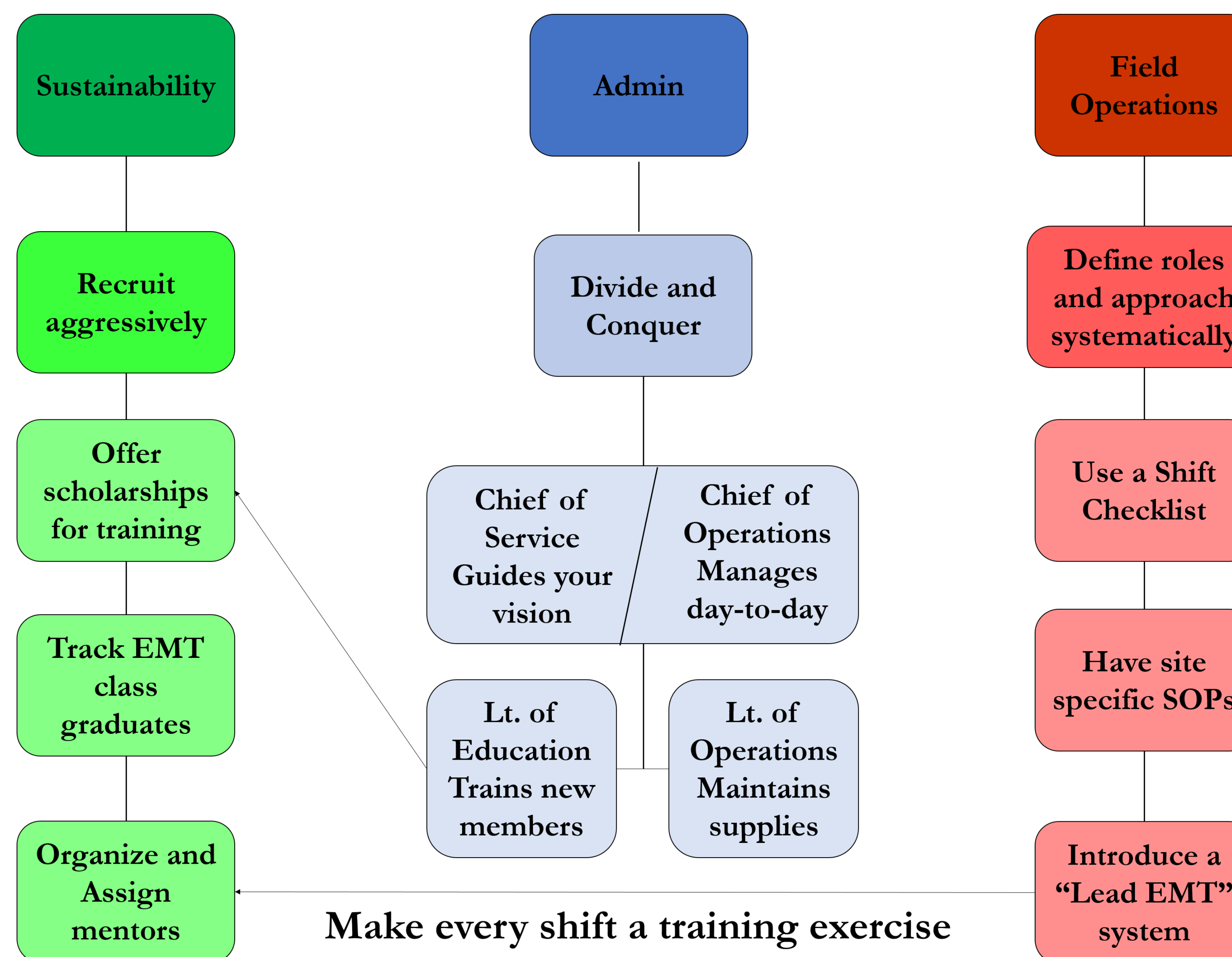
Introduction

Expanding EMS agencies face many challenges pertaining to on-scene operations, administrative oversight, and sustainability. Specific challenges that prompted change within our agency include a critical shortage of EMTs, a substantial budget deficit, inconsistent training of probationary members, and a high incidence of equipment deficiencies, delayed response times, and unsafe scene conditions.

Evaluation

YEMS witnessed a significant decrease in the number of post-shift reports noting equipment deficiencies, scene safety concerns, or delayed EMS response times after implementing new policies. Probationary members reported increased satisfaction with the quality of their training in interviews conducted at the end of the probationary period, and new recruitment/training policies resulted in a threefold increase in full membership (from 3 to 9). The organization eliminated the budget deficit and was empowered to focus on other institutional goals.

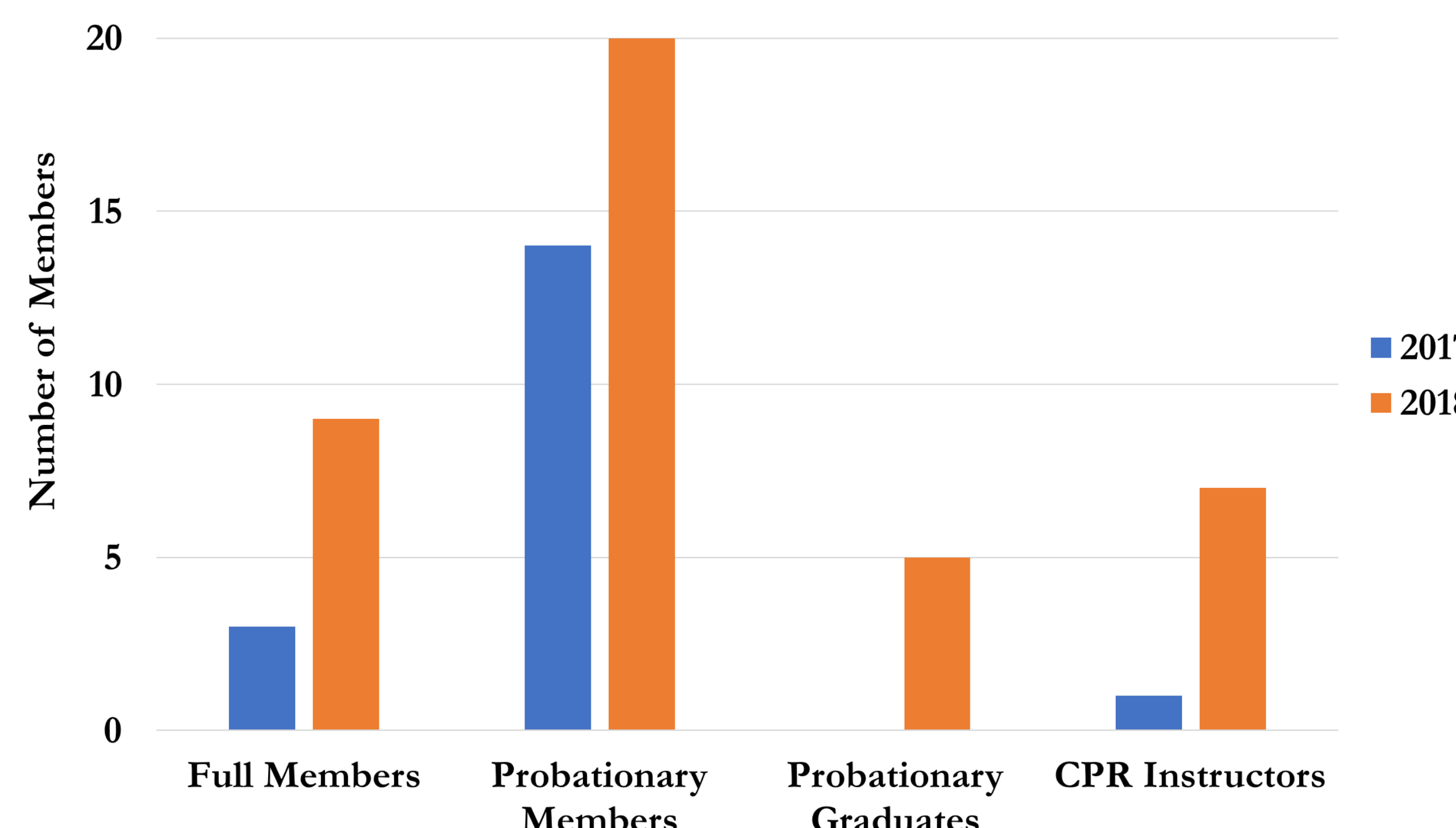
Infrastructure Development & Implementation



Other Changes

- Integrate radios with local fire/EMS/police network
- Codify organizational structure in chart and bylaws
- Clarify chain-of-command
- Collaborate regularly with campus administrators
- Create formal uniform & equipment requisition procedures
- Aggressively recruit at campus events recruitment drives

YEMS Membership Changes from August 2017 to February 2018



Discussion & Conclusion

All student organizations experience growing pains, but EMS is unique in that growing pains can lead to serious consequences for patients and the organization. Standardized operations, improved communication, and increased sustainability are crucial tools for expanding collegiate EMS agencies to tackle unexpected challenges. Future directions may include efforts toward increased membership retention and campus-wide education missions.

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