



eHealth
week

11 - 13 MAY 2015
RIGA, LATVIA

ORGANISED BY



ELIZOIS LV



Ministry of Health
Republic of Latvia

meHEALTH
by Health and Consumer Protection



INNOVATIVE WAY OF PROCESSING MISSION CRITICAL SERVICES IN LATVIAN AMBULANCE SERVICE

Lessons learned by State Emergency Medical Service of Latvia

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STATE EMERGENCY MEDICAL SERVICE OF LATVIA

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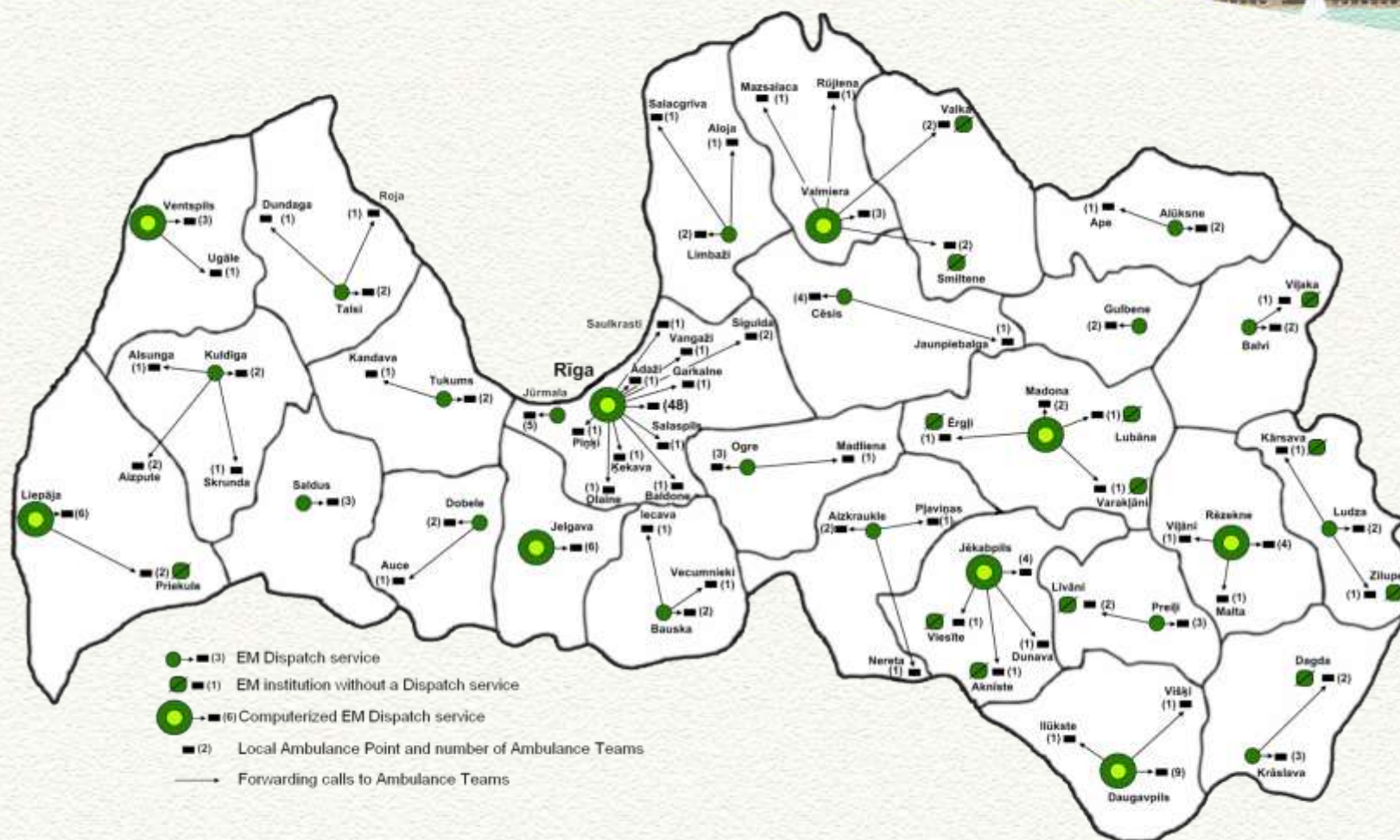


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EMS SYSTEM BEFORE 2009



EMS SYSTEM TODAY

Incoming calls in SEMS since 01.12.2011



Prepared by:
Expert of EMS organization and development,
State Emergency Medical Service of Latvia, 2012.

STATE EMERGENCY MEDICAL SERVICE

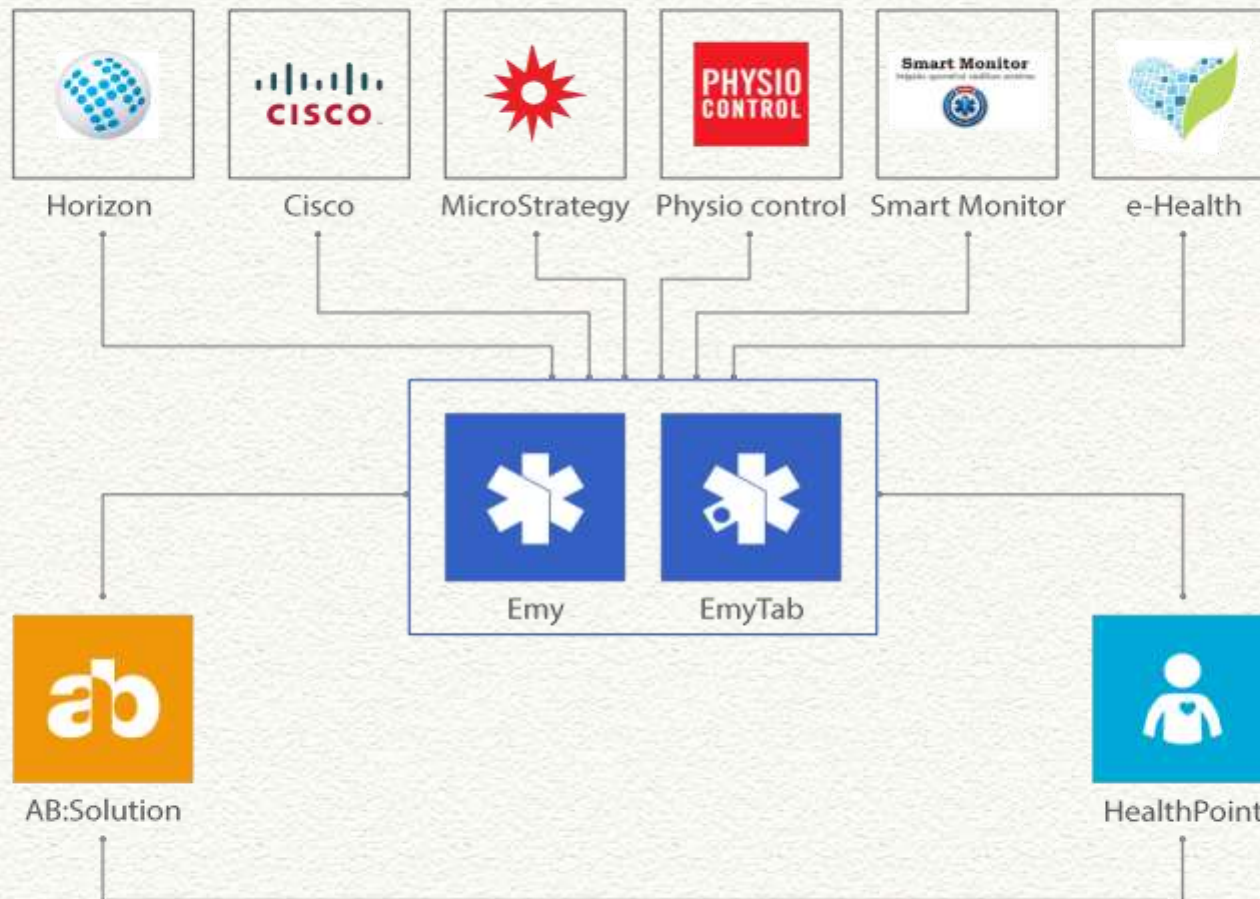
- **194** ground ambulances
- **103** localisation points
- emergency phone number **113**
- service area **64 589 km²**
- inhabitants **2 001 468**
- **433 804** visits in 2014
- ISO 9001:2008 certificate obtained in 2012



INTEGRATED IT SYSTEM



REGULĀCIJAS TĀPĀ NĀKOTNĒ







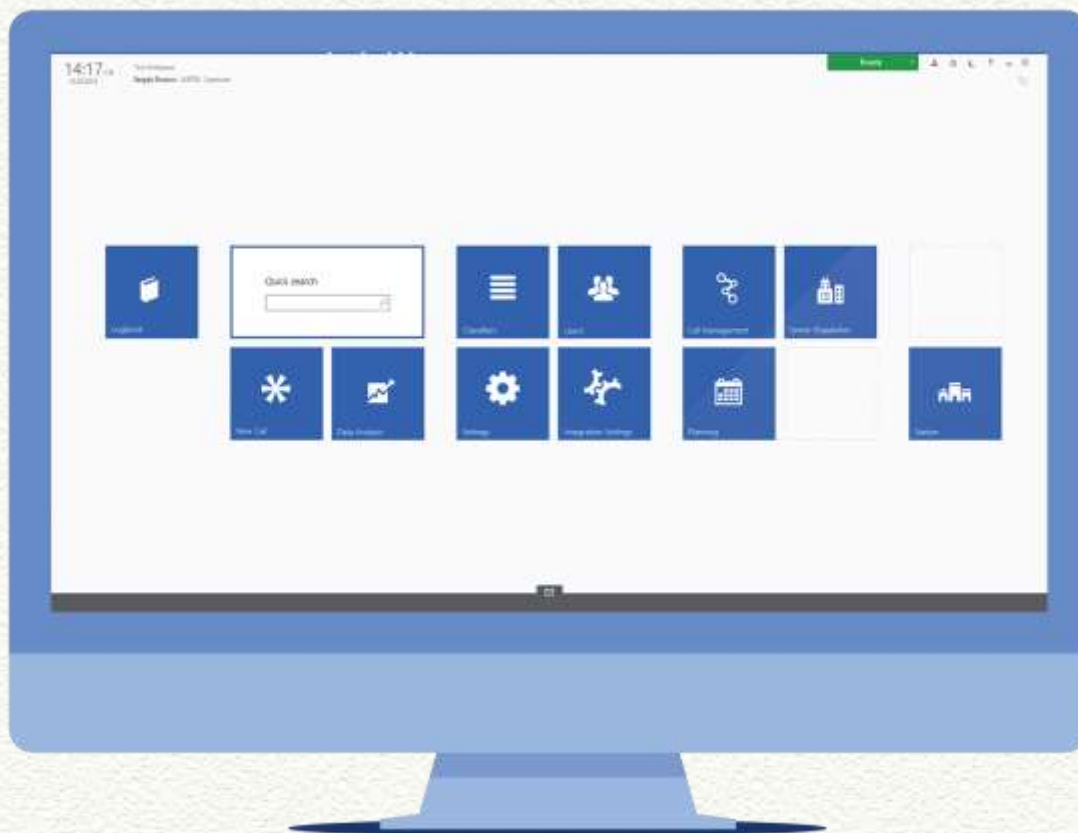
113 CALL RECEPTION AND PROCESSING

- Secured and reserved
- Reserved storage of call records
- Surveillance of operations
- Favourable tariffs





DISPATCH SYSTEM





DISPATCH SYSTEM

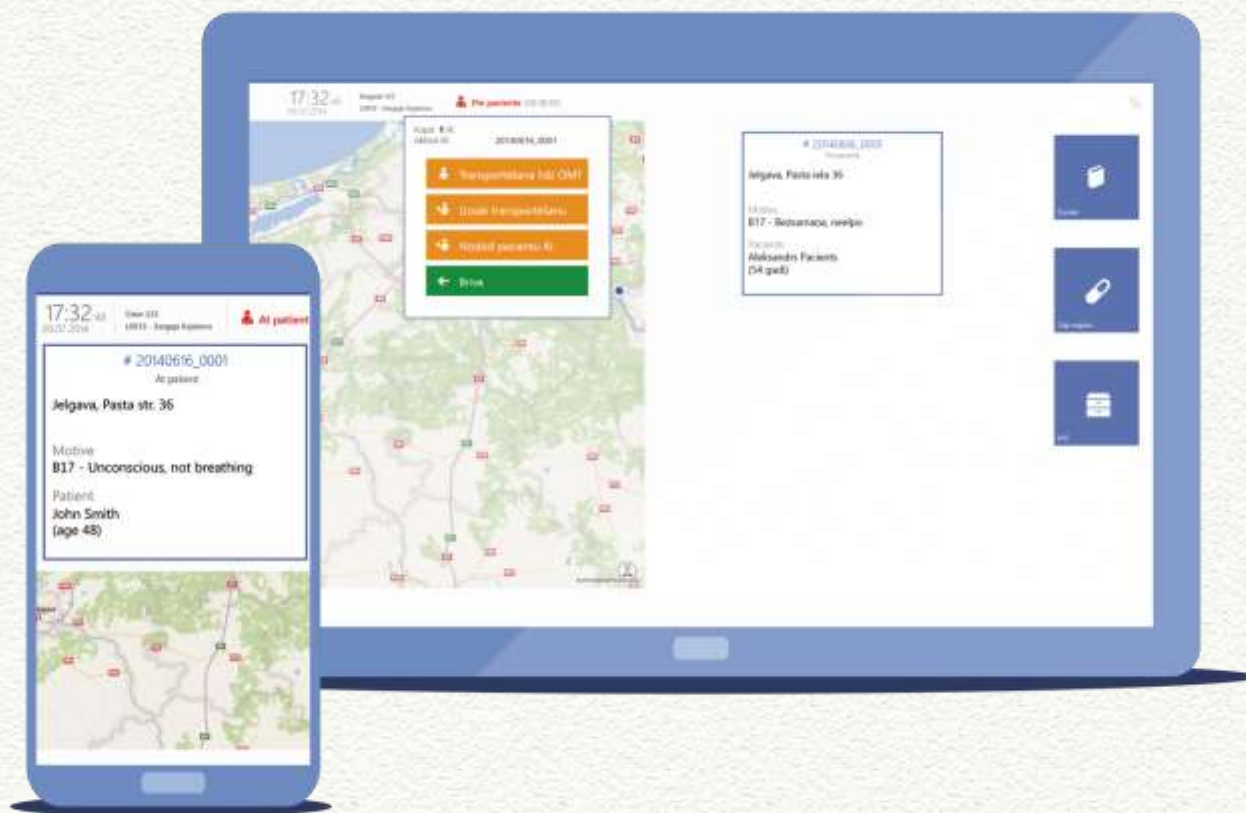
- Secured and reserved
- Only electronic records
- Decision-support
- Effective management of recourses
- Quality supervision
- Reports
- 'Human factor' control
- GPS in system
- Control of emergency situations
- Integration with other IT systems





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DISPATCH SYSTEM



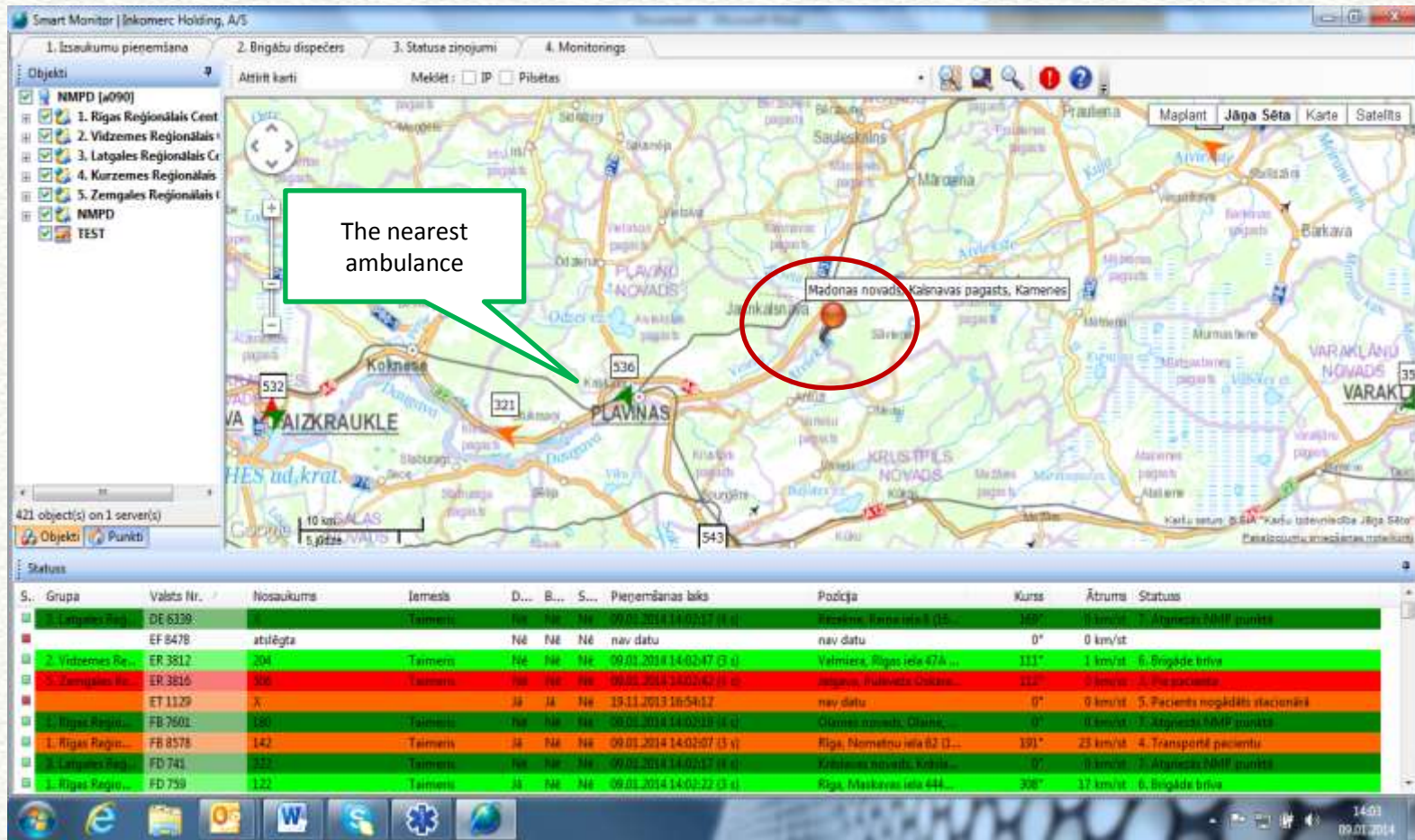


EmyTab DISPATCH SYSTEM

- Effective information exchange
- Information accessibility
- Traceability of the process
- Tracking the location of ambulance
- Secure data storage



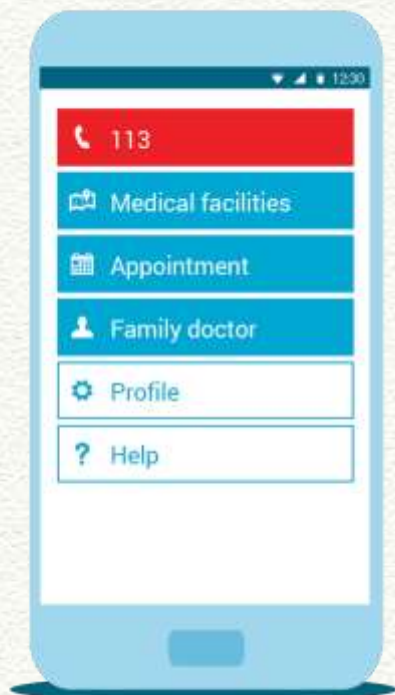
LOCALISATION OF CALLER




LOCALISATION OF CALLER



HealthPoint



- Send data to  Emy
 - phone number
 - personal data
 - GPS location
- It is free





INTEGRATION



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INTEGRATION

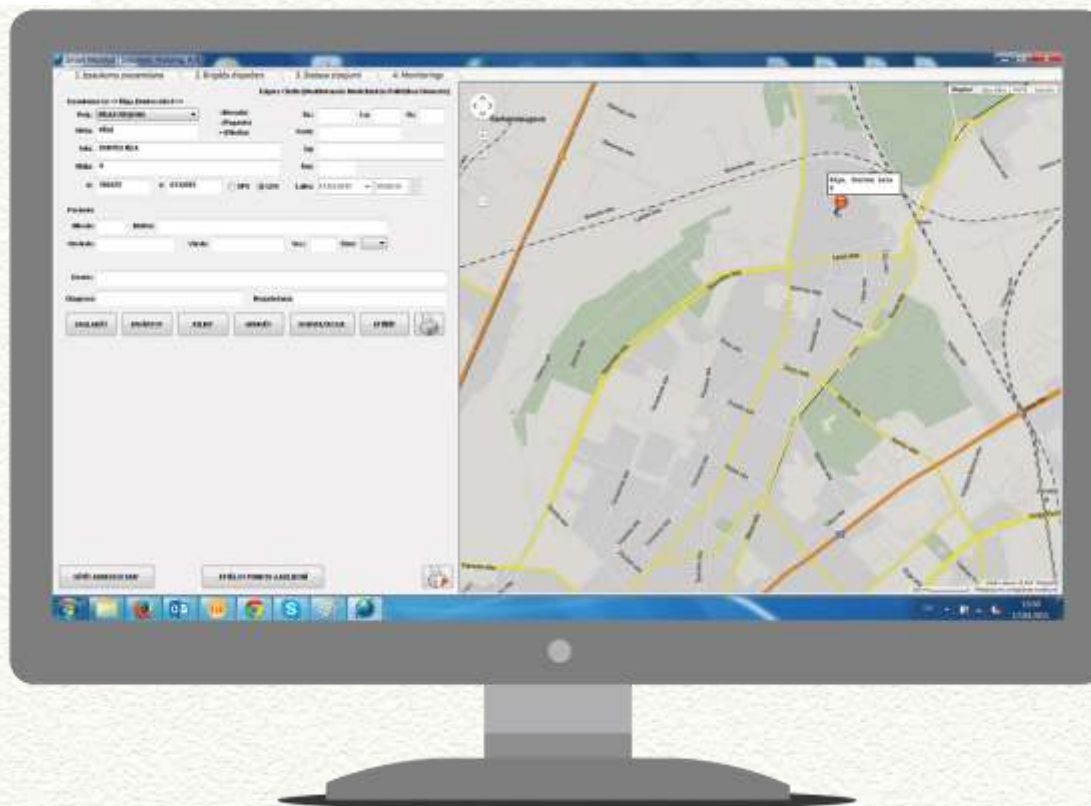
- Automatic opening of medical record
- Automatic registration of telephone number
- Communication directly from system
- Attachment of call record to medical record



Smart Monitor
brigāžu operatīvā vadības sistēma



AMBULANCE LOCATION AND STATUS MONITORING





AMBULANCE LOCATION AND STATUS MONITORING

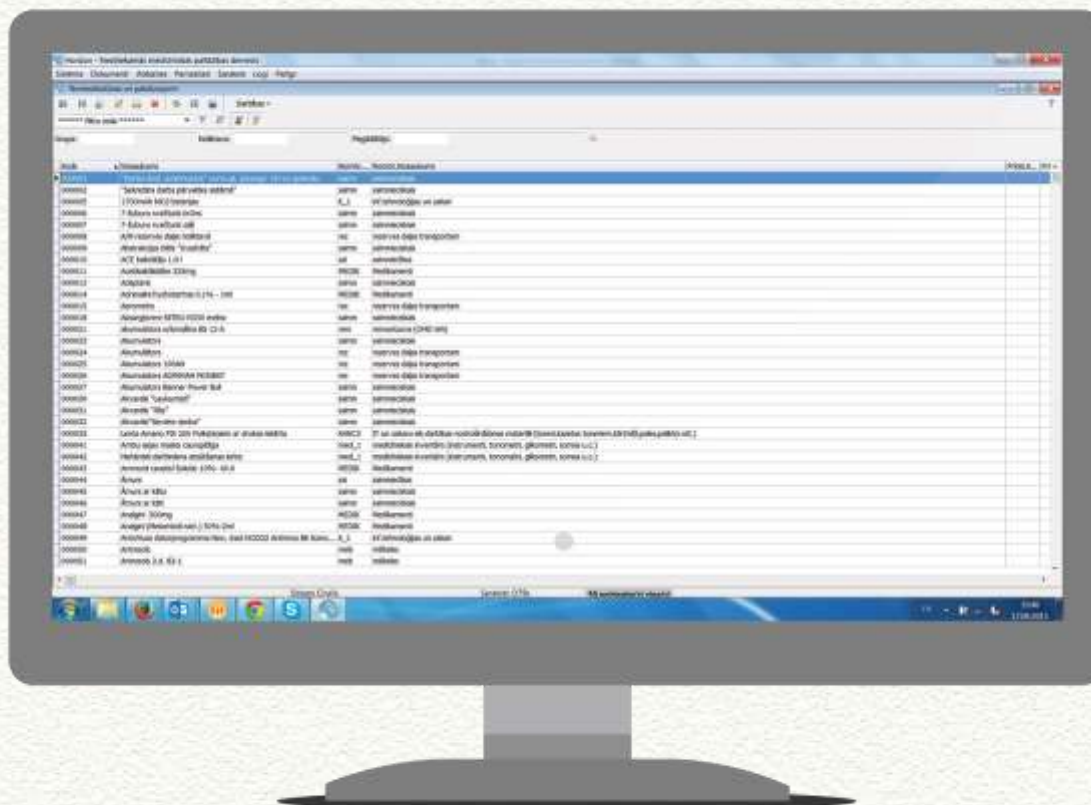
- Site location display on map
- Ambulance location display on map
- Communication with ambulance team
- Route planning and navigation
- Video surveillance
 - support for ambulance team
 - quality supervision and analysis
 - safety of ambulance team and patient





Horizon®

RESOURCE ACCOUNTING



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Horizon®

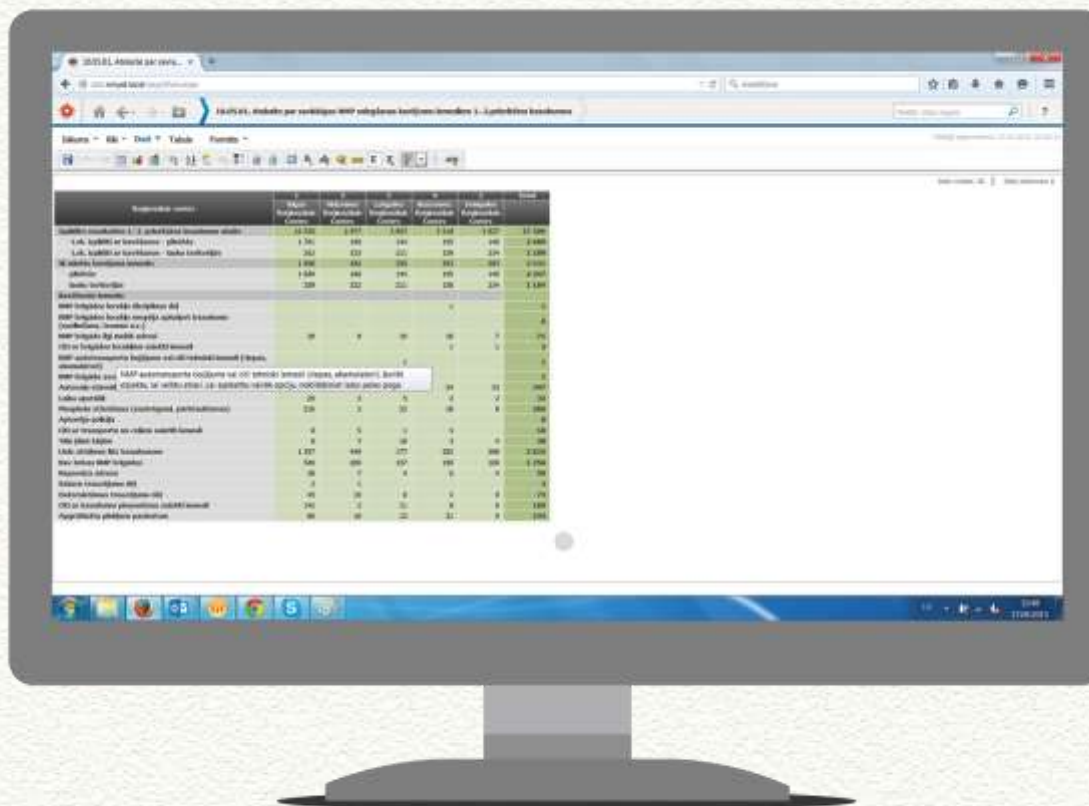
RESOURCE ACCOUNTING

- Staff planning
- Registration of working hours
- Resource planning and registration
- Data export from dispatch system
 - medicines and supplies
 - staff



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- Regular reports
- Analysis of timeliness and quality
- Integrated reports
 - funding per ambulance team
 - resources used per localisation point
 - etc.



**PHYSIO
CONTROL**

DATA EXCHANGE WITH LIFEPACK



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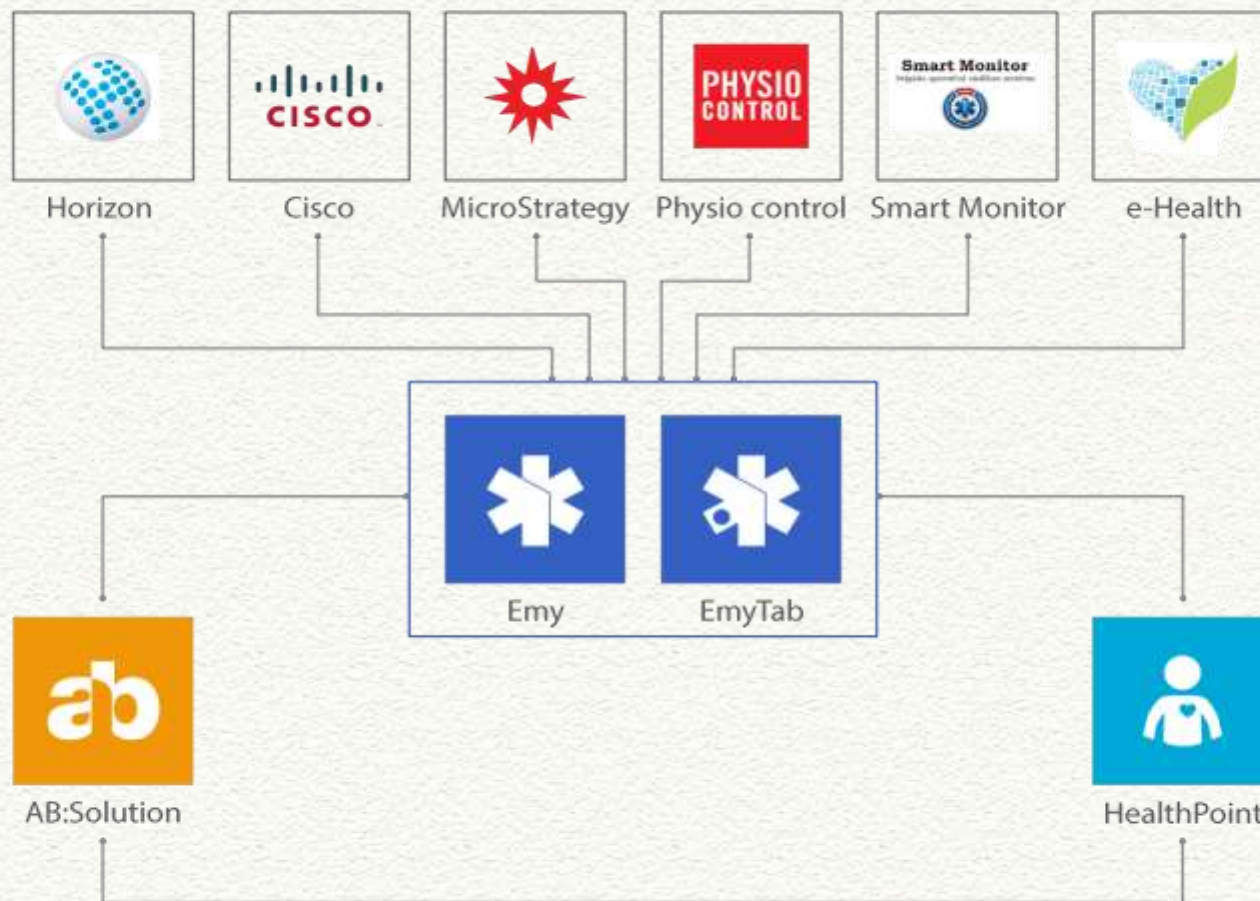


DATA EXCHANGE WITH LIFEPACK

- Attachment of diagnostic files to medical record
- Tele - consultation



INTEGRATED IT SYSTEM



BENEFITS FOR PATIENTS

- Safe and reliable service
- Service of a good quality
- Information exchange among health care providers
- Coordination of services

BENEFITS FOR MEDICAL STAFF

- Effective information exchange
- On-line support
- Only electronic records
- Time savings

BENEFITS FOR ADMINISTRATION

- Effective management
- Effective information exchange
- Transparency
- Evidence based decisions
- Quality surveillance
- Time and resource savings
- Reporting
- Data for health care evaluation

110 YEARS FOR EMERGENCY MEDICINE IN LATVIA



1904 - Establishment of Riga emergency medical station



1920's - First vehicles used for patient transportation



1970tie – 1980

Microbuses manufactured by Riga auto factory become the most demanded in the Soviet Union



1960's MODERNIZATION

Appearance of new technologies
-defibrillators,
electrocardiographs, radio
devices, medical ventilators etc.



1 november, 1961

The first reanimation microbus



2013 - 2014

Renewal of ambulance fleet in regions of Latvia

1 february 2009
Establishment of SEMS



THANK YOU

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