



COMMUNICATION IN EMS

PRESENTED BY:
MARK TORNSTROM BA, EMT-P, NYS CIC/RF
MANAGER PERINTON AMBULANCE
CHAIR MLREMSC

OVERVIEW

- ◎ Functions of Communication
- ◎ The Communication Process
- ◎ Communication Fundamentals
- ◎ Key Communication Skills
 - With patients
 - With others
 - With our community



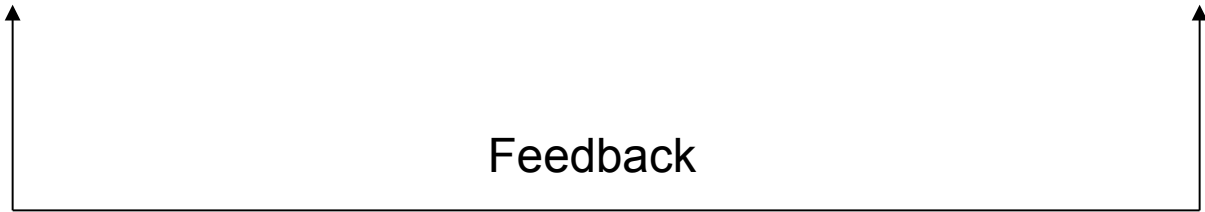
FUNCTIONS OF COMMUNICATION

- ◉ Control
- ◉ Motivation
- ◉ Emotional Expression
- ◉ Information

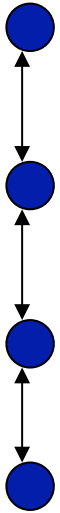


THE COMMUNICATION PROCESS

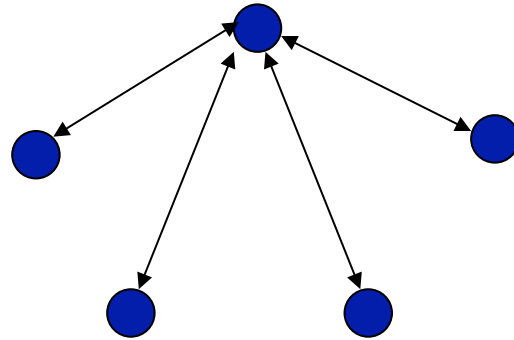
Source → Encoding → Channel → Decoding → Receiver



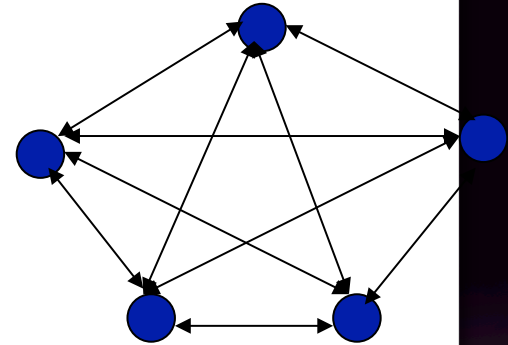
COMMUNICATION NETWORKS



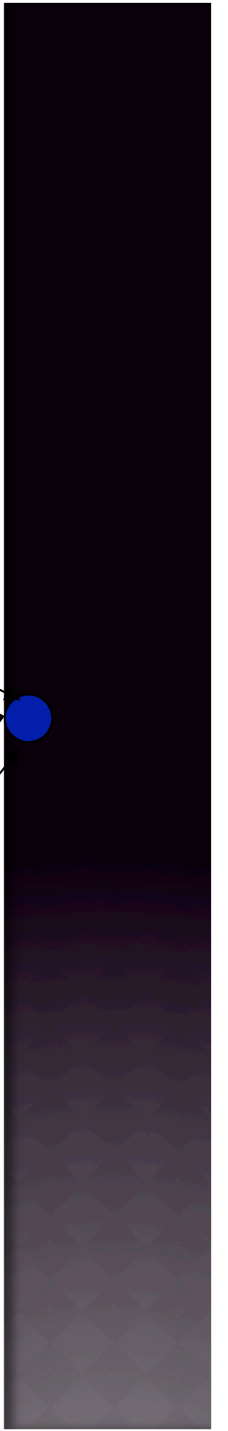
Chain



Wheel



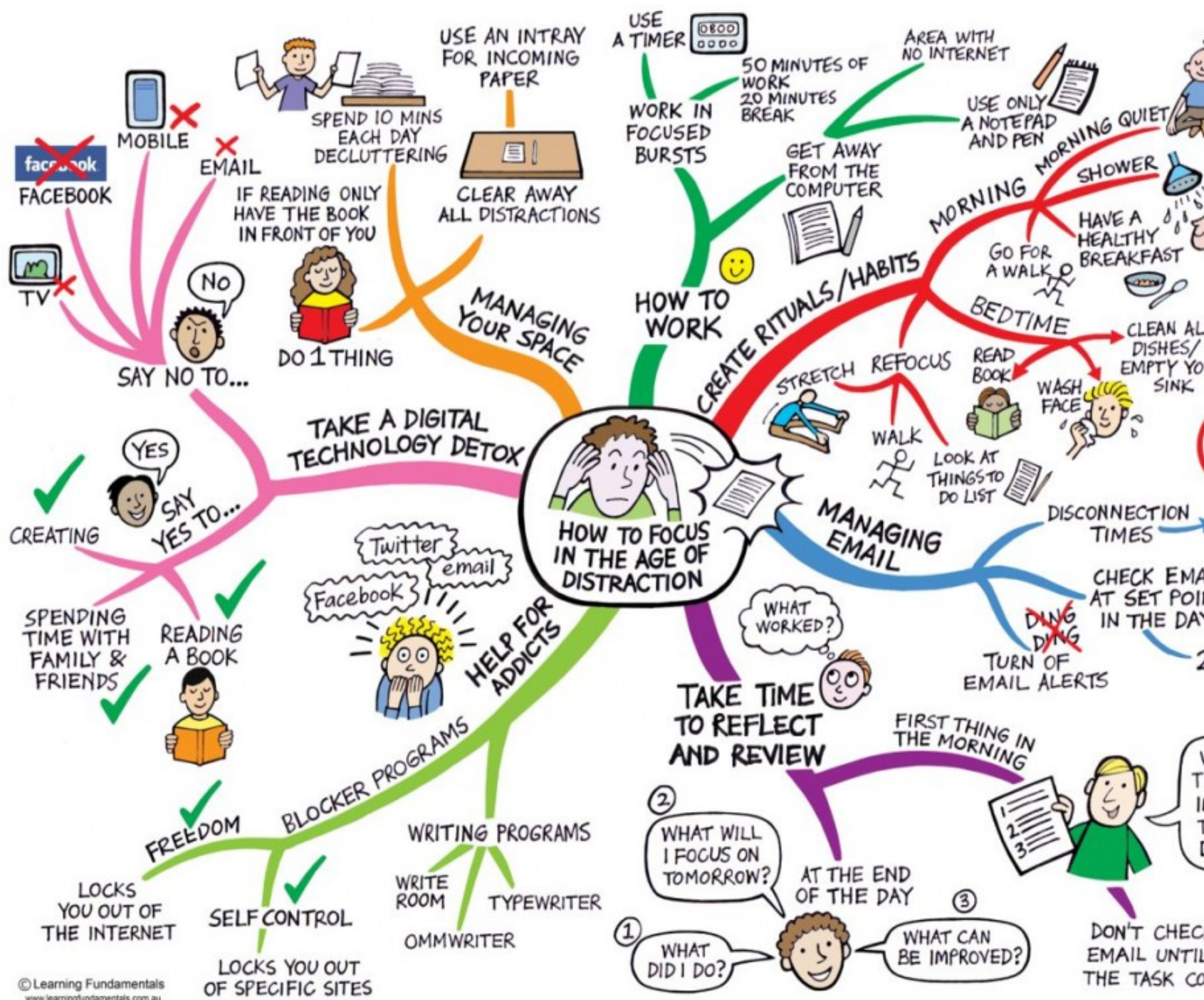
All Channels



BARRIERS TO EFFECTIVE COMMUNICATION

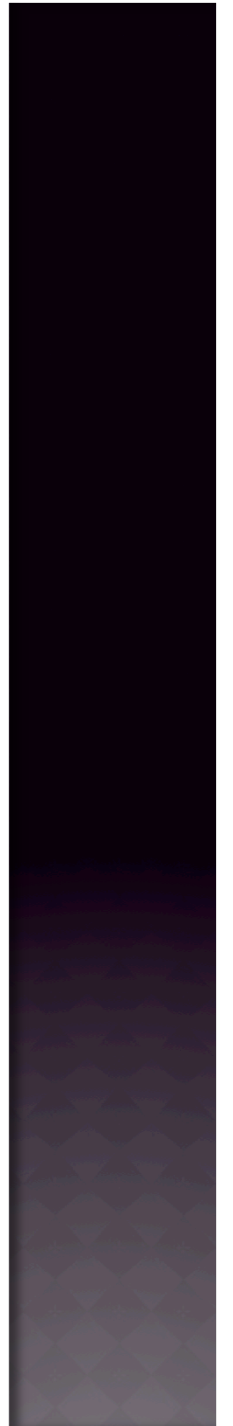
- Filtering
- Selective Perception
- Emotions
- Language





KEY COMMUNICATION SKILLS

- ◎ Listening Skills
- ◎ Feedback Skills
- ◎ Presentation skills



BASIC COMMUNICATION SKILLS PROFILE

Communication	Order Learned	Extent Used	Extent Taught
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Listening

First

First

Fourth

Speaking

Second

Second

Third

Reading

Third

Third

Second

Writing

Fourth

Fourth

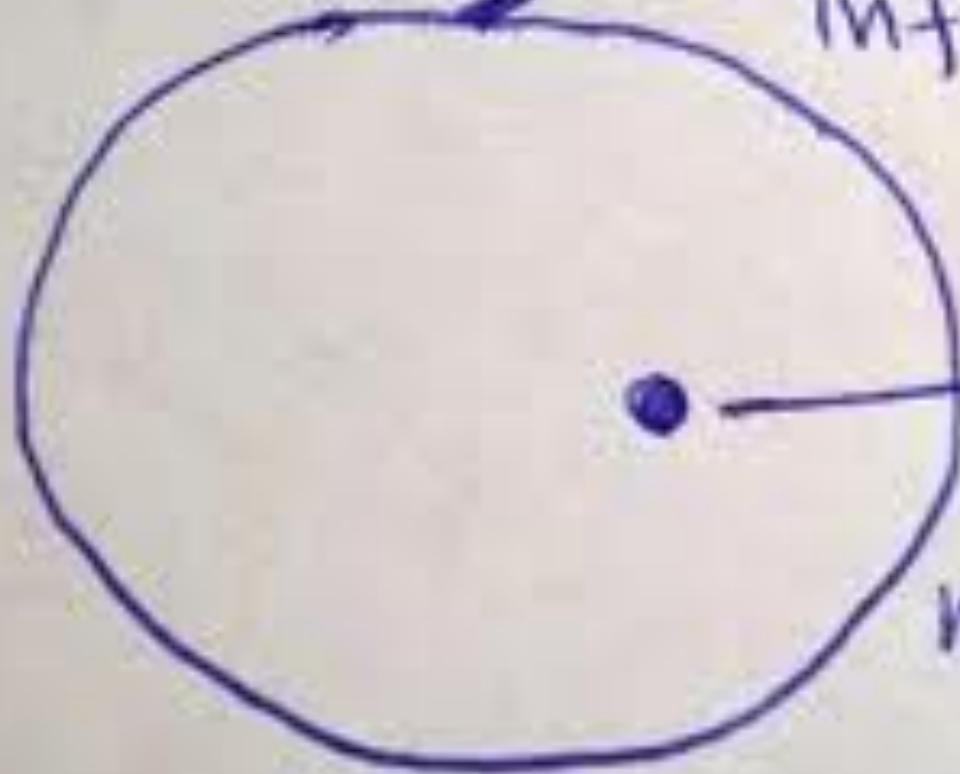
First

STAGES OF THE LISTENING PROCESS

- ◉ Hearing
- ◉ Focusing on the message
- ◉ Comprehending and interpreting
- ◉ Analyzing and Evaluating
- ◉ Responding
- ◉ Remembering



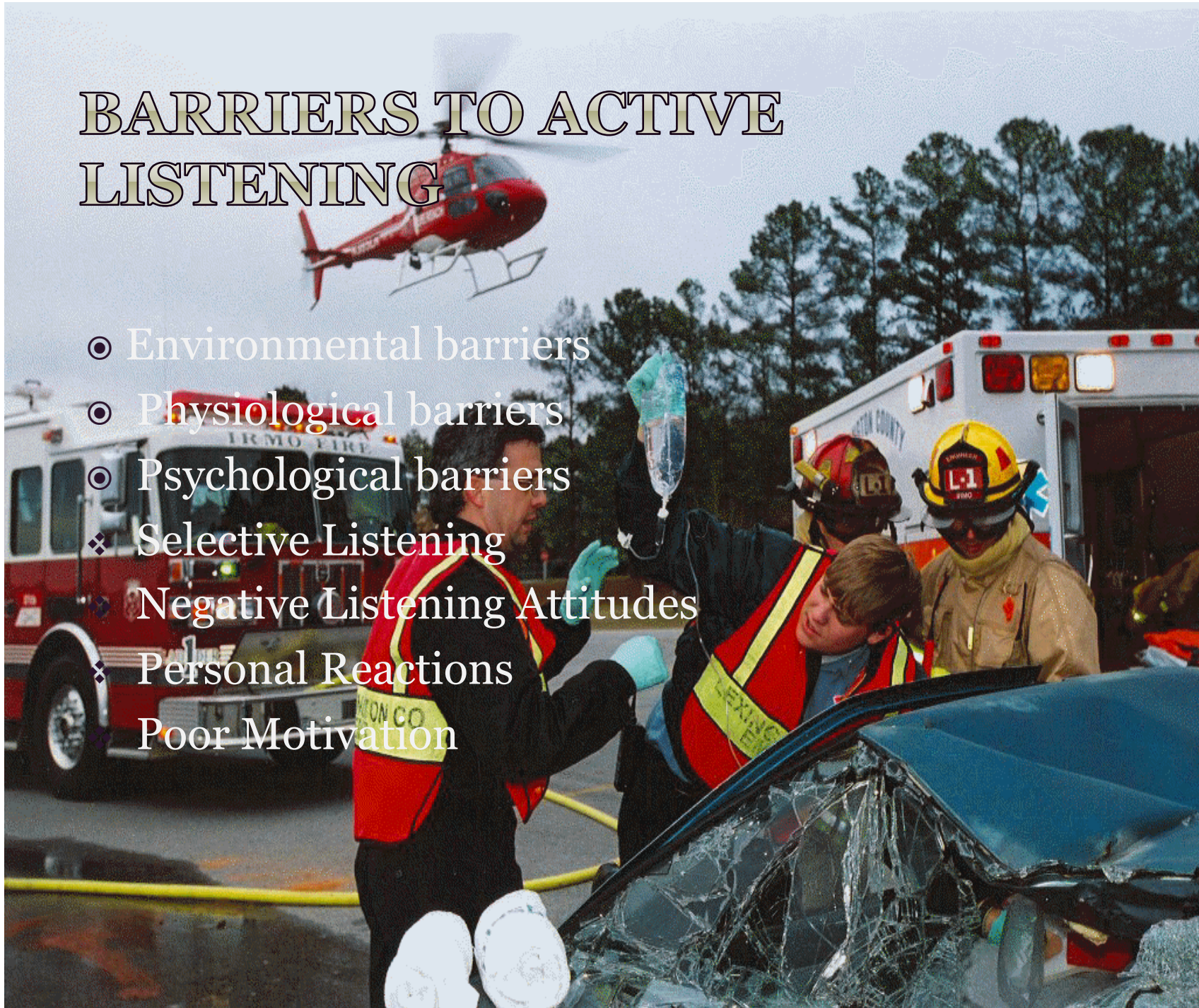
All of the
information



what
you really
need to
know

BARRIERS TO ACTIVE LISTENING

- Environmental barriers
- Physiological barriers
- Psychological barriers
 - ❖ Selective Listening
 - ❖ Negative Listening Attitudes
 - ❖ Personal Reactions
 - ❖ Poor Motivation



HOW TO BE AN EFFECTIVE LISTENER

■ **What You Think about Listening ?**

- ❖ *Understand the complexities of listening*
- ❖ *Prepare to listen*
- ❖ *Adjust to the situation*
- ❖ *Focus on ideas or key points*
- ❖ *Capitalize on the speed differential*
- ❖ *Organize material for learning*

HOW TO BE AN EFFECTIVE LISTENER (CONT.)

■ What You Feel about Listening ?

- ❖ *Want to listen*
- ❖ *Delay judgment*
- ❖ *Admit your biases*
- ❖ *Don't tune out "dry" subjects*
- ❖ *Accept responsibility for understanding*
- ❖ *Encourage others to talk*



HOW TO BE AN EFFECTIVE LISTENER (CONT.)

■ **What You Do about Listening ?**

- ❖ *Establish eye contact with the speaker*
- ❖ *Take notes effectively*
- ❖ *Be a physically involved listener*
- ❖ *Avoid negative mannerisms*
- ❖ *Exercise your listening muscles*
- ❖ *Follow the Golden Rule*



PRESENTATION SKILLS

◎ Preparation: Audience Analysis

- ❖ What is the audience **interested** in
- ❖ What does the audience **want**
- ❖ What does the audience already know and needs to know
- ❖ What are their needs, expectations
- ❖ How will the audience benefit

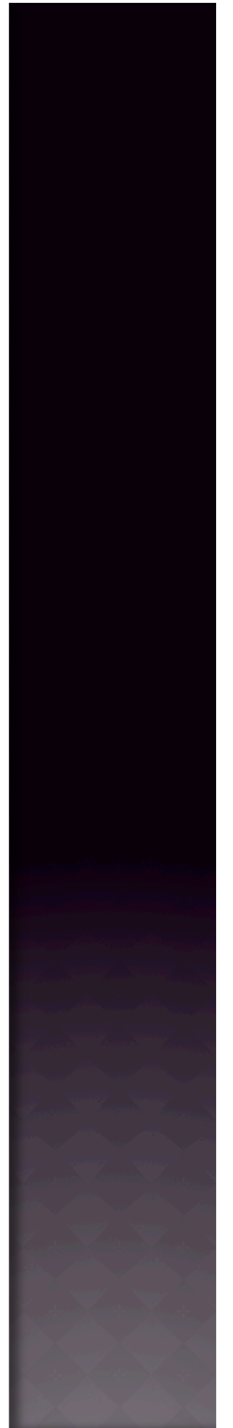
HOW DO WE COMMUNICATE

◎ Physically

◎ Emotionally

◎ Verbally

- 55% of impact is determined by body language —postures, gestures, and eye contact,
- 38% by the tone of voice, and
- 7% by the content or the words spoken.

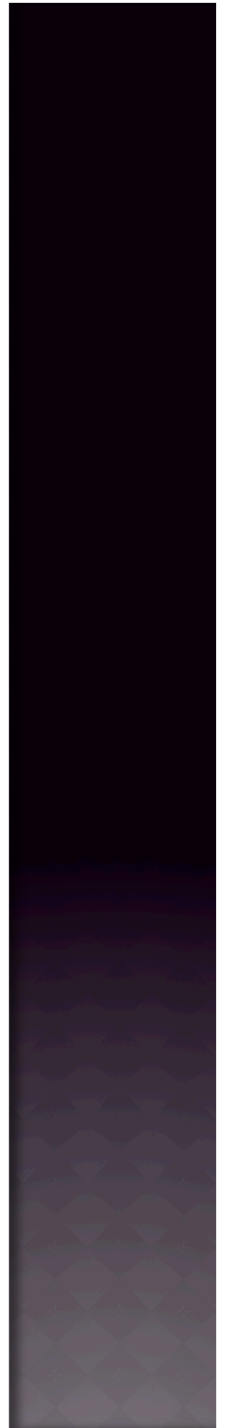


AUDIENCE - PATIENT

◎ What do patients want / expect

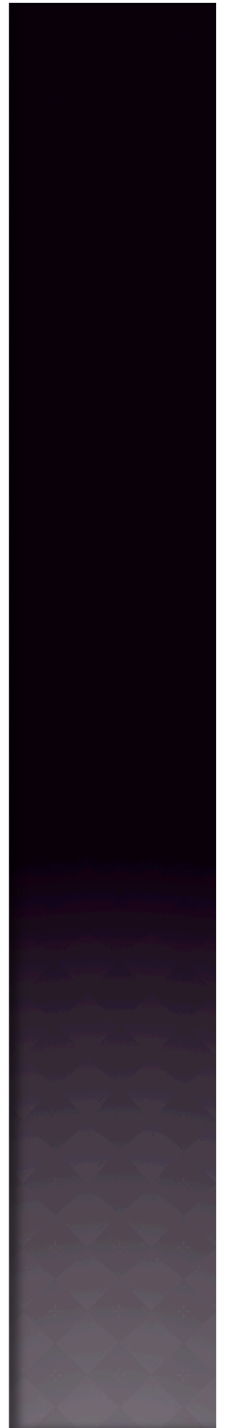
- Control
- Competence
- Empathy

- Trust?



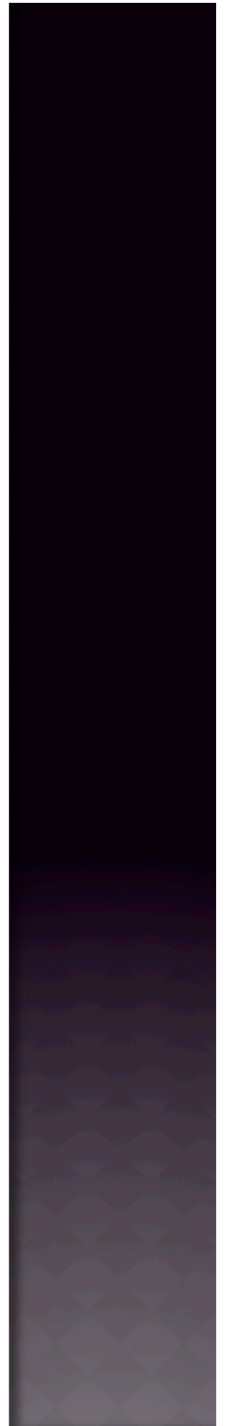
COMMUNICATE

- © How do you communicate with your patients



COMMUNICATE

© Pitfalls



COMMUNICATE

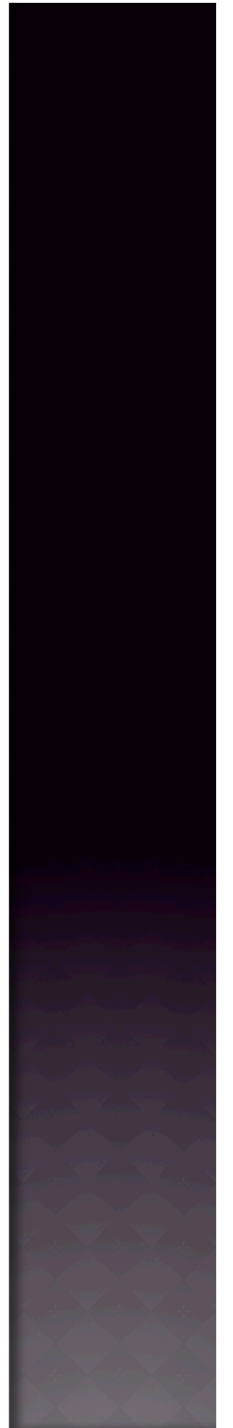
- ◎ Listen FIRST
- ◎ Identify what the patient wants / needs
- ◎ Establish communication process
 - Source – encoder – channel – decoder – receiver



OTHERS

◎ Communication with other providers

- Public Safety
- Hospitals
- Each other





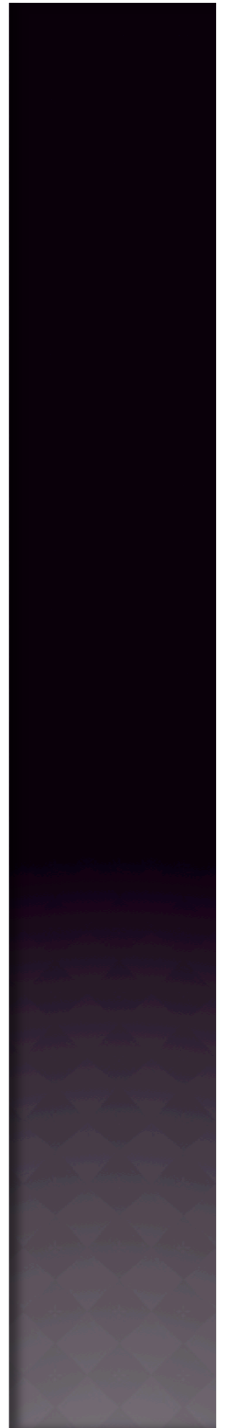
OTHERS - SOLUTIONS

◎ Identify what the audience wants / expects

■ Roles and responsibilities

■ Channels used

■ Expert information !!!!



OUR COMMUNITY

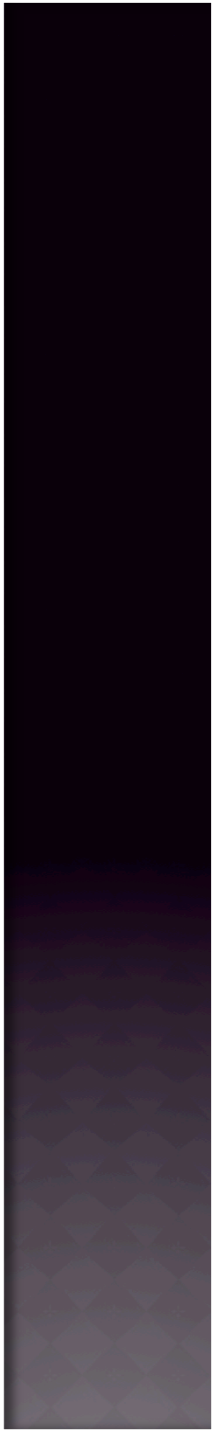
- ◎ What is your message to the community
- ◎ It is our mission to promote wellness and kind acts to the people we serve and to proudly provide an organized method of response to the perceived health care needs of our communities. While providing basic and advanced life-support care at the highest quality level possible. We will be committed to being a leader in emergency medical services with safety, ethics, and integrity guiding our every action

COMMUNITY

- ◎ How do you do that every day?







SUMMARY

◎ Effective Communication

◎ Know your message

- Be an expert
 - At your craft
 - At listening

◎ Consider

- Perspectives
- Barriers

