being verbal only, 5.4% being physical, and 48.7% constituting both verbal and physical attacks. Only one minor staff injury was observed. The mean age of violent individuals was 43 (range 16–87) years with men representing 76%. Of the patients, 32.5% had a psychiatric diagnosis, 9.4% had various medical problems, and alcohol was involved in 64.3% of the cases. Dispatchers did not inform the ambulance staff about possible violence in 51.5% of the cases. Police were present in 76.3% of cases, and were considered efficient in all but 2.5%. Of the violent patients, 63% only needed verbal support, 31.5% had to be restrained, and police used handcuffs in 42%. Drugs were used in 26% of the cases, most often diazepam, haloperidol, and phlegomazine.

Conclusions: The incidence of violent events in EMS in Slovakia is relatively low, with virtually no injuries to EMS staff. Alcohol is the main cause of violent behavior. Most patients can be managed by reassurance. In many situations, police assistance is considered effective.

Keywords: emergency medical services; prehospital; responder risks; violence; violent patients
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(N66) Emergency Medicine as a Specialty in Iran: The Experience of Strategic Management Plan Development of Emergency Department in a University General Hospital

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Introduction: The medical system in Iran recently has begun to implement emergency medicine as a specialty training system. This study introduces the first experience of the design and implementation of a strategic management plan in the Imam Hossein University General Hospital, which has an annual patient load of 150,000 patients.

Methods: A team including six assistant professors, one assistant, an intern (as educational client), a nurse, a head nurse, and a hospital supervisor was composed. Data were gathered via the RAND method, in which data are collected through questionnaires accompanied by summaries of articles, followed by distribution, marking, redistribution of marked materials, and the finalization of the above-mentioned in a group discussion.

The mission statement was established and extracted by means of the "SWOT" method. After a situational analysis, the proposed strategy was offered in accordance with the institutional situation.

Results: Overall, the main strategies included: (1) emergency management; (2) research branch; and (3) educational branch. The strategies for emergency management included: (1) integrating emergency service care providing units (moving from a divided "specialty-based care" to two subdivisions of the emergency department: acute and subacute care); (2) objective-oriented strategies in resource allocation by business plan design; (3) university-level development strategies; and (4) facilitation of emergency medicine implementation of Iran, implementing legislative, insurance funding, and special pricing system at the national level. University level development strategies included: (1) integrating other hospitals under coverage of the University Health System; and (2) a special collaboration plan with city emergency medical services.

Other than strategies, special challenges both at the "intra-hospital" and "outside" levels shall be presented.

Conclusions: The introduction of Emergency Medicine as specialty care in the general settings must include well-defined strategies that can manage the challenges of integrating divided emergency care in a coordinative, developmental plan. Legislative and administrative policies at the national level are key factors to guarantee survival of these systems.

Keywords: emergency management; Iran; RAND method; strategic plan; training system
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(N67) Are Polish Rescuers Prepared for the Wide Implementation of Automated External Defibrillators?

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The aim of the poster is to evaluate the basic life support-automated external defibrillator (BLS-AED) skills provided by the rescuers of the National Fire and Rescue System. There were 158 rescuers representing various types of rescue organizations, as well as volunteer professionals that participated in the study (representing 40 rescue units). The group that evaluated the results included experienced physicians, nurses, and paramedics all being advanced life support (ALS) and BLS-AED instructors. The following skills were evaluated: initial assessment, ventilation, chest compressions, and AED use. The quality of the BLS-AED was correlated with the professional experience of the rescuers and frequency of training. The results demonstrated an overall, good theoretical background, yet insufficient practical skills.

Keywords: advanced life support; automated external defibrillator; basic life support; emergency medical services; Poland; rescue workers
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Oral Presentations—Pandemics

Comparing Training for Dealing with Pandemic Influenza to Performance Assessment

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Introduction: Comprehensive training and realistic drills are important components of the preparedness for pandemic influenza. This study investigated the quality of training programs for health professionals for pandemic