

# Are paramedics ready for the digital health revolution?

**CAA Congress 2025**

Matt Didcoe

**No.**

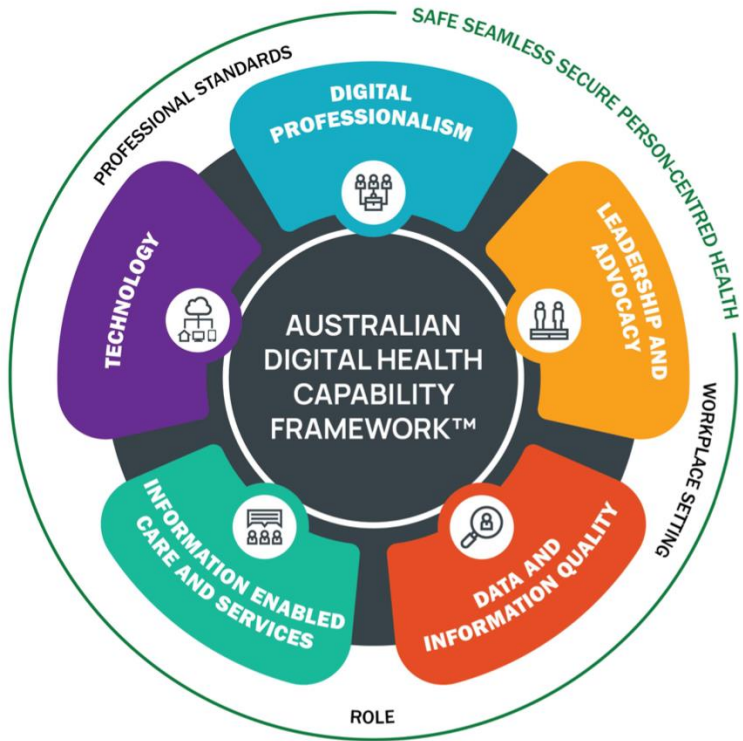
Thanks for coming!

# Where are we?

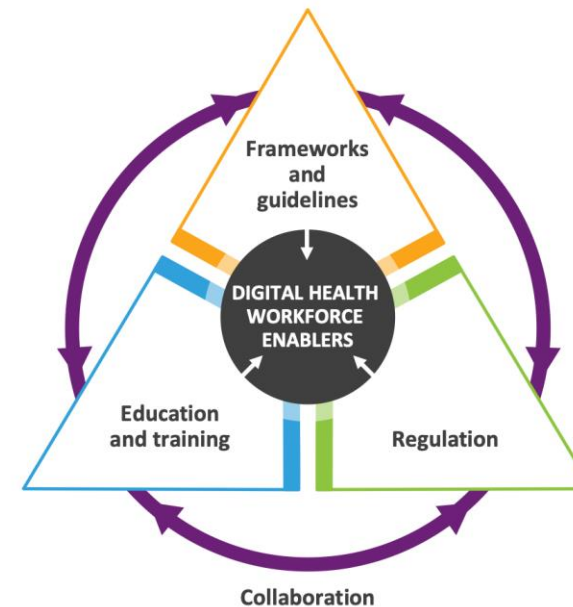
- Most services now using an electronic medical record
- Many states pushing for a “statewide electronic medical record”
  - Ambulance not being considered in some cases
- Artificial Intelligence (AI) evolving but in many cases services (both pre-hospital and in-hospital) struggling from a policy and 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



Domain A	Digital Professionalism
Domain B	Leadership and Advocacy
Domain C	Data and Information Quality
Domain D	Information Enabled Care and Services
Domain E	Technology



**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](mailto:matt@mattdidcoe.com)
- ***The best way to predict the future is to create it***

