

WELCOME !
to the EMS Safety Foundation
at a PC/Laptop near you, December 12, 2011

Innovation, Collaboration and Knowledge Transfer and Policy
Starting at 2pm EST USA, Please do log in for sound checks from 1.15 pm

Oslo bombing / Utøya shooting
22.07.2011

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Pre-hospital centre / ambulance department

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Innovation, Collaboration & Knowledge Transfer
www.EMSSafetyFoundation.org



Background:

- EMS Safety Foundation has been established to fill a gap in
 - technical knowledge transfer
 - practical interdisciplinary R & D
 - evaluation and implementation of system safety enhancements for EMS and Medical Transport
- It is a not-for-profit institute



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In a nutshell

- EMS Safety Foundation is a not-for-profit multidisciplinary virtual think – tank and test bed for safety innovation and knowledge transfer
- It is a virtual network integrating the end users and the technical experts
- A tool to enhance the safety of delivery of EMS services



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R & D

“Ripoff and Duplicate”

- Avoid reinventing the wheel at all costs
- Where are the best practices that we need to transfer knowledge from



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So what is a Webinar?

A Webinar is:

- Real time interactive web technology
- No other hardware is necessary aside from a computer connected to the internet and a microphone- if you choose to speak
- These interactive seminars can also be stored for later asynchronous use



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Webinar Basics

Raise Hand

Text messaging

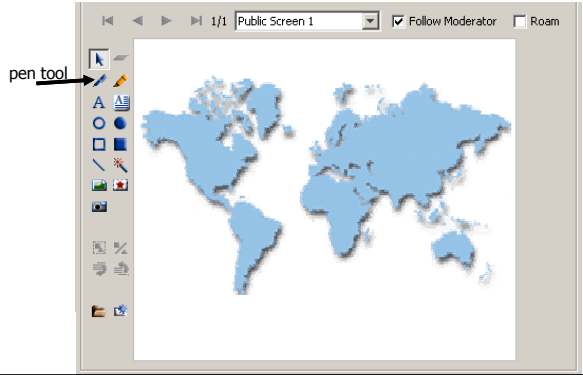
Type in your name and location

The 'mic'



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use white board tools to mark your location...
- pick up the 'blue pen tool' and choose your color



AED geoLocation Challenge
to December 19th – send a pic and location info



Win an AED
Enter the Rescu AED Location Challenge!

WIN AN IPAD

CAPTURE AND FORWARD THE IMAGE AND LOCATION OF AS MANY AED'S AS YOU CAN & BE IN THE RUNNING TO WIN!

HOW TO ENTER

1. **FIND an AED** (not at the Convention Center)
2. **TAKE A PICTURE of AED with your camera or phone**
3. **EMAIL AED pic and info (location and type) to: AEDupload@iRescu.info or UPLOAD pic and info from a PC or smartphone to: www.iRescu.info/AEDupload.htm**

RULES

Locate and submit AEDs in all the places *outside* the convention center that you frequent i.e. restaurants, hotels, airports *anywhere in the world*

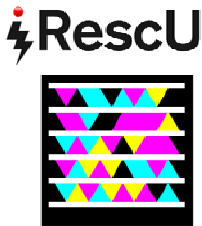
10 AED capture minimum

The contestant who submits the most AEDs during the iRescu AED Location Challenge- starts Dec 5th ends Midnight EST December 19th, 2011 will be awarded an AED as their prize!

Winner announced December 20th on www.iRescu.info

NOTE: Eligible AEDs CANNOT be those at the convention center or part of an exhibit, submitting these AEDs will disqualify entries!

Or scan this eTag with your smartphone
(after downloading the free Microsoft Tag App)



GEOLOCATE an AED!
iRescu.info/AEDupload.htm

Today's Webinar is recorded!

The presentation and *all comments typed in the text box*



will be available for viewing via the www.EMSSafetyFoundation.org web site within 72 hours

Oslo bombing / Utøya shooting
22.07.2011

Ronald Rolfsen
Adviser

Oslo university hospital
Pre-hospital centre / ambulance department

Norway

- 4 990 000 inhabitants
- 385.155 km²
- 25.148 km coastline
- 2300 km North to South



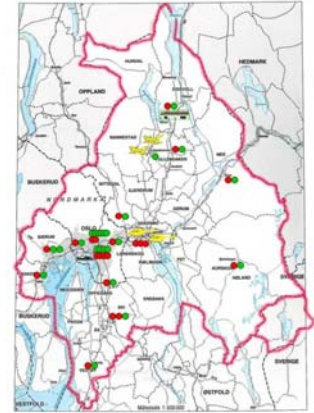
Pre-hospital centre Area of responsibility

- Oslo and Akershus counties:
 - Emergency medical dispatch (113)
 - Ambulance service (air, sea and land)
 - Patient Transport Service
- Health Region South-East:
 - Regional medical disaster coordination (pre-hospital)
 - Air ambulance service (2 x RW and 2 x FW)
 - Doctor on S.A.R. helicopter (Rygge)
- National:
 - Medical teams for deployment to national and international disasters

1,15 mill. Inhabitants
5.369 km²

Medical dispatch center
15 amb. stations + OSL Airport
22 amb. 24 hour shift
25 amb. part time
(1 paramedic motorcycle May – Sept.)
1 intensive care ambulance
1 ambulance boat
2 air amb. RW
2 air amb. FW
2 PTS special bus

- Ambulance 24 hour service
- Ambulance, misc. operating hours



Approx. 500 Employees:
350 EMT/Paramedics
45 EMT-Apprentices
30 Dispatchers PTS
35 Nurses
15 Doctors
10 Instructors
25 Management and administration



Oslo 22.07.2011



15:25:22

A bomb explode

15:25 The first call come to Oslo ambulance control room (AMK)
There was approx. 80 calls the first couple of minutes
The control room was able to answer 40

Calls come from different locations in the city and with different causes:

- "Something fell from the roof – several people are injured"
- "Some glass has fallen down"
- "A building has collapsed"
- "An explosion, a working accident"
- "Person unconscious"
- "Seizure of some kind"





Respos to Oslo bombing

- Initially 13 units was dispatch to Oslo city
- After the severity became clear all available units was sent (15:31)
- 15:34 – The first patient was ready to be loaded in to an ambulance.
- Ambulances and other resources was brought in from districts around Oslo:
 - 59 ambulances (incl. 2 PTS busses)
 - 3 air ambulances (RW)
 - 2 SeaKing S.A.R. Helicopters
 - 11 volunteer ambulances

Respos to Oslo bombing

- ~ 17:00 we started to re-organize
- All patients was evacuated
- New search trough the bombed buildings found only dead people
- Units from other services started to return home
- For our crews; food, rest and resupplying the vehicles.

Respos to Oslo bombing

- 10 patients was taken to hospital
- 80 was treated at Oslo walk in clinic
- 8 people killed

Utøya

- A camp for politically active youths (14 to 18 ++ years)
- About 650 – 700 people on the island



Utøya

- 17:08 The perpetrator arrive on the island
- 17:24 The first call to AMK in Drammen
- ~ 17:30 a tsunami of calls
- The event develops while the callers are on the line
- 17:26 The first call to the local police department
- 17:28 The first call come to Oslo AMK
- ~ 17:57 The first ambulance at Utvika, they could hear gunfire from the island
- People start to come ashore, swimming from Utøya
- Locals with boats starts bringing in people from the water, some with gunshot wound



Utøya

- A second landing place was organized on Storøya
- Uncertain security situation on Utvika
- Survivors are sent to Sundvolden hotel



Utøya

- 18:27 the perpetrator are detained. Rumours that there are several shooters on the island
- 19:20 Doctors and paramedics arrive Utøya, no survivors
- 21:16 The last patient left Sundvolden hotel

Utøya

- 68 people was killed on the island
- 1 died later in the hospital
- 66 was wounded
- ~ 500 survivors who needs different levels of help.

Resources

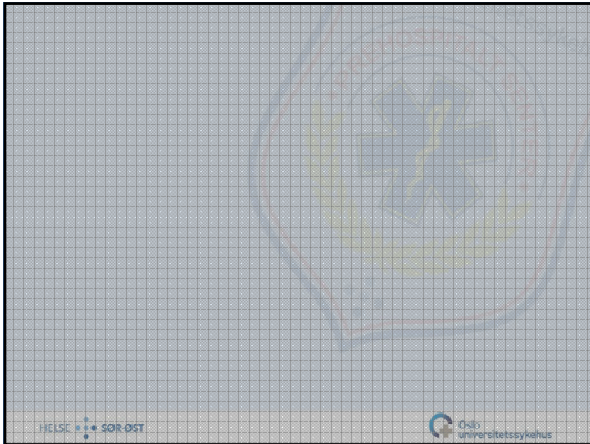
- 42 ambulances
- 6 Air ambulances RW
- 2 Sea King S.A.R. helicopters
- 2 PTS busses (Helseekspres) + Docors, nurses, paramedics
- Sundvolden Hotel

Patient Transport bus (Helseekspres)



The respons from the Norwegian people





Lesson learned

- We are quite sure that nobody died or was injured because of our actions, but there are several issues that need to be improved
- Risk assessments and plans has to be revised
- Our logistic organisation need to be re-organized
- We have started a project to organize a special operational group that can execute USAR and work under CBRN condition

Lesson learned, communication

- There was a computer integration failure in our control room
- The new TETRA radio system worked perfect in Oslo
- Old VHF-radio system at Utøya
- Some problems with data communication between the ambulances and the control room
- **At Utøya the young people used new ways of communication; Twitter, Facebook, SMS, MMS, mail etc. from there mobile devices**
- Many called mom and dad. They called their local emergency services
- The mobile phone system was in some periods used at 100%
- Some local control rooms had too few operator(s) on duty


Mobile phones..

Thank you

Questions?

*When one man could cause so much evil,
think about how much love we can create together*

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