

**Work as Play!**  
21<sup>st</sup> Century Education





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**Disclaimer**



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**Have you heard this?**



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*The Whipping Boy for Poor Performance*

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**Is Training an Excuse for Poor Performance?**



**Cause and Effect?**

**Human Performance**



**Ability**

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### Human Performance



Ability	Attitude
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### Human Performance



Ability	Attitude	Effort
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### Human Performance



Job Skills		
Ability	Attitude	Effort

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### Human Performance



Job Skills		Role Perception
Ability	Attitude	Effort

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### Human Performance



Provider		
Job Skills		Role Perception
Ability	Attitude	Effort

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### Is Training an Excuse for Poor Performance?

Complex Question

- Developing Good Habits
- Developing Critical Thinking
- Positive Attitude

### Initial Training

**We Teach Them at the Recall Level**

- Objective:
  - RECALL
  - LIST
  - IDENTIFY
- Pass the Test!

### What do EMT's really do?

**Complex Assessments, Decisions and Interventions**

### The Effective Field Provider

- What does it take?
  - Good Initial Training +
  - Good Field Practice +
  - Medical Control and Feedback +
  - Continuing Education +
- Equals the Effective Field Provider

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### How do EMT's Learn?

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### How do Providers Learn to Assess and Manage?

- Prepared with Adequate Knowledge Base
  - Prior "Scripts"
- Differential Diagnosis based on Chief Concern or Mechanism of Injury
- Information Gathering through Assessment - Creation of the Symptom Complex

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### How do Providers Learn to Assess and Manage?

- Comparison of Symptom Complex to Symptom Pattern
- Determination of Field Diagnosis
  - Hope for the Best but Treat for the Worst
- Develop a Plan of Action
  - Protocols versus Guidelines?
- Orchestrate Care (Leadership)

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**Attention Instructors  
An Important Message!**

**Instructors need to be COGNIZANT of  
the *Thought Processes* to be able to  
PINPOINT the problems**

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**Is it time to rethink our training?**

- The Solution? **SIMULATIONS!**

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- **Firefighters Drill Regularly**

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- **Athletes Practice Fundamentals then Scrimmage**

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- **Fighter Pilots Practice in Combat Simulators**

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- **Firefighters Drill Regularly**
- **Athletes Practice Fundamentals then Scrimmage**
- **Fighter Pilots Practice in Combat Simulators**
- **EMS Perception of Practice??**

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## Solution? Simulations!



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## Before Simulations Students Must

- Have the Knowledge Base
- Have the Skill Base
- Understand the Treatment Approaches

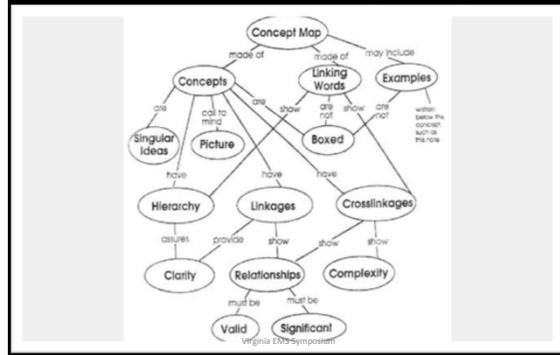
Disaster looms for the instructor who starts off with simulations before preparation with the fundamentals

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## Welcome to the World of Tomorrow



## Chalk Talk and Concept Maps



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## Podcasts



## Wiki's!



Working the "Wiki" Way



## Success in Simulations

- **Keep It Simple**
  - Vanilla
- **Use Typical Equipment**
  - No Busted Old Stuff
- **Players and Parts**

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## Why Practice?

- **"You Practice as you would play the game"**
  - Corollary - "You play as you practiced"
- **Programs need to instill**
  - Work Ethic
  - Professional Values

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## The Practice Ethic

- **Concept ONE:**
  - EMS Providers WANT TO GROW!
- **Concept TWO:**
  - EMS Providers are easily BORED!
- **Concept THREE:**
  - We Eat Our Young!

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## The Approach

<ul style="list-style-type: none"> <li>• <b>Be the COACH!</b> <ul style="list-style-type: none"> <li>– Be NON - Threatening</li> <li>– Provide Good Coaching Feedback</li> <li>– Emphasize Good Communications</li> <li>– Teach BOTH Leadership and FOLLOWERSHIP</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Whole - Part - Whole</b> <ul style="list-style-type: none"> <li>– Big Picture</li> <li>– Fundamentals</li> <li>– Scrimmage                             <ul style="list-style-type: none"> <li>• Integration</li> </ul> </li> </ul> </li> </ul>
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## Things that they didn't teach me in Medic School

### Executive Skills

<ul style="list-style-type: none"> <li>• Self-Restraint,</li> <li>• Working memory,</li> <li>• Emotional Control,</li> <li>• Focus,</li> <li>• Task Initiation,</li> <li>• Planning/Priority,</li> </ul>	<ul style="list-style-type: none"> <li>✦ Organization,</li> <li>✦ Time Management,</li> <li>✦ Defining &amp; Achieving Goals,</li> <li>✦ Flexibility,</li> <li>✦ Observation,</li> <li>✦ Stress tolerance</li> </ul>
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**I learn by my mistakes, tell me and I will forget, show and I may learn, involve me and I will understand**

Confucius

## Teach Teamwork

- \* IAS - EMS
- \* Knowledge
- \* Skills
- \* Attitudes



**TEAMWORK!**  
WORKING TOGETHER GETS THE GOODS!

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## Teach Situational Awareness

- Ability to Maintain an Awareness of what is happening around you
  - Crucial to Combat Pilots
  - Crucial to Police
  - Crucial to EMS

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## Teach Leadership



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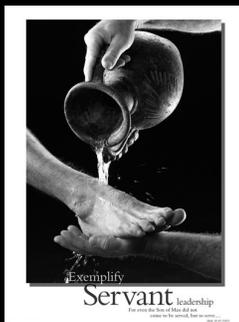
## Leadership Redefined

- Servant leader
  - Stewardship
  - Service



## Servant Leader

- Management Style
- Philosophy - Kantian



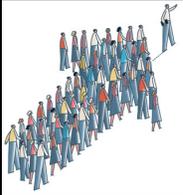
## Tactics

- "They will freely respond only to those individuals who are chosen as leaders because they are proven and trusted as servants" - Robert Greenleaf (1977)



## Followership

- Another Concept whose time has come



## Teach Followership!



- Opening Statement
  - Attention Getter
  - State the Problem
  - State the Solution
  - Get Agreement
- Concerned
- I am Uncomfortable
- This is a Safety Issue

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## Teach Performance Improvement

After Action  
SACS  
Post - Mortem



## Need More Info about Team Teaching?

- Navy - Team Dimensional Training
  - Tactical Decision Making Under Stress (TDMUS)



## TeamSTEPS

- Team Strategies and Tools to Enhance Performance and Patient Safety



## Field Experience

- Need for Acceptance
- New EMS providers tend to seek out the same level as those around them
- Minimal Field Supervision



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