

Get to know Charles Dunn, Individual Member and Associate EMS Coordinator at Yale New Haven Hospital!

An EMT since 2017, Charles Dunn helped start the now-thriving EMS agency at his college. As Yale's Associate EMS Coordinator, he now conducts continuous quality improvement for the 27 EMS agencies in the greater New Haven area. Charles is also the Chair of the Connecticut EMS Advisory Board Data Committee.

Charles is preparing for the MCAT, pursuing his dream to one day become an EMS Medical Director. Charles said, "When I took my EMT class at 16, I had absolutely no idea about anything in EMS. From the first day I did my shadowing time on an ambulance, I fell in love with it."



What's one thing you're especially proud of doing in your professional career?

The thing I'm most proud of is what we were able to accomplish with the collegiate EMS agency. It grew from 2 students on the committee tasked with forming it, went into service with 17 people, and when I graduated we had around 75. It was great to see the growth and transition.

What is your role with the Connecticut efforts around EMS quality improvement?

Through our work on the state data committee, we developed performance measures to gauge how our system performs clinically and have been able to distribute the data to stakeholders throughout the state. I believe it's really important for agencies to see how they compare to their region, the state, and the nation. For example, if an EMS agency saw that their cardiac arrest survival rate is 11%, they might be surprised and think that's really low. But if they see that the national average is around 7%, then they know they're actually above the national average. It's important to provide that reference.

What do you think of when you hear EMS quality improvement?

It's looking at the overall system of care on a macro level versus micro. It's opportunities to enhance the care that our patients and communities receive while also helping make our providers' lives and jobs easier. Whether that's being able to cut down on tedious things that our providers are doing so that they can focus more on patient care, or any other realm of it. Quality improvement allows you to improve your all-around care and operations in order to make your mission more efficient and effective.

Is there a leader you admire or respect most, and why?

Dr. Jarvis is definitely one of them. I love to see the work that he does on the research side, as well as quality improvement. I remember the first time I met him was in 2017, right before I got my EMT. I asked him what it's like to be a doctor that also gets to ride on an ambulance. He said it's essentially like having your own practice, but in the back of an ambulance. And I remember thinking, "This is the coolest thing – this is what I want to do." And from then on that's pretty much what I've been working toward.

What's your favorite dessert?

I'd have to say cannoli. I don't have a favorite place around by me which is probably a good thing but there are some great cannoli in nearby NYC.