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# Cross-Border Relationships: EMS

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# Presenter Disclosure Information

## FINANCIAL DISCLOSURE

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UNLABELED/UNAPPROVED USES DISCLOSURE: None

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# Cross-Border Relationships

- Appropriate title for session
- Captures the difficulties inherent in interacting with EMS



# Sociologists without borders

*Sociólogos sin fronteras*



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# Objectives

- Define culture
  - Define elements of culture
  - Discuss EMS culture
  - Discuss cultural competence
  - Discuss EMS and stroke care
  - Stay within my 30 minute time slot
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***MEDECINS SANS FRONTIERES***  
***DOCTORS WITHOUT BORDERS***

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# What is culture?????????

- Many definitions
- Geert Hofstede, a well known cultural anthropologist, defines it as:

“the collective programming of the mind that distinguishes the members of one group or category from those of another.”

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# Elements of Culture

- Learned
  - Shared
  - Patterned
  - Mutually Constructed
  - Symbolic
  - Arbitrary
  - Internalized
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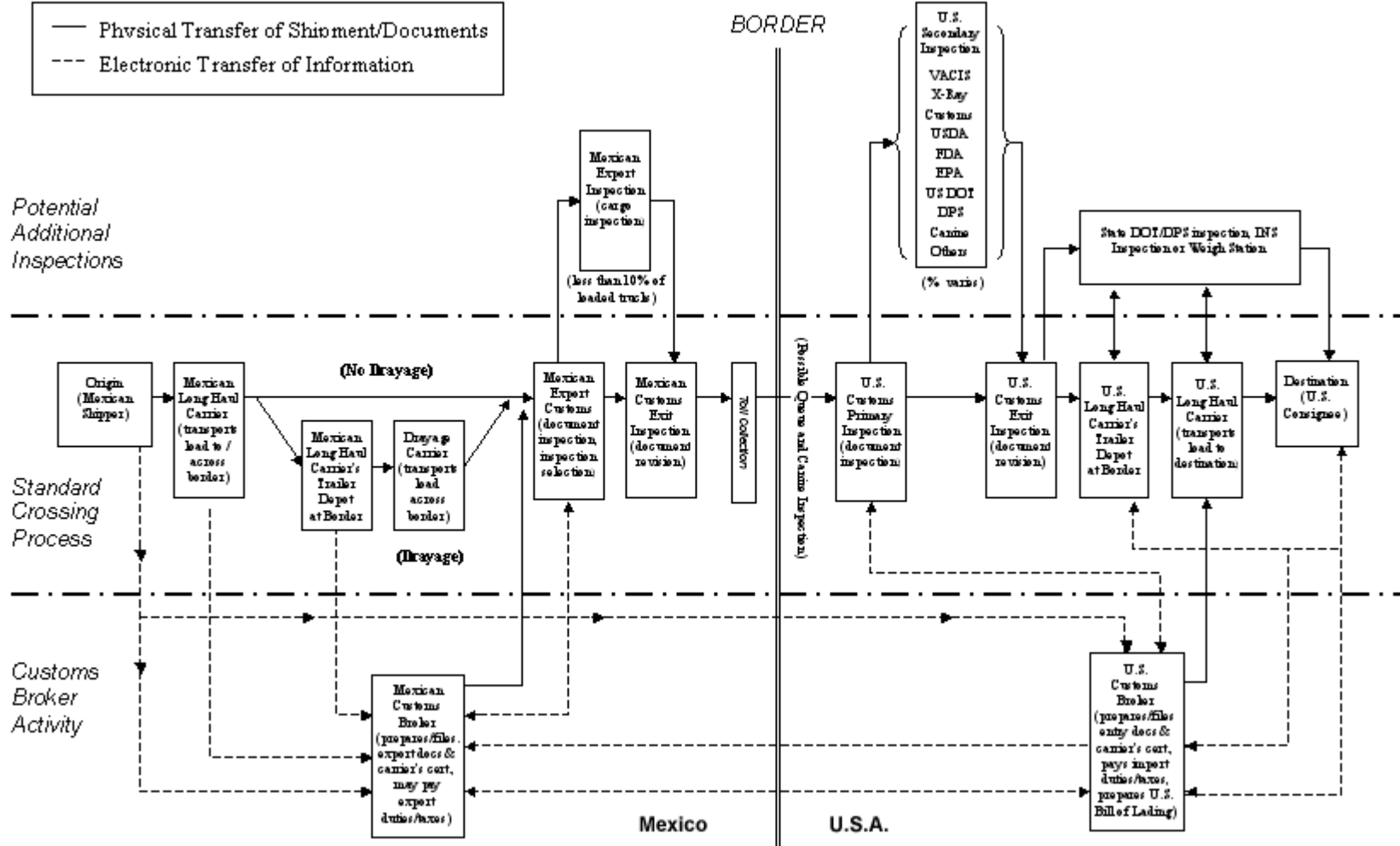
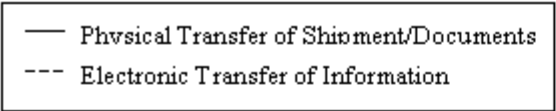
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# Elements of Culture

- Social structure
  - Sense of Time
  - Sense of Place
  - Language
  - Clothing
  - Food
  - Values
  - Beliefs about Health
  - Significance of Work
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**LAWYERS  
WITHOUT  
BORDERS**

*Crossing Borders  
to Make a Difference*



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# Social Order

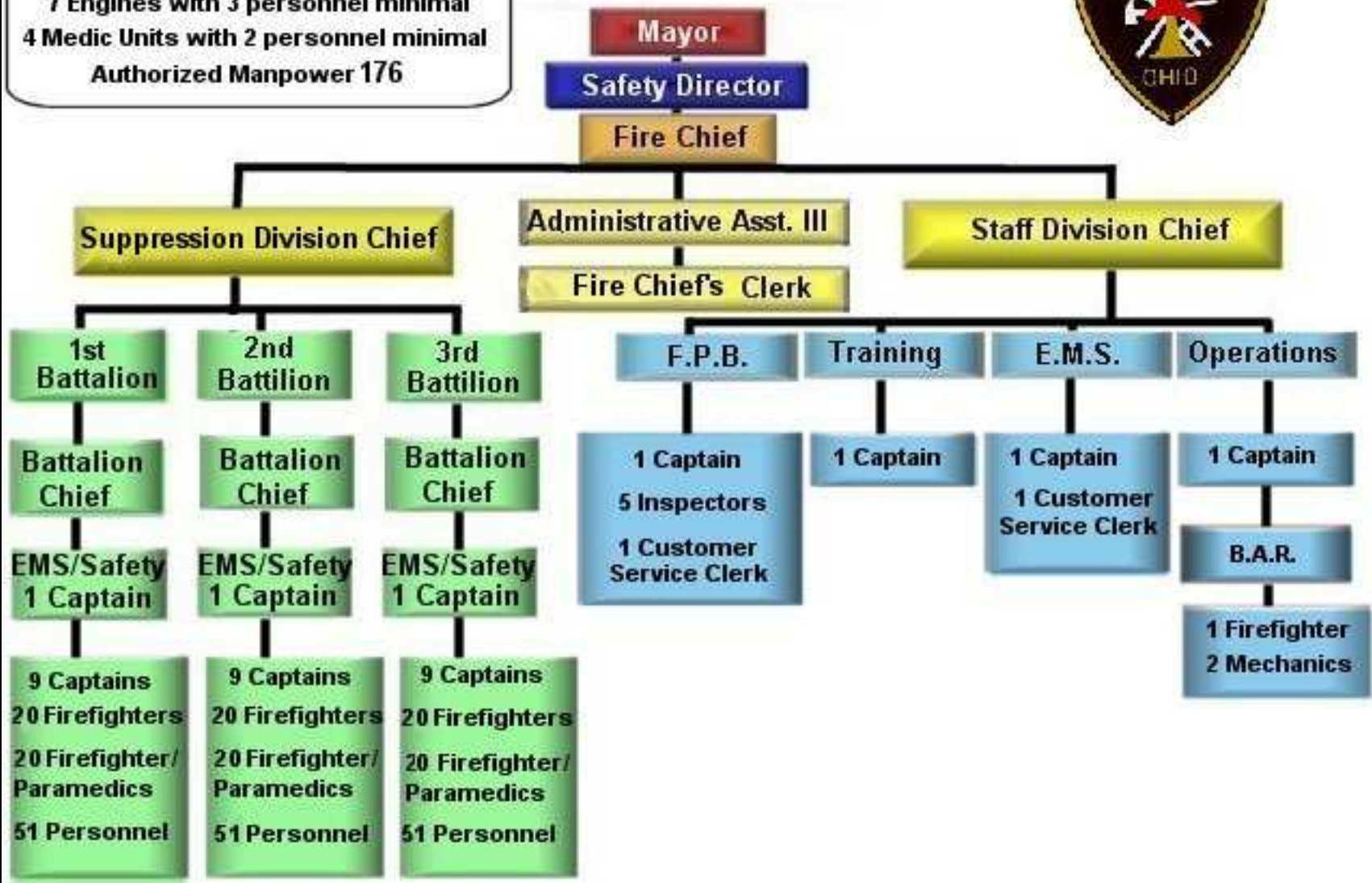
- Hierarchy to EMS
- Chain of Command
- Must understand social order to communicate
- Speak to appropriate level of command



**Canton Fire Department**  
**Organizational Chart**



**City of Canton Fire Department Operates:**  
 2 Towers with 5 personnel minimal  
 7 Engines with 3 personnel minimal  
 4 Medic Units with 2 personnel minimal  
**Authorized Manpower 176**



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# Social Structure

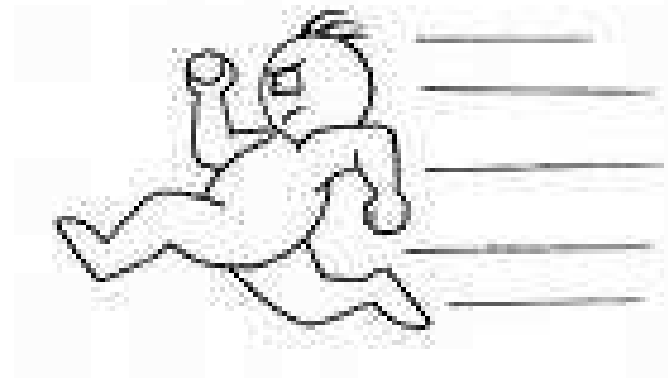
- Very bonded group of people
- Team oriented
- Work together as a team to accomplish a goal



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# Sense of Time

- Immediate
- Average EMS call lasts less than 60 minutes
- Contact time with patient averages less than 20 minutes
- Short attention span



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# Sense of Place

- Work outside and like it that way
- Need to move and be unrestricted
- Territorial



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# Language

- Each place has its own language
- In North Carolina, it's a truck and a call
- In Philly, it's a bus and a job
- Need to know the language of your locale



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# Clothing

- Can tell who is who by the clothes they wear



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# Food

- A bonding element
- Fast
- Many good cooks
- Connoisseur of fast food



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# Values

- Teamwork
  - Leadership
  - Honesty
  - Integrity
  - Trust
  - Respect
  - Direct and to-the-point; i.e. no time for bull.....
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# Beliefs about Health

- It is fixable
  - Time is important
  - We have control
  - There are no gray areas
  - Ambiguity is a no-no
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# Significance of Work

- Believe what they do is important
  - They make a difference
  - They are essential
  - The core of emergency medicine
  - Extension of the Emergency Department
  - Can do in the field what can be done in the ED
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# *Mothers Without Borders*

*Caring for the orphaned and vulnerable children of our world.*

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## EMS within EMS

- Each EMS agency usually has a medical director
  - Each EMS agency is under the direction of a state office
  - EMS agencies are each countries unto themselves
  - Little cross-over between agencies
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## EMS within EMS

- Born out of local volunteer groups
  - Loosely organized
  - Many levels of intensity and service
  - Each state has a coordinating body
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# EMS within EMS

- Levels of Service
    - First Responder Organization
    - Rescue Squad
    - FR and transport capability
    - Volunteer transport
    - Paid Service
      - County-Based
      - Third Party Service
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# EMS within EMS

- Example: Orange County
    - Parent Agency: OCEM
      - Orange County EMS
      - South Orange EMS and Rescue Squad
      - 8 First Responder Agencies
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# EMS within EMS

- EMS Personnel
    - EMT-Paramedic
    - EMT-Intermediate
    - EMT-Defibrillation
    - EMT-Basic
  - This is different within each state
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## EMS within EMS

- May have any combination of provider levels
  - Education is mandated by the state
  - Example: 96 hours in 4 years
  - Topics are up to the training officer and the medical director
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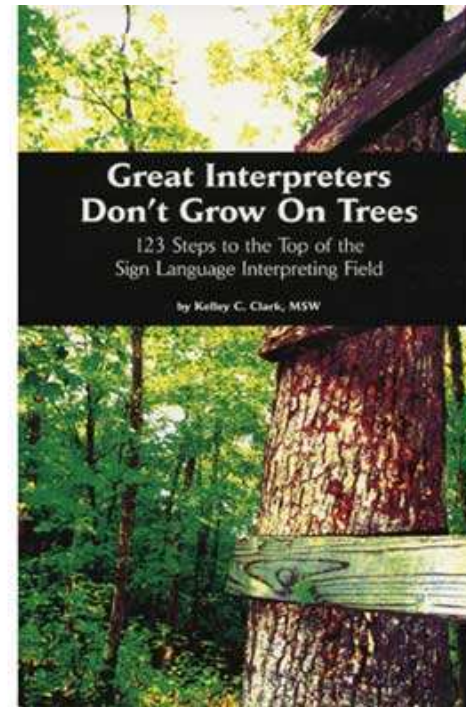
*Geeks Without Borders*

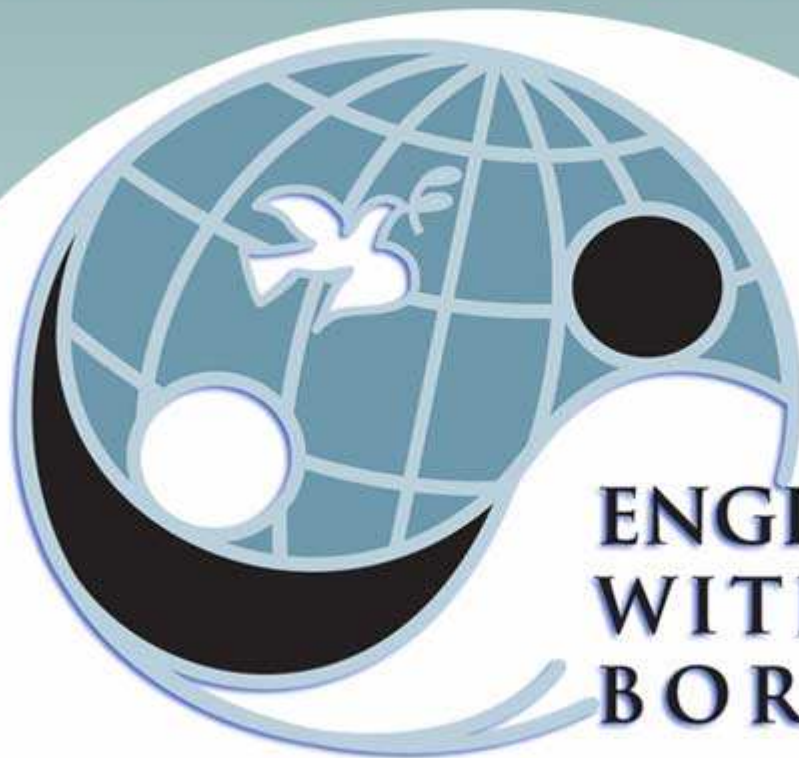


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# Cultural Competence

- Get a guide book
  - [www.state.ma.us/dph/oems/oems.htm](http://www.state.ma.us/dph/oems/oems.htm)
- Educate yourself
- Get a guide
- Get an interpreter
- Learn the language
- Take time to see the sight
- Take gifts





**ENGINEERS  
WITHOUT  
BORDERS  
USA**

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# EMS and Stroke Care

- To begin, must speak to the right person
    - Training Captain, Medical Director
  - Tailor your message to their culture
    - Direct, Focused, Essential material
  - Emphasize that their assessment makes a difference and that it is important
    - And then make it so
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# EMS and Stroke Care

- Consult often with your guides and interpreters
  - Take the time to provide positive feedback
  - Be careful with negative feedback
    - Give it to the right person
    - EMS has an extremely aggressive rumor mill
  - Emphasize that they are members of a team
    - And then treat them that way
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**Builders Without Borders**



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# Summary

- EMS believes the work they do is important and makes a difference
  - Their sense of time is compressed
  - They have a social hierarchy that is the key to communication
  - Teamwork is a core value
  - They want to make a difference in stroke care and need to be included in the process
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clowns without borders-usa

"no child without a smile"

