

Is Anger Really a 4-Letter Word?

Dealing with the Difficult in EMS

Gathering of Eagles 2023

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Is anger the predominant patient emotion in difficult patient encounters?

What is behind the “what” we must seek?

How do you turn the “No!” into “I’ll go.”?





Trauma Emergency Center













“Clear the Mechanism”





Spellcheck



~~Anger~~

FEAR





“Help me understand...”





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EMS SECTION

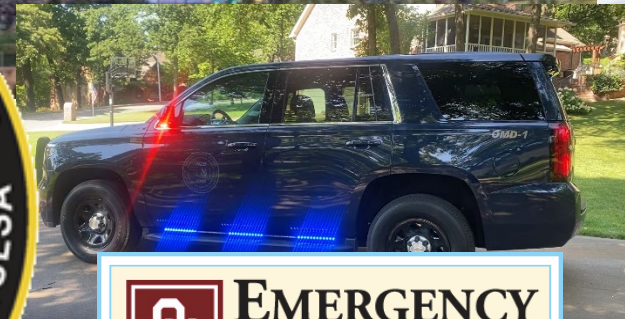
Turning “No!” to “Yes”



Define “winning” for you
Clear the Mechanism
“Help me understand...”
Turning “No!” to “Yes”



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