

REIMBURSEMENT OF FOUNDATIONS

Building Strong and Resilient Patient Care, Organizations, & Relationships

Disclosures

- I'm here as a concerned citizen
- Not speaking on behalf of the National Park Service
- It is possible that I will reference experiences that I have learned from my time as:
 - Various roles in the National Park Service
 - Volunteering with Civil Air Patrol
 - Working with Jackson Hole Fire / EMS
 - Professional Ski Patrol



Background and Theme

- Areas of high-risk operations

- Wilderness Medical
- Remote Rescue
- Super Rural EMS Operations
- Prolonged Care Applications
- High Risk / Low Frequency

- High reliance on getting it right the first time
- Preparedness with the right training and the right equipment
- Not being weighed down with things we don't need
- Doing the right thing at the right time

BOMBPROOF



FOUNDATIONS

A photograph of a snowy mountain slope under a clear blue sky. In the foreground, a large, smooth snowdrift is visible. Several pieces of ski equipment are scattered around: a blue ski pole with a black grip is stuck in the snow on the right; a blue ski pole with a black grip is on the left; a blue ski pole with a black grip is on the right; a blue ski pole with a black grip is on the right; a blue ski pole with a black grip is on the right. In the background, a person wearing a blue jacket is visible on the slope. The word "FOUNDATIONS" is overlaid in large, black, sans-serif capital letters in the upper left quadrant of the image.

What happens when we combine the two concepts

- Seeking themes to contribute to high reliance operations, risk management, and effective leadership



BSI, Scene is
SAFE!



Risk and Mitigation

- Severity
- Probability
- Exposure

- $S \times P \times E = \text{Risk Level}$

- Is the risk acceptable?



SPE Model

Severity	Probability	Exposure
High	High	High
Medium	Medium	Medium
Low	Low	Low

Identification and Mitigation / Briefing

- Supervision
- Planning
- Team Selection
- Team Fitness
- Communication
- Contingency Resources
- Environment
- Incident Complexity



GAR Analysis – Quick Tool



ABC's

- A-
 - Airway
- Achieve Patency

- Positioning
- Adjuncts

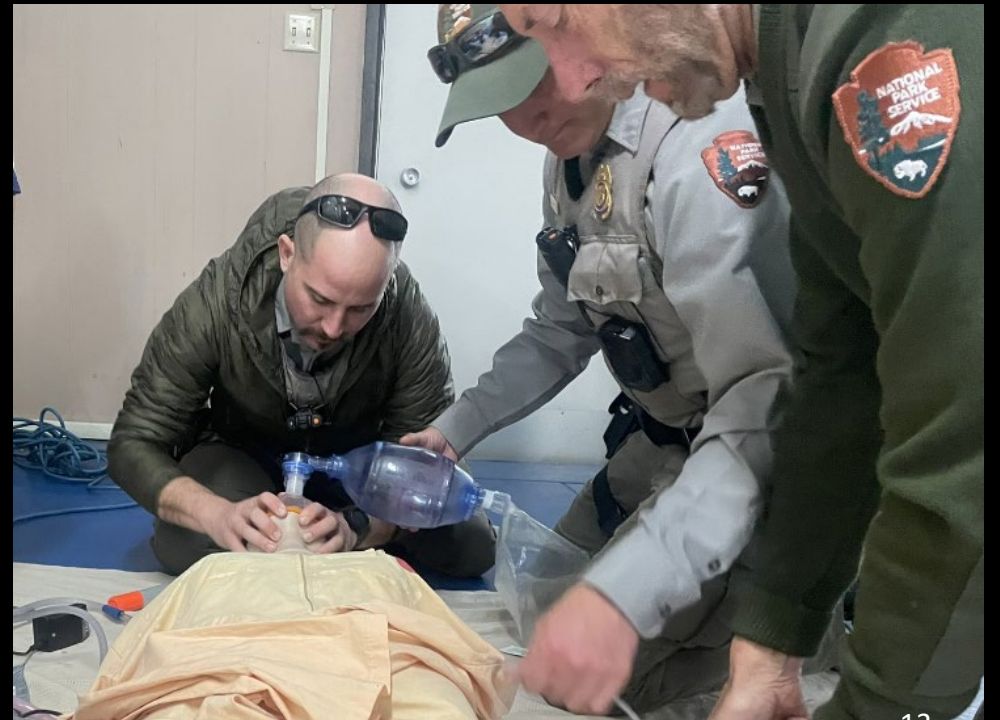


ABC's

- B-
 - Breathing

- Ensure gas exchange &
- Aerobic Metabolism

- Ventilation
- Us vs. Them



ABC's

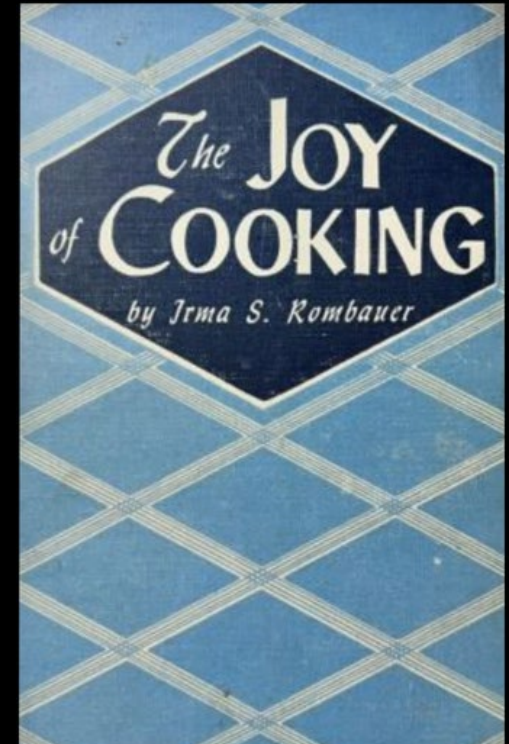
- C-
 - Circulation
- High-Efficiency CPR Bundle
- Resuscitation before RSI, RSA, MIA... whatever
- Perfuse the heart and brain
 - And other important things



Foundational Patient Care Concepts

- Traditional
- A – Airway
- B – Breathing
- C – Circulation

- Flexible
- C – Circulation
- A – Airway
- B – Breathing



Situation dependent (Flexibility / Adaptability)

- Austere / Wilderness
- A, B, C
- Hypothermia, Exposure

- Trauma / Tactical
- Exsanguination
- A, B, C

- Massive Bleeding Pain Control
 Airway Antibiotics
 Respirations Wounds
 Circulation Splinting
 Head Injury / Hypothermia

Trauma

- Massive Hemorrhage
- Blood Products
- Warmth
- Rapid Transport



Pain Management

- Atmosphere
- Positioning
- Splinting
- Warmth
- Rx

- Foundational Rx?
 - OTC



How do we “Bombproof” our rescue program

- What foundational skills and equipment do we bring to the table?
- How adaptable are we with our skills and equipment?
- Are we empowering ourselves to use our knowledge to be flexible and treat the actual problem?



Making the Relationship



Foundational Relationship Concepts

- BSI & Scene Safety
- Psychological Safety



Psychological Safety

- Fear

- Being wrong
- Looking like a doofus

- Antidotes

- Fostering Feedback
- Vulnerability
- Clear Expectations
- Follow-up
- Asking for help

Psychological PPE (Psych Safety)

- What perspectives and bias to we bring?
- Has PPE ever gotten in your way?
 - Psychological Protective Mechanisms



ABC's of Personal Interactions

- Assumptions
- Basic Decency
- Communication



ABC's

- A –
 - Assumptions



- Our ATTITUDE
- What can we control?
- Perspective-
 - Everyone is acting in good faith
 - The people we are dealing with aren't sociopaths
 - Everyone is doing their best
- Builds Trust

Assumptions / Attitude

- Positive Presumption
- Initial Assessments Guide Lifesaving Interventions
- Fosters Openness
- Initial Assumptions Guide Long-Lasting and Effective Relationships
- Requires practice in self-awareness.

ABC's

- B-
 - Basic Decency



- OUR BEHAVIOR
- Don't be a jerk
- Reciprocate the Assumptions
- Prove it is true
- Demonstrate core values

Basic Decency / Behavior

- Kindness
- Generosity
- Empathy
- Builds Trust
- Compassionate Patient Care
- Compassionate Leadership

ABC's

- C-
 - Communication
 - Understanding barriers
 - Lean in toward challenges



Communications- Our “bed surface”

- Bedside Manner
- Two-way conversations
- Assertive Communications
 - Closed-Loop
 - Appropriate Times
- Empathy
- Active Listening
- Open-Ended Questioning
- Foundational for times when Assertive Communications are Required

Reinforcing the Foundational Skills

- Creating a Bombproof Foundation
- Care and Leadership under pressure adaptable and effective
- Consistency is paramount to a “Bombproof” program
- Leadership in War, Andrew Roberts illustrates how foundational principals guided leaders through historical crises.

Applications

- Roles at Work
 - Fire / EMS
 - Law
 - SAR
 - Ski Patrol / Rescue
- Recreational Ventures
 - Boating
 - Climbing
 - Skiing
 - Other fun stuff
- Family Relationships
- Personal Relationships
- Being a good person and friend

Thank you.



Suggested Reading

- Emotional Intelligence 2.0
 - Travis Bradberry
- On Becoming a Leader
 - Warren Bennis
- The Compassionate Achiever
 - Christopher Kukk
- Radical Candor
 - Kim Scott
- Crucial Conversations
 - Patterson, Grenny, McMillan, Switzler
- The Five Dysfunctions of a Team
 - Patrick Lencioni