

Lately, the organization of hospital and pre-hospital emergencies has known a renewed interest; making it one of the priorities of the national health system. Thus, several actions have emerged to strengthen the care of patients in emergencies, and meet the wishes of the population whom is increasingly demanding. The creation of SAMU-SMUR is one of the key measures in this program.

Hence, the need for continuous monitoring in order to face the various emerging problems.

The main objective of our study is the evaluation of the implementation of the SMUR and the analysis of the launching process of the SMUR in Morocco; through the study of various factors favoring or hindering its implementation.

This is a mixed exploratory study; we used a study case, notably a single case study with multiple levels of analysis. The data has been collected using a triangulation of data sources and collection methods (quiz, interview, observation, documentary review,), carried out with general practitioners, nurses, regional, central and local managers of the SMUR in the region of Laayoune Sakia Hamra

The main results of our study shows that in terms of the degree of implementation of the SMUR, the organizational factors studied in our work, can have effects on the implementation of the SMUR: thus, the support of the strategic managers and the commitment of the professionals were factors favoring the implementation of the SMUR; while, structure, vertical coordination and human resources were obstacles to the start of SMUR activities.

In conclusion, the implementation of SAMU-SMUR activities at the regional level requires the establishment of a management mode, with strengthening of the partnership.

Keywords: Evaluation, Implantation, factors, SMUR, Emergencies.