Healthcare management capstone

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One of the biggest challenges in healthcare management is the pace of change in healthcare practices. The change demands the upgradation of healthcare facilities and expertise of staff. This document aims to propose the establishment of an emergency ambulance service in state of Michigan. Step by step process of setting up a road ambulance service in Michigan from obtaining the license, hiring the staff, to provision of facilities and measurement of progress has been presented.

# Plan

The US faces a national ambulance and emergency services shortage (Olshaker, 2009) leading to serious outcomes. The establishment of the ambulance service will help to reduce the burden and meet rapidly changing healthcare needs. According to Hendren (2019), ambulance system in US is on the verge of collapsing as most of the ambulance services are voluntary which is not a sustainable model. The lower number of ambulance services and insufficiency of equipment demands the establishment of new services which include all required machines. Starting an ambulance service will surely help to save thousands and reduce the emergency service overcrowding.

The plan includes set up of the facility, sufficiently equipped vehicles, hiring the staff and measuring the progress. Main steps include obtaining a drug license, hiring staff, vehicle selection and installation of suitable machines is another important process (Perkins & Cook, 2012). Once the facility is recognized it is important to promote the services and check its progress at various stages. The progress can be checked by number of lives saved, response time and number of death due to lack of equipment in the mobile.

## Healthcare facilities

The type of heath care facilities provided include the basic and fairly advanced emergency care facilities. A few services include:

* Answering emergency calls
* Provision of clinical advice over the phone in some cases
* Coordination and dispatch of vehicles
* Provision of clinical emergency help on the scene for seriously ill patients
* Transportation of critical patients to hospital emergency
* Hospital transfers and discharges
* Referral of patients to alternative health care centers
* Handling police responses in criminal scenes

## Staff

The most important component for any health care facility is selection and hiring of staff. Selection of highly qualified and experienced people lays a strong foundation for any organization. Medical director, a paramedic coordinator, emergency medical technician (EMT), emergency care assistants, paramedic and driving staff are required for an ambulance service (Salway, Valenzuela, Shoenberger, Mallon & Viccellio, 2017). A medical practitioner practicing in emergency section with enough experience can be appointed as a medical director. EMT differ from paramedic practitioner in education and training. Paramedic get more education and training than technicians (Perkins & Cook, 2012). Certified EMTs require 6 months to two years certificate whereas paramedic practitioners are university qualified with two to four years degree. It is important to note that all medical staff need specific license to practice in healthcare in the US. Paramedics in all states require to pass National Registry of Emergency Medical Technicians (NREMT) exam and get the certificate before working as an EMT (Perkins & Cook, 2012). To practice medicine in the US, the candidate needs to take the specific certificate after obtaining medicine degree from a medical school. Passing the United States Medical Licensing Examination (USMLE) is required to apply for the license to start practising as a medical practitioner in specific state.

To conclude, the start of an ambulance service will help to save thousands of people and reduce emergency department overcrowding. Starting such a service include several steps like selection of site, obtaining drug licence, vehicles and hiring highly professional certified staff. Another important step is measuring the progress and promotion of the service.

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