



**WHO Collaborating Centre for Emergency and Trauma Care
South - East Asia Region**

Department of Emergency Medicine, JPN Apex Trauma Center, AIIMS, New Delhi, India



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Dr. (Prof.) Sanjeev Bhol | Director – WHO CCET, SEAR

Date: 19/06/2024

To,
The Dean/ Principal/ Medical Superintendents

Subject: Calling Experts for National Consultation on Strategies to combat Overcrowding at Emergency Departments (ED) and the related challenges to provide safe patient care and ensure safety of health care providers in the ED.

Date & Venue: 7th and 8th August 2024 at AIIMS, BHOPAL.

Respected Sir / Madam,

Greetings from WHO CCET – SEAR!

As we are aware emergency patient safety and emergency health care provider safety are at a continued threat because of overcrowding at emergency departments which is a universal challenge to operational efficiency and institutional credibility across India and Southeast Asia.

Overcrowding limits access to care, jeopardizes quality of care and creates high risk conditions which threaten clinical safety of patients and the physical cum mental safety of health care personnel.

To tackle Overcrowding Related Safety Challenges (ORIC) WHO-CEET is hosting a National Consultation by inviting Experts from all established EM Departments & from all colleges who foresee starting an Emergency Department and a Post Graduate Program in EM.

WHO-CCET Believes that experiences from academic leaders will be crucial to this consultation.

The Meeting is being held under the leadership of Honourable Executive Director of AIIMS Bhopal Professor. Dr. Ajai Singh.

The WHO-CCET National Consultation Meeting will be held on 7th and 8th August 2024 at All India Institute of Medical Sciences at BHOPAL.

- **Creating a trained and competent work force** is crucial to handle the challenges at hand in the long term. Government of India has taken landmark steps to achieve long term solutions. The Government of India via Gazette Notification has mandated creation of Department of Emergency Medicine at all medical colleges by 2023 which will house a PG Program in Emergency Medicine. This also opened doors for NBE to start DNB programs in EM across hospitals in India. **This mandate continues to exist but There have been many misconceptions and misinterpretations about these steps and policy decisions.**
- **Skilled Work Force Challenges, Operational Management Challenges, & Patient Flow Paralysis**, lead to efficiency ineffectiveness and safety concerns for patients and care providers
- **Technology Integration and Training a Skilled Workforce** to use these technologies for both education and care is also moving at a slow and non-standardized disorganized pace.

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- **Standardization of the Quality of Emergency Care Provision** remains a huge challenge when overcrowding augments threats to safety. Violence against Emergency Health care Providers is a continuing threat which needs to be addressed.

We envision that there will be multiple strategies which will be discussed, so that system designs can be implemented both in the short term and the long term in order to achieve goals of safety for provision of safe patient care and enhance safety of health care providers who provide this care.

Recognizing **Bottle necks and finding solutions** to tackle these bottle necks is similar to finding solutions to handle a traffic jam on highways, at junctions and at crossroads.

We request you to depute one or two experts who are Professor of Emergency Medicine / Associate Professor / Assistant Professor / In charge faculty of Emergency Department / or Faculty Designate for the upcoming Emergency Department at your Institution.

The Designated Expert should be competent to effectively contribute to the consultation and on return to your institution have the leadership authority and capacity to implement what was discussed at the consultation so as to better the Emergency Medical Care at your institution.

This meeting will be held with EMINDIA24 – The 20th Annual Academic Congress of Emergency Medicine in India.

Registration for EMINDIA24 Is Mandatory to attend this meeting. Please register via www.EMINDIA.co.

We additionally encourage your faculty and residents to participate in EMINDIA24 and we welcome your faculty to register and participate as honourable speakers at EMINDIA24.

Please contact us at sanjeevbhoi@gmail.com, office@whoccemcare.org to inform us about the names of faculty who will be attending this important WHO-CCET meeting.

This is a great opportunity to accomplish all the tasks which is the core fundamental to build a successful academic department and a PG program in EM at medical colleges in India.

Looking forward for excellent scientific deliberations.....

With kind regards,

Prof. Dr Sanjeev Bhoi

Director, WHO CCET SEAR

Professor, JPN Apex Trauma Centre, AIIMS, New Delhi