Improving emergency medical care for children all across Texas





### The Pony Express

Headline News

# EMSC State Partnership Wants Your Input

In last month's issue of the <u>Pony Express</u>, the April launch of the 2010-2011 EMSC Performance Measure surveys was announced. These important questionnaires are intended to help guide the EMSC program as we move forward with efforts to reduce morbidity and mortality for critically ill or injured children in our state. If you receive an invitation for a survey, please take just a few moments to log onto the internet and complete the form. As we are sampling the EMS agencies in Texas, every response is important in order to provide the best possible representation of our EMS/Trauma System, and to assure that your pediatric needs are being appropriately addressed.

For those of you who do not receive a survey invitation but would like to provide us feedback about the availability of on-line medical control, off-line protocols, and equipment for pediatrics, please send us your comments through the Mail Pouch. Surveys and questionnaires provide a good idea as to where gaps may exist in the overall picture of pediatric emergency care across the state. However, it is only with everyone's help that we can begin to find realistic solutions, taking into consideration the incredible diversity and independent nature of EMS systems in Texas. Therefore, the EMSC State Partnership encourages and appreciates your comments and questions and invites your active participation in the EMSC Program.

In order to reach the EMSC Office, located at Texas Children's Hospital in Houston, simply drop a note in the Mail Pouch at any time, or call the EMSC Project Coordinator, Tony Gilchrest, at 832-824-6028. There are also links to many of our partners around the state on our new website located at <a href="https://www.bcm.edu/pediatrics/emsc">www.bcm.edu/pediatrics/emsc</a>, where you will also find current news items, announcements, and <a href="Pony Express archives">Pony Express archives</a>. In addition to on-going EMSC performance initiatives, if you have any question or concern about a pediatric issue and would like to talk to a physician, emergency nurse, trauma coordinator, DSHS representative, EMS educator, family representative, or EMS provider in just about any area of the state, contact the EMSC office and we'll get you connected

## Communication is the key to successful collaboration.

See State Partnership Update on page 2

**Best Practices** 

## Family-Centered Care in EMS

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In the Pediatric Corner by Robert K. Waddell

Simply stated, pre-hospital family-centered care is the art of treating patients as you would like to be treated emotionally, physically, and medically. A more formal definition is "the systematic approach to building collaborative relationships among EMS providers, their patients, the patients' families, and other healthcare professionals, which in turn promotes quality EMS care, community health, and safety." It provides focus to ensure the patient and their family members are informed about their condition, the therapeutic pathways being taken, any prognosis, and options to care within the EMT's or paramedic's scope of practice.

There is also a strong emphasis on the EMS provider utilizing the patients' or their families' knowledge of relevant medical conditions, histories, and treatments, and knowing information about the other members of their health care team. This type of care encourages family members to be active guests during all procedures, including full resuscitation. This collaborative approach provides an environment that promotes higher quality care and ultimately makes the EMT's or paramedic's job easier and more rewarding.

Read the Full Article Here



### EMSC State Partnership, TX

www.bcm.edu/pediatrics/emsc

## The Pony Express

#### State Partnership Update

# Developing a Network of EMSC Family Advocates Across the State of Texas

No one has more at stake in the assurance of high-quality pediatric emergency medical care than the parents and family members of children whose lives, at any given time, may be placed into the hands of their local emergency medical service provider. While no parent wants to believe that tragedy will strike their child, all parents have the right to expect that, if the unthinkable ever does happen, their child will be provided with the best possible care from prehospital professionals who are highly trained in pediatric emergency management, have the right tools and equipment, are guided by appropriate pediatric protocols and have access to physician consultation when needed. Parents should also be confident that their child will be transported to a hospital capable of providing the appropriate level of pediatric care.

In order to provide families with the opportunity to be a part of the EMSC effort to assure high-quality pediatric emergency medical care in Texas and to make sure that family issues are adequately represented in the State EMS and Trauma System, the EMSC State Partnership is reaching out to family volunteers across the state to form regional family advocacy groups that can be linked together to form a state-wide family advocacy network. Volunteers will be an intricate part of the EMSC program, working closely with the EMSC Advisory Committee and other stakeholders around the state to help guide the development of EMSC programs and advocating for children's issues in local communities, in trauma service regions, and at the state level. Training and resources will be provided and a webpage on the EMSC State Partnership website will be dedicated to the family advocacy network. Volunteers in Texas will also be linked to the National EMSC Family Advisory Network (FAN) where they can access and share information with family advocates in 54 states and territories and have the opportunity to get involved at the national level.

Knowledge or experience with the emergency medical services system is not necessary to become a volunteer family advocate. However, EMSC family advocates are individuals who are interested in learning about state and local emergency services systems and who are passionate about children's safety and healthcare needs. Some have specific interests in the emergency care of children either due to their own personal experiences or to a related occupation or area of expertise. Others, however, are simply interested in helping to improve the healthcare for children in their communities. Family representatives across the nation include teachers, consultants, homemakers, and students. Diversity is an essential characteristic of any effective state-wide representative network, and people from all backgrounds are encouraged to volunteer.

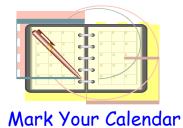
Family advocates represent the consumer's perspective, and the involvement of local community-based family volunteers in EMSC will help to integrate the practice of family-centered care into the emergency medical services system. Family-centered care is the concept of family involvement in all aspects of patient care, characterized by collaboration between the patient, the family, and health care professionals. If you would like more information about how you can become involved as an EMSC family advocate, or how to develop an EMSC volunteer family advocacy group in your community, please drop a note in the Mail Pouch, or call the EMSC Office at 832-824-6028.

#### Final Thought

The family is the nucleus of civilization.

Will Durant

#### **Upcoming Events**



- April 15, 2010: Pediatric Trauma Symposium—call EMSC at 832-824-6028 for details or send inquiries to the <u>Mail Pouch</u>.
- April 22, 2010: EMSC Stakeholder teleconference,
   2:00 3:00 pm. Details to follow.
- May 16 22: National EMS Week
- May 19: National EMSC Day