

THE ART OF MEDIC-ing

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What they forgot to teach us in
training

Objectives/Teaching Points

- Define public servant
- Learn what “listening” really means?
- Learn what our patients really hear?
- Learn what our patients want to hear

Objectives

- Deciding if we should be honest
- Learn the impact of the “human touch”
- Learn when EMS makes a difference
- Decide what our goal is as a profession

Objectives

- Describe humanization of a temporally based, short term relationship
- How one doctor's experience will change the way she practices



Public Servant

a person holding a government office
or job by election or appointment;
person in public service.

“Not everyone can be a hero but everyone can be great; because greatness is determined by service.”

-Martin Luther King, Jr.

Our Patients' emergency is not
our show!

It is theirs!!

You are a supporting actor/actress

They have the LEAD

What is a patient advocate?

- person who pleads for or in behalf of another; intercessor.
- champion, proponent, backer

Listening

- To make an effort to hear something
- To pay attention; heed
- That means SHUT UP...let your patients tell you what is wrong...they will do it most every time...

Hearing

the faculty or sense by which sound is perceived; the act of perceiving sound



Touch

What it IS cracked up to be?

Human Touch

- What's appropriate?
- Are you uncomfortable touching strangers?
- Healing power of touch
- Why do patient's reach for our hands?

What You Say?

What Patients Hear



The Truth

- honesty; integrity
- the true or actual state of a matter
- ideal or fundamental reality apart from and transcending perceived experience

Tell the truth

Patients are not stupid!!!

It's not always *what* we say, but
how we say it!

“Fear is something you have to
throw into a corner.

CONSTANTLY.

Because it never goes away.”

-F. Lee Bailey

How much of what we do is
technical?

How much of what we do is
about human relations?

How can we, as emergency caregivers, make a difference?

It is not what we say, but how we say
it????

So.....

- Eye contact
- Touch
- Listening and hearing

Goal

- Gearing treatment to:
 - reversing life threats
 - slowing progression of time sensitive illness
 - alleviating fear
 - informing our patients
 - maintaining patients' dignity

Consciously or unconsciously, every one of us does render some service or other. If we cultivate the habit of doing this service deliberately, our desire for service will steadily grow stronger, and will make, not only our own happiness, but that of the world at large.

-Gandhi

My turn



What do Eagles look like?

