Background information

The Emergency Medical Service (EMS) is important since it provides professional help in case of accidents and other emergency situations. Good quality of services reduce mortality and morbidity of accident and emergency victims. The evaluation of the EMS situation is important in order to find gaps to develop and improve effective performance of the service delivery system, since good performing EMS saves patients’ lives.

Thai citizen have entitlement to enjoy Universal Health Care Coverage include EMS. Emergency Medicine Institute of Thailand (EMIT) is established by the Medical Emergency Response Act B.E.2551. EMIT is responsible for Emergency managing and coordination between relevant agencies both public and private sectors, including the promotion of local governments to play a role in the management of emergency medical services. The missions of the EMIT are improving standards of EMS, efficiency of management, develop network and participation of other sectors, and coordination of medical emergency and disaster.

Operation of EMS begins at emergency called via 1669 to command center. The command center is responsible to decide level of medical emergency services to victims and provide pre-hospital medical services during transporting emergency cases to the emergency room (ER) of hospitals.

**The research question**

“What are the situations and performance of pre-hospital care of the Emergency Medical Services (EMS) in Thailand?”

**The research aim**

The research aims firstly, to understand situations of EMS system, secondly to analyze performance of the EMS delivery system.

**Methodology**

The study used both qualitative and quantitative approaches to analyze Pre-hospital Care, from receiving emergency called via hotline 1669 to transfer process to emergency room.

Firstly, administrative report of Pre-hospital services, which people called Hotline 1669, from Emergency Medicine Institute of Thailand (EMIT) will be analyzed to understand main reasons of accessing to services, urgent of emergency cases and mortality rate. Secondly is to analyze performance of the EMS delivery system. Reviewing documents to see whether resources include technology tools, and skills and training of emergency service staffs are appropriate. Assessment of to better health outcome or benefit of people accessibility, quality and efficiency of the Pre-hospital services will be done. Interviewing approximately ten key informants from Emergency Medicine Institute of Thailand (EMIT), emergency medical service staffs will be performed using content analysis technique.

Furthermore, SWOT analysis will be used to evaluate strengths, weakness or limitation, opportunities and threats of the current EMS system. The weaknesses of the system would be disclosed and recommended to increase effectiveness and efficiency of the system by considering the experiences of EMS system in other countries.