The ‘Art’ of Professionalism...

Developed by:

Mike Helbock, M.I.C.P., NREMT-P
Director – EMS Associates
Clinical Educator – Prehospital Medicine
Seattle/King County EMS
King County Medic One
Seattle, Washington
206.948.1153
medicme@me.com
Facebook.com/mike.helbock
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Mike Helbock *does not* have a significant financial relationship to report.
EMS in Seattle/King County:
- ‘Fire-Based’ – Tiered Response
- Serves: 2.2 million people
- Responds: 2,307 square miles

In 2013, Seattle/King County responded to:
- ~400,000 medical and trauma emergencies
- ~2,447 cardiac arrests

~4,000 EMS providers
BLS ~3,750  ALS ~250
The Plan...
What is YOUR role during this discussion?
OK...

before we get started...
“Often, the best way to find yourself...is to lose yourself in the service of others”
Ask yourself...
• Are your **skills**... where they need to be?
• What is your **compassion** level?
• What is your **frustration** level?
• **Why** am I (still) doing this job?
• Am I a professional......

**Job Satisfaction Index:** \((CL-FL) = JSI\)
Commitment!

Dedication!
WHY...?
Their lives.....are in your hands!
How do we define Professionalism...
“Engaging in a given activity as a source of livelihood... to make a living!”
Screen Actors Guild:

• “One who is compensated for their services”.

EMS Associates 2013
• It is a ‘Standard’ by which we are held to and are continually trying to achieve!
The Question...?

Is it a matter of salary or promotion...

....or is it a matter of conduct and performance
A “Professional” is...

A *skilled* provider, who with *compassion* in their heart and *passion* for their job...

*performs their skills!*
The practice of Professionalism...
Requires:

- continual self-evaluation
- passion/compassion
- dedication
- continual training/education
- the pt... before personal pride
The "pride" of Professionalism:

- The highest compliment that you can possibly receive...

"that you are a true professional"
A true professional is...
• One who places patient care... before personal pride

• One who masters their skills by training seriously and is always willing and eager to learn more... and teach others

• One who sets high standards for themselves, crew, agency, and EMS system

• One who critically views their own performance with a desire to improve...
A true "Professional" is NOT...
• One who trips over their *ego* enroute to patient care

• One who is so comfortable with their skills that they seek the minimum in training… and are “*put-off*” if required to do more

• One who *lets* “*someone*” else set the standards

• One who is *defensive* to criticism and will take the first opportunity to blame others
As a Professional...

You need to be the one to set the "Standards"
Amateurs train until they get it RIGHT…

Professionals train so they DON’T GET IT WRONG…
The world that we live in...

and the work that YOU do!
We MUST take care each other...
Sometimes we need to let them see for themselves...
And sometimes...
Don’t ever lose your sense of humor!
A note… left on the refrigerator door (by the confused husband)… for his wife to see when she gets home…

…sometimes, it just comes down to good communication!!
Confusion is often the “soup du jour”

EXCELLENT communication is your menu to success!
Ask yourself...
• Are your skills... where they need to be?
• What is your compassion level?
• What is your frustration level?
• Why am I (still) doing this job?
• Am I a professional......

Job Satisfaction Index = (CL-FL) = JSI
Compassion Level = 1-10
Frustration Level = 1-10

CL-FL = JSI

Things are looking bad!
On the Fence
Life and work are great!
A little girl...
Written and delivered to Medic One qtrs. by a 7 year old girl after her 42 year old father suffered sudden cardiac arrest...

She initiated CPR and continued until FD arrival...

He was later resuscitated by Fire Department EMS
A late night at Medic One...
“Be a MENTOR... to somebody”
Do you remember...

- Opening a soda with an actual “can opener”
- Herman Munster
- PF Flyers
- .28 cents for a gallon of gas
- Ford Pinto
- 8 Track tapes/decks
- A brand new “LP”
- In-a-gadda-da-vida… (and where you were the first time you heard it)!
- Rotary telephones
- Pet Rocks
Do you remember a few more…

- S & H Green Stamps…
- Red Skelton
- Chatty Cathy Dolls
- Falstaff Beer
- Flash Bulbs (for cameras)

AND…..

- First Time you ever saw “Old Yeller”
If **YOU** are one of those that didn’t know many these... then I **NEED** you to:

PLEASE *remember this*....

**YOU** are the future of our **PROGRAM**!
How will **YOU** finish **YOUR** circle?

**BEGIN**

**learn**

**perform**

**achieve**

???

**EMS**

**Circle of LIFE...**
Take a moment to reflect on **YOUR** role in Emergency Services:

*The past, present, future and those providers that we have lost...*
In Memoriam
Thank you...

And “thank you”… to all Emergency Services for doing what you do!
The “Art” of Professionalism...

Be Safe...
Mike Helbock
medicme@me.com
Facebook.com/mike.helbock
206.948.1153