

James R. Williams
EMS Educator and Speaker

What Just Happened – Calls You Can't Forget (60 – 90 minutes)

NCCR Category: Operations

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