Lessons Learned for a Safer Shift

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What would you do?
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Critical decision making
crew resource management
communication skills
task allocation
debrief
safety
teamwork
situation awareness
errors
Communication Skills

- Communication is the key to success in any endeavor.
- Misunderstandings lead to errors and mistakes
Antidotes to Hazardous Behaviors

ANTI-AUTHORITY-“Don’t tell me.”

IMPULSIVITY-“Do something – Quickly!”

INVULNERABILITY-“It won’t happen to me.”

MACHISMO-“I can do it.”

RESIGNATION-“What’s the use?”

PRESSING-“Let’s hurry up and get this thing done “

AIR SHOW SYNDROME-“I am going to look so good. Look at me.”
Task allocation

• Know your limits
• Know your crew limits
• Capitalize on strengths
• One step at a time
CRITICAL DECISION MAKING
DECIDE

- **Determine** the problem
- **Evaluate** the scope of the problem
- **Consider** available options for mitigating the problem
- **Identify** the most appropriate option
- **Do** the most appropriate option
- **Evaluate** the effectiveness
Situational Awareness

- Getting Information
- Understanding the information
- Thinking ahead
Debrief
No one intentionally sets out to fail!

- Minimize errors
- Improve Safety
- Improve performance
- Better teamwork
- Improved Situational Awareness
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Here is how it may look in an Ambulance

• EMT: "Hey, Bob. The patient doesn't look well. His skin is turning blue. Are you sure that tube is in the trachea?"

• Paramedic: "I saw it pass through the cords."

• EMT: "Well, we've carried him down the stairs since then. What do you say we re-assess breath sounds and apply an ETCO2 detector?"

• Paramedic: "Good idea, Jill. Let's do that."
Accident Scene CRM
Who and When

Early Activation

- **ANYTIME** assistance may be needed
- Enroute to what sounds like a bad call
- Extended ground transport time
- Patient needs trauma center or specialty care
- Remote or difficult location

- “Auto Launch”
- Dispatch
- Law Enforcement
- Fire Department
- Ambulance
- First Responders
- Hospital
Information needed

Requesting Agency
Location
Nearest Town and Direction/Mileage From
GPS Coordinates in Degree Decimal Format
(47°14.39 -095°12.45)
Road Intersections and/or Mile Marker

Reason for Request
# of Patients and Approximate Weight
Landing Zone Safety

- 100’ X 100’ MINIMUM
- Position LZ UPWIND if Hazmat present on scene
- Level, solid ground without rocks or stumps
- Minimum of loose debris or snow that can be blown by helicopter
- Clear of wires/poles and other obstacles
- Be aware of road signs, fence posts, etc.
- If there is no clear area at the scene we can rendezvous at a nearby location
Essential Communications

- General description
  - Road, field, driveway, etc.
- Wind direction
- Wire locations
- Obstacles (signs, posts)
- Terrain condition and direction of slope
- Depth of snow
Prepare the scene

- Eye and ear protection
- Pick up debris
- Water down area if dusty
- Secure scene
Helicopter Safety Zones
Let's Do It
Questions?

- IAFC- Crew resource management