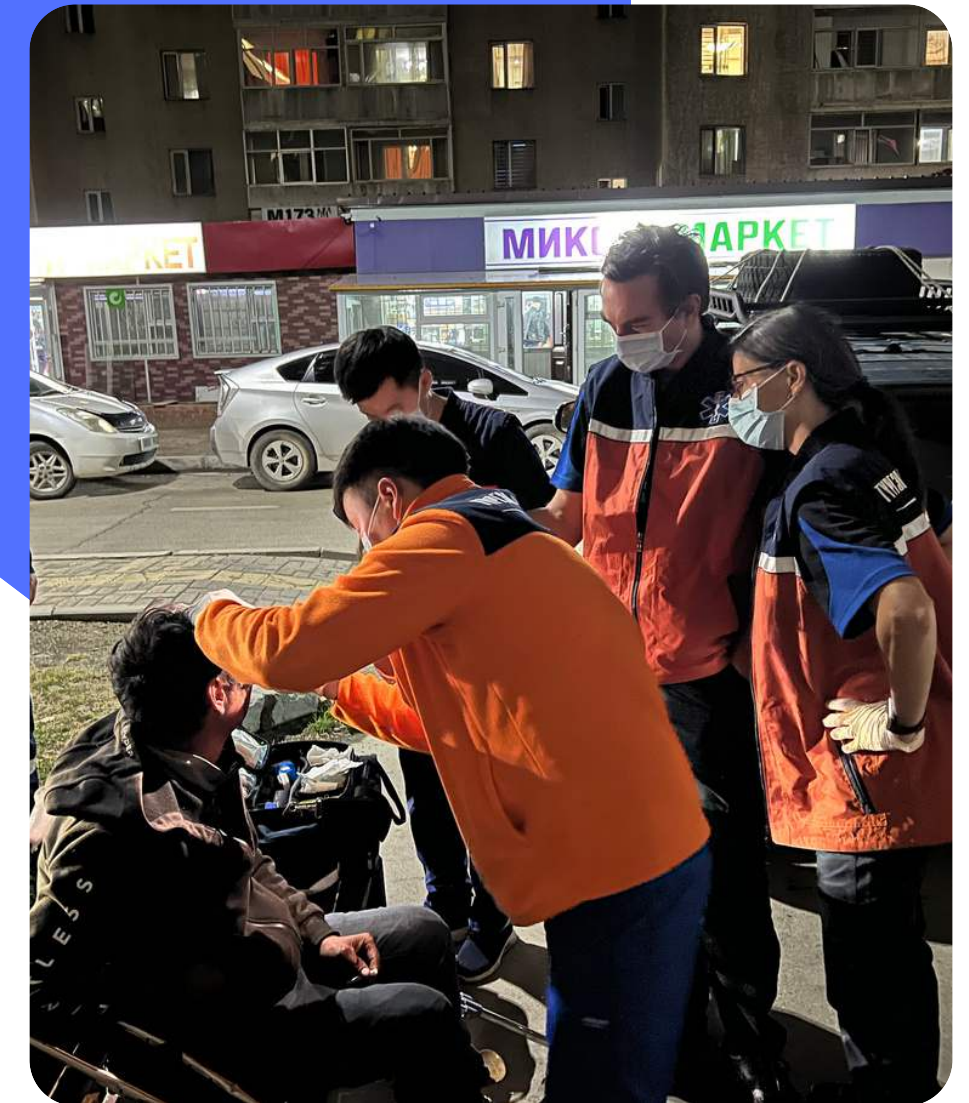




MONGOLIAN EMS TRAINING 2024

A report on the delivery of training to Mongolian EMS personnel in 2024 by Dr Hamish McLean, Prof Joe Acker and paramedic operational and clinical leader Leon Baranowski.

Prepared: February 2025





Австрали улсын Гриппит их сургуулийн хэрэгжүүлдэг EMS Global төсөл нь 2017 онд агх байгуулагдан үйл ажиллагаагаа явуулсаар байгаа билээ.

Энэхүү EMS Global төсөл нь ашгийн бус ажилдаг бөгөөд бага, дунд орлоготой орнуудад яаралтай эмнэлгийн тусламж болон гамшигийн үед авагдах арга хэмжээг сайжруулах тал дээр зөвлөх, боловсрол олгох зорилготой төсөл юм.

Одоогийн байдлаар бид Монгол улсад EMS төслийн сургалтанд 500 гаруй ажилтан, албан хаагчдийг хамруулаад байгаа билээ.

Established in 2017, EMS Global is a project of Griffith University, Australia. EMS Global is a non-profit education and consultancy organisation helping to enhance emergency medical services and disaster resilience in low and middle income countries. We have delivered EMS training in Mongolia to more than 500 personnel.





SUMMARY OF OUTCOMES

In 2024, EMS Global successfully completed a strategic deployment to Mongolia, delivering vital education and training to emergency responders, healthcare professionals, and first aid teams. This initiative was designed to enhance emergency response capabilities across diverse sectors and provinces, addressing critical needs in local preparedness and collaboration. Over the course of the deployment, the program reached more than 200 participants, equipping them with essential skills and knowledge to improve emergency medical care delivery outside hospital. The mission served as a cornerstone for fostering a stronger, more resilient emergency response framework within Mongolia.

This report provides a comprehensive overview of the initiative, detailing its objectives, execution, and measurable outcomes. It highlights the deployment's success in building capacity among participants and strengthening local networks essential for sustainable progress. Furthermore, the mission has laid a strong foundation for the project's future growth, with a clear focus on expanding its scope in subsequent years. By prioritising the development of long-term partnerships and continuous skill enhancement, EMS Global is committed to ensuring the enduring impact of this program while paving the way for its broader implementation across Mongolia.

Dr Hamish McLean

Chair & Founder

Prof Joe Acker.

Executive Director

Leon Baranowski

Operations & Clinical Director

28 January 2025

Statement to support outcomes



**НИЙСЛЭЛИЙН
ТҮРГЭН ТУСЛАМЖИЙН ТӨВ**

Чин Ван Г.Чагдаржавын гудамж, 1 дүгээр хороо,
Сүхбаатар дүүрэг, Улаанбаатар хот, 14210
Утас/Факс: (976-11) 32 18 11
Цахим шуудан: nttt@103.ub.gov.mn
Цахим хуудас: www.103.ub.gov.mn

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Хамтран ажиллах тухай

Улаанбаатар хотын түргэн тусламжийн төвийн нэрийн өмнөөс манай эмч, жолооч нарт зориулсан цогц сургалтыг зохион байгуулсан EMS Global төсөлд чин сэтгэлээсээ талархаж байгаагаа илэрхийлье.

Танай төслийн зүгээс үзүүлж буй сургалтууд нь бүх талаараа бидний төсөөлж байснаас илүү байж чадсан. Та бүхний сургалтаар дамжуулан олж авсан мэдлэг, ур чадвар нь эмнэлгийн өмнөх тусламжийг илүү олон хүний амь насыг аврахад тусална гэдэгт бид итгэлтэй байна. Манай ажилтнуудын ойролцоогоор дөрөвний нэг нь энэхүү сургалтуудад хамрагдсан бөгөөд газар дээрх тусламж үйлчилгээний ур чадвар сайжирсан үр дүнтэй байна.

The EMS Global нь 1991 оноос хойш олон улсын агентлагаас хэрэгжүүлж буй хамгийн том төсөл юм. Энэхүү гайхалтай төсөл нь бидний Улаанбаатар хотын түргэн тусламжийн үйлчилгээг сайжруулан дараагийн шатанд аваачихад ихээхэн хувь нэмэр оруулж байна. Та бүгдийн удирдах, манлайлах, заах арга зүйн чадварууд болоод соёлын мэдлэг зэрэг нь маш сайн байж, EMS төслийн мэргэжилтнүүдийн боловсролын өндөр түвшний мэдлэгийг харуулж байсан. Мөн эдгээр чадварууд нь сургалтын хөтөлбөрийг амжилттай хэрэгжүүлэхэд ихээхэн хувь нэмэр оруулсан.

Ирээдүйд бидний бүх түргэн туламжийн нийт эмч, жолооч нар EMS төсөлд хамрагдан илүү өндөр түвшний чадварт суралцана гэдэгт итгэлтэй байна. Мөн бид дараа дараагийн жилд нийслэл хотынхоо түргэн тусламж үйлчилгээний стандартыг илүү дээшлүүлэхийн тулд та бүхэнтэй хамтран ажиллан, суралцахдаа баяртай байх болно.

Нийслэлийн түргэн тусламжийн төвд онцгой хувь нэмэр оруулж байгаа та бүхэнд дахин дахин талархсанаа илэрхийлье. Бид EMS Global төсөлтэй илүү урт удаан, үр дүнтэй харилцаатай байна гэдэгт итгэлтэй байна.

ДАРГА



С.АРИУНБОЛД

ЭРХЭМ ХҮНДЭТ ХАМИШ МКЛИН
ТАНАА

[On behalf of the Ulaanbaatar City Ambulance Centre, I am writing to extend our heartfelt gratitude and commendation to EMS Global for delivering a comprehensive and relevant training course for our doctors and drivers. The courses provided by your esteemed organization have exceeded our expectations in every aspect. We firmly believe that the knowledge and skills imparted through your training will result in more lives being saved outside hospital settings. With nearly one quarter of our staff having undergone this training, we are already witnessing the positive impact on our emergency response capabilities.

The EMS Global project stands as the largest training program delivered by an international agency since the Soviet era, which ended in 1991. This monumental achievement marks a significant milestone in our mission to enhance emergency medical services in Ulaanbaatar. Your leadership and instructors have demonstrated exceptional professionalism, cultural awareness, and a high level of expertise in EMS education. These qualities have greatly contributed to the success of the training program.

As we look to the future, we are excited about the prospect of having all our emergency ambulance crews equipped with the invaluable skills provided by EMS Global. We eagerly anticipate continued collaboration and partnership to further elevate the standards of emergency medical care in our city. Once again, thank you for your outstanding contribution to the Ulaanbaatar City Ambulance Centre. We look forward to a long-lasting and fruitful relationship with EMS Global.]



EDUCATION DELIVERED

The educational programs were designed in collaboration with local and international stakeholders to ensure their relevance, practicality, and alignment with the timelines and hours available. The training modules encompassed technical skills, emergency protocols, and leadership development, tailored to address the specific needs of each audience. These programs established foundational principles of out-of-hospital care, providing a basis for continued growth and development. The overarching goal was to promote sustainable progress and capacity building for emergency medical teams within Mongolia.



FR 	Ambulance Assistant 	Ambulance Dr 	Ambulance Dr 	Aeromedical 
60 - week 2	45 – week 2	60 – Week 1	30 – Week 1	8- 12 per week
Red Cross - Nalaikh	103 Base	2 nd Hospital	103	NEMA Base & Military Hospital
32 Hours	32 Hours	36 Hours	36 Hours	56 Hours

TOTAL - 215 people trained over 192 hours education



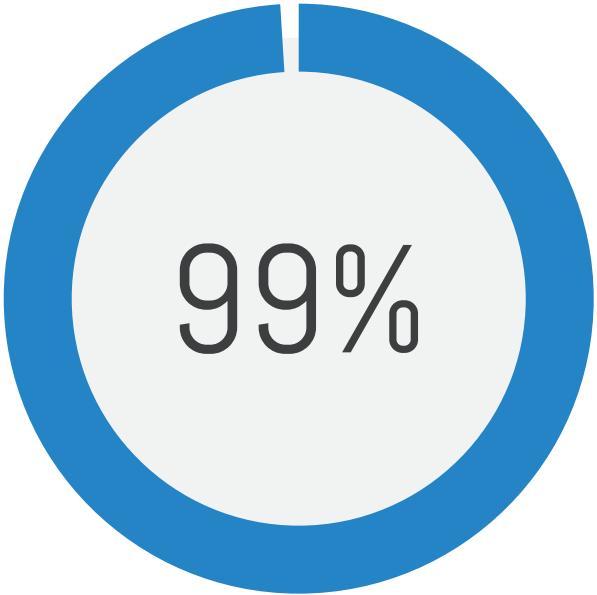
PARTICIPANT FEEDBACK

The Mongolian EMS project training achieved exceptionally high satisfaction rates, reflecting the program's effectiveness and alignment with participants' needs. Consistent positive feedback was received regarding the course content, delivery methods, and overall organization. Participants particularly highlighted the practicality and relevance of the training modules, which were tailored to address the unique challenges faced by Mongolian emergency medical teams. Furthermore, the program achieved a remarkable 100 percent attendance rate, underscoring the high level of engagement and commitment from participants across all stakeholder groups. This outcome is a testament to the program's appeal and the perceived value of the training provided.

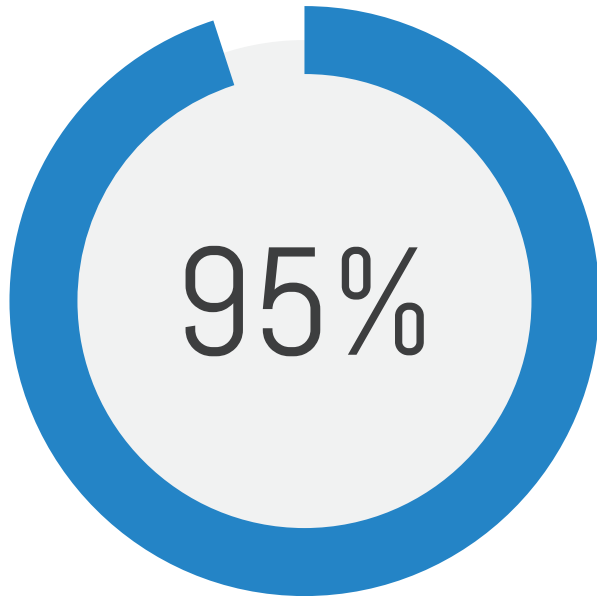
These results highlight the program's success in delivering impactful education that resonates with the target audience. The combination of comprehensive content, skilled instructors, and interactive teaching methods ensured that participants gained both theoretical knowledge and practical skills applicable to their work in out-of-hospital care. The inclusion of scenario-based exercises and hands-on activities further enhanced learning outcomes, enabling participants to apply their training in real-world contexts. Such a well-rounded approach not only met current training needs but also equipped attendees with a foundation for ongoing professional development.

The overwhelmingly positive feedback from participants provides valuable insights into the program's future direction. Many attendees expressed an interest in continued collaboration and advanced training opportunities, signaling the program's capacity to address evolving needs within Mongolia's EMS system. By incorporating participant feedback into future program iterations, EMS Global ensures that the training remains relevant, effective, and sustainable. These results demonstrate the program's success in fostering a culture of excellence, collaboration and growth within Mongolia's emergency medical services, ultimately contributing to improved patient outcomes and system-wide resilience.

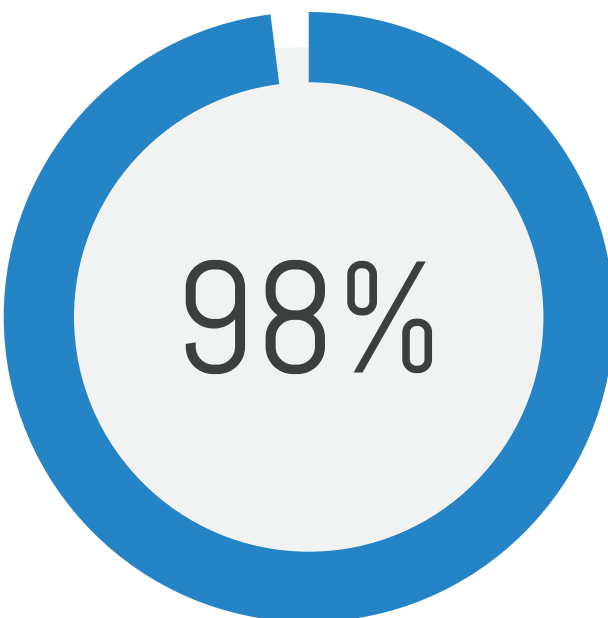
SURVEY RESULTS



SATISFACTION



ATTENDANCE





BACKGROUND

Mongolia's distinctive geography and the increasing demand for infrastructure necessitate the development of robust emergency medical services (EMS). EMS Global conducted a thorough assessment of existing response protocols, identifying critical gaps and launching several initiatives in collaboration with local stakeholders. These initiatives aim to address both systemic and operational challenges. Initiated in 2017, the project has evolved annually, focusing on key groups such as ambulance drivers, physicians, and first responders through specialized training programs tailored to the needs communicated by system leaders.

The 2024 deployment centered on four key stakeholder groups and their specific requirements. Preparatory activities took place in April and May, with final preparations completed in July and August, ahead of the September deployment. The identified needs included five days of education and training for ambulance doctors and drivers from Ulaanbaatar's city ambulance service (103), NEMA aeromedical personnel, doctors from the Second State Hospital, and first aid and first responder training through the Red Cross.

This deployment required a revised approach compared to previous efforts, including updated curricula and restructured teams to accommodate changes in program delivery.





LEADERSHIP TEAM

Chair & Founder



Dr. Hamish McLean has more than 30 years' operational experience in disaster and crisis management with Queensland emergency services, Queensland Police and in consultancy. He has facilitated five programs in Mongolia - 2017, 2018, 2019, 2023 and 2024 along with hosting Mongolian delegations in 2020 and 2023. He is the co-author of two books and has featured as an expert in numerous international media interviews. His award-winning research on political communication in emergencies and disasters across 15 countries has placed him as a sought-after media commentator. Hamish's research work now focusses on EMS models in LMIC.

Deputy Chair & Executive Director



With a career spanning 35 years across emergency medical services, critical care air ambulance, healthcare administration, and academia in both Canada and Australia, **Prof Joe Acker** brings a wealth of expertise to his diverse roles. In 2019, he actively engaged in an EMS Global program in Mongolia, demonstrating his commitment to global initiatives. Joe led international education consultancies in Brunei, Abu Dhabi, Dubai, China, and the United Kingdom within the dynamic field of emergency medical services, disaster and resilience.

Following his retirement from the position of Chief Executive of Ambulance Tasmania, Joe remains focused on contributing to academic and capacity-building programs.



LEADERSHIP TEAM

Director, Operations & Clinical



With almost two decades of experience in healthcare, Leon Baranowski is a senior leader committed to enhancing patient experiences, care and outcomes through clear communication and personable interactions. His extensive expertise encompasses clinical leadership, system design, data analysis and research study implementation. He is regarded as a motivated, resourceful and supportive team player who approaches every challenge with a positive, proactive attitude.



Director, Mongolia & Oddariya Foundation

Dr. Suvd Nergui received her medical degree from Mongolian National University of Medical Sciences in Ulaanbaatar, Mongolia in 2002. She did her graduate degrees at Harvard University in the USA and Tohoku University in Japan. She completed her residency in Internal Medicine and fellowship in Nephrology at the First Central Hospital of Mongolia. Prior to joining Peace Corps Mongolia, she had worked in the Ministry of Health of Mongolia, Massachusetts General Hospital in the United States and First Central Hospital, Ulaanbaatar Mongolia. She has over 15 years' experience in clinical patient care, public health and basic science research. Her interests include travelling, hiking, and teaching medical students/residents.



2024 INSTRUCTOR TEAM



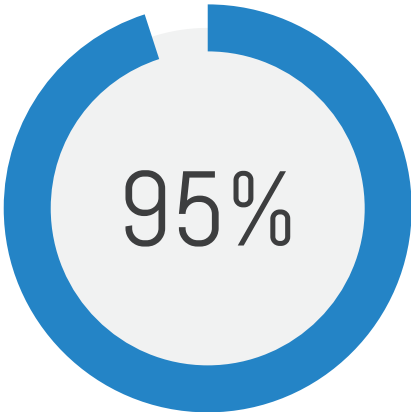
(Left to right) James Stubley [United Kingdom], Yas Gunaratne [Australia], Tania Johnston [Canada], Stuart Harris [Australia], Dolly McPherson [United Kingdom], Chris Deacon [Australia/New Zealand], Danny Nayman [US] and Jarrod Bell [Australia]

The deployment of the EMS instructor team to Mongolia in 2024 was a shining example of teamwork and collegiality. Despite this being the first time the group had worked together, the team demonstrated seamless collaboration, united by shared clinical values and a passion for delivering exceptional paramedicine education. Their commitment to excellence and mutual respect created a cohesive dynamic, ensuring that their efforts were not only effective but also inspiring. The team embraced the art and science of paramedicine as a shared mission, blending technical expertise with a genuine commitment to improving patient outcomes. Together, they exemplified how strong professional relationships can drive the delivery of quality education in a global context. Equally remarkable was the team's cultural awareness and the friendships that developed both within the group and with their Mongolian colleagues. From the outset, the instructors demonstrated a deep respect for the local customs and traditions, integrating cultural sensitivity into their teaching approach. This fostered a meaningful exchange of knowledge and experiences, strengthening connections between the teams. Bonds of friendship grew through shared challenges, laughter, and moments of discovery, creating a foundation of trust and mutual support. These relationships not only enhanced the learning environment but also highlighted the universal values of teamwork, empathy and the shared goal of advancing emergency medical care.



Outcomes

Participants: 45 ambulance drivers
Location: 103 Headquarters UB
Attendance: 100% Attendance
Content Delivered: Models of care, manual Handling, Ambulance Skills, Patient Assessment, Trauma Skills, Airway management and skills, CPR and teamwork, Mass Casualty incident.
Team: Delivered by Tania, James, Dolly, Joe and local partners.



Feedback (Appendix 1) 95% rated the training as "excellent" with notable improvements in driving confidence and patient safety awareness.



Participants: 30 ambulance doctors
Location: 103 Headquarters UB
Attendance: 100% Attendance
Content Delivered: Models of Care, Manual Handling, Advanced Skills, Advanced trauma care, airway management, Patient Assessment, CPR and ACLS, Mass Casualty Incidents.
Team: Tania Johnston, Yasaru Gunaratne, Stuart Harris, Joe Acker

2. Rate the type of training you prefer

[More Details](#)

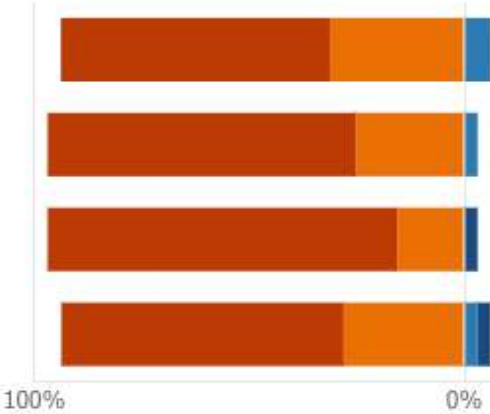
Best Good Neutral Least

Lecture

Skill station

Simulation

Debriefing / Discussion





Outcomes



Participants: 60 doctors
Location: Second State Hospital UB
Content Delivered Models of Care, Manual Handling, Advanced Skills,, airway management, Patient Assessment, CPR and ACLS, Mass Casualty Incidents.
Team: Dolly McPherson, James Stubley, Jarrod Bell, Chris Deacon, Leon Baranowski

Feedback: High praise for the scenario-based learning approach which is a new concept for the learners.

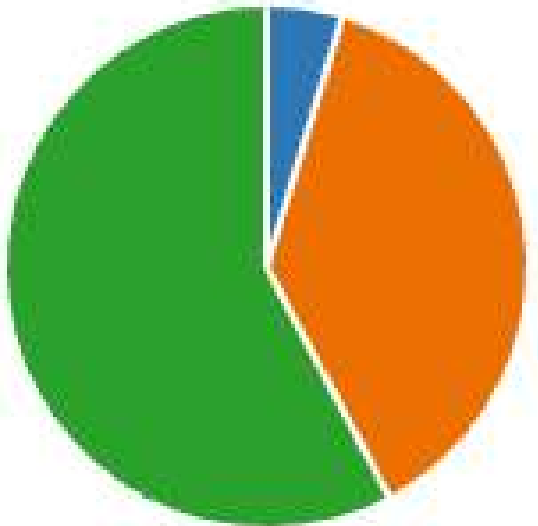


8. What helped the most with your education and knowledge?

[More Details](#)

[Insights](#)

	Presentation	3
	Practice Simulations	24
	Both	37





Outcomes

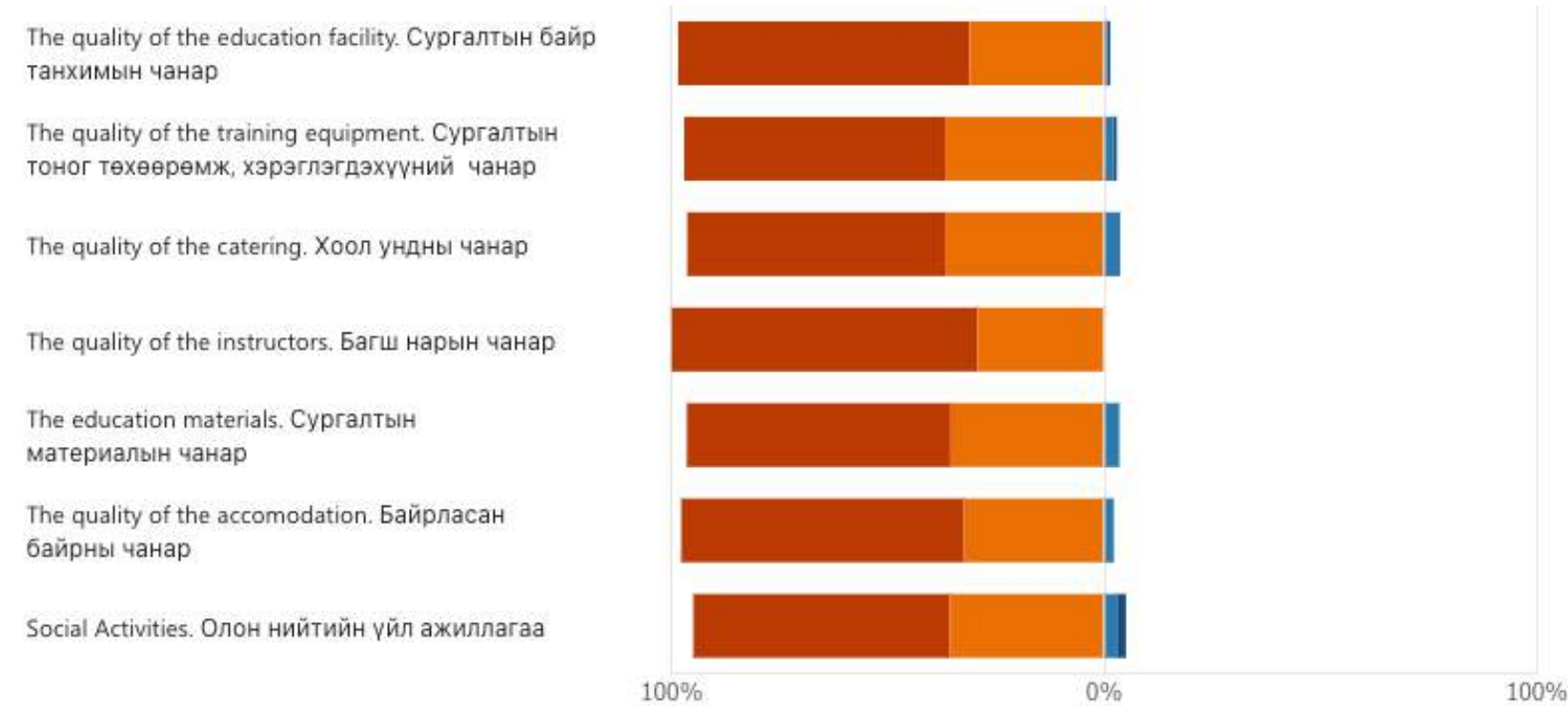


Participants : 60 first responders
Location: Red Cross Centre, Nalaikh
Attendance: 100% Attendance
Content Delivered: Patient Assessment, Trauma Management, Manual Handling, Environmental Emergencies, Mass Casualty triage.
Team: Yasaru Gunaratne, Jarrod Bell, Chris Deakon, Leon Baranowski – USA CMSE team Nate & Shane

6. Please rate the following statements. Дараах асуултуудад үнэлгээ өгнө үү.

[More Details](#)

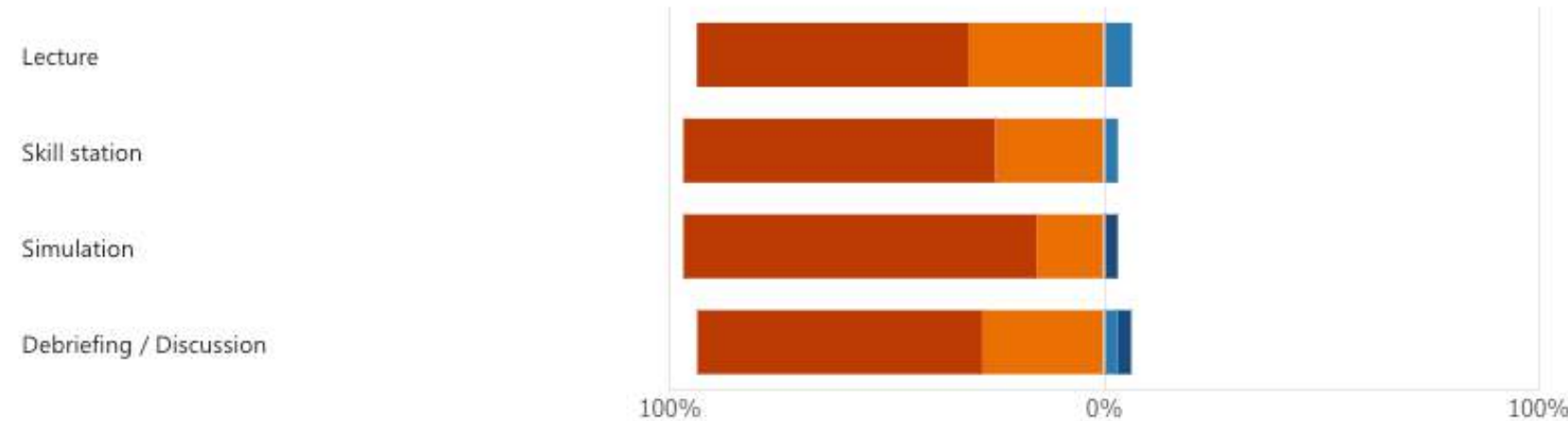
Excellent Онц Good Маш Сайн Fair Дунд Poor Муу



2. Rate the type of training you prefer

[More Details](#)

Best Good Neutral Least





Outcomes

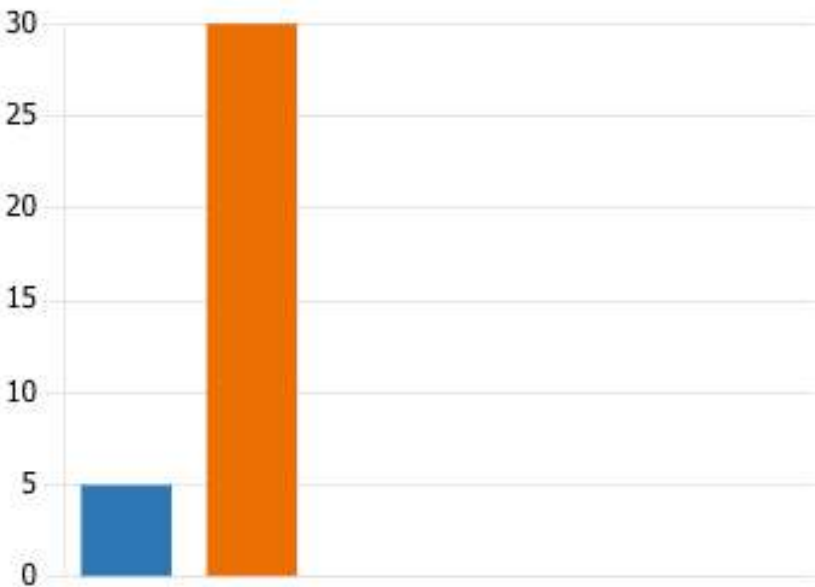
Participants : 24
Location: NEMA Aero Base and MAF Centre
Attendance: 100% Attendance
Content Delivered: Patient Assessment, Trauma Management, Manual Handling, Environmental Emergencies, Mass Casualty triage.
Team: Danny Nayman, Stuart Harris; USA CMSE – Corry Briggs, Shane & Nate



2. What is your role (select all that apply)? Та ямар үүрэг гүйцэтгэдэг вэ (хэрэглэх бүх зүйлийг сонгоно уу)?

[More Details](#)

Mongolian Armed Forces	5
Emergency Doctor	30
Emergency Nurse	0
Public Hospital Doctor	0
Private Hospital Doctor	0
Other	0

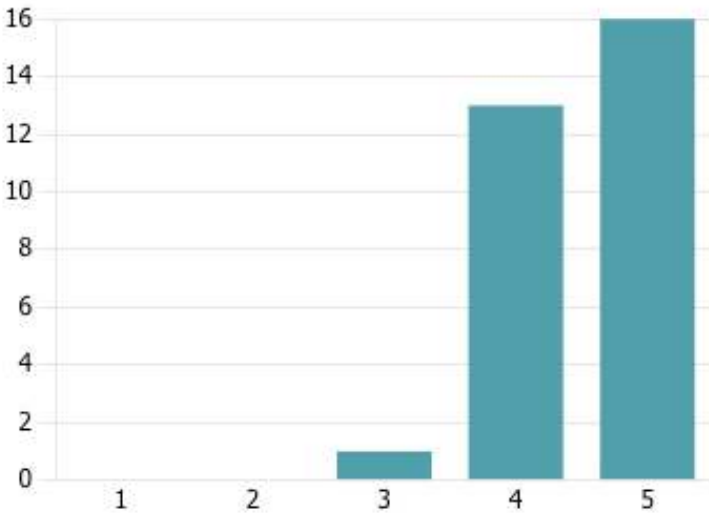


6. How much did you enjoy the training today? Өнөөдрийн сургалт танд хэр таалагдсан бэ?

[More Details](#)

[Insights](#)

4.50
Average Rating





OPERATIONAL IMMERSION

Ride-alongs in ambulances offered a meaningful exchange of professional practices, blending operational understanding with the team's mission. These activities also deepened the bonds among the global and local teams. Ambulance ride-alongs proved essential to EMS Global's mission in Mongolia by providing:

Operational Insights:

- Direct observation of local protocols and practices
- Understanding of equipment utilization in Mongolian context
- First-hand experience with geographic and logistical challenges
- Assessment of communication systems in real-time

Cultural Integration:

- Building trust through shared clinical experiences
- Understanding cultural nuances in patient care
- Demonstrating respect for local medical practices
- Creating informal mentorship opportunities

Educational Value:

- Identifying practical training needs
- Contextualizing teaching materials for local conditions
- Providing real-time feedback and suggestions
- Understanding local resource constraints

Team Cohesion:

- Developing professional relationships beyond classroom settings
- Creating shared experiences between international and local staff
- Building mutual respect through collaborative patient care
- Establishing lasting professional networks

These experiences informed program development and ensured training relevance to Mongolian EMS needs.





AGENCY COLLABORATION

The achievement of EMS Global instructors in uniting doctors from the Ulaanbaatar Ambulance Centre and the Mongolian Armed Forces for combined training activities marks a significant milestone in advancing emergency medical services in Mongolia. Such collaboration is uncommon, as these agencies traditionally operate within separate frameworks. By facilitating joint training sessions, EMS Global has created a platform for sharing expertise and fostering mutual understanding between civilian and military medical practitioners. This initiative is particularly valuable in a country like Mongolia, where the vast geography and growing infrastructure demand a cohesive and adaptable EMS system. Through these joint activities, participants are not only enhancing their clinical and operational skills but also building critical relationships that will improve coordination during emergencies.

Cross-agency training is essential for better preparing emergency medical teams to deliver out-of-hospital lifesaving care and manage major incidents involving multiple casualties. Large-scale emergencies, such as natural disasters, mass casualty events, or pandemics, often require seamless collaboration between different EMS agencies to ensure an effective and timely response. Joint training sessions enable participants to practice unified protocols, improve communication, and familiarise themselves with each other's operational structures. This integrated approach reduces redundancy, prevents miscommunication and ensures that resources are allocated efficiently during a crisis. For example, the combined training of UB Ambulance Centre doctors and Mongolian Armed Forces physicians included scenario-based exercises and leadership development, equipping teams to work cohesively in high-pressure situations.

EMS Global's emphasis on fostering collaboration among Mongolian EMS agencies mirrors successful international examples of cross-agency training. In Australia, coordinated drills involving ambulance services, police, and fire departments have proven instrumental in managing bushfire emergencies. Similarly, in the United States, joint training between civilian EMS and the National Guard has enhanced disaster preparedness and response during hurricanes and other large-scale incidents. In the United Kingdom, multi-agency exercises conducted by the NHS and military medical teams have strengthened the nation's resilience to terrorist attacks and mass casualty events. By adopting this collaborative model, EMS Global is empowering Mongolian EMS teams to plan, train, and respond together, ensuring a more robust and integrated approach to emergency medical care in the country.



CULTURAL EXPERIENCES

The EMS Global Team had the honor of participating in an array of culturally enriching experiences during their deployment to Mongolia. The visit commenced with a warm welcome at an international school, where local students performed vibrant traditional dances and music, showcasing Mongolia's rich heritage with remarkable enthusiasm and skill. This was followed by a guided tour of the Chinggis Khan Museum, providing an insightful exploration into the life and legacy of the renowned Mongolian leader. The team also savored traditional Mongolian cuisine, offering an authentic taste of the region's culinary traditions. Evening activities fostered camaraderie, with karaoke sessions alongside local teams creating opportunities for connection through music and shared laughter.

The cultural immersion continued with horseback riding across Mongolia's picturesque landscapes—an activity deeply embedded in the local way of life. The team visited the iconic Chinggis Khan statue, a striking emblem of national pride. A particularly memorable experience was the time spent in a traditional "ger" (Mongolian tent), where they engaged in local games with learners and gathered around campfires to share stories and meals, deepening their understanding of the Mongolian way of life.





2024 REFLECTION

EMS Global's deployment successfully strengthened Mongolia's emergency response capabilities. The project identified opportunities to enhance relationships and improve patient care systems nationwide. At the Ulaanbaatar City Ambulance Centre, training reached 25% of staff, including ambulance drivers and doctors. A three-year roadmap targets 100% workforce completion of EMS Global education programs, aiming to improve out-of-hospital survival rates. This systematic approach to training aligns with Mongolia's emerging vision for emergency medical services modernisation.



2025 AND BEYOND - NEXT STEPS

Follow-Up Training for Remaining Groups: Deliver additional training sessions to ensure broader participation and further the integration of education across the system. A key objective is to achieve 100% coverage of UB Ambulance Centre employees by EMS Global’s educational programs, ensuring a comprehensive skill base throughout the organisation.

Resource Support: Enhance the provision of training materials, medical supplies, and learning platforms to support emergency medical teams. This includes translating educational resources, as well as developing both formative and summative assessments to evaluate progress and reinforce learning.

Evaluation: Continuously assess the long-term impact of the training by gathering participant feedback and using it to refine and adapt future programs. This iterative evaluation process will ensure that each deployment remains responsive to the evolving needs of Mongolia’s EMS workforce.

Collaboration Expansion: Strengthen partnerships with additional provincial emergency services to extend the reach of training and resources. Explore further opportunities to improve emergency medical care across the country, particularly in remote and underserved areas, through collaborative efforts and capacity building.

Funding: Develop a structured financial plan to allocate resources effectively for future deployments, designating the Oddariya Foundation as the preferred in-country financial administrator. This approach will ensure transparent, efficient management of funds and support the sustainability of EMS Global’s initiatives in Mongolia.



We would like to acknowledge all our partners and supporters of the 2024 deployment.



УЛААНБААТАР
CITY COUNCIL



Gold Coast Health
always care



HAMPSHIRE AND
ISLE OF WIGHT
AIR AMBULANCE

