

# **Emergency Medical Service System in Taipei City**



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# IN THIS TALK...

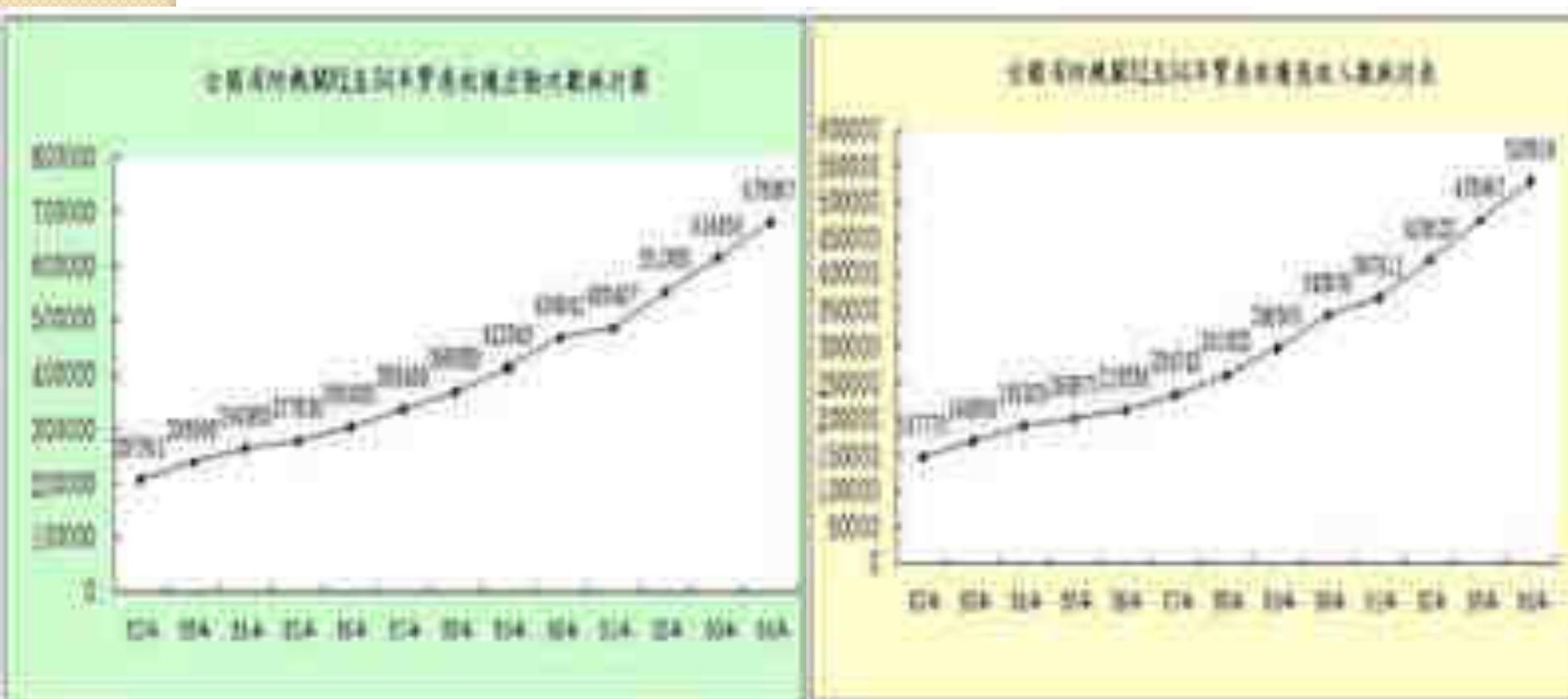
- Milestones of Taipei City EMSS
- System configuration and optimization
- Some examples of previous research





# Public Demand, Taiwan EMS

*Annual growth at 10%*



1.1 call per 10,000 per day



**Area:** 271.8 km<sup>2</sup>  
**Population:** 2.62 M  
**Density:** 9,639.2 /km<sup>2</sup>

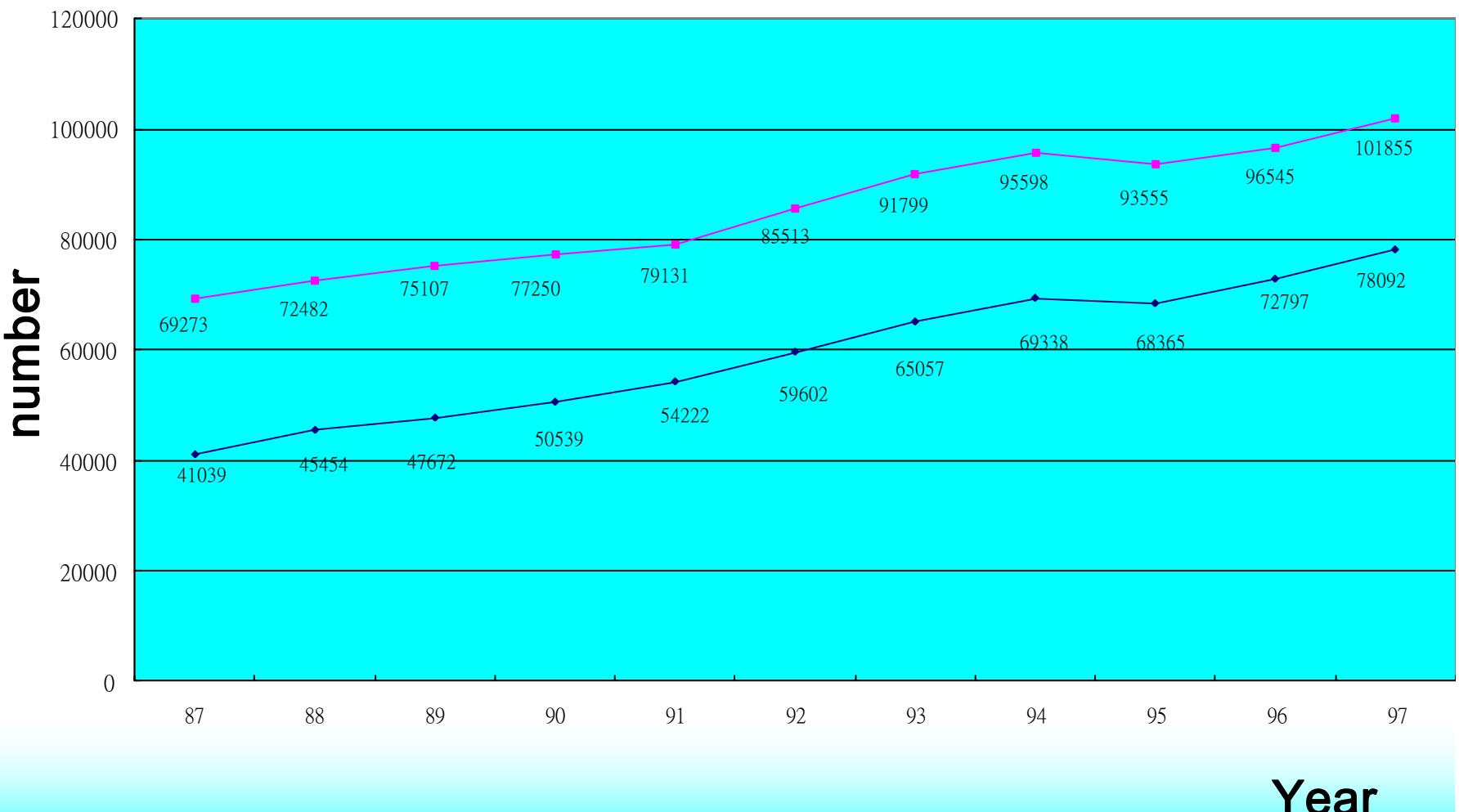
# 12 districts



**Area:** 2,052.6 km<sup>2</sup>  
**Population:** 3.85 M  
**Density:** 1,872.7 /km<sup>2</sup>

# Calls / Services

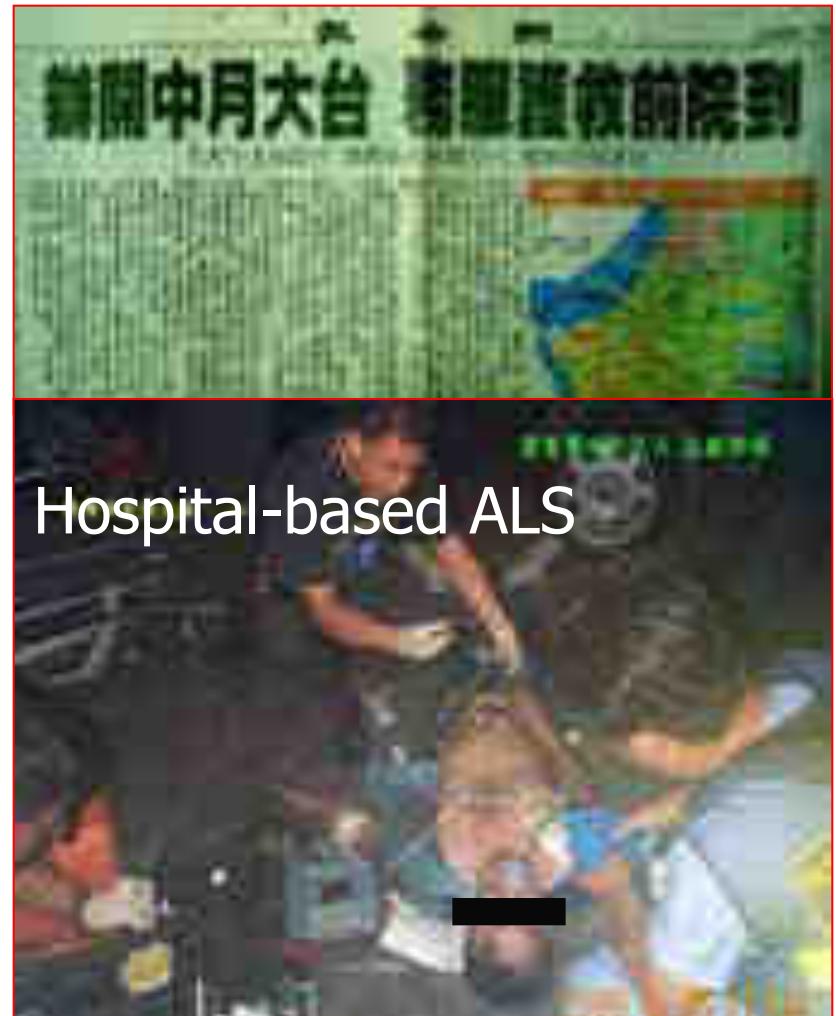
## Demands- Taipei City EMS



1.05 call per 10,000 per day

# Modern EMS : Milestones (I)

- 1990
  - first official EMT training curriculum (SECCM)
- 1995
  - *The Emergency Medical Service Act*
  - 2000, 2007
- 1998
  - Emergency Medicine as a medical specialty
- 1998
  - Hospital-based ALS and Fire-based BLS team (**Taipei City**)
  - EMT-only EMS squads (**Taipei City**)



# Modern EMS : Milestones (II)



- 1999-2000
  - Medical Direction (TPE)
  - AED use by EMT (Taipei City)
- 2002
  - Trauma system pilot (Taipei City)
- 2003
  - Fire-based ALS team (Taipei City)
- 2007
  - Medical oversight
- 2008
  - Public Access Defibrillation

# Taipei City EMS



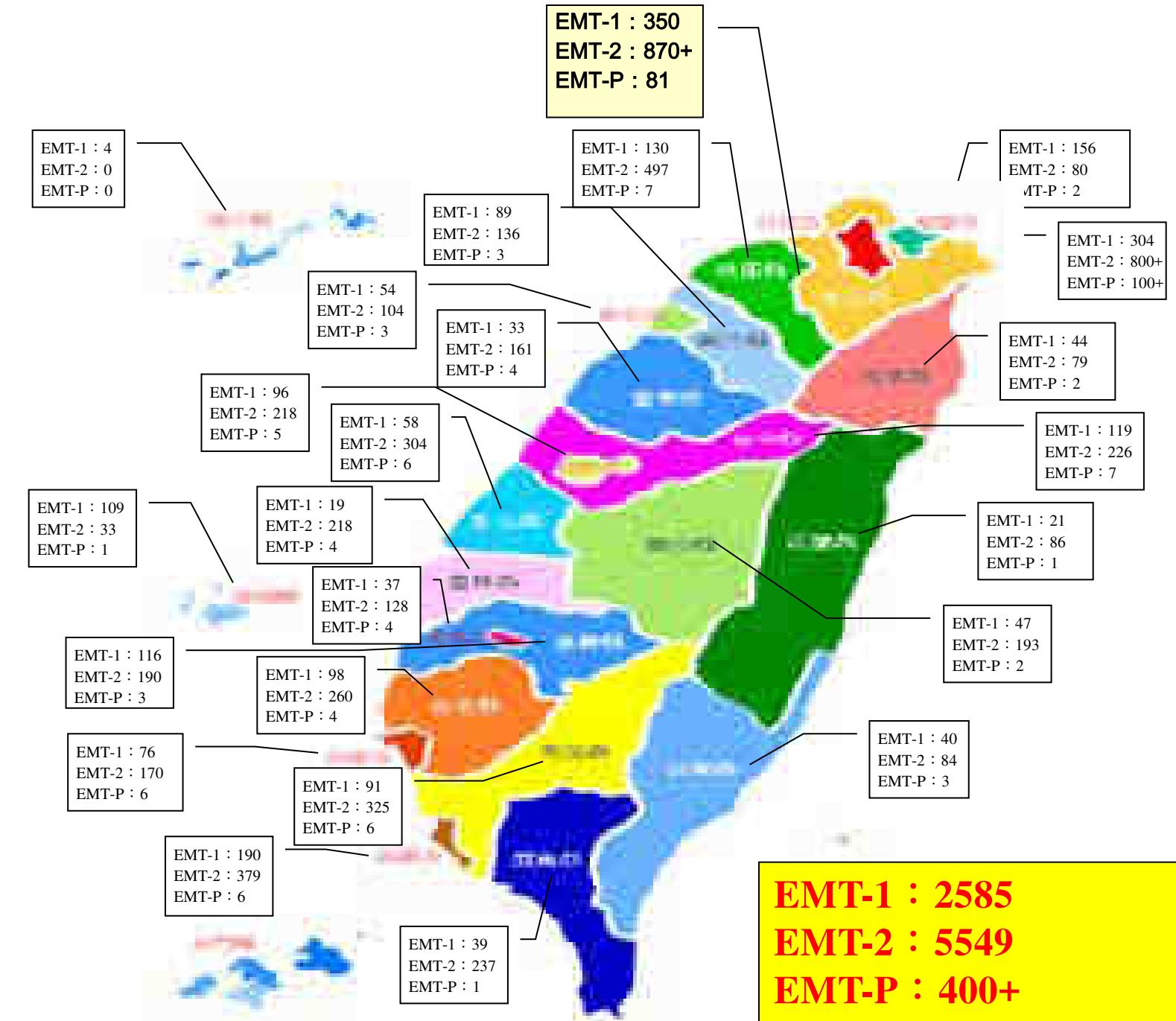
**The money comes from Charities & Temples**

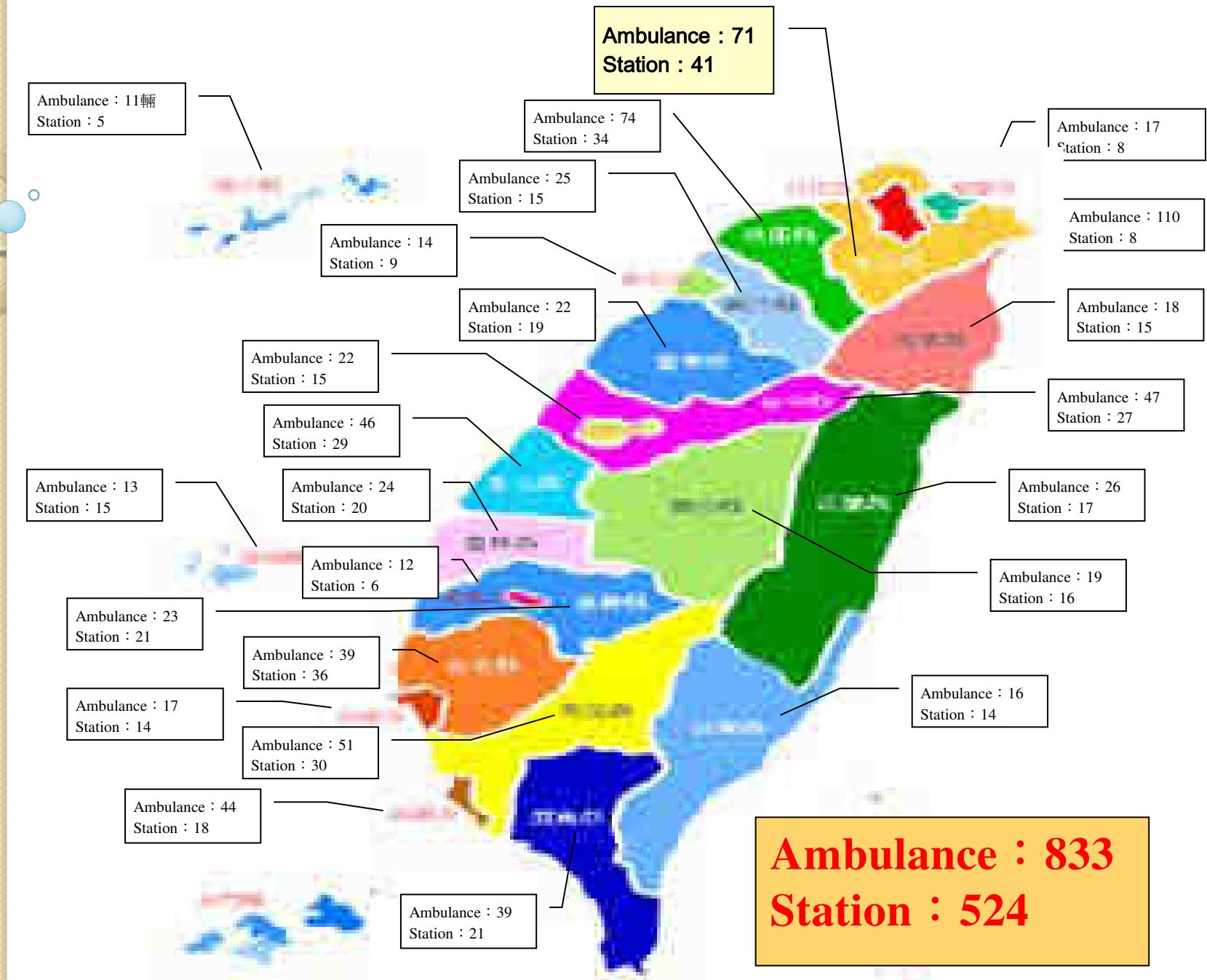


# Sources & Types of Providers

- All prehospital EMSS in Taiwan are fire-based
- Degree of voluntary involvement varies

Provider	Training (hours)	Training	Scope of Practice
EMT-I	40	Fire Dept Fire Academy	First responder, BLS-D
EMT-II	280	Fire Dept Fire Academy	BLS-D, LMA, Fluids
EMT-paramedic	1280	Tertiary Medical Centers	Advanced life support (intubation, Rx)
Dispatcher	40	Fire Dept	Priority Dispatch







## 119 Access to EMSS

- Universal number of 119 (Fire & EMS)
- Central and horizontal dispatch
- Location identification capability(enhanced 119 system) in urban cities
- No triage to alternative source of care; almost all request resulted in ambulance transport



# Early Defibrillation- Fire BLS-D, since 2000



- All levels of EMTs authorized to use AEDs since 2000
- All squads in TPEC equipped with AED
- AED implementation varies with jurisdiction
- Public access defibrillation since 2008

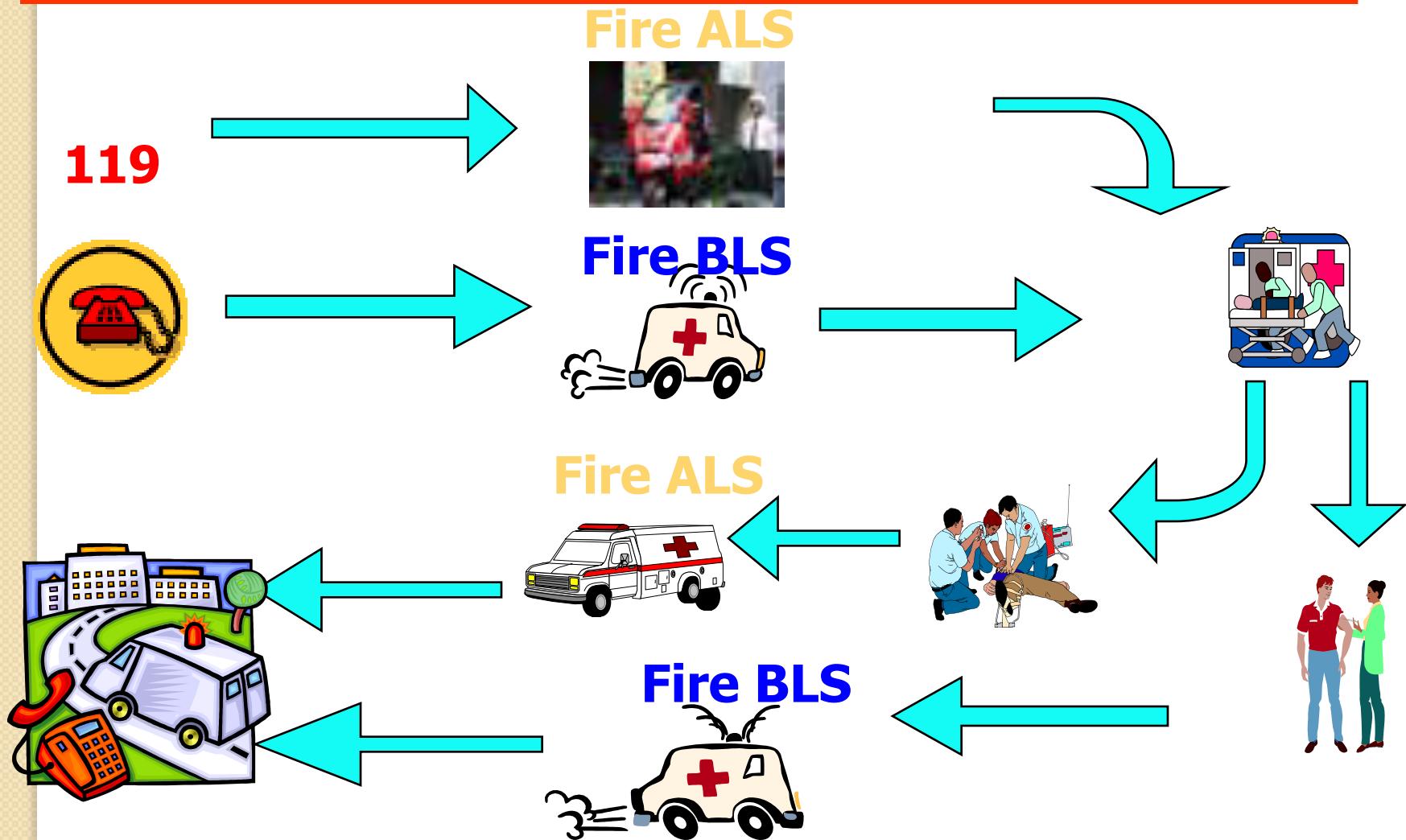
# Fire-based ALS

- EMT-paramedics training started since 2002
- ALS services in few metropolitan cities,  
**firstly in Taipei City since 2003**
- Versatile ambulance deployment
- Motorcycle ambulance squads



# Two Tiered BLS-D / ALS – Taipei City

*Fire-based since 2003*





Three ALS squads

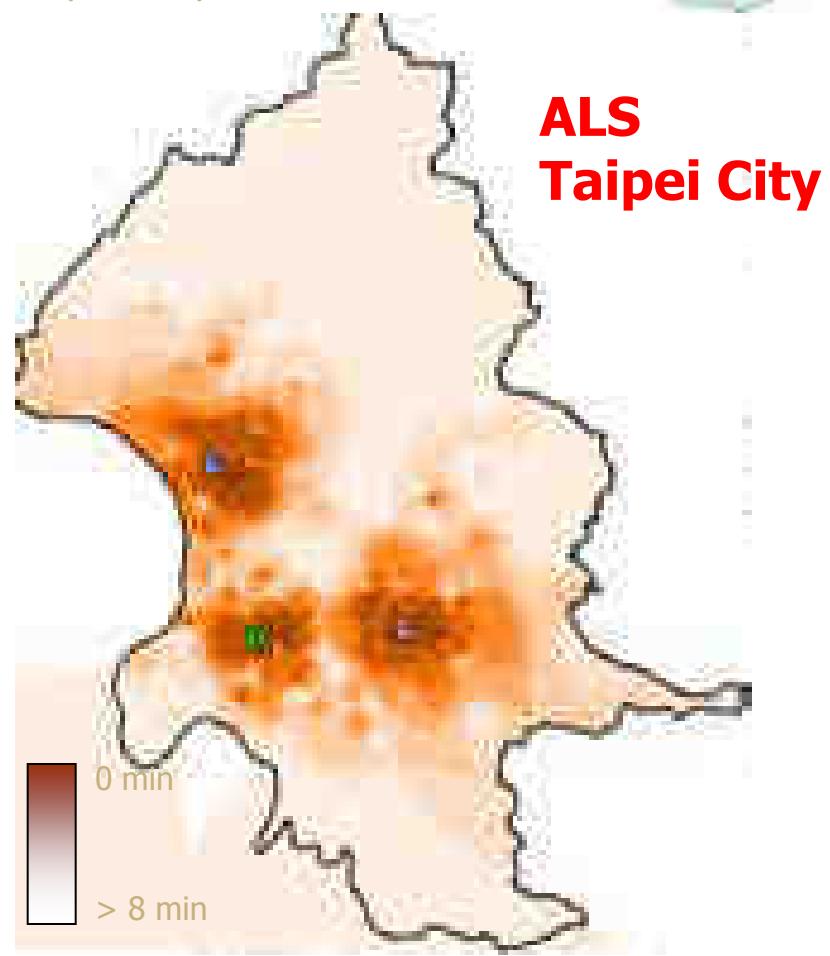
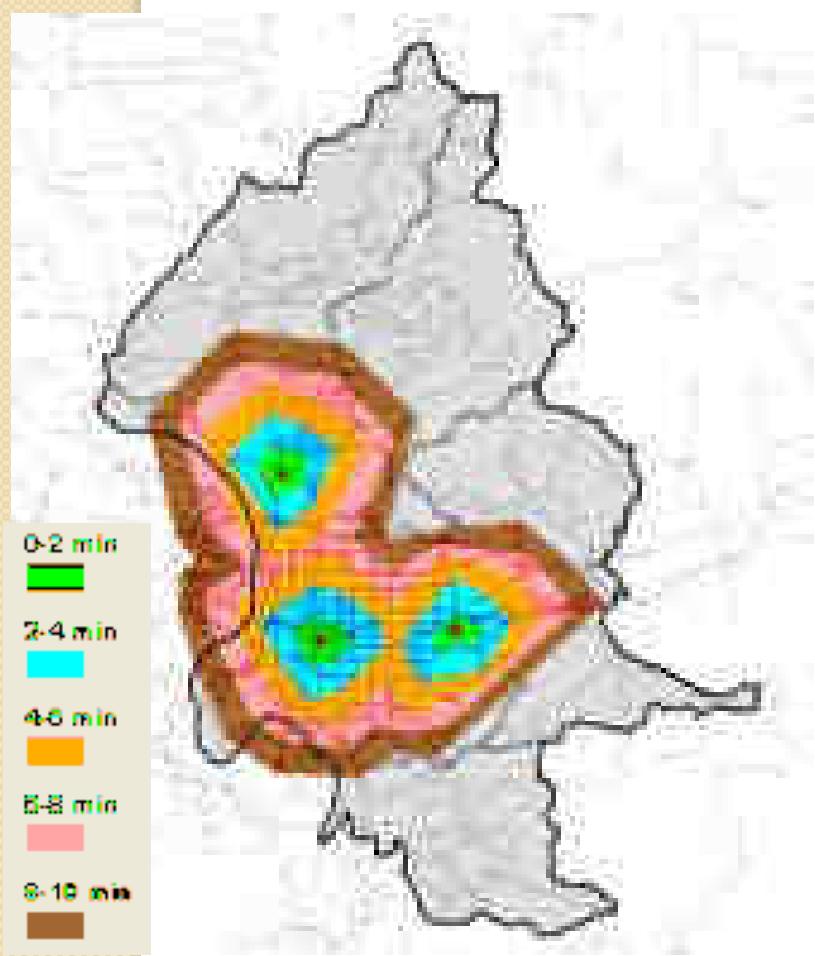
81 EMT-P



- 531/2003 OHCA patients  
(By 3 EMT-P squad), in 2008
- 0-2min 56 Cases (10.5%)
- 2-4min 143 Cases (26.9%)
- 4-6min 129 Cases (24.3%)
- 6-8min 90 Cases (16.9%)
- >8min 112 Cases (21.1%)

- 88.6% Matched

- 0-2 (86.3%)
- 2-4 (88.5%)
- 4-6 (87.2%)
- 6-8 (89.7%)
- >8 (93.1%)



# Trauma Care System Pilot in 2002 – Taipei City

- Trauma Center Categorization
- Trauma Triage Protocol
- Education / Inservice
- System Evaluation



# Major Trauma Criteria – Taipei City Example

- Unconscious(GCS<14 or P / AVPU)
- Resp > 29 or < 10
- SBP < 90mmHg
- ≥ 2 proximal long bone fracture
- Paralysis
- Amputation above ankle or wrist
- Penetrating wound to head, neck and torso
- Second degree burn > 15%
- Fall > 6 m
- High energy impact
- Patient comorbidity

# Medical Direction Committee 1999

**CITY GOVERNMENT**

緊急醫療諮詢委員會  
EMS Advisory Committee

Fire Dept 消防局

Health Dept 衛生局

醫療顧問委員會  
Medical Directors' Committee

急救責任醫院  
EMS Hospitals

救護隊  
EMS Squads

急診與重症醫療  
Emergency &  
Critical Care

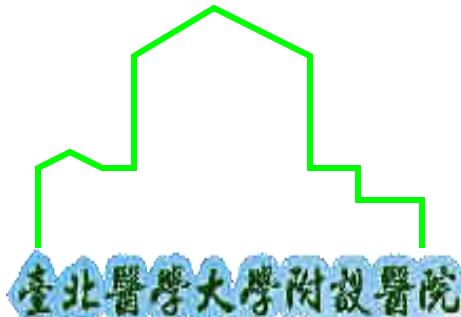
到院前救護  
Prehospital Care

# Medical Direction Committee since 1999



Major responding hospitals in Taipei City

The screenshot shows a website for the "臺北市救急醫療指揮中心" (Taipei City Medical Emergency Command Center). The page features a large blue logo with the character "救" (Jiù - rescue) and "急" (Jí - emergency). Below the logo, there's a cartoon character of a paramedic in uniform. To the right, there's a white ambulance. The main text on the page is in Chinese, with some English words like "Emergency Department". There are also several circular icons showing medical equipment like a stethoscope and a defibrillator.



# Main Tasks : Medical Direction Committee

- Set Standards / Protocols
- Education Programs
- Quality Control & Vigilance
- Implementation New Skills



## 臺北市政府消防局中級救護技術員評量標準 標準評量及評量各項基本技術操作標準步驟手冊

項	頁次
I. 背景與測驗操作常規	4
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B. 準備清單	11
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F. 送醫與運送	23
G. 中暑因應	25
H. 骨頭	26
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J. 河蟹	29
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L. 痢疾與嘔吐/行為急症患者處理與應急事項	32
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V. 異物梗塞與窒息急救處理與應急事項	45

【单元文化】本课学习的是新奇的植物——猪笼草，通过观察、阅读、讨论等方法，了解猪笼草的生长习性。

系统自动识别并显示的待办事项

待办事项：  
1. 审核通过  
2. 审核未通过  
3. 审核未完成  
4. 审核未开始

待办事项	操作	状态
待办事项1	待办事项1	待办事项1
待办事项2	待办事项2	待办事项2
待办事项3	待办事项3	待办事项3
待办事项4	待办事项4	待办事项4

待办事项：  
1. 审核通过  
2. 审核未通过  
3. 审核未完成  
4. 审核未开始

待办事项：  
1. 审核通过  
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3. 审核未完成  
4. 审核未开始

待办事项	操作	状态	操作	状态
待办事项1	待办事项1	待办事项1	待办事项1	待办事项1
待办事项2	待办事项2	待办事项2	待办事项2	待办事项2
待办事项3	待办事项3	待办事项3	待办事项3	待办事项3
待办事项4	待办事项4	待办事项4	待办事项4	待办事项4

不需急救 AED 離遠 快速急救 機械式壓迫器 輪上壓迫完成

抬頭仰伸

救援者：林惠玲 救護員：林惠玲 救護員姓名：林惠玲 救護員電話：0912-123456 救護員地址：新北市五股區五股里1號  
救護員身分：救護員 救護員狀態：待命 救護員備註：  
備註內容：無  
備註時間：2024-01-01 10:00:00

行動中 故障時 救護員應時間：1分 已處理時間：1分  
事件取道：急救道路，建議 AED 可用駕駛：AED 救護員應時間：1分

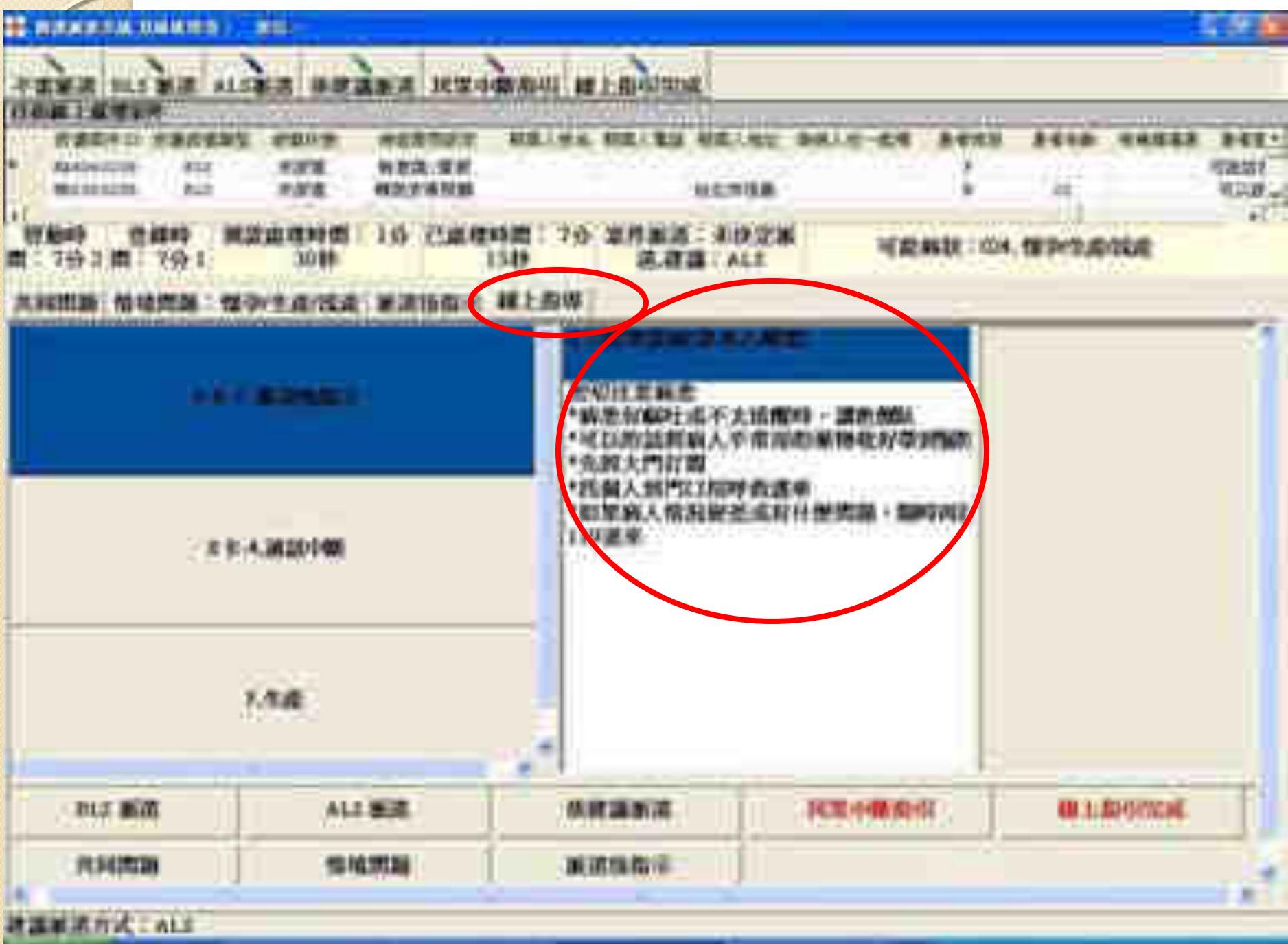
事件取道：急救道路，建議 AED 可用駕駛：AED 救護員應時間：1分

急救步驟：當你遇到心臟停搏，請用壓迫器，輪上壓迫。

已經說明的過程半失精神。凡不要稱高音  
為會引導你進入半失精神。  
2 不要請你努力的去誕生(不要完全墮落)。  
3 不要在邏輯上。  
4 保持你身體的平衡並且讓她躺在右側(分鐘  
躺在左側)之間深呼吸吧。

AED 壓迫	AED 壓迫	機械式壓迫	救援中壓迫器	輪上壓迫完成
急救步驟	急救步驟	輪上壓迫		

救援步驟方式：AED

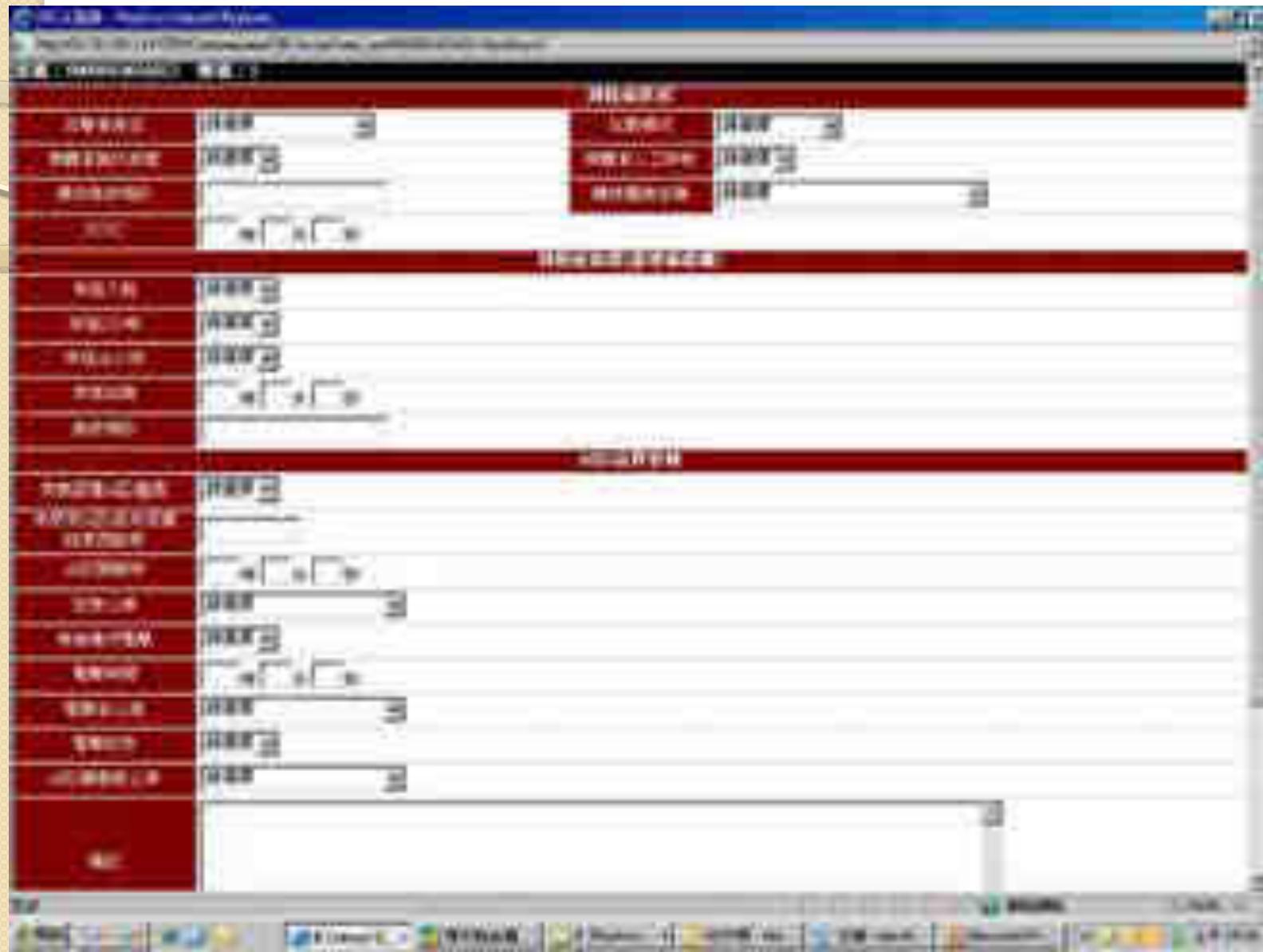




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最近使用过的文件夹

- 我的文档
- 我的电脑
- 我的公文包
- 我的音乐
- 我的图片
- 我的视频
- 我的收藏
- 我的简历
- 我的帮助和支持



# EMT Skill Competition



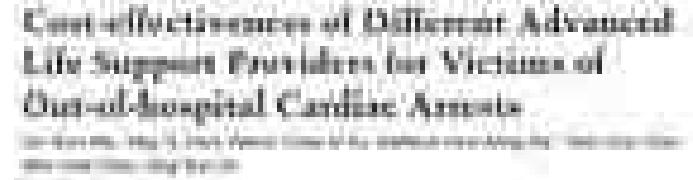
# Medical Oversight / Director 2007

- System of medical oversight stipulated in EMS Act 2007
- Fire departments in jurisdictions required by law to identify medical director
- Medical Director Training by Taiwan Society of Emergency Medicine
- Pilot funding provided by Department of Health
- Currently, 15 / 23 jurisdictions have designated medical director
- **Online consultation in Taipei City since 1999**

# Quality Assurance / Evaluation

**Taipei City Government – NTUH ED**

- OHCA and trauma registry
- Dispatch
- AED implementation
- Quality of CPR
- ALS effectiveness on OHCA
- Cost-effectiveness analysis on OHCA
- Trauma system implementation
- Clinical trial
- Development of quality Indicators for EMSS



# 2008 Healthy City Survey



城市	總分	環境指標		社會指標		健康指標		政府指標		總指標	
		空氣	水質	噪音	光污染	社會	經濟	衛生	教育	行政	總指標
台北市	74.22	7	8	8	7	7	7	7	7	7	74.22
新竹市	73.95	7	7	7	7	7	7	7	7	7	73.95
桃園縣	73.24	7	7	7	7	7	7	7	7	7	73.24
新竹縣	73.04	7	7	7	7	7	7	7	7	7	73.04
宜蘭縣	72.95	7	7	7	7	7	7	7	7	7	72.95
花蓮縣	72.85	7	7	7	7	7	7	7	7	7	72.85
臺南市	72.75	7	7	7	7	7	7	7	7	7	72.75
台中市	72.65	7	7	7	7	7	7	7	7	7	72.65
高雄市	72.55	7	7	7	7	7	7	7	7	7	72.55
基隆市	72.45	7	7	7	7	7	7	7	7	7	72.45
屏東縣	72.35	7	7	7	7	7	7	7	7	7	72.35
澎湖縣	72.25	7	7	7	7	7	7	7	7	7	72.25
連江縣	72.15	7	7	7	7	7	7	7	7	7	72.15
嘉義市	72.05	7	7	7	7	7	7	7	7	7	72.05
嘉義縣	71.95	7	7	7	7	7	7	7	7	7	71.95
苗栗縣	71.85	7	7	7	7	7	7	7	7	7	71.85
南投縣	71.75	7	7	7	7	7	7	7	7	7	71.75
雲林縣	71.65	7	7	7	7	7	7	7	7	7	71.65
台東縣	71.55	7	7	7	7	7	7	7	7	7	71.55
宜蘭縣	71.45	7	7	7	7	7	7	7	7	7	71.45
新竹縣	71.35	7	7	7	7	7	7	7	7	7	71.35
桃園縣	71.25	7	7	7	7	7	7	7	7	7	71.25
彰化縣	71.15	7	7	7	7	7	7	7	7	7	71.15
苗栗縣	71.05	7	7	7	7	7	7	7	7	7	71.05
新竹縣	70.95	7	7	7	7	7	7	7	7	7	70.95
南投縣	70.85	7	7	7	7	7	7	7	7	7	70.85
宜蘭縣	70.75	7	7	7	7	7	7	7	7	7	70.75
新竹縣	70.65	7	7	7	7	7	7	7	7	7	70.65
桃園縣	70.55	7	7	7	7	7	7	7	7	7	70.55
彰化縣	70.45	7	7	7	7	7	7	7	7	7	70.45
南投縣	70.35	7	7	7	7	7	7	7	7	7	70.35
宜蘭縣	70.25	7	7	7	7	7	7	7	7	7	70.25
新竹縣	70.15	7	7	7	7	7	7	7	7	7	70.15
桃園縣	70.05	7	7	7	7	7	7	7	7	7	70.05
彰化縣	69.95	7	7	7	7	7	7	7	7	7	69.95
南投縣	69.85	7	7	7	7	7	7	7	7	7	69.85
宜蘭縣	69.75	7	7	7	7	7	7	7	7	7	69.75
新竹縣	69.65	7	7	7	7	7	7	7	7	7	69.65
桃園縣	69.55	7	7	7	7	7	7	7	7	7	69.55
彰化縣	69.45	7	7	7	7	7	7	7	7	7	69.45
南投縣	69.35	7	7	7	7	7	7	7	7	7	69.35
宜蘭縣	69.25	7	7	7	7	7	7	7	7	7	69.25
新竹縣	69.15	7	7	7	7	7	7	7	7	7	69.15
桃園縣	69.05	7	7	7	7	7	7	7	7	7	69.05
彰化縣	68.95	7	7	7	7	7	7	7	7	7	68.95
南投縣	68.85	7	7	7	7	7	7	7	7	7	68.85
宜蘭縣	68.75	7	7	7	7	7	7	7	7	7	68.75
新竹縣	68.65	7	7	7	7	7	7	7	7	7	68.65
桃園縣	68.55	7	7	7	7	7	7	7	7	7	68.55
彰化縣	68.45	7	7	7	7	7	7	7	7	7	68.45
南投縣	68.35	7	7	7	7	7	7	7	7	7	68.35
宜蘭縣	68.25	7	7	7	7	7	7	7	7	7	68.25
新竹縣	68.15	7	7	7	7	7	7	7	7	7	68.15
桃園縣	68.05	7	7	7	7	7	7	7	7	7	68.05
彰化縣	67.95	7	7	7	7	7	7	7	7	7	67.95
南投縣	67.85	7	7	7	7	7	7	7	7	7	67.85
宜蘭縣	67.75	7	7	7	7	7	7	7	7	7	67.75
新竹縣	67.65	7	7	7	7	7	7	7	7	7	67.65
桃園縣	67.55	7	7	7	7	7	7	7	7	7	67.55
彰化縣	67.45	7	7	7	7	7	7	7	7	7	67.45
南投縣	67.35	7	7	7	7	7	7	7	7	7	67.35
宜蘭縣	67.25	7	7	7	7	7	7	7	7	7	67.25
新竹縣	67.15	7	7	7	7	7	7	7	7	7	67.15
桃園縣	67.05	7	7	7	7	7	7	7	7	7	67.05
彰化縣	66.95	7	7	7	7	7	7	7	7	7	66.95
南投縣	66.85	7	7	7	7	7	7	7	7	7	66.85
宜蘭縣	66.75	7	7	7	7	7	7	7	7	7	66.75
新竹縣	66.65	7	7	7	7	7	7	7	7	7	66.65
桃園縣	66.55	7	7	7	7	7	7	7	7	7	66.55
彰化縣	66.45	7	7	7	7	7	7	7	7	7	66.45
南投縣	66.35	7	7	7	7	7	7	7	7	7	66.35
宜蘭縣	66.25	7	7	7	7	7	7	7	7	7	66.25
新竹縣	66.15	7	7	7	7	7	7	7	7	7	66.15
桃園縣	66.05	7	7	7	7	7	7	7	7	7	66.05
彰化縣	65.95	7	7	7	7	7	7	7	7	7	65.95
南投縣	65.85	7	7	7	7	7	7	7	7	7	65.85
宜蘭縣	65.75	7	7	7	7	7	7	7	7	7	65.75
新竹縣	65.65	7	7	7	7	7	7	7	7	7	65.65
桃園縣	65.55	7	7	7	7	7	7	7	7	7	65.55
彰化縣	65.45	7	7	7	7	7	7	7	7	7	65.45
南投縣	65.35	7	7	7	7	7	7	7	7	7	65.35
宜蘭縣	65.25	7	7	7	7	7	7	7	7	7	65.25
新竹縣	65.15	7	7	7	7	7	7	7	7	7	65.15
桃園縣	65.05	7	7	7	7	7	7	7	7	7	65.05
彰化縣	64.95	7	7	7	7	7	7	7	7	7	64.95
南投縣	64.85	7	7	7	7	7	7	7	7	7	64.85
宜蘭縣	64.75	7	7	7	7	7	7	7	7	7	64.75
新竹縣	64.65	7	7	7	7	7	7	7	7	7	64.65
桃園縣	64.55	7	7	7	7	7	7	7	7	7	64.55
彰化縣	64.45	7	7	7	7	7	7	7	7	7	64.45
南投縣	64.35	7	7	7	7	7	7	7	7	7	64.35
宜蘭縣	64.25	7	7	7	7	7	7	7	7	7	64.25
新竹縣	64.15	7	7	7	7	7	7	7	7	7	64.15
桃園縣	64.05	7	7	7	7	7	7	7	7	7	64.05
彰化縣	63.95	7	7	7	7	7	7	7	7	7	63.95
南投縣	63.85	7	7	7	7	7	7	7	7	7	63.85
宜蘭縣	63.75	7	7	7	7	7	7	7	7	7	63.75
新竹縣	63.65	7	7	7	7	7	7	7	7	7	63.65
桃園縣	63.55	7	7	7	7	7	7	7	7	7	63.55
彰化縣	63.45	7	7	7	7	7	7	7	7	7	63.45
南投縣	63.35	7	7	7	7	7	7	7	7	7	63.35
宜蘭縣	63.25	7	7	7	7	7	7	7	7	7	63.25
新竹縣	63.15	7	7	7	7	7	7	7	7	7	63.15
桃園縣	63.05	7	7	7	7	7	7	7	7	7	63.05
彰化縣	62.95	7	7	7	7	7	7	7	7	7	62.95
南投縣	62.85	7	7	7	7	7	7	7	7	7	62.85
宜蘭縣	62.75	7	7	7	7	7	7	7	7	7	62.75
新竹縣	62.65	7	7	7	7	7	7	7	7	7	62.65
桃園縣	62.55	7	7	7	7	7	7	7	7	7	62.55
彰化縣	62.45	7	7	7	7	7	7	7	7	7	62.45
南投縣	62.35	7	7	7	7	7	7	7	7	7	62.35
宜蘭縣	62.25	7	7	7	7	7	7	7	7	7	62.25
新竹縣	62.15	7	7	7	7	7	7	7	7	7	62.15
桃園縣	62.05	7	7	7	7	7	7	7	7	7	62.05
彰化縣	61.95	7	7	7	7	7	7	7	7	7	61.95
南投縣	61.85	7	7	7	7	7	7	7	7	7	61.85
宜蘭縣	61.75	7	7	7	7	7	7	7	7	7	61.75
新竹縣	61.65	7	7	7	7	7	7	7	7	7	61.65
桃園縣	61.55	7	7	7	7	7	7	7	7	7	61.55
彰化縣	61.45	7	7	7	7	7	7	7	7	7	61.45
南投縣	61.35	7	7	7	7	7	7	7	7	7	61.35
宜蘭縣	61.25	7	7	7	7	7	7	7	7	7	61.25
新竹縣	61.15	7	7	7	7	7	7	7	7	7	61.15
桃園縣	61.05	7	7	7	7	7	7	7	7	7	61.05
彰化縣	60.95	7	7	7	7	7	7	7	7	7	60.95
南投縣	60.85	7	7	7	7	7	7	7	7	7	60.85
宜蘭縣	60.75	7	7	7	7	7	7	7	7	7	60.75
新竹縣	60.65	7	7	7	7	7	7	7	7	7	60.65
桃園縣	60.55	7	7	7	7	7	7	7	7	7	60.55
彰化縣	60.45	7	7	7	7	7	7	7	7	7	60.45
南投縣	60.35	7	7	7	7	7	7	7	7	7	60.35
宜蘭縣	60.25	7	7	7	7	7	7	7	7	7	60.25
新竹縣	60.15	7	7	7	7	7	7	7	7	7	60.15
桃園縣	60.05	7	7								

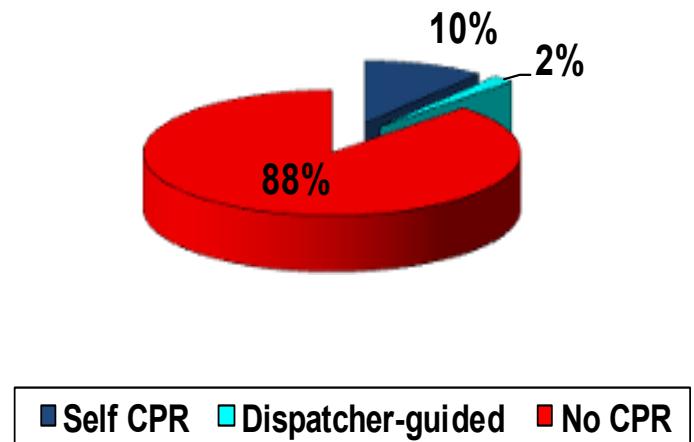
- Therapeutic hypothermia: two hospital
- ECMO
- Clinical trial
- Web-based OHCA Registry



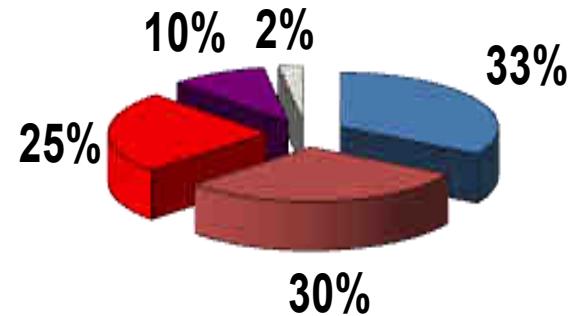
# Problems~

## Early CPR: needs improvement

% bystander CPR



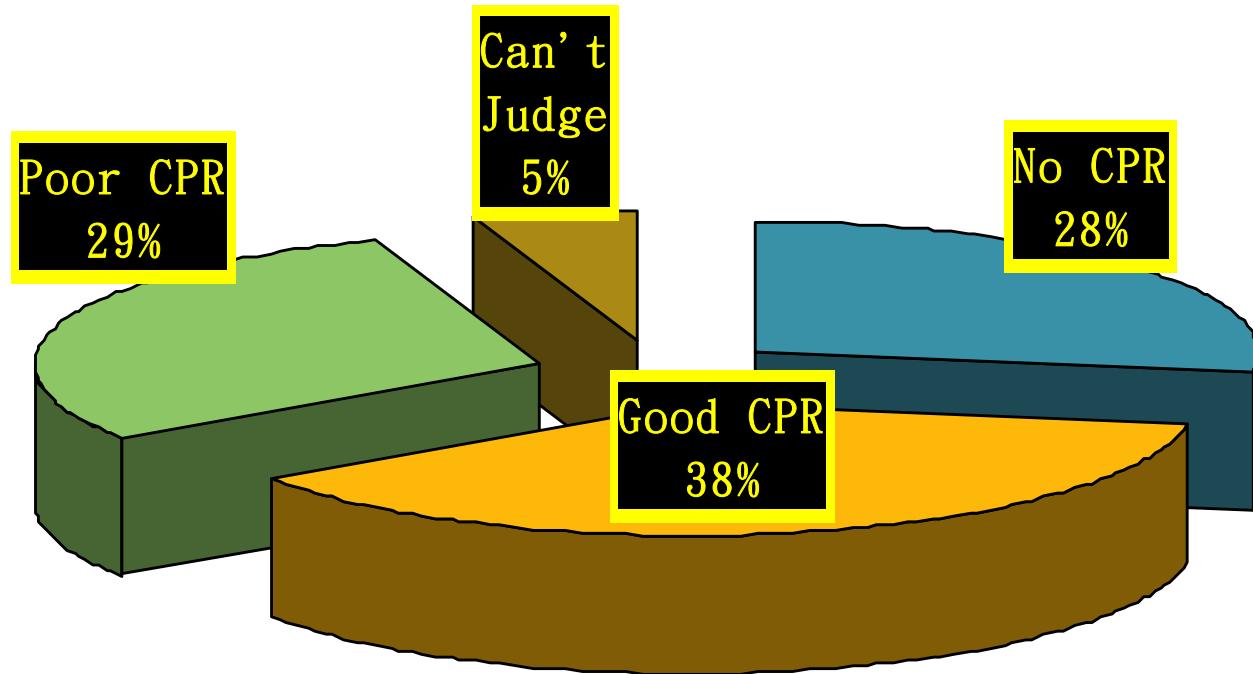
Reason of no-CPR



■ No training	■ Think 119 will soon arrive
■ Unaware of arrest	■ Absence
□ Panic	

# AED in Taipei City EMS

## Quality of CPR



- 264 cases, 23 premature termination, based on 241 analyses

Ko et al. Resuscitation 2005



## Improve CPR delivery

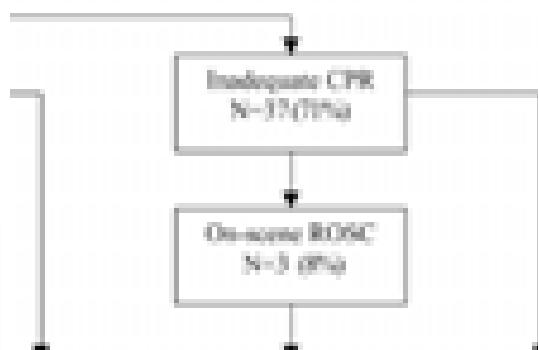
#### **Q-CPR™ Measurement and Feedback Tool**

According to the 2010 U.S. Census, about 350 million Americans identify as white, a figure which includes the non-Hispanic white population (281 million) and the Hispanic white population (70 million). The term "white" is also used to describe people who are not black or African American.

These new identities have been constructed through the process of becoming a member of the community of practice of the organization. The members of the community have come to identify with the community as a source of meaning that can be used for improving the firm's competitive advantage.

Nonetheless, Lawrence also asserted that he has no interest in the administration's policy of separating gay men from straight men in public schools. "This country is a segregated society," he told *USA Today* in 1999, adding, "I don't care if you're straight or gay. I don't care if you're black or white. I don't care if you're male or female."

See also: [The new model of the Internet](#)



Inadequate CPK (N = 37)	Difference (95% CI)
3/37 (8%, 3–21%)	4.2% (1.0–8.8%)
5/37 (14%, 6–28%)	7.2% (4.0–10.4%)
3/37 (8%, 3–21%)	6.9% (3.7–10.2%)
5/37 (14%, 3–21%)	4.2% (1.0–8.8%)

STB: endogenous mutation, 18% of mutations

<sup>10</sup>Chen Li, Kewei Chen, Ming Hu, Huijie Li (2011) Evaluating the merits of participatory  
methodologies: A comparison by examining community-based information research and research for  
natural resources and environmental education. *Information* 33(2):438-454.

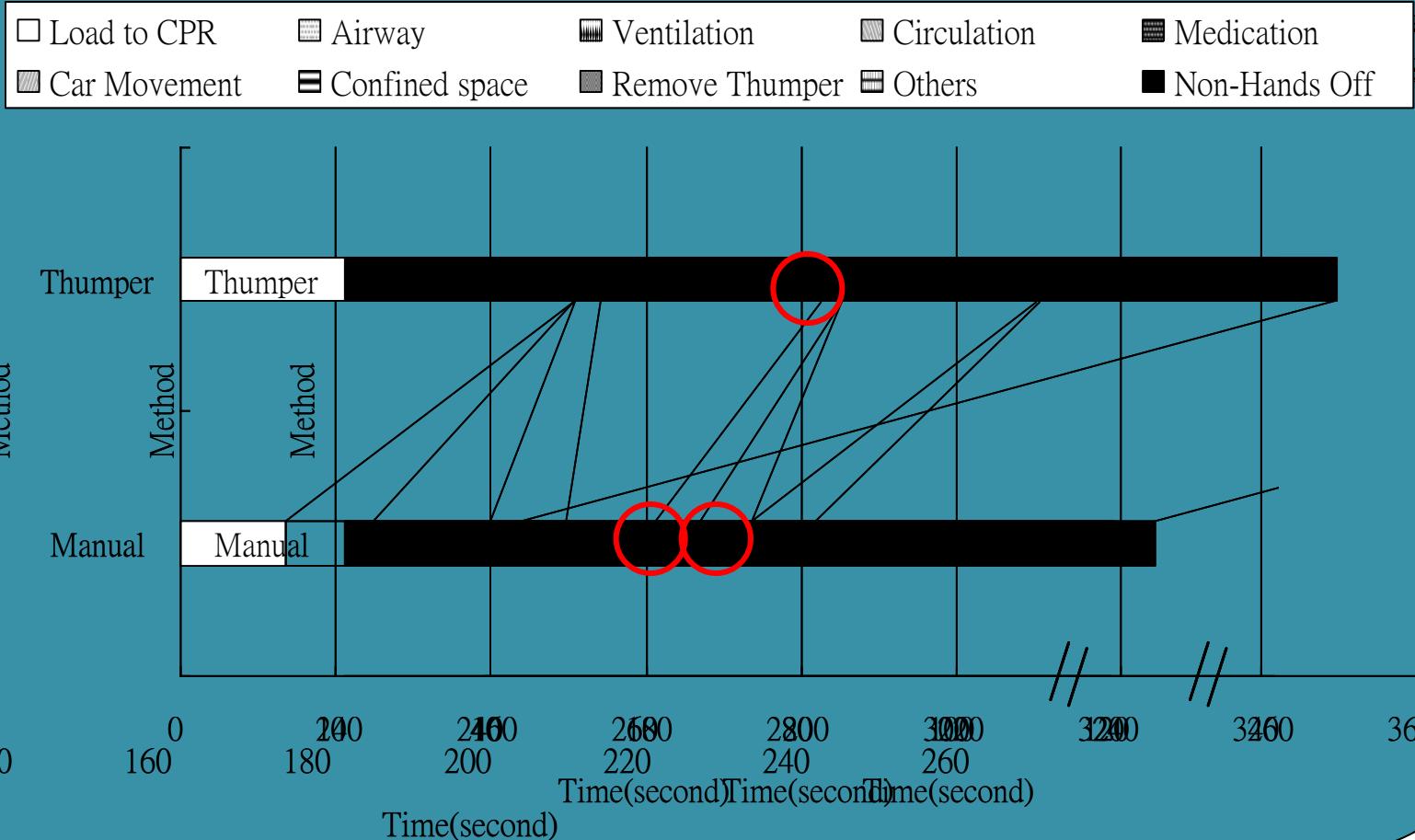
	<i>P</i> -value
Wang Po-Hui et al. (2010) comparing the scores of patients with different types of depression (depressive episode and not over 60; depressive episode and over 60)	NS
Yamada et al. (2008) comparing depression and depression without depression (DSM-IV/ICD-10)	NS
Yamada et al. (2008) comparing depression and depression without depression (DSM-IV/ICD-10)	0.04
Yamada et al. (2008) comparing depression and depression without depression (DSM-IV/ICD-10)	0.001
Yamada et al. (2008) comparing depression and depression without depression (DSM-IV/ICD-10)	NS
Yamada et al. (2008) comparing depression and depression without depression (DSM-IV/ICD-10)	NS

and differences, differences of means or proportions and 95% confidence intervals are significant.

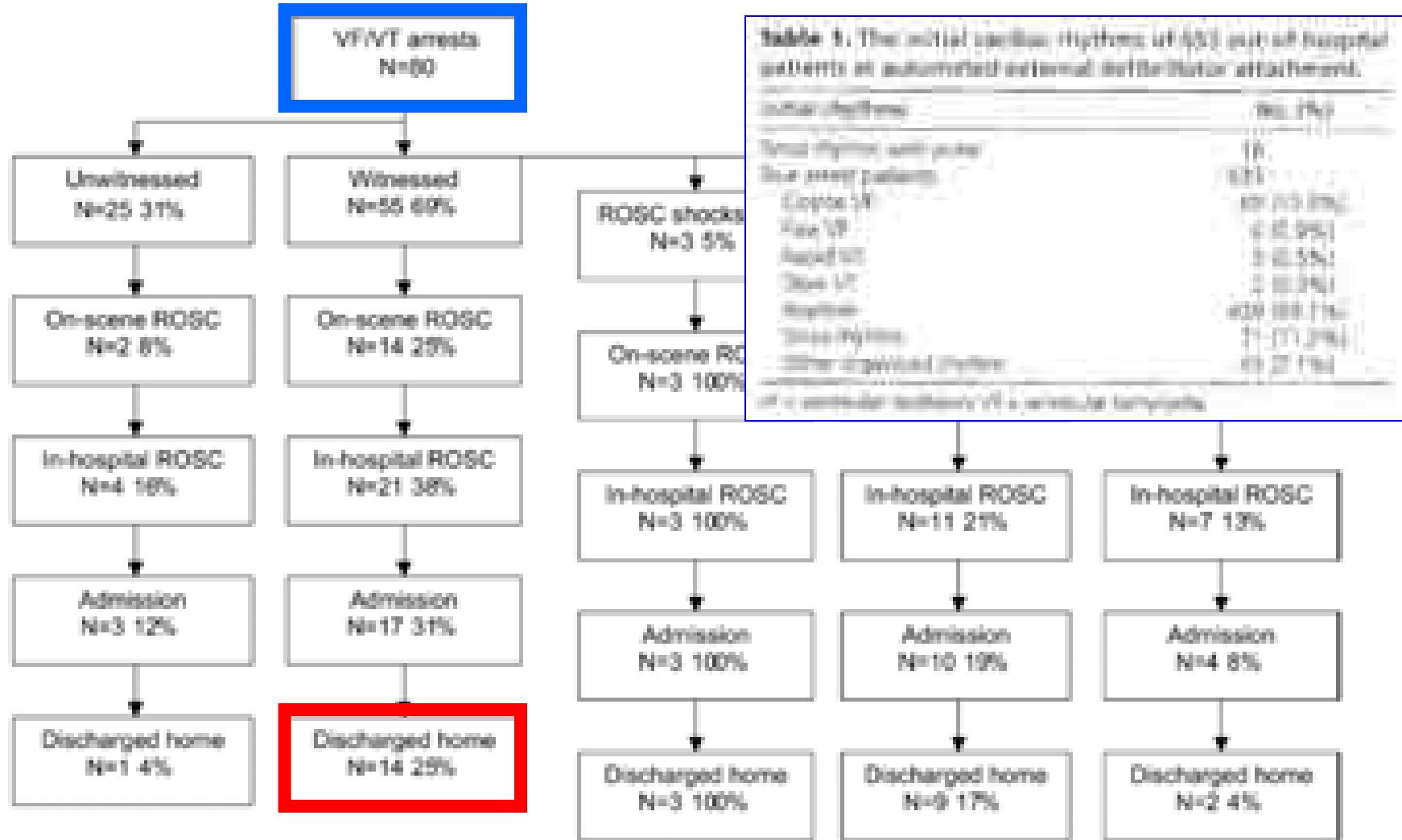
PHILIPS

Ko et al. Resuscitation 2005

# Cause of Suboptimal CPR



# Well... survival for VF is good, but we have so few of them! (13%)

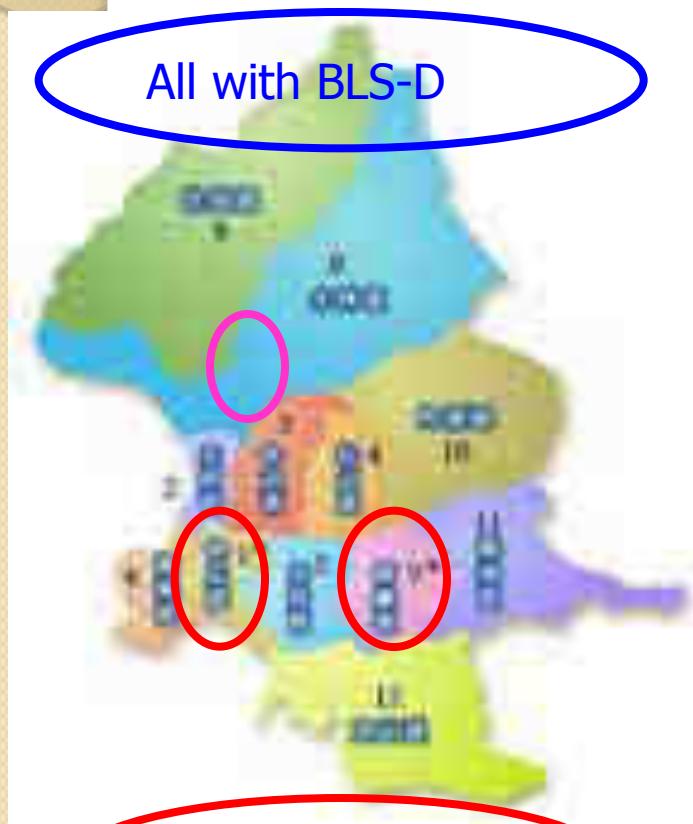


Initial rhythm	Survived (%)
Normal rhythm with pulse	100%
Blue arrest patients	100%
Asystole	100%
Pulseless	100%
Torsades de pointes	100%
Other unspecified rhythms	100%
All patients	100%

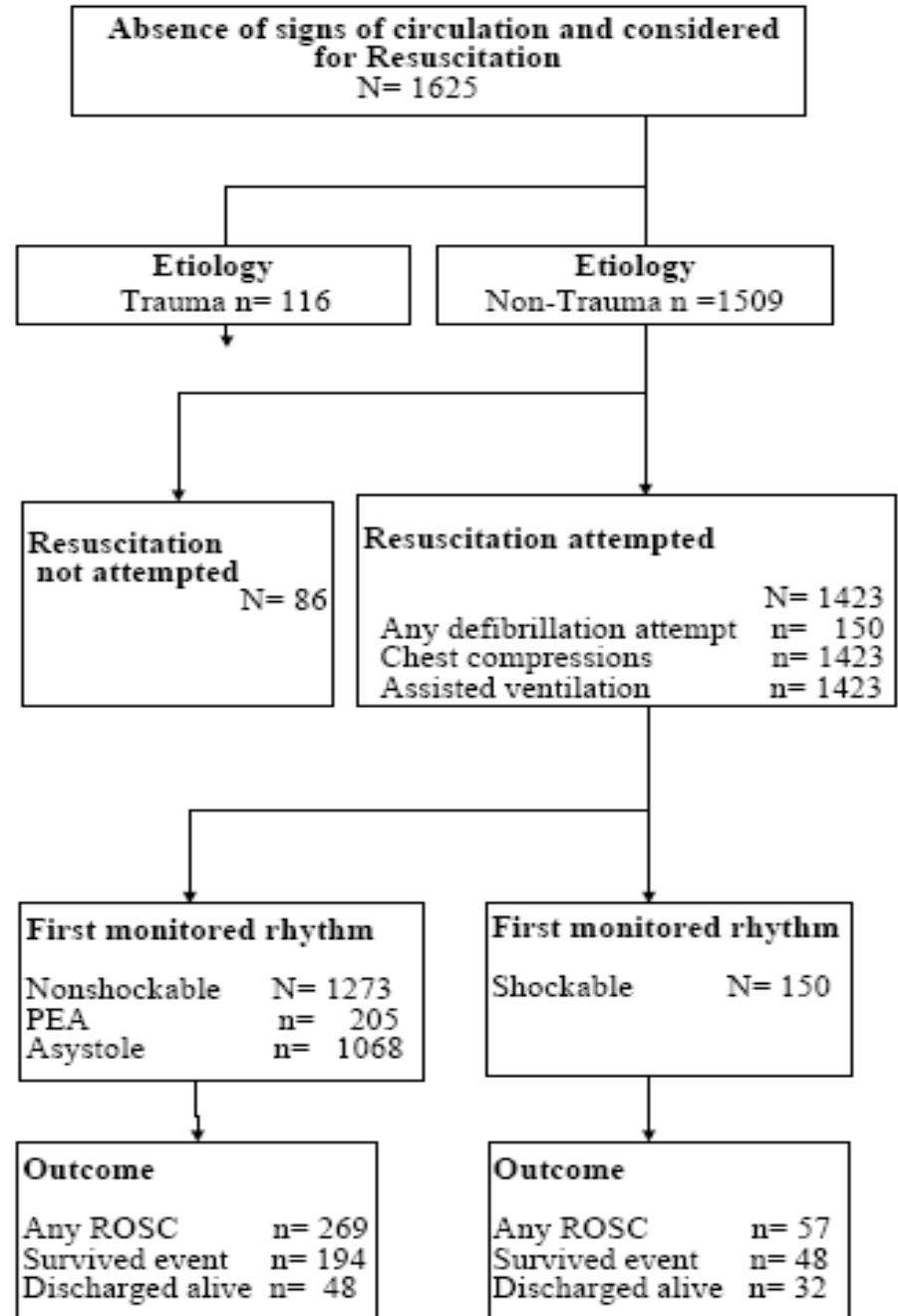
of 1000 consecutive out-of-hospital cardiac arrests

# During the process of phasing in ALS capability...

Sep. 2003 ~ Aug. 2004



+ ALS teams



# Adjusted Odds Ratios for Outcomes

1037 (73%) received BLS-D, and 386 (27%) received ALS.

	ROSC(%)			Survival to ED-ICU Admission(%)			Survival to Hospital Discharge(%)		
	OR	99%CI	P	OR	99%CI	P	OR	99%CI	P
Type of services (ALS vs. BLS-D)	1.57	1.18-2.08	0.002	1.68	1.21-2.25	0.002	0.41	0.89-2.32	0.18
Age group (66+ vs. 0-65)	1.25	0.94-1.67	0.12	1.10	0.80-1.51	0.57	1.32	0.78-2.23	0.39
Gender (Male vs. Female)	0.93	0.71-1.23	0.63	1.01	0.74-1.37	0.97	1.09	0.66-1.79	0.74
Witnessed by Bystander (Yes vs. No)	1.12	0.86-1.47	0.41	1.03	0.75-1.39	0.67	1.42	0.89-2.29	0.15
Bystander CPR (Yes vs. No)	1.72	0.97-3.04	0.06	1.83	1.00-3.44	0.04	2.26	1.03-3.44	0.04
Initial Unmonitored Rhythm (Shockable vs. Non-Shockable)	2.17	1.20-3.83	0.001	2.14	1.41-3.24	0.001	5.25	3.30-10.38	0.001

# **Adding video communication to dispatch instructions on the quality of rescue breathing in simulated cardiac arrests--a randomized controlled study.**

- Yang CW, Wang HC, Chiang WC, Chang WT, Yen ZS, Chen SY, Ko PC, Ma MH, Chen SC, Chang SC, Lin FY.
- **OBJECTIVE:** Both ventilations and compressions are important for victims of prolonged cardiopulmonary resuscitation (CPR) and asphyxial arrest. Dispatch assistance increases bystander CPR, but the quality of dispatcher-assisted CPR (DA-CPR), especially rescue breathing, remains unsatisfactory. This study was conducted to assess the impact of adding interactive video communication to dispatch instructions on the quality of rescue breathing in simulated cardiac arrests.
- **METHODS:** In this simulation-based study, adults without CPR training within 5 years were recruited between April and July 2007 and randomized to receive dispatch assistance with either voice instruction alone (voice group, n=53) or interactive voice and video instruction (video group, n=43) via a video cell phone. The quality of rescue breathing was evaluated by reviewing the videos and mannequin reports.
- **RESULTS:** Subjects in the video group were more likely to open the airway correctly (95.3% vs. 58.5%, P<0.01) and to lift the chin properly (95.3% vs. 62.3%, P<0.01), but had similar rates of head-tilt (95.3% vs. 84.9%, P=0.10). Volunteers in the video group had larger volume of ventilation (median volume 540 ml vs. 0 ml, P<0.01), greater possibility to sustain an open airway (88.4% vs. 60.4%, P<0.01) and a tendency towards better nose-pinch (97.7% vs. 86.8%, P=0.06). The video group spent longer time to open the airway (59 s vs. 56 s, P<0.05) and to give the first rescue breathing (139 s vs. 102 s, P<0.01).
- **CONCLUSION:** Adding video communication to dispatch instructions improved the quality of bystander rescue breathing, including higher proportion of airway opened, and larger volume of ventilation delivered, in simulated cardiac arrests.

## The demand for prehospital advanced life support and the appropriateness of dispatch in Taipei

Tzung-Chien Lu, Wang-Tz Chen, Peihua Chien, Jen-Chih Lin,  
Yi-Chuan Shyu, Jui-Sen Tsai, Matthew Hsiang Lin\*, Taipei City Fire Dept.,  
Taiwan, Republic of China.

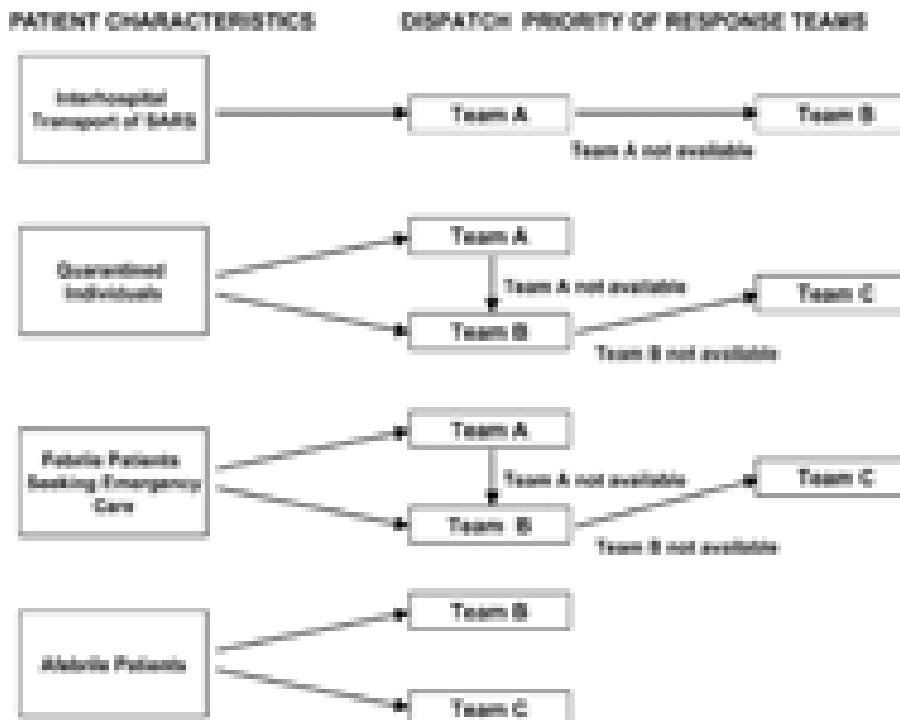
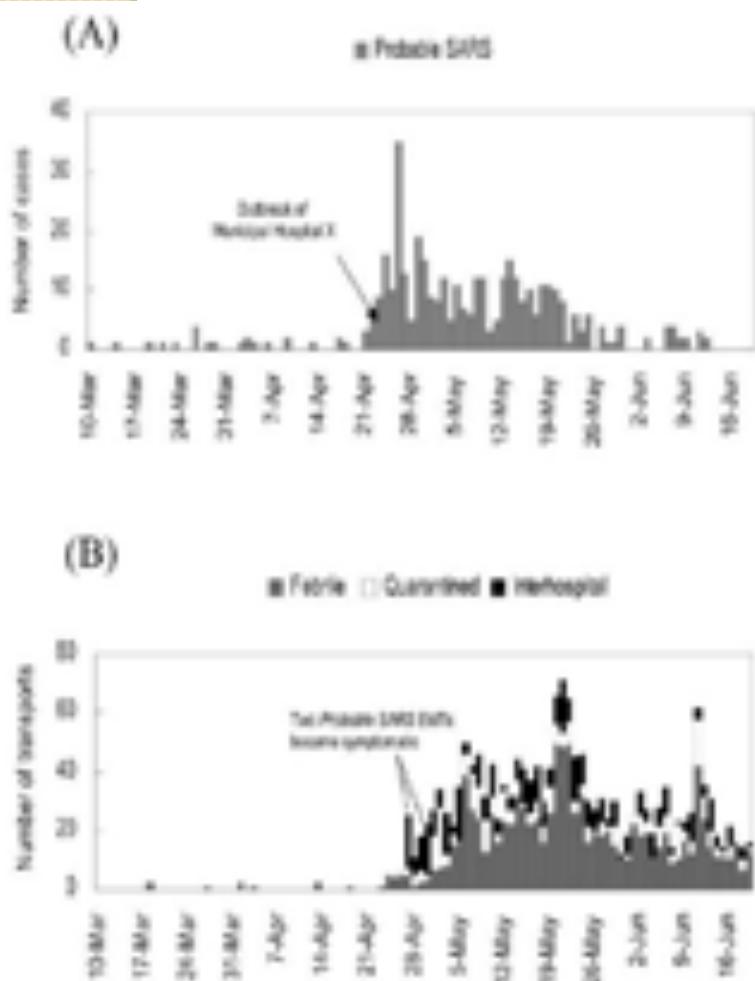
Table 3. Table demonstrating the result of ALS demand and calculation of the appropriateness of ALS dispatch among all registered EMS users ( $n = 5403$ )

	ALS demand (n=4901)	ALS demand (n=4931)
ALS-dispatched ( $n = 175$ )	65	110
ALS-arrived ( $n = 5250$ )	475	491
Rate of ALS demand	$4901/5403 \times 9.02\%$	
Rate of ALS dispatch appropriateness	The number of people who should have actually received ALS out of the number of people who actually received ALS. $175 - 65 = 110/175 \times 100\% = 63/175 \times 100\% = 35.14\%$	
Rate of ALS coverage	The number of people who should have received ALS out of the number of people who actually received ALS. $475 - 65 = 410/475 \times 100\% = 110/175 \times 100\% = 62.86\%$	
Rate of ALS undertriage	The number of people who should have received ALS out of the number of people who actually received ALS. $4901 - 475 = 4426/4901 \times 100\% = 425/4901 \times 100\% = 8.59\%$	

## CLINICAL INVESTIGATION

### Emergency Medical Services Utilization during an Outbreak of Severe Acute Respiratory Syndrome (SARS) and the Incidence of SARS-associated Coronavirus Infection among Emergency Medical Technicians

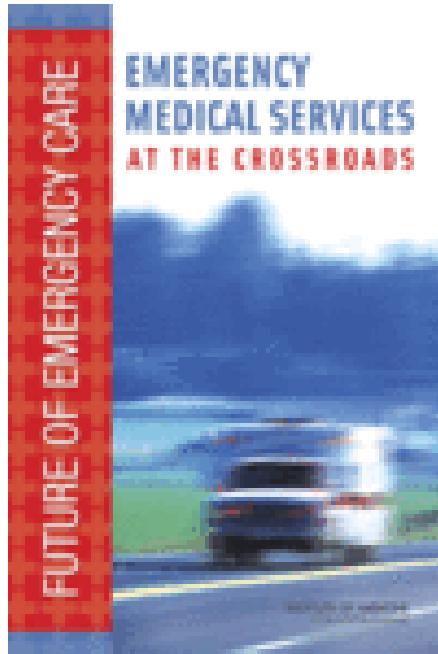
Youngho Ko, M.D., Ph.D.; Hyun-Jae Cho, M.D., Ph.D.; Sung-Hwan Kim, M.D., Ph.D.; Kyung-Hee Kim, M.D., Ph.D.; Chang-Sub Park, M.D., Ph.D.; Sung-Il Kim, M.D., Ph.D.; Eun-Joo Kim, M.D., Ph.D.; Chang-Sub Park, M.D., Ph.D.; Sung-Il Kim, M.D., Ph.D.; Chang-Sub Park, M.D., Ph.D.



The infected rate was 1.3% (95% CI=0.4~3.6%),  
or  
0.1% (95% CI=0.03~0.4%) per transport.

# Challenges

## IOM: EMS at the Cross Road



- Insufficient coordination
- Disparities in response times
- Uncertain quality of care
- Lack of readiness for disaster
- Divided professional identity
- Limited evidence-base

# *Momentum of Progress*



Ledership



Providers



Partnership

Community



# Our Visions

- **Providers**
  - Competent, motivated, and empowered
- **Service**
  - Evidence-based, state-of-the art, and cost-effective
- **Response**
  - Immediate and Smart
- **System**
  - Coordinated, continuous, optimized and accountable

# Thank U



# EMSS in Taipei Related Publications- NTUH

1. Lin LY, Lo MT, Ko PC, Lin C, Chiang WC, Liu YB, Hu K, Lin JL, Chen WJ, Ma MH. Detrended fluctuation analysis predicts successful defibrillation for out-of-hospital ventricular fibrillation cardiac arrest. *Resuscitation*. 2010 Mar;81:297-301.
2. Yang CW, Wang HC, Chiang WC, Hsu CW, Chang WT, Yen ZS, Ko PC, Ma MH, Chen SC, Chang SC. Interactive video instruction improves the quality of dispatcher-assisted chest compression-only cardiopulmonary resuscitation in simulated cardiac arrests. *Crit Care Med*. 2009 Feb;37:490-5.
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4. Chiang WC, Ko PC, Wang HC, Yang CW, Shih FY, Hsiung KH, Ma MH. EMS in Taiwan: past, present, and future. *Resuscitation*. 2009 Jan;80:9-13.
5. Yang CW, Wang HC, Chiang WC, Chang WT, Yen ZS, Chen SY, Ko PC, Ma MH, Chen SC, Chang SC, Lin FY. Impact of adding video communication to dispatch instructions on the quality of rescue breathing in simulated cardiac arrests--a randomized controlled study. *Resuscitation*. 2008 Sep;78:327-32.
6. Chan CC, Chuang KJ, Chen WJ, Chang WT, Lee CT, Peng CM. Increasing cardiopulmonary emergency visits by long-range transported Asian dust storms in Taiwan. *Environ Res*. 2008 Mar;106:393-400.
7. Chiang WC, Wang HC, Chen SY, Chen LM, Yao YC, Wu GH, Ko PC, Yang CW, Tsai MT, Hsai CC, Su CP, Chen SC, Ma MH. Lack of compliance with basic infection control measures during cardiopulmonary resuscitation--are we ready for another epidemic? *Resuscitation*. 2008 Jun;77:356-62.
8. Ma MH, Chiang WC, Ko PC, Huang JC, Lin CH, Wang HC, Chang WT, Hwang CH, Wang YC, Hsiung GH, Lee BC, Chen SC, Chen WJ, Lin FY. Outcomes from out-of-hospital cardiac arrest in Metropolitan Taipei: does an advanced life support service make a difference? *Resuscitation*. 2007 Sep;74:461-9.
9. Tsai MS, Huang CH, Chen HR, Hsieh CC, Chang WT, Hsu CY, Ma MH, Chen SC, Chen WJ. Postresuscitation accelerated idioventricular rhythm: a potential prognostic factor for out-of-hospital cardiac arrest survivors. *Intensive Care Med*. 2007 Sep;33:1628-32.
10. Wang HC, Chiang WC, Chen SY, Ke YL, Chi CL, Yang CW, Lin PC, Ko PC, Wang YC, Tsai TC, Huang CH, Hsiung KH, Ma MH, Chen SC, Chen WJ, Lin FY. Video-recording and time-motion analyses of manual versus mechanical cardiopulmonary resuscitation during ambulance transport. *Resuscitation*. 2007 Sep;74:453-60.
11. Tsai MS, Huang CH, Chang WT, Chen WJ, Hsu CY, Hsieh CC, Yang CW, Chiang WC, Ma MH, Chen SC. The effect of hydrocortisone on the outcome of out-of-hospital cardiac arrest patients: a pilot study. *Am J Emerg Med*. 2007 Mar;25:318-25.
12. Ma MH, Lu TC, Ng JC, Lin CH, Chiang WC, Ko PC, Shih FY, Huang CH, Hsiung KH, Chen SC, Chen WJ. Evaluation of emergency medical dispatch in out-of-hospital cardiac arrest in Taipei. *Resuscitation*. 2007 May;73:236-45.

# EMSS in Taipei Related Publications- NTUH

13. Huang CH, Hsu CY, Chen HW, Tsai MS, Cheng HJ, Chang CH, Lee YT, Chen WJ. Erythropoietin improves the postresuscitation myocardial dysfunction and survival in the asphyxia-induced cardiac arrest model. *Shock.* 2007 Jul;28:53-8.
14. Chang WT, Ma MH, Chien KL, Huang CH, Tsai MS, Shih FY, Yuan A, Tsai KC, Lin FY, Lee YT, Chen WJ. Postresuscitation myocardial dysfunction: correlated factors and prognostic implications. *Intensive Care Med.* 2007 Jan;33:88-95.
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16. Lu TC, Chen YT, Ko PC, Lin CH, Shih FY, Yen ZS, Ma MH, Chen SC, Chen WJ, Lin FY. The demand for prehospital advanced life support and the appropriateness of dispatch in Taipei. *Resuscitation.* 2006 Nov;71:171-9.
17. Ko PC, Lin CH, Lu TC, Ma MH, Chen WJ, Lin FY. Machine and operator performance analysis of automated external defibrillator utilization. *J Formos Med Assoc.* 2005 Jul;104:476-81.
18. Tsai MS, Chiang WC, Lee CC, Hsieh CC, Ko PC, Hsu CY, Su CP, Chen SY, Chang WT, Yuan A, Ma MH, Chen SC, Chen WJ. Infections in the survivors of out-of-hospital cardiac arrest in the first 7 days. *Intensive Care Med.* 2005 May;31(5):621-6.
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21. Lee CC, Chang WT, Chen SC, Yen ZS, Chen WJ. Successful resuscitation after sudden death in a one year old infant who sustained a blunt chest injury after a fall from 10 m. *Resuscitation.* 2005 Feb;64:241-3.
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24. Weng TI, Huang CH, Ma MH, Chang WT, Liu SC, Wang TD, Chen WJ. Improving the rate of return of spontaneous circulation for out-of-hospital cardiac arrests with a formal, structured emergency resuscitation team. *Resuscitation.* 2004 Feb;60:137-42.
25. Huang CH, Chen WJ, Ma MH, Lai CL, Lin FY, Lee YT. Ambulance utilization in metropolitan and rural areas in Taiwan. *J Formos Med Assoc.* 2001 Sep;100:581-6.

當我成為高級救護技術員時，  
我衷心地保證，  
要奉獻自己為救護工作服務。

我將遵從倫理與法律的規範  
為危急傷病患的福祉奮鬥。

維護病患的安全是我最高的原則，  
保障病患的隱私是我當負的責任。

即使環境險惡，我仍要全力以赴。  
讓所有的生老病苦，在我面前都能得到安撫。

我會持續精進自己的能力與判斷，  
也會分享知識給任何需要的同僚，  
為建立起高級救護技術員的光榮傳統，  
我會盡最大的努力。

請上蒼賜予我智慧與勇氣，  
讓每次的任務都能化險為夷。

我鄭重地，自主地以我的人格，作以上的宣誓。

