

Everything I Know About Incident Response I Learned on an Ambulance

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“Hours of boredom punctuated by
moments of **sheer terror**”

The goal is **not** to "make
sure this never happens
again"



*J. M. Lambert. 1909
Buckeye Mfg Co.*



1908 J. M. Lambert

*J. M. Lambert
Friction Drive
Eve Route to
Bay City*

*30x3 - Clutch Series
Removable. Jones.*

Practice Your Response

Dispatch: Getting Paged

A small amount of information...

sometimes true

Scene Size Up

Time to figure out WTF is going on

How bad is it?

OPQRST

Onset

Provocation

Quality

Radiation/Region

Severity

Time

**Treat your patient,
not the monitor**

Don't talk to patients
about severity

Know your resources

- Escalation
- Dashboards
- Docs

Communication matters

Closed Loop Communication

1. I say something
2. You repeat what I said
3. I confirm you repeated it correctly (or we start again)

Narrate Your Actions

"I saw a scalp laceration, so I'm concerned about trauma.

I'm going to do a trauma sweep and I'll call out anything I find."

Don't become part of
the emergency

What I Learned

- Accidents will continue to happen, this doesn't diminish the work of responders
- Get basic information to help you orient yourself (OPQRST)
- Don't talk to patients about severity
- Decide how you can best address the issue
- Know what role you're in
- Know what resources are available and their constraints
- Don't become part of the emergency

Thanks!

I write and teach at: ResilienceRoundup.com

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Slides are at:

ResilienceRoundup.com/DODPDX19