

# EMS Professionals

- **Researched Personality Traits**
- Need to be in control
- Obsessive
- Compulsive
- Highly motivated by internal factors
- Action-oriented
- High need for stimulation
- Easily bored
- Risk takers
- Rescue personality
- Highly dedicated
- Strong demand to be needed

<https://www.ncbi.nlm.nih.gov/books/NBK493236/#article-31809.s2>

# The Unique Work Environment

- **The Mobile ED**
- Autonomy
- Performance pressures
- Safety
- Provider liability
  - Historical moments-
    - Criminal convictions
      - Elijah McClain
      - Earl Moore Jr.
- Working hours
  - 24-hour trucks
- System demands
  - 911 demands vs. IFT's
  - Stations vs. System status
- A diversity of expectations



## Strengthening EMS Relationships

- Foster relationships with EMS leadership
  - From the CEO to the Supervisor
- Complete ambulance ride alongs
- Educate together, train together, meet regularly
- Understand EMS Medical Control Authority protocols
- Understand and set expectations for patient care
  - Patient care handoffs
  - Paperwork
  - Company policies & procedures
  - Patient care decisions
- Understanding the EMS professional scope of practice
  - EMT
  - EMT-Advanced
  - Paramedic
  - MICU (Medical Intensive Care Unit) Paramedic
  - Community Paramedic

## Sources of Tension

- An unwillingness to have the difficult conversation
- Miscommunications
- Assumptions
- Turnover
- Misunderstandings
  - Stable vs unstable patients
  - Care decisions
  - Shift change
  - Calls after 11pm

# Any Questions?

