

GoodSAM

instant.help



Cardiac, Alerting and Dispatch

Saving Lives
through Technology

www.goodsamapp.org

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GoodSAM is the world's most advanced emergency services mobile technology platform.

From alerting trained bystanders to dispatching statutory emergency services; from on-scene video triage to our latest innovation, the remote assessment of vital signs through video; GoodSAM offers a suite of functions which not only saves lives, but also improves emergency resource management.

We have 3 core principles:

- Governance
- Security
- Innovation

with a collaborative ethos enabling us to work with you to provide the best possible solution to optimise outcomes.

GoodSAM is revolutionising emergency management.

Welcome to GoodSAM. Welcome to the future.

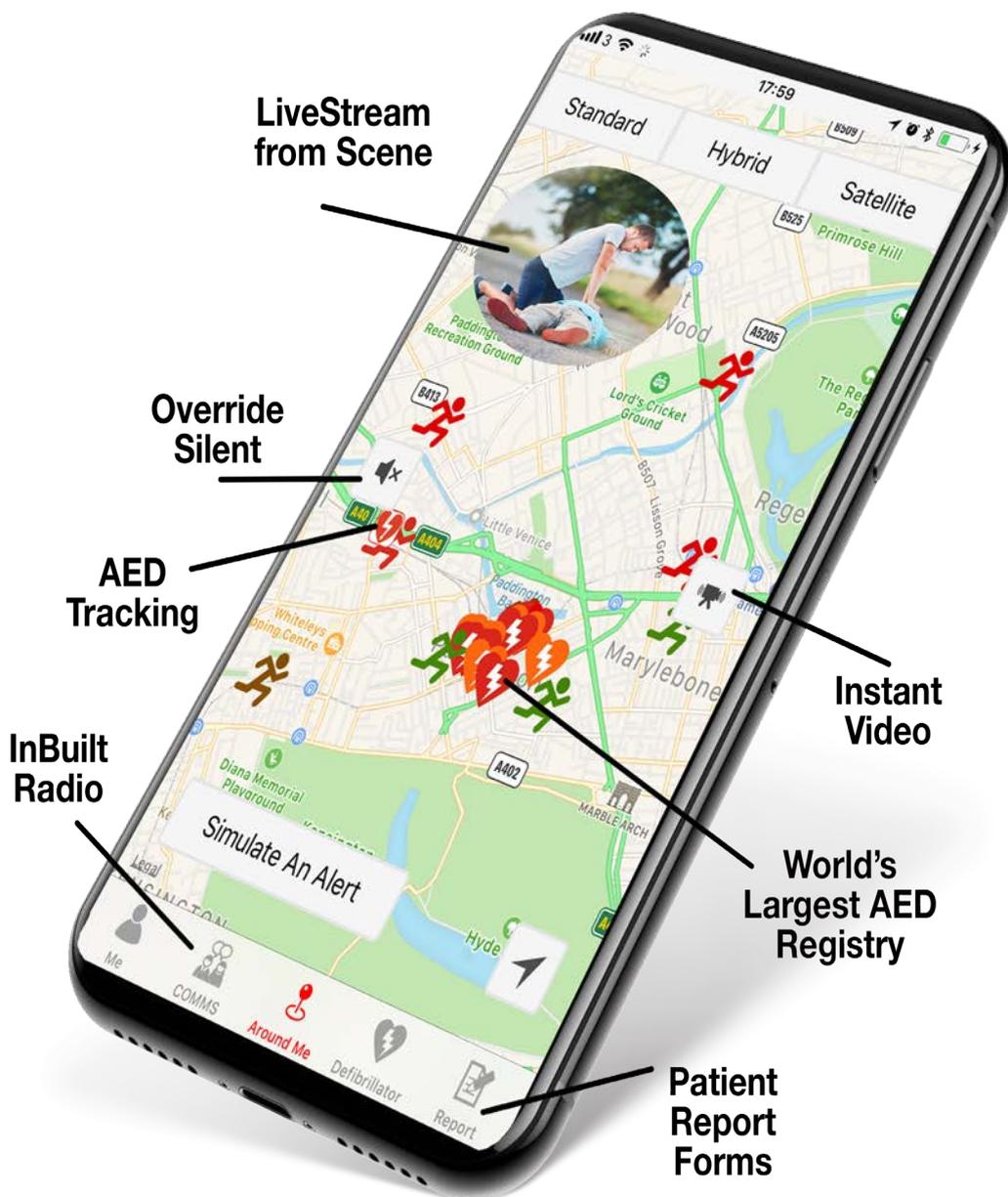
Working Across Services and Sectors:



GoodSAM solutions are used by Ambulance, Police and Fire services, as well hospitals, universities and charitable and commercial organisations.



By utilising the universal smartphone, we can reduce hardware costs considerably and bring life saving care and support everywhere, including countries with very limited resources.



Endorsed by

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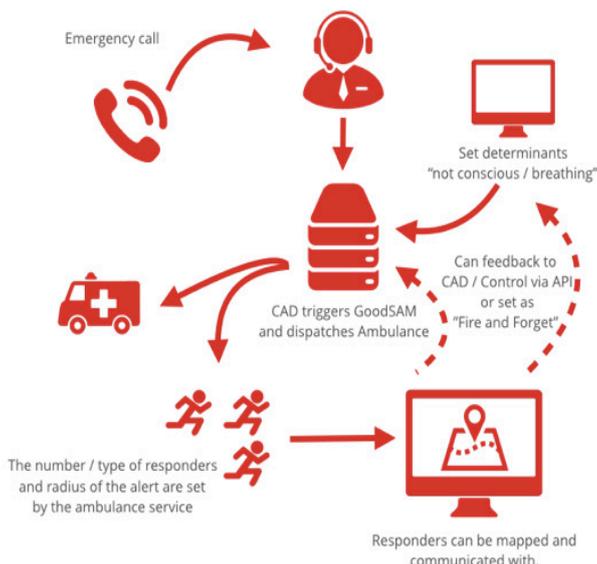
GoodSAM Cardiac is both a technology platform and a community of life savers. This not-for-profit service alerts those able to perform basic life support and use an Automated External Defibrillator (AED) to cardiac arrests occurring near them.

Cardiac arrest survival in Heathrow Airport is ~80%. This compares to 9% on the streets of London. The difference is access to AEDs (at every other gate) and someone starting high quality CPR within minutes of the arrest (all air crew are trained). GoodSAM aims to use technology to achieve this everywhere.

They say you're never more than 5 metres from a spider, and you're rarely more than 300 metres from someone who can perform high quality CPR and use an AED. The problem has been making them aware of the cardiac arrest in the building next door or just around the corner.

This is where the GoodSAM platform comes in. It is a platform for first aid organisations, hospitals and the emergency services. For ambulance services, it integrates into Computer Aided Dispatch (CAD) to automatically trigger customisable alerts. Responders can register under an organisation which they are affiliated with or use the GoodSAM catch-all. This highly governed process ensures all Responders are who they say they are and appropriately trained. The GoodSAM platform gives ambulance services complete control over who they are alerting (which categories of Responders, from which organisations) over what radius and which rules should be set up for different mapped areas.

There are advanced messaging features (e.g. push-to-talk radio) in the App as well as Patient Report Forms (PFRs) and instant video (e.g. to get advice from the clinical desk).



Alert to residential and public addresses selecting specific Responders.

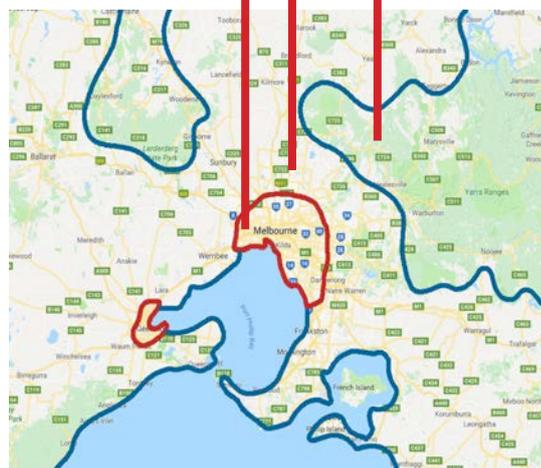
The strong governance means over 150 organisations and some of the biggest ambulance services in the world use GoodSAM.

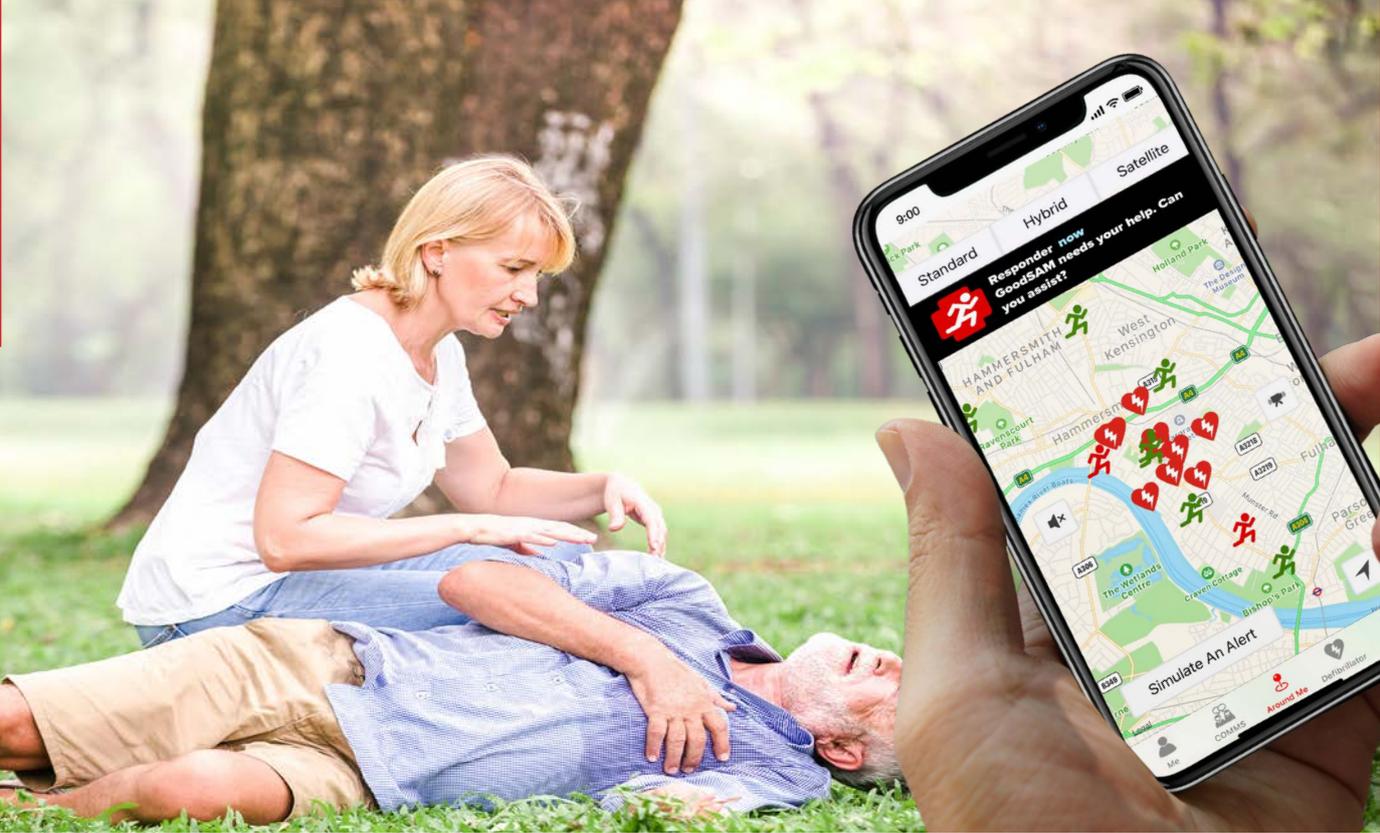
By defining KML maps, different regions can have different algorithms ascribed.



Radius variation:

Urban = 500m
Semi-urban = 1km
Rural = 5km



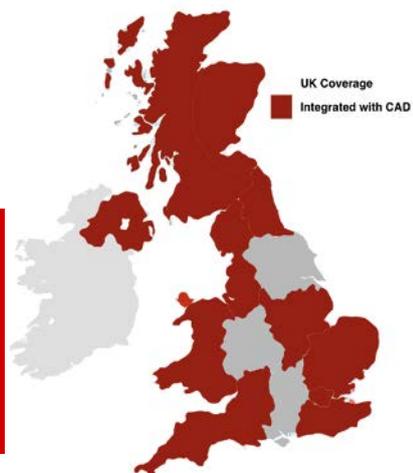


Complete Control

Organisations can create any number of "categories" of Responders and have COMPLETE CONTROL over who they are alerting for specific emergencies. For example, in a cardiac arrest, 2 off duty staff could be alerted over 1km, 2 professionals from other services over 500m and 1 trusted first aider over 300m. Using the KML mapping function, these rules can be changed in urban and rural settings.

GoodSAM Cardiac figures:

- > 100,000 users
- > An alert triggered every 2-3 minutes
- > 500 alerts triggered each day
- > Many survivors, ~ 1 every day/ every other day



The GoodSAM Alerting Platform can also be used for many other forms of alerts - for example, to alert local neighbours / carers to elderly fallers and local flat residents who carry naloxone to opioid overdose patients.



GoodSAM Pro

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GoodSAM Pro enables staff and CFR dispatch to any type of incident.

Dispatch is the formal triggering of a statutory response and different to "alerting" (as in GoodSAM Cardiac).

With GoodSAM Pro staff and Responders can book "on duty" and "off duty" and can appear as a specific resource asset (for example, a motorbike responder) on the dashboard. Their hours can be logged and more permutations for dispatch algorithms can be created.

GoodSAM Pro is also a powerful system that supports co-responding from not only staff and Community First Responders but Responders from across the emergency services.

With KML mapping and complex algorithmic determinants, you really can take your dispatch process into the 21st century.

And with the ability of Responders to video into a clinical hub, simply by pressing the video button on the GoodSAM app, it enables advanced decision making to be made instantly.

It even supports multidisciplinary video conferencing... so if you want to dial in the patient's cardiologist into the video consultation, it's as easy as clicking their link or entering a phone number.

When it comes to improving pre-hospital efficiency, nothing beats GoodSAM Pro and the Instant Video system.

View Resources Tracking Responders Categories Messaging AEDs Dispatch Rules Mappings Reports Storage Operators Consultants Recordings Account

Live Privately Approved Responders Shown:

2767

Refresh

Live Other Organisations Approved Responders Shown:

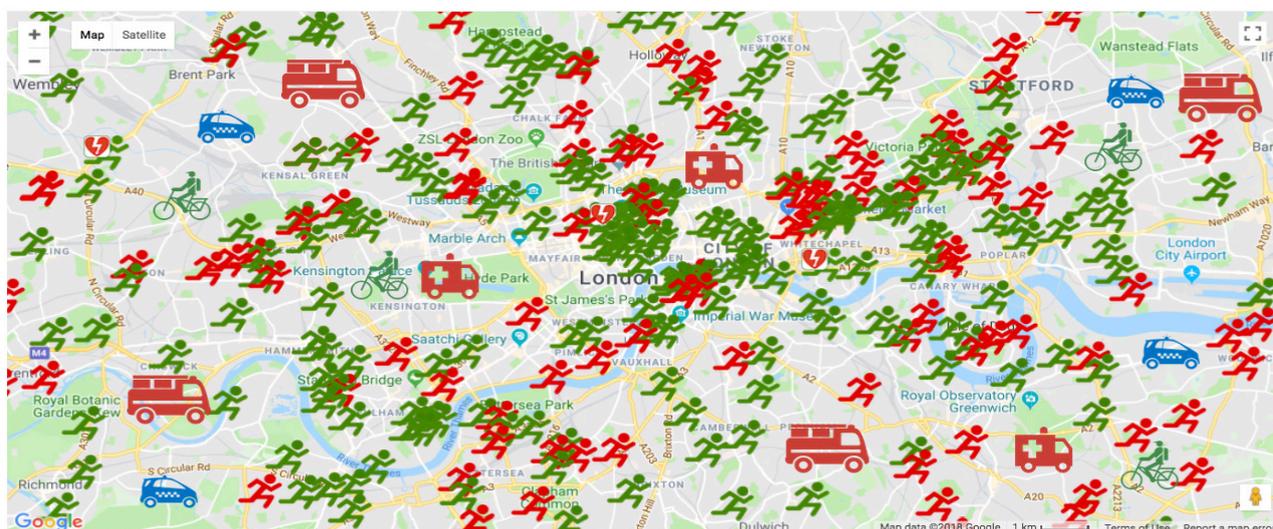
2782

Refresh

Total Defibs Shown:

Load On Demand

Load





Professional dispatch

GoodSAM Pro is built into the GoodSAM App. GoodSAM Pro is used by a number of Services to dispatch staff and CFRs to a range of incidents beyond cardiac. It works in the same intuitive way as the response to cardiac arrest.

The Responder app works on all devices and on any handset - including personal devices. This brings massive cost savings and efficiency gains. It also means staff and resources can be located and communicated with in events such as Major Incidents.

A range of functionality from in app buzz messaging, radio comms and resource tracking enables Responders on the ground and Control to respond effectively and flexibly during an incident. Analytics tools allow key metrics, such as acceptance of calls, on scene times and interventions provided to be logged.

Furthermore, we are proud to be a system which supports blue light collaboration. If your service is considering co-responding or a platform to support dispatching staff, then GoodSAM Pro is a simple, efficient, reliable and highly controllable way of doing this.



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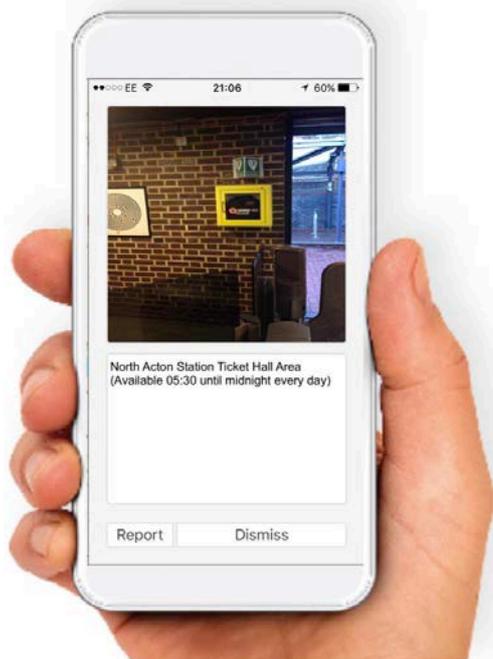


GoodSAM, with the help of the GoodSAM community, has built the world's largest Defibrillator Registry with > 100,000 Defibrillators (AEDs) mapped.

SEE IT !

If a GoodSAM users sees an AED in a fixed location (e.g. on a wall), they simply upload a picture of it with some information about the hours of its availability.

SNAP IT !

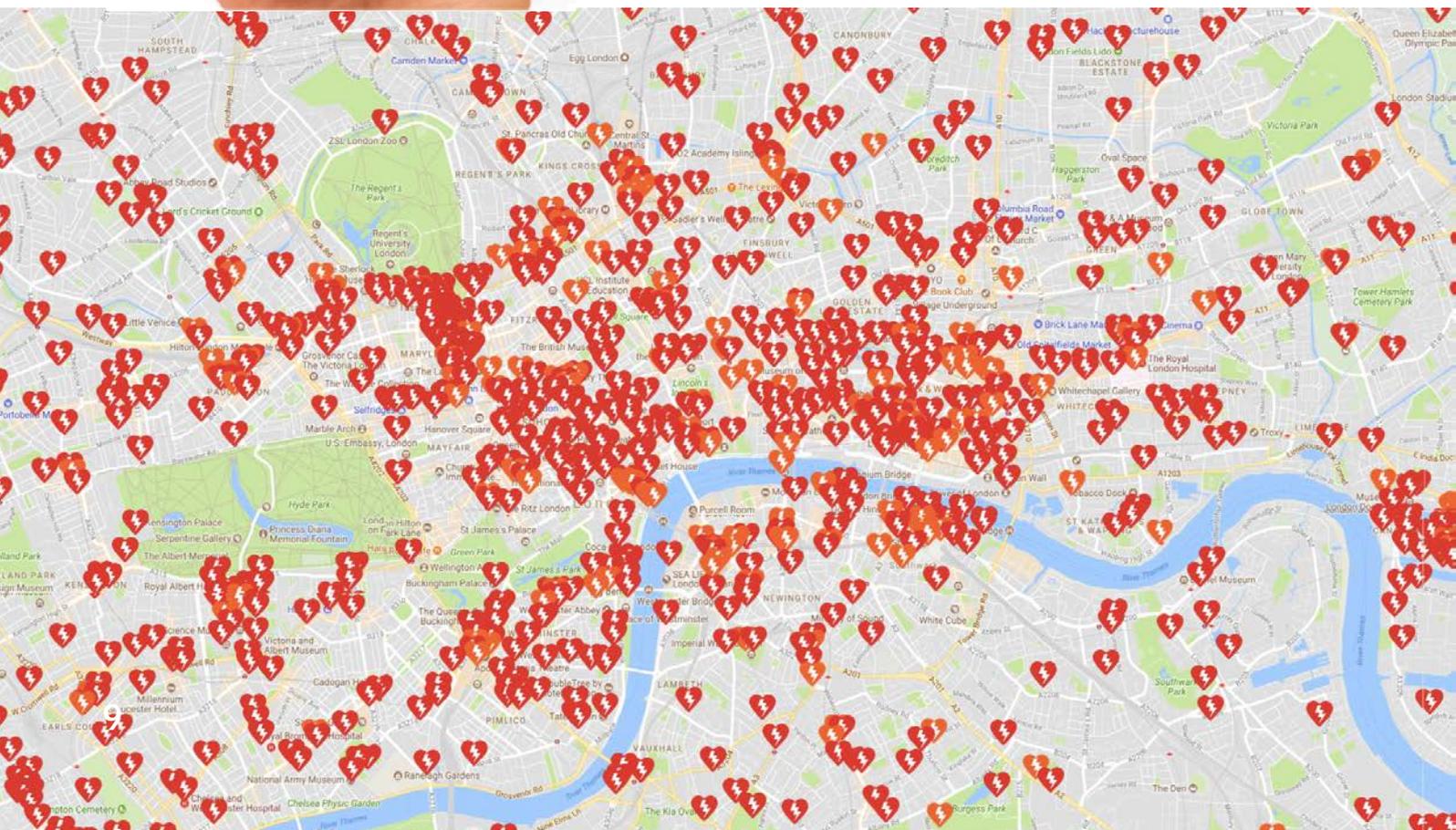


We then confirm that it is there and it appears on the GoodSAM Defibrillator registry as an orange AED.

APP IT !

We believe defibrillator data belongs to the statutory organisation for the region and therefore we share all the data we gather with these organisations. If the AED is checked (in terms of battery and pad life) then it changes to a red AED on the map.

The AED database displays in a location controlled manner on the GoodSAM App.





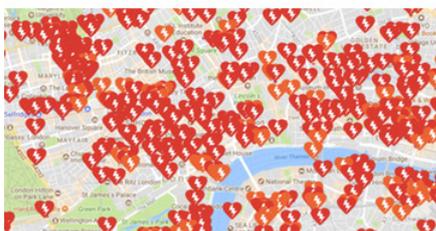
Mobile AED Registry

We are aware that we have mapped most static AEDs! We are also aware that there are many in the boots of people's cars. We have therefore created the only mobile AED Register. Simply click "I have an AED with me" in the App, and you and your AED are tracked. There are ~ 700 police cars and many taxis with AEDs in London. This system means they can all be followed.

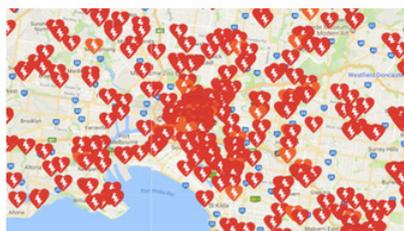
Drone AED Delivery

Drone technology now makes this a reality. The difficulty is governance - ensuring that it is safe for a drone to land and that it isn't stolen.

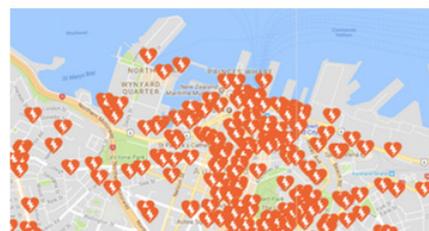
The GoodSAM platform and community provides this governance. With the large density of Responders, one of our community can view and confirm landing is safe. They can also ensure the drone is handled properly and returns to base following an incident.



London



Melbourne



Auckland

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HSJ AWARDS 2019

We have been awarded many awards over the last couple of years including the Health Services Journal Award and the Sun's NHS Who Cares Wins award for Best Innovation.



We have also received awards from EENA, the London Mayor MedTech Awards and in partnership with services we work with, the Council of Ambulance Authorities and the Air Ambulance Association's annual awards.



GoodSAM is proud to be featured in the NHS Long Term Plan. By working with our NHS partners we can make a real difference, not only in saving lives but by improving service efficiency.



The NHS Long Term Plan

CASE STUDY:

CPR and GoodSAM

Apps and mobile technology are increasingly helping people to play a role in their own care and that of others. The GoodSAM app platform allows members of the public who can deliver basic life support (CPR) and use a defibrillator to receive alerts from anyone in their local area who needs urgent assistance. It integrates with ambulance dispatch systems and also features a crowdsourced map of defibrillators – including those in vehicles. The platform now has over 19,000 volunteers and partnerships with 80 organisations, including many NHS ambulance trusts. This is being supported to scale nationwide.



#NHSLongTermPlan
www.longtermplan.nhs.uk

Mandy Lowe
@999Spud

Replying to @fallenhole @GoodSamApp an...
Had a ROSC just 2 weeks ago from a @GoodSamApp activation patient had a stent fitted and discharged after 2 days. This is an excellent app to have quietly running in the back ground on your phone ready for the next alert to a cardiac arrest nearby



There are now many survivors thanks to GoodSAM. The greater the density of Responders, the more chance of that vital early response.

Please check out our website for the latest examples of GoodSAM survivors.

We work with academic partners around the world to demonstrate evidence of benefit from all the GoodSAM products. We publish our findings in high ranking journals. For the latest links, please visit www.goodsamapp.org

Avest et al. *Scandinavian Journal of Trauma, Resuscitation and Emergency Medicine* 2018; 22:55
<https://doi.org/10.1186/s13049-018-0652-4>

ORIGINAL RESEARCH Open Access

Live video footage from scene to aid helicopter emergency medical service dispatch: a feasibility study

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Abstract

Background: Obtaining accurate information from a 112 caller is key to correct tasking of Helicopter Emergency Medical Services (HEMS). Being able to view the incident scene via video from a mobile phone may assist HEMS dispatch by providing more accurate information such as mechanism of injury and/or injuries sustained. The objective of this study is to describe the acceptability and feasibility of using live video footage from the mobile phone of a 112 caller as a HEMS dispatch aid.

Methods: Live footage is obtained via the 112 caller's mobile phone camera through the secure GoodSAM app's 'instant-on-scene™' platform. Video footage is streamed directly to the dispatcher, and not stored. During the feasibility trial period, dispatchers noted the purpose for which they used the footage and rated ease of use and any technical- and operational issues they encountered. A subjective assessment of caller acceptance to use video was conducted.

Results: Video footage from scene was attempted for 21 emergency calls. The leading reasons listed by the dispatchers to use live footage were to directly assess the patient (18/21) and to obtain information about the mechanism of injury and the scene (11/21). HEMS dispatchers rated the ease of use with a 4.55 on a 5-point scale (range 4–5). All callers gave permission to stream from their telephone camera. Video footage from scene was successfully obtained in 19 calls, and was used by the dispatcher as an aid to send (5) or stand down (14) a Helicopter Emergency Medical Services team.

Conclusions: Live video footage from a 112 caller can be used to provide dispatchers with more information from the scene of an incident and the clinical condition of the patient(s). The use of mobile phone video was readily accepted by the 112 caller and the technology robust. Further research is warranted to assess the impact video from scene could have on HEMS dispatching.

Keywords: Helicopter emergency medical services (HEMS), Dispatch, Video, Trauma

Background Major trauma is a leading cause of mortality and serious morbidity, especially in the young. Helicopter Emergency Medical Services (HEMS) attend the most severely injured trauma patients. For these patients, time is critical to save life and to prevent long-term disability [1–3].

Accurate and early dispatch is therefore paramount. Careful selection of patients who might benefit from HEMS interventions is important, as HEMS resources are limited [4], and being tasked to an incident that does not benefit from HEMS interventions may prevent a HEMS response at a concurrent incident that does. It is the HEMS-dispatchers' role to obtain crucial information about the scene, the mechanism of injury and the clinical state of the patient(s) in a timely manner, in order to decide whether a HEMS team should be dispatched or not. This is challenging, as bystanders

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Core Principles



The underlying principles which established our cardiac arrest platform pervade subsequent GoodSAM developments. All the core features outlined apply to subsequent products in this brochure, and all are available through the GoodSAM Dashboard and Responder App.

Governance

Governance is our core. Our processes ensure ambulance services have complete knowledge and control of who they are alerting to emergencies.

Responder Approval: All organisations on GoodSAM only approve Responders which they can genuinely verify. Approvals are done by matching photo ID, email address and, where appropriate, GMC/HCPC/NMC/APHRA (etc) number. Responders are categorised into nationally governed (e.g. GMC registered doctors, HCPC registered paramedics), locally governed (e.g. CFRs by ambulance services) and first aid qualified. Ambulance services control which organisations and which groups of people they alert. They can even alert by category of Responder (e.g. police/fire etc.).

If you're an organisation who would like to come on the GoodSAM platform (such as a first aid organisation or hospital), don't worry about administration work around approvals. We can "auto-approve" with known email addresses - give us a call for more information.

In some parts of the world (e.g. New Zealand), the ambulance services have decided to alert anyone who self-certifies that they are CPR competent. This is because they train people, (e.g. in football stadia at half time), without issuing certificates and want to be able to alert these people to their next door neighbour in cardiac arrest. These people can also register on the system but will only be alerted in regions where the statutory ambulance service agrees to alert them, and only over a very small radius (1-200m).

Code of Conduct: We work with ambulance services to ensure Responders agree to a "code of conduct" specifically for the region they are in. This is displayed on the App, on the website and at time of sign-up.

Security and Standards

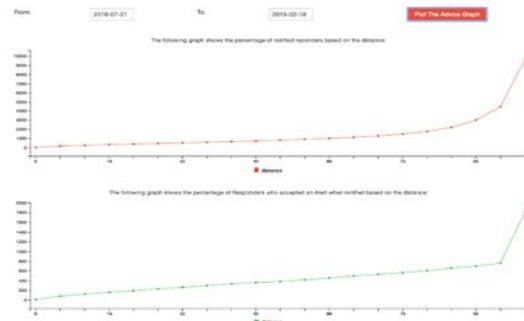
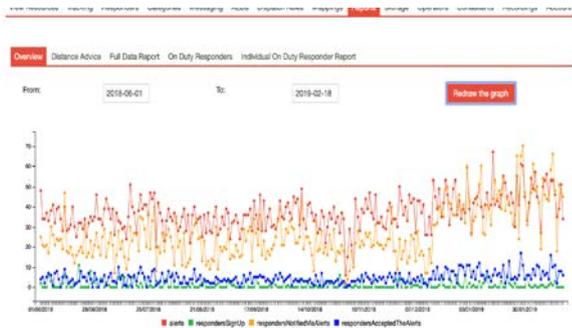
All data transmission through GoodSAM is AES 256 bit encrypted and data transmitted complies with Caldicott principles exceeding standards required by NHS and HIPAA. GoodSAM adheres to EU GDPR requirements.

Security is provided through TLS protocols
Scalable architecture using stateless servers
Self-healing capabilities with distributed notification system
Redundancies on all services (CAD, APP, WEB and Media servers)
with 100% uptime



Innovation

GoodSAM is innovating way beyond cardiac care into the core of providing better care through Instant On Scene and video triage. From the GoodSAM Dashboard, you can access a plethora of features - from real-time data advising you on optimal alert radius, times of first on scene, through to individual patient reports compiled by Responders.



GoodSAM works across all smartphones. There is no need to supply CFRs/Responders with costly hardware. Their personal phone will support GoodSAM. This means they will always be alerted to local cardiac arrests, even when not on duty. Additionally, Responders buy phones that have a good signal where they live/work, minimising risk of non-connection.

But GoodSAM even operates where phones don't have a data signal. This is useful in resource poor countries where mobile systems are unreliable. Responders can log into their profile and select "SMS alerting" saying where they live and work and the times they are at each. They can then become static Responders, alerted by SMS.

Collaboration

We are proud to collaborate with some of the largest and most advanced emergency services around the world. We work with organisations to develop solutions that optimise outcome.

GoodSAM is NOT a first aid organisation - we don't teach first aid, supply services or sell AEDs. We are also not a pure tech company that develops a spec and disappears. We have a deep understanding of clinical need and work with organisations to continuously evolve. We act as a glue that can bond a spectrum of organisations - so that the skills which their members have can be used when least expected - to save lives in their community. As such, the App can be branded to maintain the core organisation's identity for its members.



GoodSAM Partners



**Ambulance
Victoria**



St John



**WELLINGTON
FREE AMBULANCE**
kia ora te tangata



London Ambulance Service
NHS Trust



NHS
**East Midlands
Ambulance Service**
NHS Trust



NHS
**North West
Ambulance Service**
NHS Trust



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East of England Ambulance Service
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NHS
**South Western
Ambulance Service**
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Ambulance Service**
NHS Foundation Trust



**WELSH
AMBULANCE
SERVICE**

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**South East Coast
Ambulance Service**
NHS Foundation Trust



**Scottish
Ambulance
Service**
Taking Care to the Patient



Air Ambulance
Kent Surrey Sussex



**THAMES VALLEY
AIR AMBULANCE**



Creating a safer
Cambridgeshire



**HERTFORDSHIRE
CONSTABULARY**





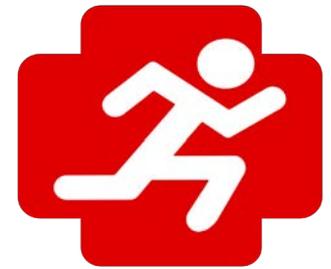
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**Please join us in advancing the
delivery of emergency care**

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GoodSAM World Map



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