Capitol Graduate Research Summit

INTRA-SHIFT CREW SWAPPING FEASIBILITY AND LIMITATIONS

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The provision of effective medical care is critical, and monitoring the workload of paramedics is an essential aspect of achieving it. However, the unpredictable nature of emergency situations makes it challenging to maintain balanced workloads. Currently, emergency medical services crewmembers are assigned to posts for a full 12-hour shift. While this creates a sense of "home" for crew members, it may result in imbalanced workloads due to varying demands at different posts. Consequently, some crewmembers may experience a higher workload than their colleagues during the same shift. To address this issue, this research explores the feasibility and limitations of an intra-shift crew swapping strategy. This strategy involves reassigning crewmembers to different posts at different intervals within a shift to ensure that all crew members experience similar workload levels by the end of their shift.