

EMS And the Zero Fail Mission
The Path to Improving Safety Performance



Save Time

Save Money

Save Careers

Save a Life

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Preface:

Definition- "Safety is the state of being "safe", the condition of being protected against physical, social, spiritual, financial, political, emotional, occupational, psychological, educational or other types or consequences of failure, damage, error, accidents, harm or any other event which could be considered non-desirable. This can take the form of being protected from the event or from exposure to something that causes health or economical losses."-Wikipedia

This book is about safety in EMS. It is written for supervisors and managers, CEOs and directors, training officers and educators. Anyone whose role it is, even partially, to lead an EMS organization. There are many paths to improving safety performance including the development of training programs and policies. Other aspects of improving safety include attitudes, communication and setting realistic goals. This book is about developing the tools essential to achieving measurable safety improvement and developing a culture of safety.

Examples are used from within EMS and other industries. I make frequent reference to the airlines industry- not for their failures but for their tremendous success. We never hear of the success but we do hear about every single crash. Imagine if every crash you experienced garnished the same worldwide media attention. Plane crashes almost always result in fatality, perhaps hundreds per crash. Fortunately the numbers of fatal EMS crashes is very low. Just because they are less frequent and less sensational, EMS crashes are no less important. Lives lost in these horrible events and not worth less. There is no acceptable loss.

Since I started writing this book there have been several headline-grabbing airline crashes. One, the landing on the Hudson River was very positive. Others such as the regional jet crash in upstate New York have been notably negative about the industry. These events have made me question whether or not to continue to discuss the airline model as a model to admire and to replicate. It's made me question whether others reading this will doubt the entire work based solely on my positive references to the airline industry. In the end I have decided to stick with my premise- that the airlines have a model we in EMS can and should learn from. Certainly when an event happens in the airline industry it is a disaster and we will hear about it but we must all remember- me included, that we only ever hear about the disasters and never hear about the millions of successful missions.

I open each chapter with a relevant quote from a famous person. I refer to these as "The Wisdom of Others." There is already so much knowledge about safety, success and culture that it is foolhardy not to learn from those who have gone

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before us, who have struggled and come out the other side better, safer and stronger for it.

I wrote EMS and the Zero Fail Mission with the hope that the words herein will inform and educate and that you the reader, will be inspired to take action. Action, whether in the form of communication, setting goals or creating a mission statement, will lead to improved safety performance. Improved safety performance in turn decreases losses, reduces expenses, protects lives and careers.

Improved safety performance begins with a commitment and is followed by action. Before you move on to the first chapter, take a moment to jot down some notes about your initial commitment. There will undoubtedly be changes along the way. Again improving safety begins with commitment and is followed by action. This is your first opportunity to combine commitment and action.

As you go through the rest of the book and to get the most out of it, action is suggested throughout its pages. At the conclusion it is recommended that you create an action plan. Making notes as you go through the material makes this considerably easier. Use a highlighter, underline or make notes of those items that ring true to you. Being active as you go through the materials as opposed to waiting till the end will make it easier to develop an action plan. It will also make it quicker for you to take action and the sooner you take action the sooner you will make a difference in peoples lives and the business you lead.

Good Luck. Lives and careers depend upon you. Jim

Initial Commitment Statement (write your initial statement here)
(Keywords-why: reduce losses, save time, communicate, save money)

(Scale 1-10- right now how committed to improving safety are you ____?)
