

What can we improve in the 112 Services? Where should we look for quality?

The paper aims to show the characteristics of a management directed toward the quality, through a system based on procedimentación of all its processes and the quality control system in the scene.

Cardiac arrests, as other processes dependent of time, are handled under protocols for joint action with the end units hospital treatment. Moreover, all attendances to critical pathologies are served by two doctors at the scene. One of them, in addition to clinical work, conducts an assessment of the quality of care of the rest of interveners. This enables a strict procedural compliance.

So, it was easy to develop procedures like the mild hypothermia after the resuscitation or formalize the use of technologies such as blood tests, capnometry, resuscitative thoracotomy or ultrasound on scene.

These efforts have improved survival rates without neurological damage in percentage near 20 % in the medical cardiac arrests.