



## Keeping the Strong, Strong

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Ask any EMT, paramedic or 9-1-1 call taker, at MedStar or any emergency response agency, why they do what they do and most will say they have a passion for helping people in their moment of need.

In the course of any given day, EMS providers see and hear things that many others will go their whole lives without experiencing. Some cases can be incredibly uplifting like delivering a baby or reviving a person with cardiac arrest. Other cases can shake even the strongest and most seasoned crews like car accidents, severe traumas or burns, child abuse and other horrors which cannot even be imagined.

Whether talking to a 9-1-1 caller or arriving on-scene, these individuals are called on to make order from often chaotic circumstances and to render lifesaving patient care with split-second decision-making.

While setting emotion aside in the heat of a crisis is an essential strength that must be mastered, EMS professionals are people too and sometimes struggle to deal effectively with the things they experience. Reactions to this type of stress differ for each individual and can range from loss of sleep, feelings of fear, anxiety, pulling away from friends / family, depression or worse.

A specialized program called Critical Incident Stress Management (CISM) was developed to meet the specialized needs of people like EMS providers who frequently endure unusually stressful situations or who have been involved in a single traumatic incident.

CISM emphasizes several key factors:

- Having a response to this kind of stress is NORMAL
- Getting help shows strength and a desire to move forward
- Emotional health is vital to being an effective responder

Over the past several months, more than 25 MedStar supervisors, managers and staff from across the organization have received CISM training and can be an active part in helping fellow employees or other first responders.

The training demonstrates how the use of a highly-structured process of immediate stress debriefings and longer-term follow up can work for individuals, small teams or even large groups of people who may have been effected by a incident on a grand scale like an earthquake, tornado or even in times of war.

It's often said that EMS is more like a lifestyle than a job and that coworkers are really more like family. CISM is a program that reinforces MedStar's commitment to providing the critical support network employees need to remain emotionally strong and healthy and able to feel the reward helping those in their darkest hour.

## October Compliance

### System Performance October 1-31, 2011 (Figures listed are preliminary.)

Response time goals (90% of time):	
Priority 1	9 min. or less
Priority 2	11 min. or less
Priority 3	15 min. or less

Call Priority	# of Calls	On Time %	Avg. Resp. Time
1	2,015	85.5%	6:03
2	3,225	90.1%	6:15
3	3,191	88.2%	8:40
<b>Total</b>	<b>8,431</b>		

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## Frying Lessons



In the coming weeks, Americans will consume more than 45 million turkeys as part of the annual Thanksgiving tradition. In recent years, deep-frying turkeys has become increasingly popular. However, frying these birds also comes with some inherent risks. For hundreds of families, what should be a joyful day turns into a fiery nightmare.

It's important to note that the [Underwriters Lab](#) has refused to certify any turkey fryer stating that "based on our findings, [these fryers] are not worth the risk." But, if you simply must have deep-fried fowl, please take safety precautions.

### DO

- ◆ Be sure the turkey is completely thawed and as dry as possible
- ◆ Fry outside, away from buildings or flammable materials
- ◆ Reduce tipping hazard by cooking on a flat surface
- ◆ Use well-insulated potholders or mitts to reduce burns

### DON'T

- ☠ NEVER leave the fryer unattended
- ☠ DO NOT overfill the fryer - oil that spills over will ignite!
- ☠ DO NOT use water to extinguish a grease fire! Use an all-purpose or grease fire extinguisher
- ☠ NEVER let children or pets near the fryer when in use