

Preface

The context of pre-hospital care is changing. Health organisations around the world are witnessing a strain on their operational budgets with increasing demand for their services. The pressures of ageing population, demographic changes, other socio-cultural factors and the changing role of the ambulance services in the wider health-care networks are all challenging the traditional model of ambulance delivery. This is further impacting on the effectiveness of the ambulance organisations and their responses to the various challenges discussed in this volume.

In addressing some of the key management themes, the volume relies upon a strong research base and critical insights. It brings together top quality scholarship using experts in their respective fields: academics, practitioners and professionals to each of the chosen topics. Our authors represent senior academics, chief executives and senior managers of ambulance trusts, senior leaders from policy and professional bodies and international experts who lead, influence or manage the ambulance services thus informing the policy and guiding the practice. Given the scope of this volume, the chosen themes and topics reflect some of the key management challenges currently being witnessed by the ambulance services meriting further scholarly research and reflection.

This volume serves as a timely and comprehensive reference for academics, professionals and practitioners involved in the analysis, evaluation and reflection of the challenges faced by a modern ambulance service. It also provides students and social scientists with a critical understanding needed to build a scientific basis for interventions and addressing some of the issues raised and deliberated in this book. We hope that *Ambulance Services: Leadership and Management Perspectives* becomes a credible resource for factual, critical and comprehensive information on the management perspectives of the twenty-first century pre-hospital care.

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