



Disclosures

This lecture **WILL** make your emotions rise ... stuff them down NOW!

This lecture **WILL** step on your toes ... get some steel toed boots.

This lecture **WILL** isolate and blame you ... suck it up Nancy!

This lecture will **NOT** solve your problems ... I have my own.

This lecture will **NOT** award you a participation ribbon ... really?

This lecture will **NOT** make you feel better about your self ...



It is not always about you!



Early Cockpit Resource Management (CRM) began ...

- Not everyone embraced it's true meaning



The High and the Mighty. Perf. John Wayne. Warner Bros, 1954. Film.

Let's talk EMS

- Between 1992-2002 FDA Reported > 20, 000 medication errors by EMS / Hospitals
- 1 in 30 pediatric patients experience a procedural error
- 3, 000 Ambulance crashes per year

Do you know of errors or omissions that did not get reported?

Almost 0 CRM





How is communication with your Crew?

- Is there really a shared understanding?
- Do pre-event conflicts exist?
- Who gets the blame?
- Coherence and sense making
- Advocacy
- What will you do when a crew member makes a mistake?
- Open communication / Just Culture

