



When “Doing The Right Thing”
may not be enough!

Risk Management for EMS Agencies

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Risk means?

“The chance of injury, damage, or loss”

“To expose or incur risk” “life or war”

“chance, danger, gamble, hazard, jeopardy,
peril, speculation, uncertainty, venture.”

Risk Management is?

The proper prevention, avoidance, confinement, mitigation, and intervention of any risk?

Stay out of the penalty box?

Protection from all things or problems?

Risk Management

Behavior or a Mindset?

Characteristics of People?

Organizational Culture?

Risk Management

So does your Behavior match your Mindset?

Is your Risk Aversion seen in your Behaviors or in a Policy Manual?

Where is the policy written down and stored?

Risk Management and Leadership

Are the two connected?

The crew will do what the Boss does in spite of what he / she tells them.

Everything begins and ends with Leadership!

Your Perspective?

What is important is many times, not visible to the eye.

Motive or Behavior?

Character or Skills?

Begins with Hiring and Promotions

Hire for Character
and Train for Skills!

Lawsuits?

Folks sue when they are mad, believe they have been treated poorly, or have not been heard!

What steps have you taken to avoid the previous slide?

When properly instituted, you will have massively decreased your level of Risk.



Customer Service?

Be Nice

Prevent Harm

Survive

Three Pillars

Leadership

Training

Resources

Leadership Principles

All Things Relative

Be the Example

Training Principles

Involves every aspect of your training.

Your focus requires more focus!

Risk Management is a part of Training

Resource Utilization Concepts

People

And

Stuff



Stuff

Equipment Design

Quality

Systems Approach

Proper Maintenance and Service

Government Creed

Unfortunately, in governmental operations, many times, it is not what we can do but what we can defend.

It is somewhat sad that this drives the service.

Best Practices

According to whom?

Progressive?

Innovative?

Practical?

Liabilities

Insurers have many of the same questions we are talking about here today.

Do you have a Customer Service mindset?

How do we treat folks?

The Crew will tend to treat the
Customer or Patient the way
Management tends to treat the
Crew.

Risk Management

Primarily knowing what you should do and then just doing it.

80% Behavior

20% Knowledge

Risk Management

Definition of Integrity?

What you do when you know
you won't get caught!

Easier to Manage Risk

When folks have Integrity!

When the Behavior is linked to a
mindset!

When the expectations agree with
the Culture!

What do you Value?

Link the Behaviors to the
Organizational Values?

Every crew members must
therefore, be a Risk Manager.



What is?

Your Mission

Your Vision

Your Goals

Your Values

Your Checkbook?

There is a fundamental principle of personal and corporate finance; show me your checkbook and I will show you what you really value?

Risk Management

Is about weighing what you value against your responsibilities and then producing a Behavioral Outcome, Product or Service.

Ingrained

All this must be ingrained in our Hearts because we make snap decisions and produce effective outcomes; many times hundreds of times a day.

What we do is inherently
dangerous!

What we believe in, what we are
taught, what we value, and what we
desire can be quite a professional
outcome!

All of these things by their very nature,
if positive, drastically reduce risk!

We are all Risk Managers

Why?

Because we all produce risk by simply
doing our jobs!

Tie the two together and have a better
outcome!



God Bless you and yours, and may
God Bless America!

Thank you for your service!

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