

1. Record Nr.	UNINA9910300175103321
Titolo	Ambulance Services : Leadership and Management Perspectives // edited by Paresh Wankhade, Kevin Mackway-Jones
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2015
ISBN	3-319-18642-6
Edizione	[1st ed. 2015.]
Descrizione fisica	1 online resource (191 p.)
Collana	Leadership and Management of Emergency Services : Ambulance, Fire, Rescue and Police
Disciplina	610
Soggetti	Public health Public administration Emergency medicine Public Health Public Administration Emergency Services
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references at the end of each chapters and index.
Nota di contenuto	Preface ; Acknowledgements; Contents; About the editors; Contributors; Part I; Context and Background; Chapter-1; Introduction: Understanding the Management of Ambulance Services; Context and Background; Realty and Perception; Aims and Plan of This Book; Limitations of the Current Project; Future Research Agenda; Bibliography; Chapter-2; Historical Perspectives in the Ambulance Service; Introduction; The Wounded in Battle; Sick and Injured in the Streets; Twentieth-Century Ambulance Services: Military and Civilian; The State of Ambulances in the UK National Health Service The Role of Air AmbulancesConclusion; Bibliography; Part II; Providing Emergency Care; Chapter-3; A Strategy for Managing Quality in Ambulance Services; Introduction and Background; Management of Quality and Risk in Ambulance Services; How Is Clinical Quality Measured and Monitored?; National Ambulance Service Audit Programmes; Clinical Performance Indicator Care Bundles; Quality Improvement in the Pre-hospital Arena; Blueprint to Quality

Improvement; Clinical: Leadership at Local Level; Leadership: There Is Never Enough Feedback; Education: Plan to Improve Accountability and Responsibility: At Individual Level Conclusion: Quality Improvement-The Next Phase; References; Chapter-4; Management of Emergency Demand; Introduction; Evidence; Analysis and Discussion; Conclusion; References; Chapter-5; Ethical Commissioning of Emergency Ambulance Services; Introduction; Ethical Ambulance Commissioning; Ensuring Ethical Priority Setting and Resource Allocation; Ensure Fair Decision-Making: Involving Clinicians, Patients and the Public; Conclusion; Bibliography; Part III; Context of Emergency Care; Chapter-6

Organisational and Professional Cultures: An Ambulance Perspective Role of Occupational Cultures and Organisational Behaviour; Professional Cultures; Changing the Culture in the Ambulance Service; Extending Roles and Skills of Ambulance Personnel; A New Beginning?; Classification of Ambulance Culture; Conclusion; Bibliography; Chapter-7; Leadership and System Thinking in the Modern Ambulance Service; Introduction; A Challenging Leadership Environment; Ambulance Services and the Need to 'Shift Left'; Transforming Ambulance Services Before It Is Too Late; A Changing NHS Model; Conclusion

References Chapter-8; Ambulance Service Modernisation; Introduction and Background; Organisational Development; Workforce Planning; Succession Planning; Improving Clinical Care and Outcomes for Patients; Critical Care; Primary Care; Paramedic Education and Development; Need for Information, Demand and Performance Mapping; Results; Cost Effectiveness; Urgent Care: The Future; Operating Model; Experience and Expertise in Ambulance Services; Conclusion; References; Chapter-9; Interoperability and Multiagency Cooperation; Introduction; The Need to Change

Joint Emergency Services Interoperability Programme

## Sommario/riassunto

This volume provides fresh insights and management understanding of the changing role of the ambulance services against the backdrop of massive cuts in health budgets around the world and the changing context of pre-hospital care within the wider healthcare networks. The challenges of funding, training and cultural transformation are now felt globally. The book offers critical insights into the theory and practice of strategic and operational management of ambulance services and the leadership needs for the service. One of the highlight of this volume is to bring together scholarship using experts- academics, practitioners and professionals in the field, to each of the chosen topics. The chapters are based in the practical experiences of the authors and are written in a way that is accessible and suitable for a range of audiences. We are confident that this book will cater to a wider audience to inform policy and practice, both in the UK and internationally. Paresh Wankhade is Professor of Leadership and Management at Edge Hill University, UK Kevin Mackway-Jones is the Medical Director at North West Ambulance Service NHS Trust, UK "This unique and valuable publication, charts the history and development of the ambulance service in England over the last hundred years or so. The role of this key emergency service has always been important, and arguably never more so than today. The contributing authors have not only provided the reader with great insights into where the service has come from and the leadership challenges it has, and continues to face; it also gives examples of how the future could look as our journey of transformation continues." Peter Bradley CBE, MBA (and author of Taking Healthcare to the Patient 2005), Chief Executive Officer. St John National Headquarters, New Zealand "With a year on year increase in demand for

emergency ambulances and over 9 million calls annually, the UK Ambulance Service must change from its emergency care and transport focus model. Whilst there is some historical and cultural resistance to change there is a need for further development in clinical skills and a new perspective for the future Ambulance Service. This book brings together practitioners, managers, academics and provides a broad understanding of the major management issues in the UK Ambulance Service. It includes the history of the Ambulance Service, quality and risk management issues, commissioning, leadership, intra-operability and shape of the future ambulance service. The content will be of interest to students, practitioners and academics". Sir Keith Porter, Professor of Clinical Traumatology, University Hospitals Birmingham NHS Foundation Trust, United Kingdom.

---