

CASE STUDY

Leveraging a National Footprint to Accelerate “Measure and Improve”

Global Medical Response uses national presence to scale resuscitation program improvement across the U.S.

THE CHALLENGE:

EMS systems often operate in silos. As a consequence, best practices for cardiac arrest resuscitation often do not translate quickly or consistently, leading to shortcomings in care.

THE RESPONSE:

Global Medical Response (GMR) is a leading EMS organization in the US with **more than 29,000 caregivers, 7,000 response vehicles and 56 communications centers in 48 states**. GMR has created an efficient and effective training and evaluation framework that enables timely provider and system improvement.

As part of the HeartRescue initiative, GMR used this organizational structure to nimbly provide education, training and evaluation to advance quality improvement for out-of-hospital cardiac arrest across its nationwide network.

- **Education:** GMR has convened Resuscitation Symposia across the U.S. to engage and teach EMS leaders about the science of CPR and practice simulated resuscitation to improve CPR performance. The forums have brought together physicians, paramedics, EMTs, dispatchers, and training experts.
- **Measurement:** GMR leadership supports broad-based measurement through the Cardiac Arrest Registry to Enhance Survival (CARES) as part of a foundation for ongoing quality improvement. In California, GMR leadership collaborated with the state’s EMS leadership to advance a statewide effort to measure cardiac arrest resuscitation. The number of cases from GMR agencies continues to increase, providing an objective platform to evaluate resuscitation efforts.
- **Evaluation and Feedback:** GMR leadership implemented an organization-wide tool to review cardiac arrest. The tool uses the defibrillator recording to measure CPR performance to help identify opportunities for improvement. The feedback to EMS providers helps establish benchmarks that can be used to drive improvement.



GMR’s organizational structure enables a rapid and reliable approach to scale resuscitation best-practices across a large footprint and population, improving care for hundreds of communities.