

Are paramedics ready for the digital health revolution?

CAA Congress 2025

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No.

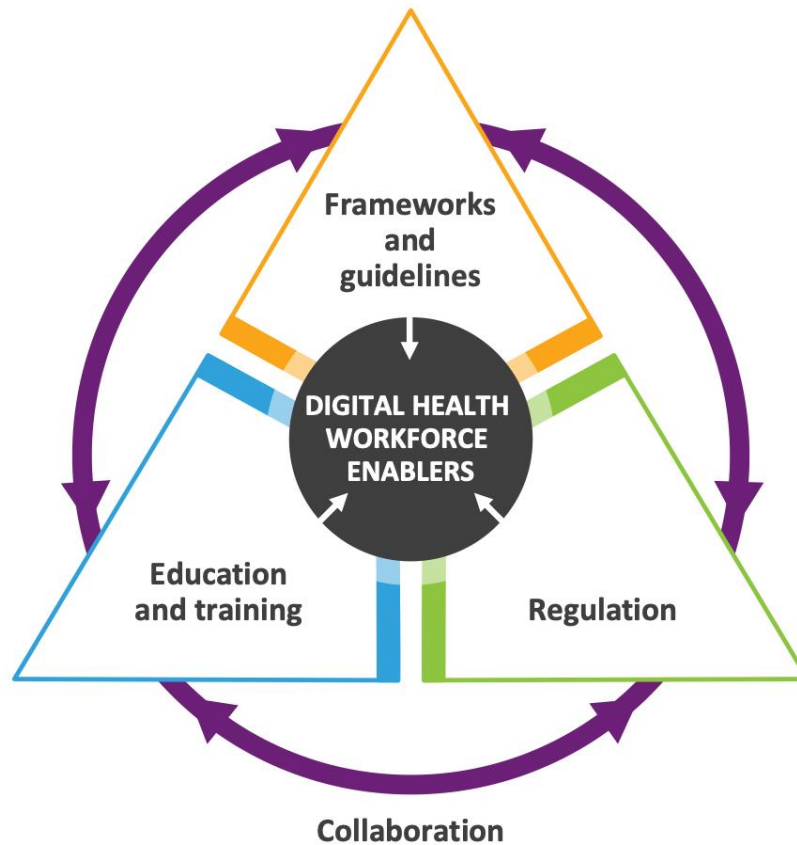
Thanks for coming!

Where are we?

- Most services now using an electronic medical record
- Many states pushing for a “statewide electronic medical record”
 - Ambulance not being considered in some cases
- Artificial Intelligence (AI) evolving but in many cases services (both pre-hospital and in-hospital) struggling from a policy and governance perspective to keep up
- Digital systems adapted from other environments not fit for purpose

Experience from the frontline

- With such a diverse workforce, significantly mixed ability and skill
- Some great projects coming out of some services
 - Electronic drug register being a shining example of a well implemented in many cases award winning project
- Shadow IT or workarounds found as projects don't have operational lens



Frameworks & guidelines

to support consistent digital health capabilities and practice nationally

Education & training

to enable the health workforce to upskill and adopt digital

Regulation

to require the inclusion of digital health in regulated health education

Collaboration

to promote a shared digital culture and continuous learning

Opportunities in the revolution

- **Enhanced patient outcomes through connected care**
 - Real-time transmission of clinical data to ED teams
 - Telehealth-supported triage and treatment
- **New clinical decision support tools**
 - AI-assisted ECG interpretation
 - Predictive analytics for patient deterioration
- **Empowered community response**
 - Better integration of public AED networks and first responder apps
 - Remote monitoring for at-risk patients
- **Professional growth for paramedics**
 - Expansion into digital health leadership roles
 - Opportunities for research and innovation within services
- **Operational efficiency**
 - Streamlined documentation and reduced duplication
 - Smarter resource allocation using live operational data

How do we prepare the workforce?

- Increase contextual digital literacy in undergraduate courses
 - Just because our new graduates are from the “TikTok generation” doesn’t mean they appreciate how to use the technology we have available and the ways to use it appropriately.
- Provide better training at rollout of new projects and recognise the need for ongoing professional development and refresher education
 - “One and done” won’t cut it

How do we generate better digital health projects?

- Setup a policy and governance environment that has **subject matter experts in digital health**, workforce representation (**paid** and **volunteer**), and senior leaders
- **Co-design** solutions with **frontline** team members
- Ensure those from the **technology side have opportunities to learn hands on about the frontline challenges** rather than having them played back in meeting rooms

A vision for a digitally ready workforce

- **Every paramedic fluent in digital health**
 - Confident in using core technologies and adapting to new tools
- **Digital literacy embedded from training to retirement**
 - Undergraduate to CPD/CEP programs aligned with evolving tech
- **Strong governance and representation**
 - Paramedics at the table for all digital projects
- **Technology designed for the frontline**
 - Co-created, fit-for-purpose, and stress-tested in real environments
- **Connected care as the norm**
 - Seamless information flow between ambulance, hospital, and community care
- **Outcome-driven culture**
 - Data feedback loops to clinicians, improving practice and patient care

More resources

- Scan the QR code
 - References
 - Reading materials
 - Guiding questions to start you on your journey
- Reach out and chat!
 - LinkedIn
 - <https://linkedin.com/in/mattdidcoe>
 - Email
 - matt@mattdidcoe.com
- ***The best way to predict the future is to create it***

