

MONGOLIAN EMS MISSION 2025



Delivering for Mongolia
since 2017.



December 2025

ABOUT EMS GLOBAL



EMS Global Foundation is an independent not-for-profit organisation and registered Australian charity dedicated to transforming emergency medical systems in resource-constrained nations.

Our mission is clear: to help emergency medical services save more lives outside hospital.

What makes us unique on a global scale is our strategic mobilisation of volunteer paramedics, clinical educators, and emergency system architects from Australia, the United Kingdom, Canada, and other regions. These seasoned practitioners bring decades of frontline experience and expertise in system building to countries reforming their healthcare infrastructure.

We don't just provide training; we facilitate transformation.



EXECUTIVE SUMMARY

EMS Global successfully completed its 2025 deployment in Ulaanbaatar, Mongolia, building on the outcomes and partnerships established during the 2024 mission. The focus of this year's program was the continued development and delivery of targeted education to the 103 Ambulance Service, aimed at enhancing the capability and readiness of ambulance doctors drivers/attendants across the capital.

Working in close collaboration with the Mongolian Ministry of Health, the 103 Ambulance Directorate, the Australian Embassy in Mongolia, and international faculty from Australia, Canada, and the United Kingdom, the 2025 deployment delivered an integrated education program that strengthened hospital clinical practice, teamwork, and operational coordination.

A total of 80 participants took part in the 2025 program, including 40 ambulance doctors and 40 ambulance attendants (drivers). The training expanded on prior modules in trauma care, advanced life support, communication, and scene management, incorporating components focused on airway management, resuscitation, and interprofessional collaboration.

This document outlines the objectives, execution, and outcomes of the 2025 deployment, summarizing key achievements and identifying next steps for sustaining and expanding the program's impact.

Every six months, Mongolia loses as many lives as 9/11



Each year, treatable mortality in Mongolia claims around 6,800 lives under age 75 – more than two 9/11s. That's one 9/11-sized loss every six months. By strengthening emergency care, this silent toll can be turned into resilience instead of tragedy.

FRONTLINE COLLABORATION

The continued collaboration between the Ulaanbaatar Ambulance Centre, the Mongolian Armed Forces (MAF), and the National Emergency Management Agency (NEMA) during the 2025 EMS Global deployment marks another significant milestone in advancing Mongolia's emergency medical services.

Building on the success of the 2024 joint training initiative, this year's program once again united civilian, military, and disaster response medical teams in shared learning environments. Such cooperation remains rare within Mongolia, where these agencies have traditionally operated independently. By bringing them together, EMS Global continues to foster mutual understanding, coordination, and interoperability across sectors critical to national emergency preparedness.

This year's combined training sessions focused on strengthening clinical capability, communication, and leadership under pressure. Through scenario-based exercises, participants worked side by side in realistic simulations, sharing expertise and refining their ability to respond cohesively to major incidents. These activities not only enhanced individual skills but also reinforced relationships built during previous years of collaboration, establishing a stronger foundation for joint operational response across Mongolia's EMS system.



Instructor Dolly McPherson (UK) guides NEMA and military doctors in intubation.



NEMA EMS responders and UB City ambulance attendants (drivers) learn airway management from Jarrod Bell (Australia)

EDUCATION OUTCOMES

Out of 5 point scale

	Өнөөдрийн хичээл хэр сонирхолтой санагдав? How engaging did you find today's sessions?	4.81
	Таны сургалтын зорилго хэр тодорхой байсан бэ? How clear were your learning objectives?	4.76
	Хичээлийн агуулхад хэр итгэлтэй байв? How confident did you feel with the material?	4.73
	Сургалтын арга барил хэр үр дүнтэй байсан бэ? How effective were the teaching methods?	4.73
	Материалууд хэр хрэгтэй байсан бэ? How useful were the materials?	4.59
	Зааварчч багш нар хэр сайн дэмжлэг үзүүлсэн бэ? How well did the instructors support you?	4.89

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 UB Ambulance Centre, training reached 70% 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.



ASSESSMENT TECHNOLOGY



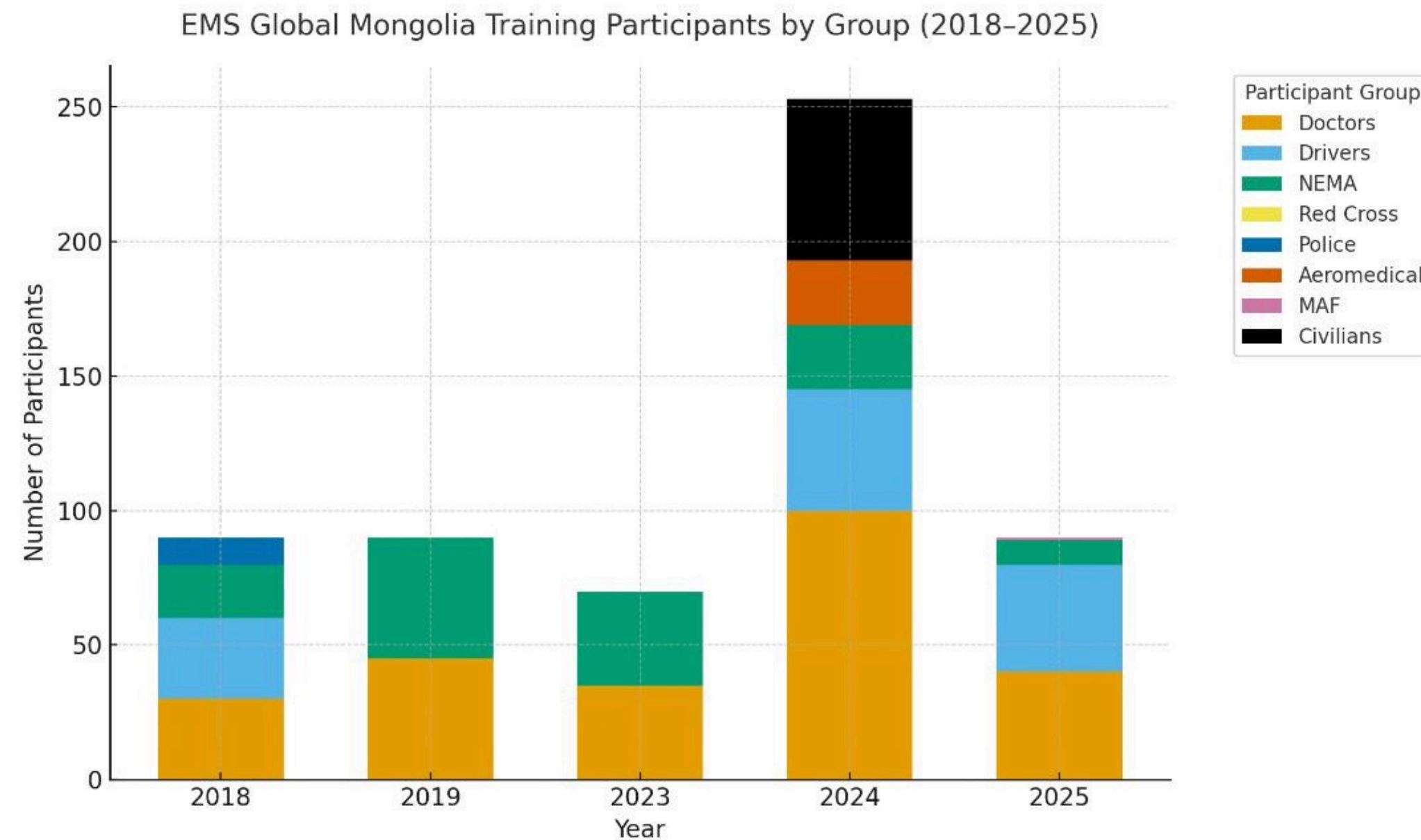
The Mongolian EMS project training achieved exceptionally high satisfaction rates in 2025, reflecting the program’s continued effectiveness and alignment with participants’ needs. This year, EMS Global implemented daily participant surveys using Mentimeter, an interactive real-time feedback tool, to capture responses across ten key indicators throughout the program. These daily insights provided immediate feedback on engagement, learning effectiveness, and instructional quality, allowing the facilitation team to adjust and enhance delivery dynamically.

Results from the Mentimeter surveys consistently demonstrated outstanding participant satisfaction, with high average ratings across all indicators falling in the “excellent” range. The program achieved a remarkable 100 percent attendance rate, underscoring the strong commitment and engagement of participants from all partner agencies, including the UB Ambulance Centre, MAF, and NEMA.

The integration of Mentimeter not only provided a robust mechanism for evaluation but also promoted active participation and reflective learning, as well as opportunities for the team to adapt sessions based on feedback. The data collected confirmed that participants valued the comprehensive, scenario-based approach and the emphasis on teamwork, communication, and decision-making under pressure. The combination of expert-led instruction, interactive discussions, and hands-on clinical simulations enabled learners to strengthen both their theoretical knowledge and practical skills essential for out-of-hospital care.

The consistently positive feedback offers valuable direction for future program development. By embedding real-time analytics and participant feedback into the learning cycle, EMS Global Foundation continues to refine its approach, ensuring training remains responsive, evidence-based, and impactful.





The 2025 program in Ulaanbaatar builds on seven years of EMS Global training, strengthening capability within the UB Ambulance Centre. Since 2018, more than 500 personnel across doctors, drivers, NEMA, MAF, Police, Red Cross and civilians have participated, with a major expansion in 2024 introducing multi-agency training at scale. In 2025, the focus returned to deep clinical consolidation, training 40 doctors and 40 drivers/attendants in airway management, resuscitation and teamwork. With approximately 70 percent of UB's ambulance workforce now trained, the program continues to drive measurable improvements and supports the pathway to full workforce coverage by 2027.

INTERNATIONAL SUPPORT



Australian Ambassador Leo Zeng (left) reinforces Australia's support for EMS reforms with Health Minister Dr Chinburen during the high-level meeting with the Asian Development Bank, Government officials, the Mongolian Society of Emergency Medicine and EMS Global Foundation.



Canadian paramedics Joe Acker and Tania Johnston welcome the Canadian Embassy Head of Cooperation Jean-Stephane Couture to the opening of week 1 training.



The team was delighted to meet with Australian Ambassador Leo Zeng, who praised the outcomes of the project.

FUNDING DELIVERY

The Australian Embassy's Direct Aid Program (2024–2025) provided a well-targeted and timely contribution by awarding funding to the Mongolian health NGO Oddariya, enabling full coordination and delivery of the EMS Global Foundation mission. The support allowed Oddariya to act as the central organising partner, ensuring that the training achieved its clinical, operational and strategic objectives. This approach - locally delivered aid, matched with international technical expertise - strengthened national ownership while ensuring resources were used efficiently and transparently.

Oddariya's role was extensive and essential. The organisation managed all venue arrangements, equipment procurement, scheduling and daily logistics across the two weeks of training. Their team handled transport, coordination with hospitals and agencies, and on-the-ground problem-solving with a level of professionalism that allowed international instructors to focus entirely on education, simulation and clinical mentoring. This capability was particularly important given the involvement of multiple organisations, including the UB Ambulance Centre, the Mongolian Armed Forces and the National Emergency Management Agency.

Oddariya also led the translation and interpretation effort, working closely with Mongolian doctors fluent in English to ensure that accredited EMS materials were translated with full clinical accuracy. Nothing was lost in meaning or nuance, critical when teaching trauma assessment, scene management, communication protocols and advanced prehospital decision-making.

Overall, the partnership between EMS Global Foundation and Oddariya shows how Direct Aid Program funding can produce clear, immediate benefits for Mongolia's emergency care sector. The 2025 mission was delivered to a high standard because of this support, and the collaboration has created a durable platform for future EMS system strengthening and reform.



**A LIFE LOST EVERY 75 MINUTES.
PREVENTABLE WITH
EMERGENCY CARE.**



SOURCE: EMS GLOBAL FOUNDATION, POST-SOVIET EMS REFORMS (2025); WHO (2023); OECD/EUROSTAT (2022); IHME (2024)

LOCAL DOCS JOIN INSTRUCTORS



The core EMS Global Team is joined by a proud group of Mongolian doctors keen to deliver future training.

The 2025 deployment of the EMS instructor team to Mongolia once again demonstrated the strength of collaboration, professionalism, and shared purpose that define the program's success. Returning from the highly effective 2024 mission, the same core team reassembled, this time in a smaller configuration to align with the reduced training cohort and more focused program scope. Despite the smaller size, the team's cohesion and shared clinical values remained unwavering.

Their seamless collaboration reflected a deep familiarity with each other's strengths and teaching styles, allowing for an efficient, adaptive, and high-quality delivery of education. The group continued to embody the art and science of Paramedicine, combining technical excellence with a clear commitment to advancing patient outcomes and prehospital care capability across Mongolia.

This year, the core team was joined by a number of the UB Ambulance Centre doctors keen to continue the work of EMS Global in the future. This year they co-taught as part of our train-the-trainer strategy



EMS Global Foundation 2025 instructors (from left) Dolly McPherson (AU, UK), James Stubley (UK), Leon Baranowski (AU/UK/CA), Joe Acker (CA/AU), Jarrod Bell (AU) and Tania Johnston (CA/AU) with Hamish McLean (AU, Board Chair)



The team with UB Ambulance Centre Director Dr Ariunbold (centre), Dr Judy (left) and our Mongolian director Dr Nergui (second from right). It was thanks to the UB Ambulance Centre that EMS Global was able to achieve its outstanding results this year.

EMS REFORMS WILL SAVE LIVES

EMS Global Foundation continues to play a key advisory and implementation role in shaping Mongolia's national emergency medical system reforms. During the 2025 mission, Executive Director Prof. Joe Acker presented "Sustainable Emergency Care System Reforms and Policies for Mongolia" to the Minister of Health, Dr Jigjidsuren Chinburen, outlining a pathway for a cohesive, accountable, and sustainable EMS framework.

The Foundation's reform model focuses on three interlinked priorities: workforce sustainability, system integration, and centralised governance. Over 559 ambulance clinicians and first responders have been trained since 2017, building the human capital essential for reform. Structured training for ambulance drivers, credentialing for ambulance doctors, and the development of a paramedic pathway were key recommendations to ensure a resilient, long-term workforce.

Prof. Acker also emphasised the creation of a National EMS Directorate within the Ministry of Health to unify provincial services, establish performance indicators, and ensure dedicated funding for pre-hospital care. Integration across hospital, rehabilitation, and prevention services was highlighted as vital for achieving WHO's Chain of Survival for cardiac arrest, trauma, stroke, and obstetric emergencies.

EMS Global Foundation's ongoing role as technical partner, reference group, and training provider ensures that Mongolia's EMS reforms are evidence-based, financially sustainable, and aligned with international best practice models from Australia, Canada, Croatia, and Estonia.

RIGHT: Prof. Joe Acker (Canada) delivers an overview of potential EMS reforms for Mongolia to the MoH and Asian Development Bank officials. BELOW: Health Minister Dr Chinburen meet with Leon Baranowski, Joe Acker and Hamish McLean to discuss the EMS reforms.



EMS FRONTLINE GETS REAL

Ride-alongs in ambulances once again played a vital role in the 2025 deployment, offering an invaluable opportunity to review and explore the impact of the 2024 training program in real operational settings.

Returning to the field alongside Mongolian colleagues, instructors James Stubley (UK), Jarrod Bell (AU) and Dolly McPherson (UK) observed how the education delivered last year had translated into practice, providing meaningful insights into system progress, clinical confidence and team dynamics.

The ride-alongs served as both an evaluation and a continuation of professional exchange, strengthening collaboration between the international and local teams while deepening mutual understanding of real-world challenges.



James Stubley (UK) and Jarrod Bell (AU) head out of their first call of the shift



Critical care paramedic Dolly McPherson (UK) observed multiple calls in just three hours.



UNIVERSITY COLLABORATION

Partnership with leading universities continues to be central to EMS Global Foundation's education and systems development work in Mongolia. During this year's mission, faculty from Sheffield Hallam University (UK), Monash University (Australia), and Charles Sturt University (Australia) joined our volunteer instructor team, delivering targeted clinical and operational training to EMS agencies from UB, the military and NEMA.

These universities bring complementary strengths: Sheffield Hallam's international paramedic education experience, Monash's leadership in trauma systems and simulation, and Charles Sturt's long-standing expertise in rural and prehospital care. Their collaboration with EMS Global has established a practical model of international academic engagement—one grounded not in research alone, but in the direct transfer of skills and systems knowledge to low- and middle-income settings.

The 2025 mission focused on scalable improvements to frontline capability. University partners contributed to the development and delivery of the Accredited EMS Attendant/Driver Program. Collaboration extended beyond teaching. Faculty engaged in outcome evaluation and are co-authoring forthcoming academic research papers.



Их сургуультай хамтран

Монголд дараагийн түвшний яаралтай тусламжийг
бий болгохоор EMS Global нь 2017 оноос хойш
ажилласаар байна.

**Sheffield
Hallam
University**



**MONASH
University**



**Charles Sturt
University**

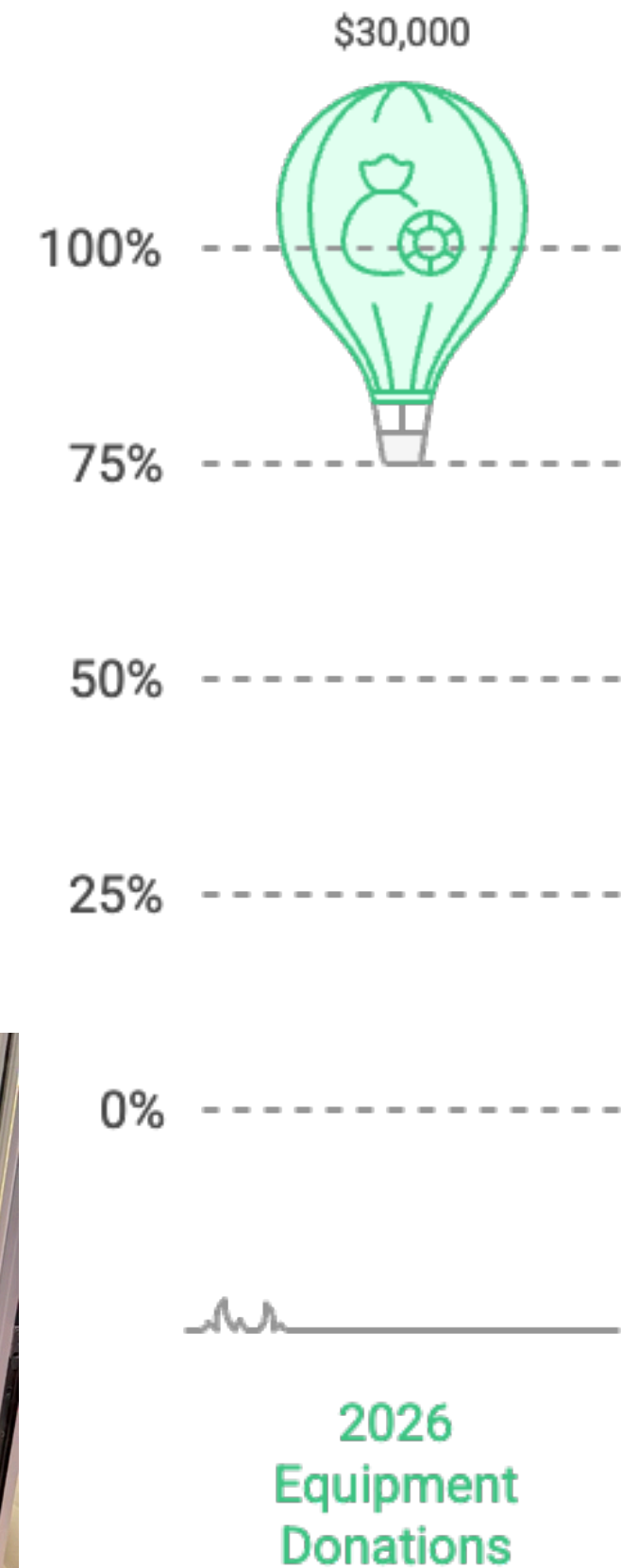
DONATIONS HELP TRAINING



Director of Ulaanbaatar Ambulance Service, Dr Ariunbold, accepted donations of critical training equipment from Monash University (Australia), Emergency Health Services - Alberta (Canada), and the Hampshire and Isle of Wight Air Ambulance (UK). These contributions represent more than equipment — they are an investment in Mongolia's growing emergency medical system.

Each donation directly supports EMS Global Foundation's accredited training programs, providing the essential tools for realistic, hands-on instruction in trauma management, airway control, and resuscitation. The new patient lifting and moving equipment, airway management training equipment, trained defibrillator and ECG simulator now allow ambulance doctors and attendants to practise life-saving techniques safely and repeatedly, building both competence and confidence before facing real emergencies.

Resource limitations remain one of the largest barriers to progress for EMS systems in low- and middle-income countries. By expanding the pool of training equipment, these donations help bridge that gap — ensuring every session delivers consistent, high-quality learning.

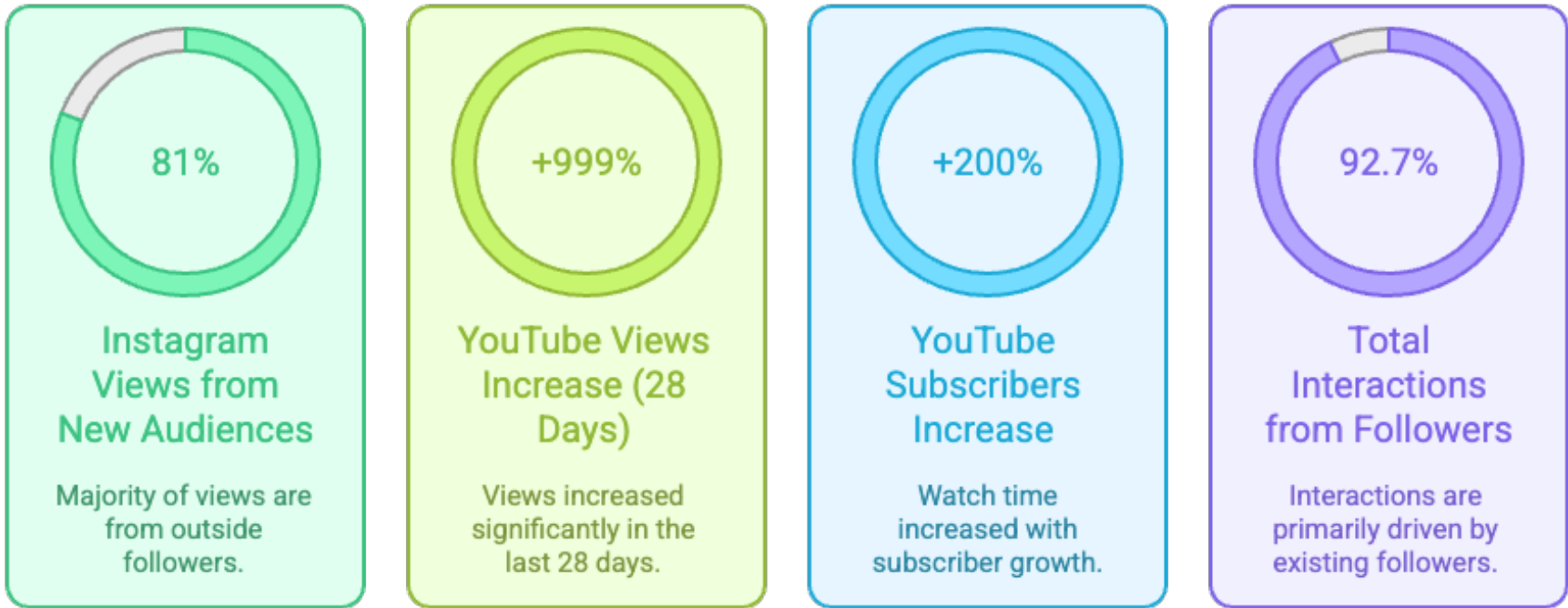


SOCIAL MEDIA BUILDS SUPPORT

EMS Global Foundation’s 2025 mission generated strong digital engagement across LinkedIn, Instagram, and YouTube. Combined posts and videos reached over 20,000 views, with 81% of impressions from new audiences, showing growing public and professional interest beyond our existing network. Top-performing posts — featuring collaboration with Monash University, UB Ambulance, and NEMA — achieved up to 3,800 views each, while YouTube Shorts such as “Building Trauma Skills Under Pressure” drew more than 2,000 views in one month.

This visibility not only celebrates the work of our volunteers but also raises the profile of our partners and donors, demonstrating measurable progress in Mongolia’s EMS reform. Consistent, evidence-based storytelling has positioned EMS Global Foundation as a credible international leader in emergency systems strengthening. Social media remains one of our most effective tools for transparency, partner recognition, and attracting future donor and institutional support.

Social Media Performance 2025



Instagram views are driven by new audiences, while YouTube shows strong growth in views and watch time.



Building Trauma Skills Under Pressure
1.2K views

NATIONAL MEDIA COVERAGE

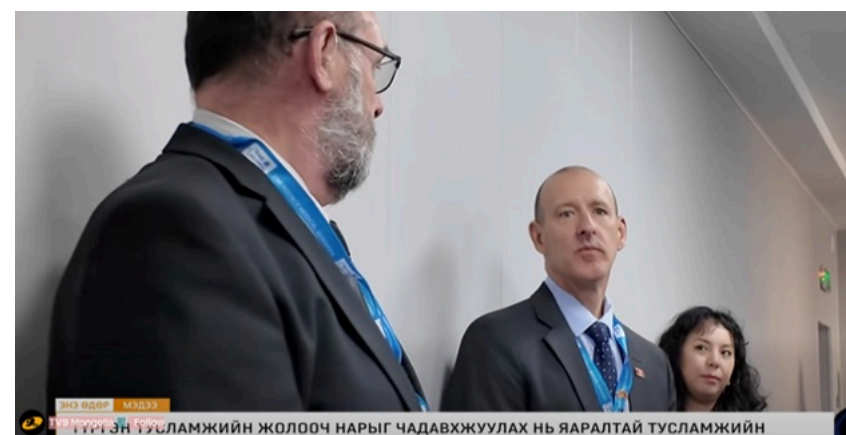


The 2025 EMS Global Foundation mission attracted significant media attention across Mongolian television and online platforms, highlighting both the professionalism of participants and the importance of strengthening national emergency care capability. Coverage on national broadcasters such as MNB and SBN TV, as well as online outlets like ubeedei.mn, showcased the collaboration between the Ulaanbaatar Ambulance Service, military medical units, and our international paramedic instructors.

Dr Ariunbold, Director of Ulaanbaatar Ambulance, spoke to reporters about the value of continued cooperation and the measurable impact on patient outcomes. Local journalists featured our joint training programs, emphasising the role of timely emergency response in saving lives and reducing preventable mortality.

Such visibility matters. Public and government awareness builds understanding of why emergency medical services are essential infrastructure, not optional welfare. Media coverage ensures that decision-makers see progress firsthand — the outcomes of training, the professionalism of Mongolian EMS providers, and the international partnerships that make reform possible.

Transparent communication with the public reinforces accountability, encourages local ownership, and creates sustained political momentum for reform.



CULTURAL IMMERSION



The 2025 EMS Global deployment once again offered the team a rich and memorable immersion into Mongolian culture, reflecting the deep hospitality and pride of the local people. The instructors were warmly welcomed and treated to a series of cultural experiences that celebrated Mongolia's history, traditions, and community spirit.

Outside Ulaanbaatar, the team was taken to the scenic area of Bornuur, where they stayed overnight in traditional gers. The visit featured a traditional meal and a Mongolian-style barbecue with lamb, prepared and shared in true local fashion. Around the campfire, the team enjoyed music, laughter, and stories, creating lasting memories and strengthening friendships with their Mongolian colleagues. A highlight of the trip was the visit to Aglag Monastery, a peaceful and spiritually significant site surrounded by stunning mountain landscapes, offering reflection and a deeper appreciation of Mongolian heritage.

Back in the city, the group attended a cultural performance that included throat singing, traditional music, and dancing, an extraordinary display of Mongolia's artistic heritage and storytelling traditions. These experiences provided not only relaxation after an intensive training program but also a profound connection to the country's culture, values, and people.

Once again, the generosity and warmth of their hosts left a lasting impression on the EMS Global team, reinforcing the spirit of friendship and collaboration that continues to underpin the project's success.



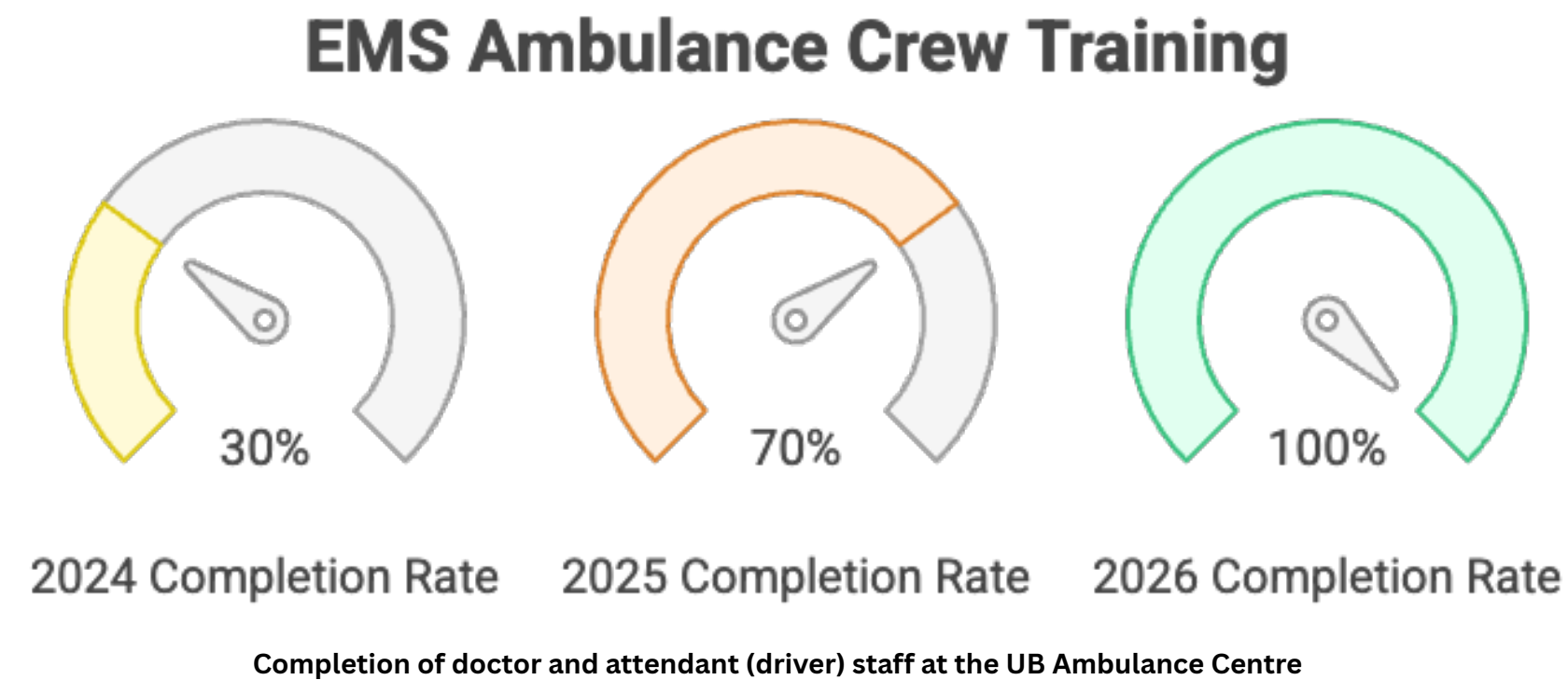
The UB Ambulance Centre provided exceptional hospitality, ensuring our team felt supported, welcomed, and culturally immersed. Activities ranged from bee keeping to farm life and horse riding. Their generosity strengthened collaboration, enabled smooth field operations and reinforced the strong partnership underpinning our ongoing EMS capacity-building work.



2026 and Beyond.



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 crews 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. This approach will ensure transparent, efficient management of funds and support the sustainability of EMS Global's initiatives in Mongolia.





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