

James R. Williams  
EMS Educator and Speaker

**“Big and Small, We Haul ‘Em All!: (60 – 90 Minutes)**

NCCR Category: Medical (Special Healthcare Needs)

General/Breakout/Concurrent Sessions

Summary

For the past decade, the number of Americans who are classified as being obese has risen dramatically. Morbid obesity is a medical condition which may develop slowly, but can have devastating effects on the overall health of the patient. This session will discuss the definition of morbid obesity, co-morbid conditions associated with obesity, pre-hospital treatment concerns, and various methods for reducing the patient’s weight.

Objectives

- Define morbid obesity
- Discuss co-morbid health conditions
- Discuss pre-hospital conditions and alternative treatment strategies
- Identify types of treatment options available to morbidly obese patients

**The Big One’s Here (60 – 90 minutes)**

NCCR Category: Operations

Breakout/Concurrent Sessions

Summary

Fire and EMS personnel are called upon to respond to every type of incident, including disasters. These selfless individuals respond to the call of duty without a thought for their own or their families regard. However, disasters not only affect the individuals we serve, but the providers themselves may be victims. This presentation explores this issue and offers tips to those in attendance to lessen the impact that a disaster may have on them and allow them to fulfill their duties without worry.

Objectives

- Discuss anticipation of disasters
- Discuss response to disasters
- Describe preparation for disasters
- Describe recovery from disasters

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**“My Breath is Barely There!” (60 – 90 minutes)**

NCCR Category: Airway, Respiration, & Ventilation  
Breakout/Concurrent Sessions

Summary

Asthma is a condition that is very common and its prevalence is rising worldwide. The patient experiencing an inflammation of their asthma may experience symptoms which may be relatively minor or may be life threatening. This session will provide a brief history of this condition, its pathophysiology, treatments, and a review of several real-life cases.

Objectives

- Define asthma
- Describe pathophysiology
- Identify asthma triggers
- Describe the assessment of the asthma patient
- Describe assessment findings
- Identify appropriate pre-hospital treatments

**“Can We Learn From Humor? (60 – 90 minutes)**

NCCR Category: Operations  
General/Breakout/Concurrent Sessions

Summary

Humor is a necessary tool in order to stay sane in this profession. The sarcasm, jokes, and comments traded between public safety providers are often found to be a form of stress relief. However, from the outside looking in, most would think that we need serious therapy. Aside from the psychological benefits of humor, valuable lessons can be learned. During this session, James will share with you some of the hilarious situations he has faced in his career and the lessons he has learned from each experience. Attendees are encouraged to use the restroom prior to this session, as having an “accident” would be embarrassing.

Objectives

- Identify the benefits of humor in our professions
- Explore the proper use of humor
- Explore what lessons we can learn from each situation

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### **“An Approach to Company Officer Discipline” (60 – 90 minutes)**

Breakout/Concurrent Sessions

#### Summary

Discipline of employees is an onerous task that company officers must undertake. Our perception of discipline is that of punishment. However, discipline is an effective tool that can be utilized to mold firefighters into effective, safe, and contributing members of any department. The key to discipline is to use it appropriately and more often than not, it can result of no punitive actions being taken. James will share with you his experiences and approaches to discipline, as well as providing insight to typical dilemmas officers may face during their career when dealing with this aspect of management.

#### Objectives

- Define disciplinary action.
- Explore the concept of what creates problem employees.
- Discuss the steps of progressive discipline.
- Discuss legal aspects of employee discipline.

### **“Do We Really Need Customer Service?” (60 – 90 minutes)**

NCCR Category: EMS Culture of Safety, Crew Resource Management

General/Breakout/Concurrent Sessions

#### Summary

Customer service is usually a term reserved for business professionals or organizations that provide services for a price. Most EMS providers and services operate on the philosophy that they have no competition and cannot be replaced; therefore, customer service is not a concern. More often than not, the public we serve receives high quality medical care, but we often forget that customer service is an important component of the care we deliver. This presentation demonstrates the need for customer service in an EMS organization, provides information on simple measures that may be taken to improve their customer service, and how to obtain feedback on their performance. James utilizes doses of humor and real-life examples to help emphasize the importance of being customer service oriented.

#### Objectives

- Define what is customer service
- Explain the rules of quality customer service
- Explain how to improve customer service
- Provide tips to implement a customer service program
- Provide methods to obtain customer feedback

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**“Coping When It Doesn’t Work” (60 – 90 minutes)**

NCCR Category: Trauma (CNS Injury, Hemorrhage, Fluid Resuscitation)  
Cardiovascular (Cardiac Arrest)  
Operations

General/Breakout/Concurrent Sessions

Summary

Countless hours are spent by individuals in the EMS profession learning how to assess patients, conduct differential diagnoses, select and administer medications, use algorithms, and how to use the tools at our disposal. Many times, this core knowledge makes a difference in the outcome of our patients. However, there are occasions when regardless of how “by the book” things are done, the outcome is not positive. This session explores the science behind some of our knowledge we carry as well as data which demonstrates just how effective they are. In addition, James will provide tips, information, and insight on how to deal with the emotional and physical reactions providers may have when the call doesn’t have a “TV movie ending.”

Objectives

- Discuss cardiac arrest science and survival statistics
- Discuss traumatic injury science and survival statistics
- Discuss disease specific probability, morbidity, and mortality
- Define critical incident stress
- Describe stress psychological and physiological effects
- Identify stress management techniques

**“A Disease With No End In Sight” (60 – 90 minutes)**

NCCR Category: Medical (Special Healthcare Needs)  
Breakout/Concurrent Sessions

Summary

In the United States, cancer is the second leading cause of death. Over the past few decades, many treatment options have become available for individuals suffering from this disease. This session will discuss several common types of cancer, current treatments, and the side effects of said treatments. In addition, the session will explore common findings in patients suffering from this disease, such as medications, physiological changes, treatment adjuncts, and considerations that may need to be taken when treating the cancer patient.

Objectives

- Identify types of cancer
- Discuss the side effects of cancer treatments
- Discuss pre-hospital considerations in the care of cancer patients

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**“The Fifth Vital Sign” (60 – 90 minutes)**

NCCR Category: Medical (Pain Management)

Breakout/Concurrent Sessions

Summary

One of the oldest and most basic roles of the healthcare provider is to alleviate pain. Approximately 90% of the patients we treat have a primary symptom of pain. Although different types of pain may be associated with specific medical or traumatic conditions, the goal of treatment still remains at alleviating our patients’ discomfort and treating the underlying conditions. This session explores the pathophysiology of pain, methods of measuring pain, standard pain treatments, and explores alternative therapies for pain management.

Objectives

- Identify the pathophysiology of pain
- Determine the different means of quantifying a patient’s pain.
- Identify standard pain treatment modalities
- Explore alternative, non-pharmacological, treatments

**“The Geriatric Population and Its Impact on Fire & EMS” (60 – 90 minutes)**

NCCR Category: Medical (Special Healthcare Needs)

Operations (At Risk Population)

Breakout/Concurrent Sessions

Summary

In the year 2000, the geriatric population in the United States was estimated at 35 million. Experts suggest that our geriatric population will increase to more than 70 million by the year 2030. This ever-growing patient demographic has already made an impact on the delivery of fire and EMS services throughout the nation and will continue to place great demands on our pre-hospital healthcare system. This session will provide attendees with an overview of the impact, preparatory steps that can be taken to help ease the burden, and provide suggestions for geriatric wellness and safety programs.

Objectives

- Explain the current and predicted trends of this patient demographic
- Describe the aging process
- Describe wellness programs
- Describe safety and preparedness tips for geriatrics

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**“I’m Safe, Are They? (60 – 90 minutes)**

NCCR Category: Operations (Culture of Safety)  
General/Breakout/Concurrent Sessions

Summary

From the first day that an individual begins their career in EMS, scene safety and the safety of themselves and their crew is hammered into their heads and seared upon their brains. Ask any EMS student their first actions on a scene, and they will normally answer “Is the scene safe?” However, how much thought or consideration is put into patient safety? Is patient safety as automatic as the EMT asking is the scene safe? This session will discuss several areas where pre-hospital providers can enhance and ensure that the patients they are caring for are safe, and reach the hospital in no worse a condition than what they were on the initial assessment.

Objectives

- Identify the root causes of patient safety errors
- Identify patient safety issues
- Identify steps to be taken to eliminate errors
- Describe a means to report errors

**If It Happened Today.....(60 – 90 minutes)**

NCCR Categories: Trauma (CNS Injury, Hemorrhage Control, Fluid Resuscitation)  
General/Breakout/Concurrent Sessions

Summary

Have you ever wondered if having today's prehospital response and capabilities would have changed the outcome of some of the most famous (or infamous) public figures deaths? We all know that trauma care has evolved over the past several decades, however, with what we know today versus the care some of these individuals received back then, would the outcome have changed? Attendees will review several famous traumatic deaths and the care they received, compare it to how we would treat it today, and determine if their outcome would have been different if a “Time Machine Ambulance” would have existed.

Objectives

- Discuss the evolution of pre-hospital medical care
- Review treatments of traumatic injuries based on historical accounts and notations
- Discuss current treatments of traumatic injury

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**“Kids Do the Dardnest Things” (60 – 90 Minutes)**

NCCR Category: Medical (Toxicological)

Operations (At Risk Populations, Pediatric Transport)

Breakout/Concurrent Sessions

Summary

Try as we may, kids get into everything. We limit their access to dangerous or harmful items around the house, but we may overlook things. Over the counter prescription drug abuse and overdose has been on the rise for over ten years. In fact, NSAID’s are the third most commonly intentional type of overdose, and other OTC’s are responsible for a number of hospital visits and admissions. Join James as he reviews the reasons for overdoses, symptoms, side effects, and treatments for pediatric over the counter medication toxicities during a case-based approach.

Objectives

- Identify risk factors for OTC toxicity
- Discuss symptoms and side effects of OTC toxicity
- Discuss treatments of OTC toxicity

**“I Need a Drink and Don’t Have the Good Stuff) (60 – 90 minutes)**

NCCR Category: Medical (Toxicological Skills)

Breakout/Concurrent Sessions

Summary

Alcohol abuse is a prolific problem throughout the world. Many individuals addicted to this substance will often spend their last dime on a drink of alcohol. Have you ever thought of what they do when they run out of money for the “good stuff?” During this session, James will explore common ingestions of substances chronic abusers of alcohol may use to replace the “good stuff” and the devastating effects it can have on the human body. This presentation is packed full of essential lifesaving information, infused with healthy doses of humor.

Objectives

- Identify the psychological state of the alcoholic.
- Identify commonly abused substances individual may consume when replacing alcohol
- Identify signs and symptoms of substance ingestion
- Identify treatments for ingestions

**“More Than Just a Nosebleed” (60-90 minutes)**

NCCR Category: Trauma (Hemorrhage Control)

Breakout/Concurrent Sessions

Summary

Epistaxis is a frequent cause of bleeding seen in the pre-hospital setting and emergency department. Most of the time, this bleeding is self-limiting. However, on occasion the medical professional may encounter epistaxis which may be life-threatening. This session will discuss what causes nosebleeds and their treatments.

Objectives

- Describe nasal anatomy
- Describe common causes of epistaxis
- Describe the types of epistaxis
- Explain treatments for epistaxis

**“When Pepto Doesn’t Work” (60-90 minutes)**

NCCR Category: Medical (Endocrine Emergencies)

Breakout/Concurrent Sessions

Summary

Nausea, vomiting, and diarrhea are extremely common complaints that patients present with. Most times providers will often overlook these symptoms as merely a trivial complaint. However, these conditions may be a significant event or be a warning sign of a life-threatening condition. This presentation discusses causes of these conditions, what it may indicate, and pre-hospital treatments. Those in attendance need to bring with them a strong stomach and a sense of “bathroom humor!”

Objectives

- Discuss the GASTROENTERITIS Mnemonic
- Describe the pathophysiology of nausea, vomiting, and diarrhea
- Explain the clinical features of these conditions
- Explain treatments for these conditions



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**“The Pillars of a Stable Platform” (60–90 minutes)**

Breakout/Concurrent Sessions

Summary

In order to run efficient operations, whether it is day to day tasks or during emergency operations, one must have a stable platform to stand upon. To make any platform stable, pillars are often utilized and they are often well rounded and strong. During this session, James will share with you the “pillars” of leadership he has developed over the years. The consistent application of these pillars has aided him in overcoming many obstacles during his tenure as an officer, manager, and leader and can serve to develop new supervisors or those who need a fresh perspective on how they lead.

Objectives

- Discuss the defining characteristics of a leader.
- Define the five pillars of leadership.
- Discuss using the pillars to improve your team.
- Discuss how to use the pillars to motivate and inspire.

**“It’s Not Rotten Eggs Your Smelling” (60 – 90 minutes)**

NCCR Category: Airway (Ventilation)

Medical (Toxicological Skills)

Breakout/Concurrent Sessions

Summary

Hydrogen sulfide is a colorless, flammable, and extremely hazardous gas which has a peculiar “rotten egg” smell. This gas occurs naturally in petroleum and natural gas production, and is found in hot springs, sewage, and other industrial activities. This chemical is both an irritant and a chemical asphyxiant with effects on oxygen utilization and the central nervous system. This session will explore responder safety, case presentations, and treatments of exposures.

Objectives

- Identify areas where hydrogen sulfide is found.
- Describe the health effects of exposure.
- Describe responder safety considerations.
- Describe treatments for exposure.

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**“The Silence Underneath” (60–90 minutes)**

NCCR Category: Trauma (Hemorrhage, Fluid Resuscitation)

Breakout/Concurrent Sessions

Summary

Let’s face it, have you ever met an EMS professional who is not a trauma junkie? Hours are spent preparing dealing with the care and stabilization of the severely injured trauma patient. However, we can sometimes get tunnel vision on the injuries that are seen and ignore the silent happenings occurring within the body of the trauma patient. Although rare, crush and compartment can occur and have devastating effects on the human body. However, there are means to halting the progress of crush syndrome and stabilizing the patient. James will present details on this silent killer, explains its pathophysiology, treatments, and review several cases.

Objectives

- Define crush syndrome.
- Define compartment syndrome.
- Discuss the pathophysiology of these syndromes.
- Identify pre-hospital treatments for both syndromes.

**“To Be or Not to Be” (60–90 minutes)**

Breakout/Concurrent Sessions

Summary

New and current supervisors have a tough choice to make. They have a choice to either be a leader or a manager. Although many have a belief that these two things are identical, they are different. Making the decision to either be a leader or a manager can be a difficult decision. During this informative session, James will help attendees to differentiate between the two, demonstrate how both qualities can mesh, and discuss the qualities of an effective leader and efficient manager.

Objectives

- Define the characteristics of leaders and managers.
- Discuss five methodologies of leadership.
- Discuss strategies of effective leaders and managers.
- Discuss how to successfully be a leader and manager.

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### **“You Can’t Tweet the Patient” (60 – 90 Minutes)**

NCCR Category: Operations (Pediatric Transport, At-Risk Populations)  
Breakout/Concurrent Sessions

#### Summary

Our profession is known for individuals who serve for an extended period of time. It is not uncommon for multiple cultural generations to serve simultaneously. For example, you may run a call where you pair up a Baby Boomer with Generation X. However, a recurring concern amongst our older generations is the wonder of who will be taking the reins. From a provider and management view, there have been great difficulties with recruiting, training, and retaining Generations Y and Z as they seem to lack those essential characteristics we seek and require, and we can’t quite Tweet or Snapchat it. This session will explore the differences and gaps between our generations, hurdles we need to overcome, and strategies with working and managing Generations Y and Z.

#### Objectives

- Discuss cultural generations
- Discuss issues facing our profession due to Generation Y and Z
- Discuss strategies to work with and manage the newer generations

### **What Just Happened – Calls You Can’t Forget (60 – 90 minutes)**

NCCR Category: Operations (Crew Resource Management, Ems Culture of Safety, Psychiatric and Behavioral Emergencies)  
General/Breakout/Concurrent Sessions

#### Summary

Ever had a call that makes you question what the heck just happened or stays with you much like an annoying song on the radio? Isn’t it great when a co-worker steps out of the truck and spouts out “You ain’t gonna believe this!”. We all have faced unusual, weird, uncommon, funny, or downright disturbing calls. Join James as he shares several incidents he and his co-workers have experienced over the years and how they were managed. In addition, James will review the aspects of how to help yourself and others when you have those calls that you can’t forget.

#### Objectives

- Review and discuss patient assessment
- Review and discuss patient care (trauma and medical) in a case-based format
- Discuss critical incident stress
- Identify critical incident stress management techniques

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### **“The A and B of CAB” (60 – 90 Minutes)**

NCCR Category: Airway/Ventilation

Breakout/Concurrent Sessions

#### Summary

The most basic and important skill that any provider should have a mastery of is controlling the patient’s airway and ensuring that they are breathing. This session will provide a review of how we secure and control airways using the various devices at our disposal as well as how should we provide mechanical ventilation to our patients, whether it is by a bag valve mask or ventilator.

#### Objectives

- Discuss methods of airway control and evidence based data
- Discuss methods of supporting oxygenation and ventilation
- Discuss airway devices
- Discuss ventilation devices
- Discuss need for skills retention

### **“We Resuscitate the Living, Right?” (60 – 90 Minutes)**

NCCR Category: Medical or Trauma

Breakout/Concurrent Sessions

#### Summary

Resuscitation is defined as the action or process of reviving someone from unconsciousness or apparent death. However, this definition needs to be expanded to include the living as our job is to help fight off and prevent death. As interventions for our patient’s progress, we can sometimes do more harm than good. This session will explore actions we take that may be detrimental to our patients as well as explore interventions that should be incorporated into our treatment guidelines to improve patient outcomes.

#### Objectives

- Discuss concepts of resuscitation
- Discuss the need for adequate resuscitation efforts prior to airway and breathing control
- Discuss strategies to manage airway, breathing, and circulation

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**“The Unicorn?” (60 – 90 Minutes)**

NCCR Category: Medical or Trauma

Breakout/Concurrent Sessions

Summary

We respond to all types of emergencies and all types of patients on a daily basis – medical, trauma, pediatric, adult, geriatric, etc. Most of these patients fit within the margins of your average patient demographic. Ever given thought to what you would do in the event you encounter someone who is outside what is average, is rare, or what may be referred to as “the unicorn.” During this session James will discuss how our assessments and treatments may vary (if at all) for patients who may be considered a little person, a giant, or have other genetic anomalies that are uncommon and we do not train for.

Objectives

- Discuss genetic anomalies and rarity
- Discuss medical complications of these anomalous conditions
- Discuss prehospital medical care practices