COMMUNICATION IN
EMS

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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
How to Focus in the Age of Distraction

Managing Your Space
- Say no to...
  - Facebook
  - Mobile
  - Email
  - TV

Creating
- Yes
- Say yes to...
  - Time with family & friends
  - Reading a book

Help for Addicts
- Twitter
- Email

Freedom
- Blocker programs
- Writing programs
- Typewriter

Self Control
- Locks you out of the internet
- Locks you out of specific sites

How to Work
- Use an intray for incoming paper
- Spend 10 mins each day decluttering
- Clear away all distractions
- Use a timer
- Work in focused bursts
- Get away from the computer
- Use only a notepad and pen

Managing Email
- Morning shower
- Morning quiet
- Morning quiet
- Shower
- Have a healthy breakfast
- Go for a walk
- Have a healthy breakfast
- Read book
- Wash face
- Eat lunch
- Look at things to do list
- Disconnection times
- Check email at set points in the day
- Turn off email alerts
- First thing in the morning
- Do not check email until the task is complete

Take a Digital Technology Detox
- Take time to reflect and review

What worked?
- At the end of the day

What will I focus on tomorrow?
- Write down 3 things to focus on

What can be improved?
- 2 things to improve

What did I do?
- 1 thing to improve
KEY COMMUNICATION SKILLS

- Listening Skills
- Feedback Skills
- Presentation skills
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STAGES OF THE LISTENING PROCESS

- Hearing
- Focusing on the message
- Comprehending and interpreting
- Analyzing and Evaluating
- Responding
- Remembering
All of the information 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
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.
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