

e-ISSN: 0974-4614

p-ISSN: 0972-0448

The effect of training and educating the community in improving the behavior of dealing with paramedics

Awadh Ahmed Abdullah ALshamrani¹, Faez Maiuf Saleh Alautbe², Tariq Awadh Mohamed Alshahrani³, Naif Helal Muqaybil Alnefaie⁴, Hamad Majdi Al Suwailem⁵, Mohammed Ali Alseghair⁶, Nawaf Mohammed Aldawood⁷

¹Emergency Medical Services Technician ,Saudi Red Crescent Authority, In Al-Qurei Bani Malik Center, Taif

²Emergency Medical Services Technician, Saudi Red Crescent Authority-In Turba Center, Taif

³Emergency medical services Technician, Saudi Red Crescent authority- In Al- Hada Center, Taif

⁴Emergency Medical Services Technician, Saudi Red Crescent Authority- In Al-Qurei Bani Malik Center, Taif

⁵Emergency Medical Specialist Saudi Ministry of Defense Royal Naval Saudi Forces, Jubail ⁶Paramedic Saudi Ministry of Interior - Security Force hospital Riyadh

⁷Emergency Medical Specialist Diving medicine clinic- Royal Saudi Naval Forces-Ministry of Defense,Jubail

Received: 13.09.2024

Revised: 12.10.2024

Accepted: 22.11.2024

Abstract

The current study aimed to identify the role of training and education in developing the capabilities of paramedics in providing the services required of them by measuring this role on a set of aspects, the most important of which are personal skills, self-confidence, and the ability to make appropriate decisions at the right time. The study also recommends the need to work on developing and training paramedics periodically and continuously to ensure increasing the effectiveness of paramedics and carrying out their roles in a positive and effective manner by employing the training courses they receive in their field of work.

Keywords

Training, educating, community improving, behavior of dealing, paramedics

Introduction

Training is a complex concept, consisting of elements. It means changing and developing for the better the individual's information, abilities, skills, ideas, behaviors, and attitudes, with the aim of preparing the individual very well to meet the requirements of the individual's current job and developing his technical and mental skills in order to meet future needs. Accordingly, training is defined as a process that aims to provide the individual with the knowledge experiences, and skills he needs, as well as the individual's acquisition of the information he lacks, which are the appropriate and suitable behavioral patterns, skills, and habits necessary to raise the efficiency of the individual's performance. Training is also defined as a set of continuous, integrated, systematic efforts that aim to enrich or develop the individual's knowledge, skills, and behaviors in order to perform his work with a high degree of efficiency and effectiveness. Training is also defined as an organized and continuous process for the individual, the goal of which is to enhance the individual's ability to achieve a high level in his practical performance and professional growth. This is done by providing the individual with information, skills, and attitudes related to his fields of work or specialization^{1,6}

Training has also been defined as a planned activity that aims to develop the individual's technical and behavioral abilities and skills to enable him to perform his work well to achieve his personal goals and the organization's goals with the highest possible efficiency. Training is also an organized and continuous process based on the individual, as

it aims to bring about skill, behavioral and technical changes in line with specific and future needs required by the individual and the work he performs within the institution in which he works. Training is also administrative or organizational efforts that aim to improve the individual's ability to perform a specific job or play a specific role within the institution in which he works. Training has also been defined as providing the individual with the methods, experiences and scientific and practical trends necessary to use the current knowledge and skills that the individual possesses or the new ones that he acquires, which helps him provide the best possible performance in his current job and qualifies him to perform future job tasks, according to a scientific approach to the individual's training needs^{9,15}

The importance of training is that it contributes to raising the level of productivity efficiency of the individual quantitatively and qualitatively, which increases the individual's skills. Training also contributes to reducing the need for direct supervision, as a well-trained person has the ability to control himself. Training also contributes to reducing the rate of accidents and work injuries. Training also contributes to forming a positive image of work trends. The trainee works to achieve stability and flexibility in the organization's work. The organization can choose from among the different types of training in a way that is consistent with it and according to the nature of its human resources activities, capabilities, and available training and financial equipment. Therefore, the types of training are classified into three types: training according to the employment stage, according to the type of jobs, and according to the place. The importance of training is clear from these classifications that it is necessary to train new employees, clarify the tasks assigned to them, and familiarize them with the nature of the work, its levels, and the skills necessary to perform it efficiently, as well as preparing and equipping the individual to carry out new tasks and provide him with the intellectual, technical, and behavioral skills for the basic requirements of the new job. Technological development in work methods also requires special qualitative skills. Through training, the individual can redevelop the skills of current individuals so that he can deal with methods and techniques. Modern training also contributes to increasing the individual's productivity, as it increases his efficiency and provides him with new skills, which is reflected in his level of performance, which improves the quality of performance. Training programs vary and are divided into rehabilitation training, specialized training, therapeutic training, and promotion training^{8,14,6}

Material

him to understand the world around him and interact with it effectively. Education includes a wide range of fields and knowledge, starting from learning to read and write and reaching science, arts, history and philosophy. Among the factors that affect education is the family, as the family plays an important role in shaping the individual's interests and directing him towards learning, and then the school, which is the basic institution for education and society, and it contributes to providing a stimulating environment for learning and development, and the media, which plays an important role in spreading knowledge and education, as the availability of technology provides new opportunities for learning, training and development. Education is an ongoing and vital process that contributes to the development of the individual and society^{2,6}

Accordingly, training and education are two interconnected processes that seek to develop the individual and society. Despite the differences between them, they together form an integrated system that contributes to achieving progress and prosperity. Education is a comprehensive process that aims to expand the individual's horizons and provide him with the knowledge and skills that enable him to understand the world around him and interact with it effectively. Education includes the theoretical and cognitive aspects. It is concerned with developing thought, awareness and training. It is a more focused and purposeful process that aims to develop specific practical skills and improve performance in a specific field. Training focuses on the practical and applied aspect and aims to acquire the experiences and knowledge necessary to perform specific tasks. The relationship between training and education can be explained as follows: Education is the basis of training and education is the basis on which training is built. The theoretical knowledge that an individual acquires through education enables him to understand the basic principles of the skill he is training on and helps him solve problems that he may encounter during training. Training also enriches education as training provides the opportunity to apply the acquired theoretical knowledge, which increases the individual's understanding of this knowledge and enriches it. Training also contributes to acquiring new practical experiences that contribute to broadening the individual's horizons and integrating them to achieve maximum benefit from the learning and development process. There should be integration between education and training. Education provides the theoretical basis, and training provides the practical application^{6,8,11}

Accordingly, the goal of training is to raise individual capabilities and reach the required standards to achieve outstanding performance in determining the level of individuals within the institution. Through this, training is a vital activity that affects the efficiency and effectiveness of the institution, as continuous training of working individuals

helps increase their level of performance, which leads to increasing productivity quantitatively and qualitatively. This is due to increasing skills and knowledge about work. One of the general goals of training programs is to form a specific direction for individuals within the institution in order to achieve support for its activities and policies and obtain more cooperation. Training for supervisors and workers is to help and reduce the rate of turnover, absence and job dissatisfaction. Training in this direction is for the purpose of reform, as it is the specific purpose and goal that any institution undertakes and is expressed through measurable goals. The main goal of training is to provide individuals with advanced information and modern technologies and provide them with skills and methods that facilitate their work, which improves the level of performance and increases productivity^{10,13}

importance Training And education-

.The importance of training and education is divided into two parts for the individual and the organization

Part One: The importance of training and education for the individual, as the importance of training for the individual lies in providing the individual with the qualities that qualify him to occupy leadership positions and providing the individual with new experiences, knowledge and skills that qualify him to advance and bear greater responsibilities at work, as well as increasing the confidence of workers in themselves as a result of providing information experiences and new capabilities, which leads to raising their efficiency and increasing their development¹⁴

Part Two: The importance of training for the institution, as the importance of training for the institution lies in developing the competencies and experiences of employees and increasing their skills and preparing a number of individuals to fill leadership positions and jobs, as well as facing the changes that occur in economic and social systems and keeping pace with scientific and technological development. Accordingly, distance training is the latest type of training, as this type of training is carried out technologically in the process of communication between the trainer and the trainees, as it works to provide all skills and information in an unconventional way. This type is considered one of the best types, especially in cases of long distances between the trainer and the trainees. The training process has become easier than before, due to the use of modern means and techniques in training^{11,8}

The importance of achieving integration between training and education is due to the fact that integration between training and education contributes to raising the efficiency of individuals and their ability to produce, as it helps individuals adapt to the continuous changes in the labor market and society, and contributes to achieving sustainable development at the individual and societal levels, and contributes to building knowledge societies that depend on knowledge and innovation. Accordingly, training and education are two sides of the same coin, and both are necessary to achieve comprehensive development for the individual and society. By integrating these two elements, it is possible to build more knowledgeable and creative societies that have the ability to face the challenges of the future, as they contribute together to achieving the goals of comprehensive development, whether at the individual or societal level.^{1,15}

Methods Training And education-

Training and education are two basic pillars for developing individuals and institutions. They contribute to raising competencies, improving performance, and building new capabilities. Training and education methods vary to suit different goals and levels and can be explained as follows^{15,1,2}

Traditional training methods: including lectures, which are the most common and widespread method, where the trainer transfers information and knowledge directly to the trainees, and training workshops, which focus on interaction and participation between the trainer and the trainees, and include practical activities, problem solving and presentations, and are used to present specific information in a visual and attractive way, and case studies through analyzing real cases to apply theoretical knowledge, and group discussions, which work to stimulate critical thinking and exchange of ideas among participants^{2,8}

Modern training methods: These include e-learning, which relies on the use of modern digital technologies to deliver training courses online and uses a variety of tools such as videos and interactive tests. This type of education is suitable for providing flexibility in learning and meeting the needs of different learners blended learning, which combines traditional training, e-learning, and on-the-job training, through which training is provided during actual work performance, collaborative and interactive training, which relies on cooperation between trainees to solve

. problems, and simulation training, which uses simulation programs to experience and train on realistic scenarios Using virtual reality that provides an exciting and realistic educational experience.^{9,10}

Among the factors for choosing the appropriate training method, when choosing the appropriate training method, a group of interrelated factors must be taken into account to ensure achieving the maximum benefit from the training process. These factors include the objectives of the training, whether it is to transfer new information, develop practical skills, change a specific behavior, or integrate ... For these objectives and what are the desired results of the training, is the goal to increase productivity and improve the quality of work or develop leadership skills and take into account the educational backgrounds of the trainees and whether they are new graduates or experienced employees and their current levels of knowledge and skills and whether they prefer theoretical, practical or interactive learning as well as determining the training budget and evaluating the results of the training through the use of tests or questionnaires or performance observations^{11,4}

,Therefore, it is necessary to take into account several factors when developing training and education programs .namely clearly defining the objectives The objectives must be measurable and achievable, and the appropriate trainers must be selected, as the trainers must be experts in their field and enthusiastic about training. It is also necessary to provide a stimulating educational environment, as the environment must be appropriate and suitable and encourage . interaction and participation . Training programs must also be evaluated periodically to ensure their effectiveness Also, choosing the appropriate method for training and education requires evaluation. precise For the goals, resources and trainees, by combining different methods, effective educational and training results can be achieved. Training and education must be a continuous process throughout life. Several methods of training and education are often . combined to achieve the best results^{5,12}

Results Expected from interest With training And education-

,Serious attention to training and education leads to achieving a wide range of positive results at the individual :institutional and societal levels. The most important of these expected results can be divided as follows

:Expected results at the individual level: Increased knowledge and skills where- Individuals learn new skills and specialized knowledge, which makes them more efficient and able to perform their tasks better. Acquiring new skills and knowledge also improves individuals' performance in their jobs, which is positively reflected in their productivity and the quality of their work, which leads to improved job performance. Training and education open new doors for individuals to advance in their professional lives and achieve their ambitious goals and increase their professional ,development. Acquiring knowledge and skills helps increase individuals' confidence in themselves and their abilities . so individuals become more able to adapt to the changes and challenges they face in the work environment^{8,13}

Expected results at the institution level: Increased productivity, as improving employee skills leads to increased - productivity and achieving the desired goals. Training also contributes to improving the quality of products and services provided by the institution . Training encourages creative thinking and problem solving, which leads to the ,emergence of new ideas and innovations. Also, employees who receive development opportunities feel appreciated which increases their loyalty to the institution and reduces absenteeism and leave rates. Institutions that care about training and developing their employees contribute to building a good reputation among customers and potential employees. Training can help reduce costs by improving efficiency and reducing errors . Institutions that pay attention . to training and development contribute to building a positive reputation that attracts the best talent^{15,12}

Expected results on society: Developing society, as trained and qualified individuals contribute to developing their - societies by making effective contributions. It also increases awareness, as training contributes to spreading awareness of various societal issues . Training encourages cooperation and integration between individuals and institutions, and upgrading skills leads to improving the standard of living for individuals and societies . Training and education also ,contribute to achieving sustainable development by building human capacities and developing societies . Accordingly investing in training and education is an investment in the future, as it benefits individuals, institutions and society as a whole , and it also contributes to achieving comprehensive and sustainable development at all levels.^{11,2}

Methods

The current research depends on the descriptive analytical approach by preparing and designing a questionnaire form that would measure the effects of education and training for paramedics and its impact on many aspects of their professional lives and ways in which training helps them develop themselves and improve the quality of health services

for them during emergency situations. The current research depends on the study community, which is the workers in the Saudi Red Crescent, by distributing a questionnaire form to a sample of 350 paramedics to obtain responses that would help the researcher understand the role of training and education in increasing the skills of paramedics.

Results

Table. 1.0 age

Age:	percentage
Less than 20	%10
30-20	%20
40-30	%50
More than 40	%20

The table shows the division of the study sample according to the age variable. The results showed that the most representative percentage in the study sample is those whose ages range from 30-40 years.

Table. 2.0 Number of years of experience

Number of years of experience	percentage
Less than 5 years	5%
5-10 years	15%
10-15 years	60%
More than 20 years	20%

The current table shows the distribution of the study sample based on years of experience.

The study showed that the most represented category in the study sample

is those with professional experience ranging between 10-15 years.

The study results also showed the following:

Evaluation of the training impact

Knowledge:

First aid training is considered one of the essential aspects of enhancing medical knowledge. If you feel that your knowledge about the correct procedures and steps has increased, this is a good indicator of the success of the training.

Feeling confident in making decisions during emergencies shows your deep understanding of theoretical concepts and your ability to apply them practically.

If you can accurately perform first aid procedures, this means that the training focused on practical application, which enhances your skills.

Skills:

Improving your practical skills after training is evidence that the training program was comprehensive and directed at developing practical performance.

The ability to deal with various emergency situations confirms that the training covered various scenarios, which increases your preparedness.

If you can use medical equipment efficiently, this indicates that the training was accurate in covering technical aspects.

Self-confidence:

Increasing your self-confidence when dealing with patients means that the training was not limited to technical aspects only, but also focused on the psychological aspect.

Feeling able to calm the patient and his relatives shows that you have learned communication skills in addition to first aid.

Working effectively under pressure reflects your ability to think quickly and make the right decisions in critical situations.

Overall performance:

Improving overall performance after training means that you are effectively applying what you have learned in real-life situations.

If you notice a decrease in your response time to emergencies, this indicates your improvement in the speed of dealing with cases.

Reducing medical errors after training is one of the most important indicators of the success of the training program, as it contributes to preserving patients' lives and the quality of care provided.

Accordingly, the study recommends the necessity of conducting a periodic evaluation after training to ensure the continuity of development and improvement of performance, in addition to requesting feedback from supervisors and colleagues to ensure the best results.

Discussion

The paramedic is the trained and qualified person to provide primary medical care to the injured in emergency situations and sudden injuries, whether these cases are caused by accidents or sudden diseases . The paramedic assesses the condition of the injured person and provides the necessary first aid to save his life and alleviate his pain He is responsible for assessing the condition of the injured person and providing the necessary first aid until he . ,reaches specialized medical care . The importance of the role of the paramedic is that he contributes to saving lives as the paramedic is considered the first line in responding to emergency situations, as he quickly assesses the condition and takes appropriate measures to save the life of the injured person. The paramedic also works to relieve the pain of the injured person and provide him with comfort while waiting for medical assistance to arrive . The paramedic takes the necessary measures to prevent the aggravation of injuries and maintain the condition of the injured person stable One of the basic skills that must be available in the paramedic is rapid assessment, through his ability to assess the . condition of the injured person quickly and accurately to determine injuries and priorities . The paramedic is trained to perform a wide range of first aid, such as cardiopulmonary resuscitation, stopping bleeding, fixing fractures, and communication skills, as the paramedic communicates effectively with the injured, their families, and other rescue teams to provide the necessary assistance to the injured person . Accordingly, he is subject to Paramedics undergo intensive and comprehensive training programs that cover all aspects of first aid . These programs are updated periodically to keep pace with medical developments, as the paramedic is an essential element in any health care . system and his role is vital in saving lives and alleviating suffering

When an individual faces an emergency and requires medical assistance, dealing correctly with paramedics is of utmost importance in order to ensure that the best possible care is provided to the injured person. There are some :ways in which you can cooperate with paramedics, including

Before the paramedics arrive: Keep calm. It may be difficult to stay calm in an emergency situation, but staying - calm helps you make better decisions and provide accurate information to paramedics, thus providing essential information. When the paramedics contact you, provide the exact location of the accident , the number of injured people, their general condition , the type of injury or illness , or any other information that may help the paramedics . prepare and try to secure a safe place for the ambulance to stop and reach the injured person

When paramedics arrive: cooperate and follow the paramedics' instructions carefully. They are trained to deal with- such cases and provide accurate information and answer the paramedics' questions clearly and honestly so that they can assess the condition and provide appropriate treatment and avoid obstructing the paramedic's work, such as not 'trying to touch or move the injured person unless the paramedic asks you to do so and follow the paramedics . instructions accurately

Etiquette Dealing with Paramedics-

When an individual faces an emergency and requests medical assistance, cooperation with the ambulance team is of utmost importance to ensure the best care is provided to the injured person . The etiquette for dealing with paramedics includes

While waiting for the paramedics to arrive : This is not just a civilized behavior , but it is vital to ensure that the best - medical care is provided to the injured person . The importance of waiting and its reasons are due to accurately assessing the case, as paramedics need sufficient time to accurately assess the injured person's condition and determine the necessary medical procedures, as well as to avoid aggravating the injury, as transporting the injured person before the paramedics arrive may lead to aggravation of his injury, especially in cases of severe injuries or fractures, and organizing work, as dealing with emergency cases requires precise coordination between ambulance teams. Waiting for their arrival allows for the organization of this work as well as ensuring everyone's safety by ,waiting in a place that protects the injured person and those around him from any additional risks . Accordingly waiting for the paramedics to arrive is an integral part of the etiquette of dealing with them and is essential to ensure . the safety of the injured person and provide him with the best medical care

,When the paramedics arrive: When the paramedics arrive at the scene of the accident, the role of the companion-witness to the accident , or injured person is almost over . However, there are some important things that must be done to ensure that the best medical care is provided to the injured person, including maintaining calm , as this will help facilitate the work of the paramedics and provide clear and accurate information , cooperating with the paramedics by providing them with all the information they request about the accident and injuries, listening to the paramedics' instructions and following them carefully , giving the paramedics enough space to work freely , keeping others away from the scene of the accident as much as possible , and taking care not to interfere with the work of the paramedics unless they request it. This is because they have the experience and knowledge necessary to deal with emergency and injury cases. Therefore, cooperation with the ambulance team is of utmost importance to ensure the best medical care is provided to the injured person by following the instructions of the paramedics. This is a .contribution to saving an individual's life

After transporting the injured person: Information must be provided by providing the paramedics with the injured person 's contact information so that they can contact you if they need any additional information , follow up on the injured person's condition in the hospital, and contact the treating physician to obtain more information

Conclusion

Dealing well with emergency responders is very important for several reasons, including

Speed of first aid When you cooperate with paramedics and provide them with the necessary information correctly and quickly, this helps them to accurately assess the condition of the injured person and take appropriate treatment measures as quickly as possible, which may make a big difference in saving the life of the injured person and the accuracy of the diagnosis, as the information provided to paramedics about the condition of the injured person, such as the history of the disease , the medications he is taking, and the allergies he suffers from, helps them to accurately diagnose the condition and make the right treatment decisions, as well as provide comfort to the injured person. When the injured person feels that the accompanying individual is calm and cooperates with the paramedics, this helps to calm him down and relieve the tension and anxiety that he may feel, which contributes to improving his psychological and physical condition. Cooperation with paramedics also makes it easier for them to perform their work, which enables them to focus on providing the necessary medical care to the injured person without any obstacles. Good dealing with paramedics contributes to improving the final outcome of the injured person's condition, as the necessary . medical care is provided to him at the appropriate time and correctly

Therefore, dealing well with paramedics is done through several simple and necessary points, which are: trying as much as possible to maintain calm and calm those around the injured person, providing clear and detailed information to the paramedics about the injured person's condition , following the paramedics' instructions accurately , and helping ,the paramedics in transporting the injured person or providing any other assistance they may need . Accordingly , dealing well with paramedics is essential to ensuring the best medical care for the injured in emergency situations ,and attention must be paid to the etiquette of dealing with paramedics , as it is considered respect for the profession as paramedics perform a noble humanitarian work that deserves appreciation and respect, and good treatment ensures . the safety of the injured person and the paramedics and helps spread the culture of cooperation and solidarity

References:

1. Avery, P., Thompson, C., & Cowburn, P. (2023). Training the trainers: improving the quality of education delivered to paramedics through a simulation-debrief model. *British Paramedic Journal*, 7(4), 51-56.
2. Bienstock, J., Heuer, A., & Zhang, Y. (2023). Simulation-based training and its use amongst practicing paramedics and emergency medical technicians: an evidence-based systematic review. *International Journal of Paramedicine*, (1), 12-28.
3. Leszczyński, P., Muraczyńska, B., Wejnarski, A., Baczevska, B., Malm, M., & Drop, B. (2021). Improving the quality of training paramedics by means of cadavers—a pilot study. *BMC Medical Education*, 21, 1-8.
4. Carnicelli, A., Williams, A. M. M., & Edwards, D. G. (2024, January). Paramedic Education and Training for the Management of Patients Presenting with Low-Acuity Clinical Conditions: A Scoping Review. In *Healthcare* (Vol. 12, No. 2, p. 176). MDPI.
5. Bryant, J., Zucca, A., Turon, H., Sanson-Fisher, R., & Morrison, A. (2023). Attitudes towards and engagement in self-directed learning among paramedics in New South Wales, Australia: a cross sectional study. *BMC Medical Education*, 23(1), 759.
6. Eaton, G. (2023). Addressing the challenges facing the paramedic profession in the United Kingdom. *British Medical Bulletin*, 148(1), 70-78.
7. Vogt, P., Boer, R., de Boer, M., Prins, H., Smit, J., Tuinstra, D., ... & Paans, W. (2023, July). Designing and evaluating a Virtual Reality training for paramedics to practice triage in complex situations. In *International conference on human-computer interaction* (pp. 503-522). Cham: Springer Nature Switzerland.
8. Eaton, G. (2023). *Using realist approaches to explain and understand the optimal use of paramedics in primary care* (Doctoral dissertation, University of Oxford).
9. Morgan, J. (2023). Educating Paramedics on the Importance of Postpartum Maternal Health and Related Emergencies.
10. McManamny, T. E., Boyd, L., Sheen, J., & Lowthian, J. A. (2022). Feasibility and acceptability of paramedic-initiated health education for rural-dwelling older people. *Health Education Journal*, 81(7), 848-861.
11. Weber, A., Devenish, S., & Lam, L. (2024). Exploring the alignment between paramedicine's professional capabilities and competency frameworks for current and evolving scopes of practice: a literature review. *BMC Medical Education*, 24(1), 31.
12. Reed, B., Cowin, L., O'Meara, P., Metusela, C., & Wilson, I. (2023). An exploration of perceptions and experiences of Australian paramedics following the introduction of professional regulation. *International Journal of Health Governance*, 28(4), 438-452.
13. Bolster, J., Armour, R., O'Toole, M., Lysko, M., & Batt, A. M. (2023). The paramedic role in caring for people who use illicit and controlled drugs: A scoping review. *Paramedicine*, 20(4), 117-127.
14. Phillips, P. (2024). *Becoming a paramedic: the experiences of newly qualified paramedics in navigating a changing professional, social and personal identity* (Doctoral dissertation, Bournemouth University).
15. Newton, J., & Smith, A. (2023). Ambulance Clinicians with 'Research Skills': Alien Concept or Artificial Intelligence? Attitudes, perceptions and experiences of evidence-based practice learning and implementation by student paramedics.

Questionnaire

:Age

Less than 20

30-20

40-30

More than 40

Number of years of experience:

Less than 5 years

10-5years

15-10years

More than 20 years

Evaluation of the impact of training

Knowledge:

Do you think that the training you received increased your knowledge of first aid?

Yes/No

Do you feel confident in making decisions during emergencies?

Yes/No

Can you apply first aid procedures correctly?

Yes/No

Skills:

Have your practical skills in first aid improved after the training?

Yes/No

Can you deal with different emergency situations?

Yes/No

Can you use medical equipment correctly?

Yes/No

Self-confidence:

Has your self-confidence increased in dealing with injured patients?

Yes/No

Do you feel able to calm the patient and his relatives in emergency situations?

Yes/No

Are you able to work under pressure?

Yes/No

Overall performance:

Do you think the training has improved your overall performance?

Yes/No

Have you noticed an improvement in your response time to emergencies?

Yes/No

Do you think the training has reduced medical errors?

Yes/No