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Nota di contenuto	Cover; Contents; List of Figures and Tables; About the Editors; About the Contributors; Foreword; A Tribute to Robert L. Helmreich, Ph.D.; Preface; List of Abbreviations; Section I: The Foundations of Organizational Culture; 1 A Brief Overview of the Foundations of Organizational Culture; 2 Achieving Optimal Outcomes Through Just Culture; 3 Safety Climate and Safety Culture; 4 The Financial Perspective of Safety; Section II: The Current Medical Transport Environment; 5 The Current Status of Air Medical Transport; 6 The Current Status of Ground Medical Transport Section III: Safety and Risk Management7 An Overview of the Risk-management Process; 8 Safety Management Systems; 9 Operations Safety: Developing, Executing and Upgrading the Operations Plan; 10 Improving Communications to Improve Safety; 11 Training to Improve Operational Safety; 12 Operational Safety Training: Learning from the Mistakes of Others; 13 Adjuncts to Safety in Ground Medical Transport; 14 Medical Error - Recognition, Reporting, Managing Response, and Limiting Harm; 15 Fatigue Challenges in Emergency Medical Services Operations; 16 Individual Provider Wellness and Self-care

17 Post Traumatic Stress Disorder in Emergency Medical Services; Section IV: Methods and Tools for Improvement; 18 Measurement and Data; 19 Essentials of Learning and Improvement; 20 Practical Applications of Methodologies; 21 Teamwork and Integration; Section V: Workforce Challenges; 22 Organizational Challenges within Medical Transport Services; 23 The Role of Associations in Safety and Quality; 24 Safety and War-fighting: Taking Action to Shape the Safety Culture of Naval Aviation; 25 Ethical Challenges; A Postscript: The Next Steps; Index

Sommario/riassunto

The Commission on Accreditation of Medical Transport Systems (CAMTS) has been accrediting air and ground transport services since 1991. One of the most significant needs the Commission has recognized is to assist transport services in creating a culture that supports safety and quality for both crews and patients. Most of the helicopter EMS (emergency medical service) accidents and many ground ambulance accidents can be attributed to human factors and systems designs that lead to poor decision-making. Management commitment is vital to create and maintain a culture that supports risk assessment, accountability, professionalism and organizational dynamics. This reference book has been created by CAMTS to address this need directly and comprehensively. It offers a groundbreaking collection of expert insights and practical solutions that can be used by EMS, Fire and Rescue, public and private services, and professional emergency and transport professionals worldwide. Quoting from the foreword written by the late Robert L. Helmreich, Professor Emeritus of Psychology at The University of Texas Human Factors Research Project, 'This is an important book which should be required reading for everyone involved in patient transport, from managers and dispatchers to those at the sharp end... The experienced and able authors and editors of this work use culture as the overarching concept needed to maximize safety while delivering patients expeditiously.'

2. Record Nr.	UNICAMPANIAVAN00110968
Autore	Lo Cascio, Giovanni
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