

# Safe and optimal prioritization and resource allocation

## Objective:

Research on emergency medical dispatch involves a comprehensive investigation into various aspects of the emergency response system, with a focus on improving processes related to recognition, treatment, transportation and patient outcomes. We aim to assess the overall quality of care provided through the emergency medical dispatch system.

Specific objectives;

- Investigate methods and technologies for early recognition and diagnosis of medical emergencies.
  - Evaluate the accuracy and efficiency of recognizing the severity of different medical conditions.
  - Identify key factors that contribute to timely and accurate recognition of emergencies.
- Evaluate the use of medical devices in telephone assisted first aid and their impact on patient outcomes.
- Study the role of dispatcher interrogation strategies and effectiveness of communication during emergency calls and its influence on outcomes.
- Study the direct impact of emergency medical dispatch decisions on patient outcomes and patient safety.
- Analyze protocols for different types of emergencies.
- Investigate the impact of triage decisions on resource allocation and patient outcomes.
- Identify opportunities for improvement in the emergency medical dispatch system.

By addressing these dimensions, the research aims to contribute valuable insights into how emergency medical dispatchers can significantly impact patient care and outcomes. This knowledge is crucial for developing a healthcare system that is effective, safe, equitable, and sustainable in the face of evolving challenges and limitations.

## Projects:

- When time counts: Emergency medical dispatch.

Project period: 2012-2016

Objective: Exploring, understanding and addressing issues that impact upon timely and adequate allocation of prehospital medical assistance and resources to cardiac arrest patients.

- The Dispatch – Norwegian Acute Stroke Prehospital Project (Dispatch-NASPP)

Project period: 2020-2024

Objective: Provide a comprehensive description and analysis of key quality indicators and factors/issues affecting assessment of patients with suspected acute stroke.

- Video streaming between caller and dispatcher in medical emergency calls

Project period: 2021-2025

Objective: Exploring the perspectives of dispatchers and callers involved in the use of video streaming in medical emergency calls. Additionally, investigation on whether the use of video streaming in medical emergency calls may have an impact on the first aid provided to injured patients by the public before professional medical assistance arrives.

<https://www.oslomet.no/en/research/research-projects/video-medical-emergency-calls>