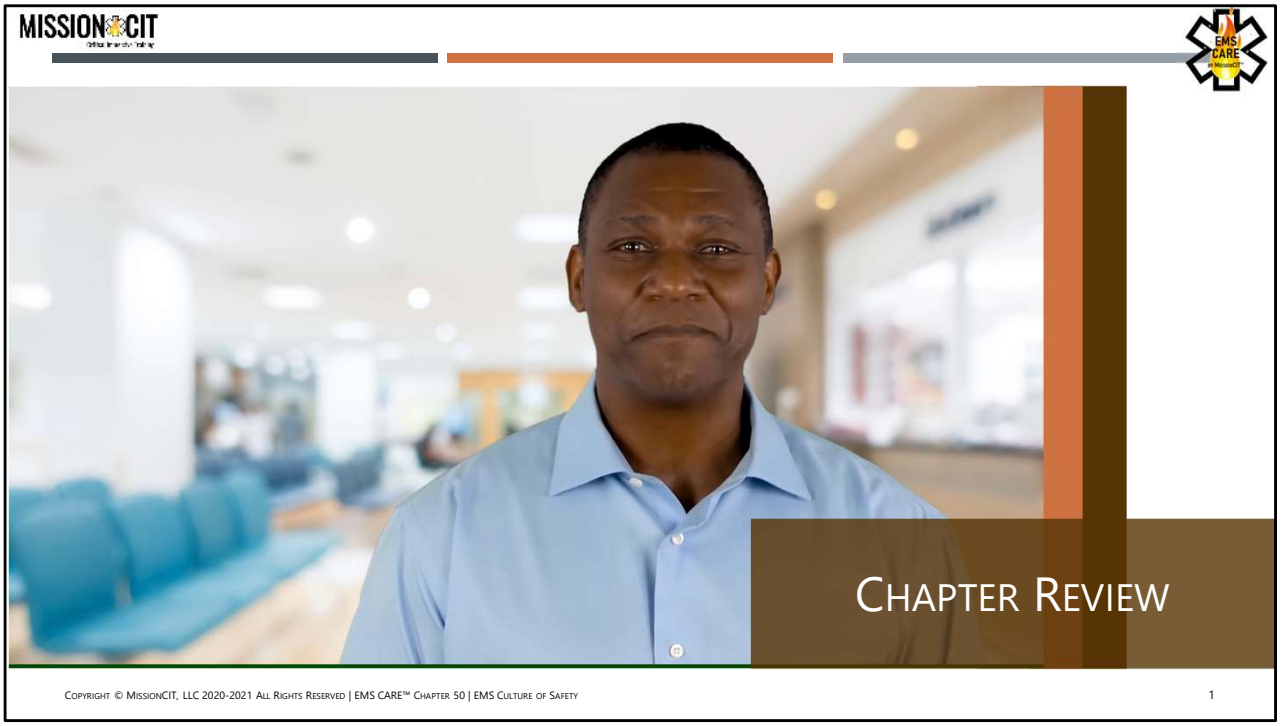
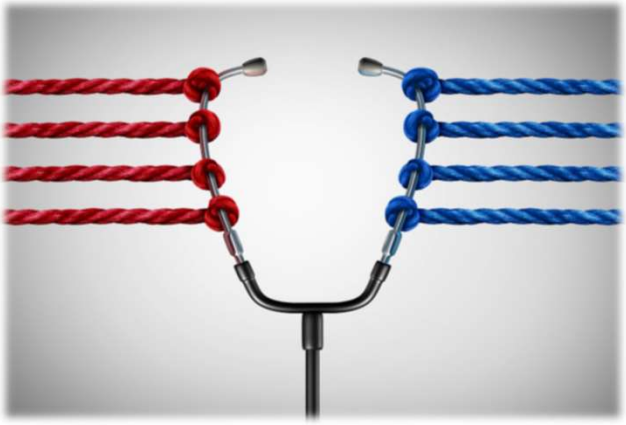


Thanks, Missah. Since we have completed all the lessons, let's do a quick review of the chapter before you begin the quiz.

Lesson 1 – Challenges in the EMT Profession

- Shortage of EMS resources
- Structural and cultural variations
- Event-based approach
- Adapted practices
- Operational pressure
- Lacks of safety



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Here we saw the challenges we EMTs face while executing our daily responsibilities. These challenges are caused due to shortage of EMS resources and structural and cultural variations across the country. Moreover, EMS systems use an event-based approach against a system-based approach, tackling only the specific event on hand, and thereby neglecting uniformity. Also, the vehicles and equipment used in our systems are adapted from other practices making pre-hospital care not favorable. Stress in the form of operational pressure, productivity, and lack of safety add to gaps in the system.

Lesson 2 – What is the EMS Culture of Safety

- Safety of patients, EMTs and public
- Protocols and procedures to make EMT profession safe:
  - ✓ Committing to personal safety
  - ✓ Allowing everyone to voice out concerns
  - ✓ Learning from mistakes
  - ✓ Striving to implement safety



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In lesson 2, we discussed EMS Culture of Safety and its importance. Culture of Safety refers to the broad set of organizational beliefs and perceptions regarding safety and the policies and rules based on it. Here, safety includes the safety of the patients, EMTs, and the public at large. It also includes a set of protocols and procedures that makes our profession safe by committing to personal safety, allowing everyone to voice out safety concerns, learning from mistakes, striving to actively adopt successful implementation of safety precautions, and offering consistent rewards.



The culture of safety is a six-point strategy that includes Just Culture, Coordinated Support and Resources, EMS Safety Data System, EMS Education Initiatives, EMS Safety Standards, and Requirements for Reporting and Investigation.

- Just culture describes an organizational environment that encourages individuals to report mistakes so that the precursors to errors can be better understood to fix system issues.
- Coordinated support and resources envision a centralized function for coordinating a wide variety of

resources, and allowing for a unified, credible message to be presented to the EMS community on a national basis.

- EMS Safety Data System can help in understanding the scope, frequency, and nature of EMS responder injuries and adverse medical events, as well as to identify priorities, set goals, and measure progress toward a culture of safety.
- EMS Education Initiatives create cultural change among current EMS team members, and those just entering the workforce via educational programs.
- EMS Safety Standards envisions the promotion of standards in EMS that will enhance safety for EMS practitioners, patients, and members of the public.
- Requirements for reporting and investigation acknowledge the importance of mandates for reporting standardized data by all EMS provider agencies.



In Lesson 4, we explored the topic of Patient Safety Organizations. PSOs collect and analyze the data reported by healthcare providers, aiming to improve patient safety and the overall quality of healthcare provided. Working with PSO's can create a legally secure environment where clinicians and health care organizations can voluntarily report, aggregate, and analyze data, to reduce the risks and hazards associated with patient care.

Next, we will discuss the last lesson in this topic.

Lesson 5 – Crew Resource Management

- Two critical principles
  - ✓ Consensus
  - ✓ Communication
- Reduces errors
- Guiding principles
  - ✓ Communication
  - ✓ Situational awareness
  - ✓ Problem solving
  - ✓ Decision making
  - ✓ Teamwork



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Team training is considered a crucial factor for patient safety in healthcare. Crew resource management has become a leading example of such training. It provides a defined framework for addressing the underlying causes of communication problems and managing the consequences. Two critical principles of crew resource management are consensus and communication. Consensus is where the critical decisions are made with the agreement of the entire team. And communication involves an acknowledgment from the receiver that the message has been received.

As medicine becomes increasingly complex, avoiding errors that could inflict injuries or fatalities is of increasing concern. CRM successfully reduces errors, its guiding principles are communication, situational awareness, problem-solving, decision making, and teamwork. This valuable tool can increase patient safety immensely.

With this, we've come to the end of the chapter reviews. Next is a 15 question quiz. Good testing.