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Unspoken Rules of EMS: What We Think We Might Know for Sure

As EMS providers and managers, we spend years learning how to be EMT/AEMTs, operate emergency response vehicles, take care of patients and run EMS agencies. This program will discuss some of what we know to be true... or so we think: rules, opinions, and myths that affect patient care, communications with our patients and their families, training and management of our EMS agencies. This should be lively, eye-opening and a bit controversial... be prepared!

Lee has been involved in EMS since the late 1970's, EMS education since 1983 and a paramedic since 1985. She is currently the Acting Director with the Department of Health Bureau of EMS, a certified instructor coordinator in county, regional & state EMS education programs as well as a paramedic in Saratoga County and a member of the National Ski Patrol.

After attending this session, the learner will be able to:

1. Reflect on EMS education and look toward providing relevant CME for their agency.
2. Examine agency operations, make changes, improve care and insure continuity of service.
3. Gain an understanding of personal communication and interaction with patients.

Outline:

- Why we do what we do...
- Is everything we learned true?
- Experience as a teacher.
- Data
- Time for a paradigm shift?
- Is EMS an oxymoron?
- EMS Education and training
- EMS Operations
- Levels of care
- Emergency call times
- Assessing and Treating Patients – Statewide PCR data
- What's the definition of an Emergency?
- Communicating with our patients
- Is This an *Emergency*?
- The *DREADED* Nickname...
- Bedside Manners
- ... and the State Says....