

Patient Advocate Team

The
Next
Big Thing
in **EMS**



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Patient
Advocate
Team

***“It has happened to me,
and it has happened
to you as well...”***

“Rescue the Family”

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***If everybody is focused on the patient,
who's looking after the family?***

“Rescue the Family”

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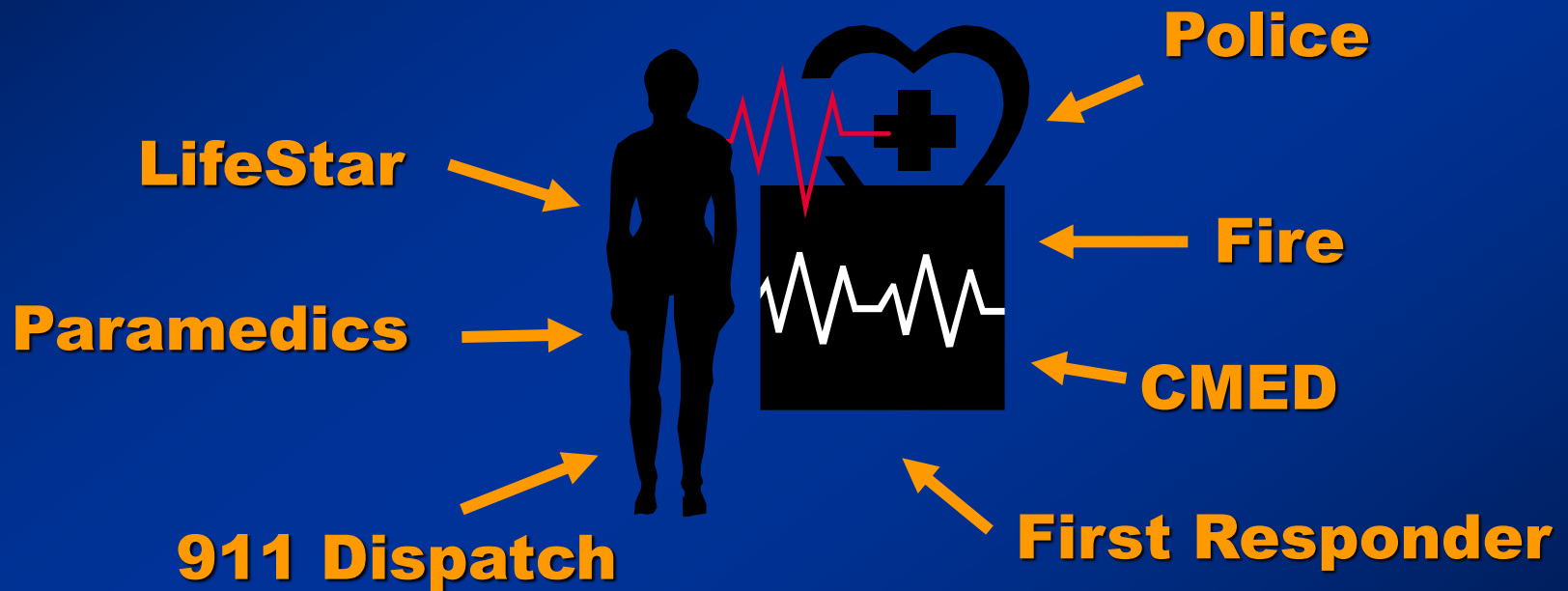
Patient Advocate Team

The Next Big Thing in EMS

“Rescue the Family”

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PAT: Resetting the Focus Beyond the Primary Patient



"Rescue the Family"

**Secondary patient
in crisis**

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Connecting the Family to the Next Level



“Rescue the Family”

***Secondary patient
in crisis***

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Connecting the Family to the Next Level

PAT member



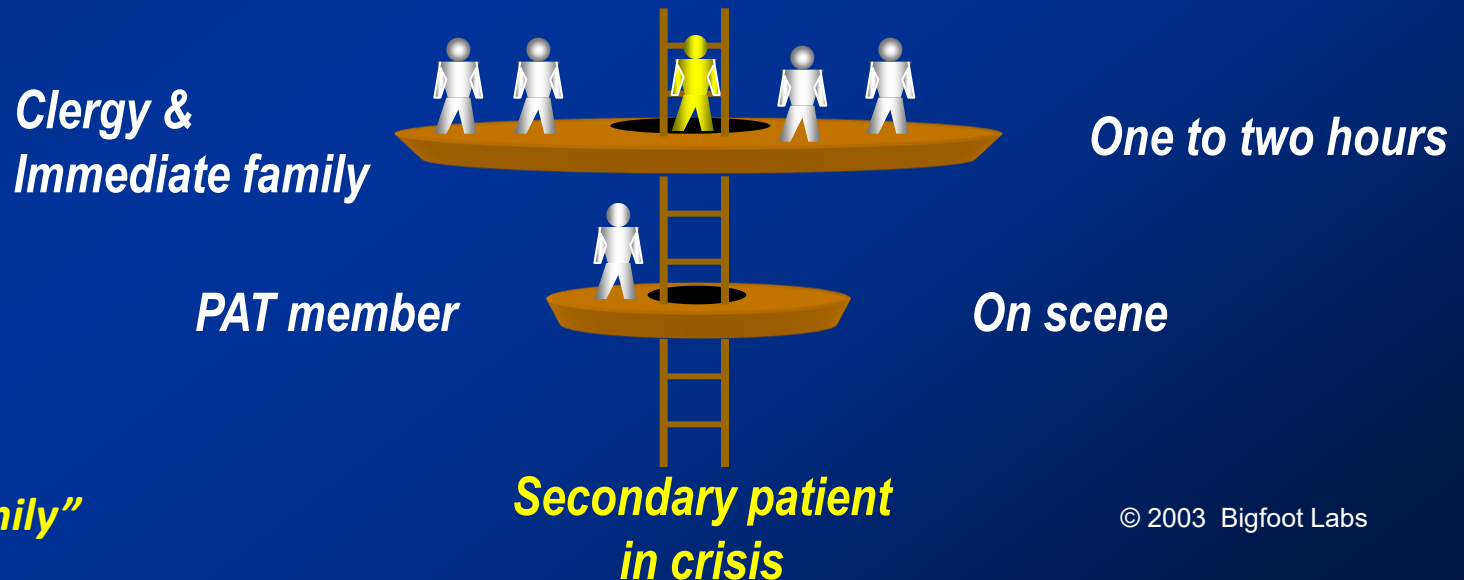
On scene

“Rescue the Family”

*Secondary patient
in crisis*

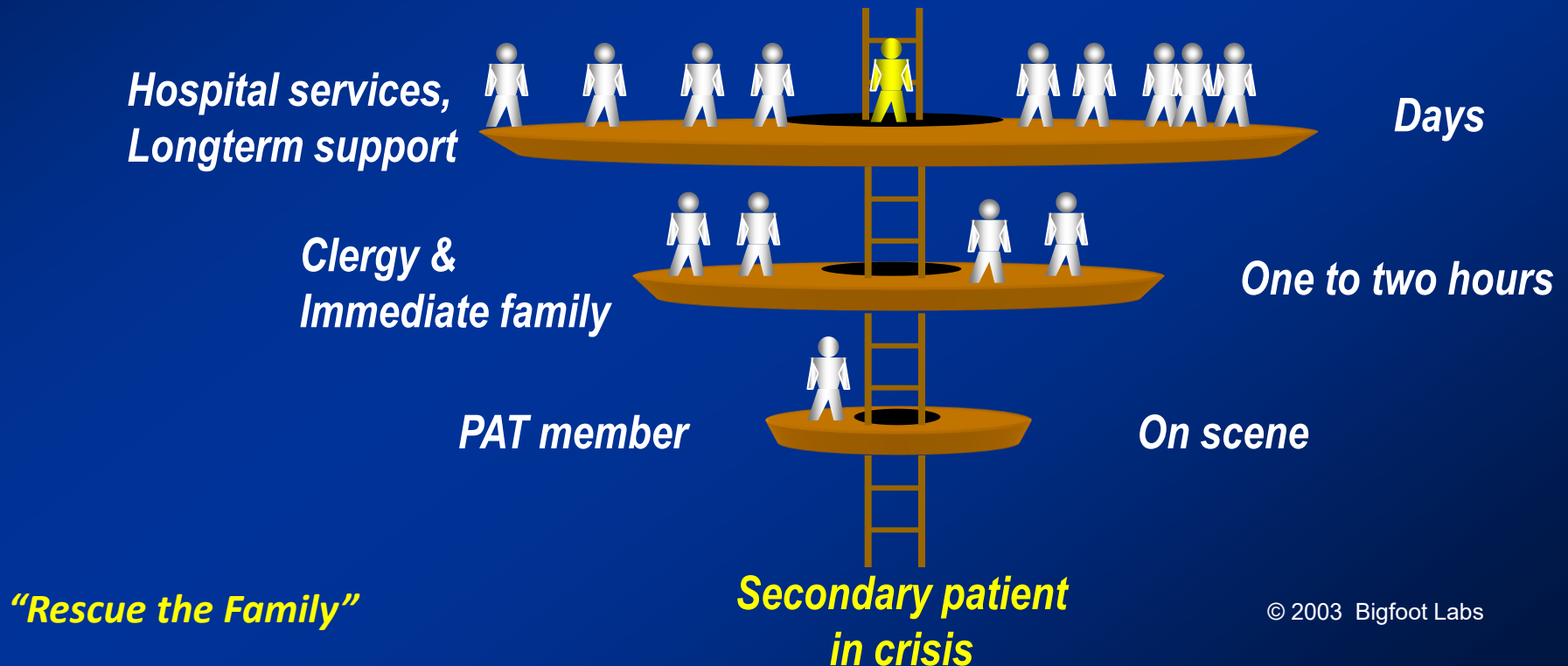
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Connecting the Family to the Next Level



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Connecting the Family to the Next Level



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Connecting the Family to the Next Level

*Friends, extended family,
church, social orgs*

Weeks

*Hospital services,
Longterm support*

Days

*Clergy &
Immediate family*

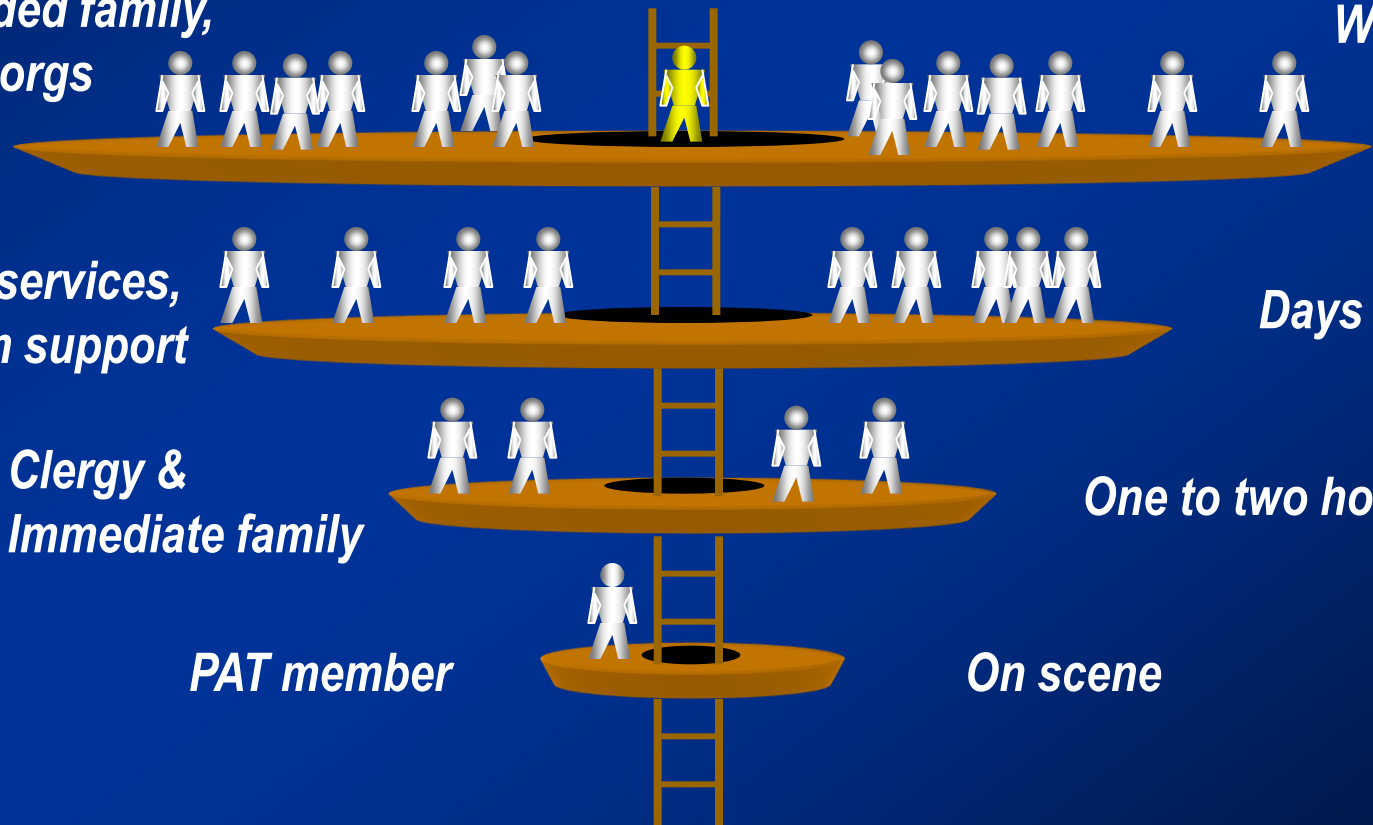
One to two hours

PAT member

On scene

"Rescue the Family"

***Secondary patient
in crisis***



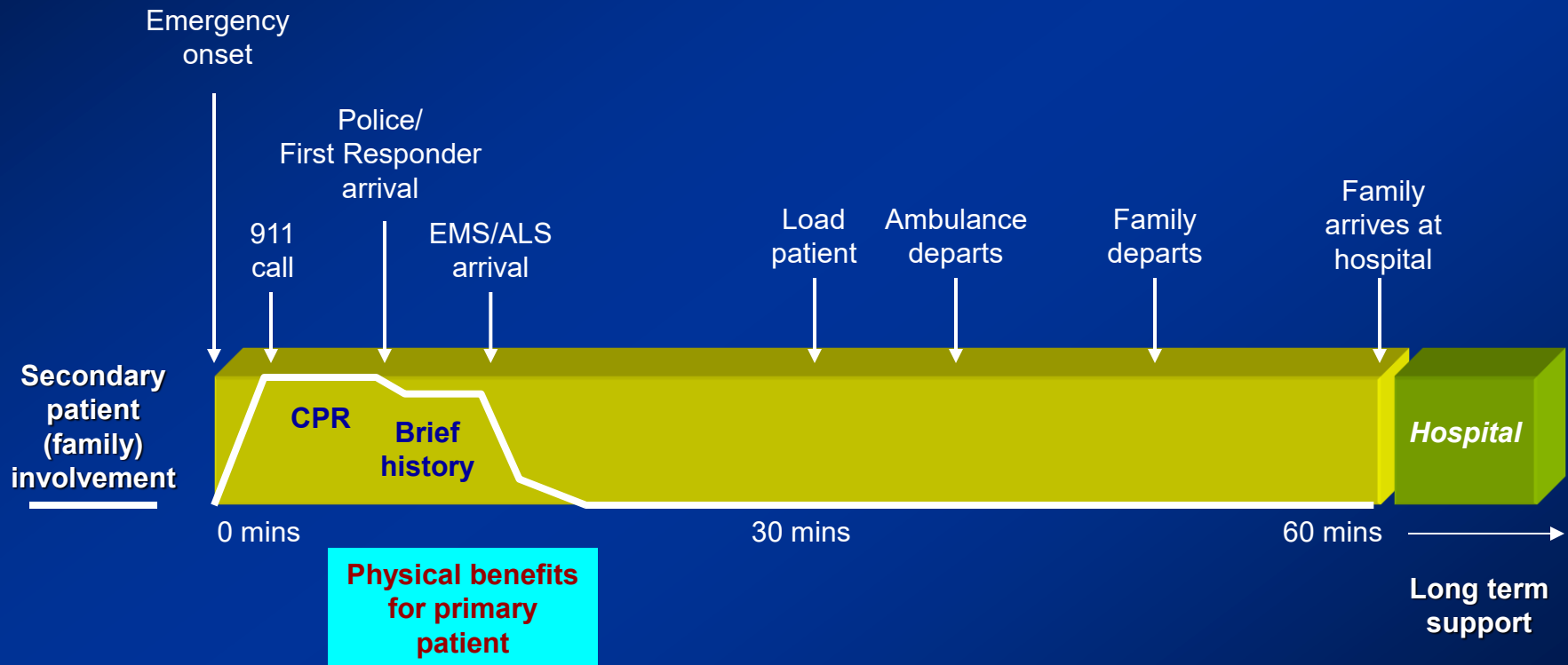
How does a PAT member do this?

- **Separate - Inform - Connect**
- **Keeps the family “rescuing”**
 - Retrieve meds
 - Get detailed history
 - Notify relatives with PAT help
 - Keep family out of the way of EMS crew!
- **Explains what is happening**
- **Thinks for the family**
 - Ex: “Get coat, purse, directions to hospital”
- **Listens**

The History of Patient Advocacy

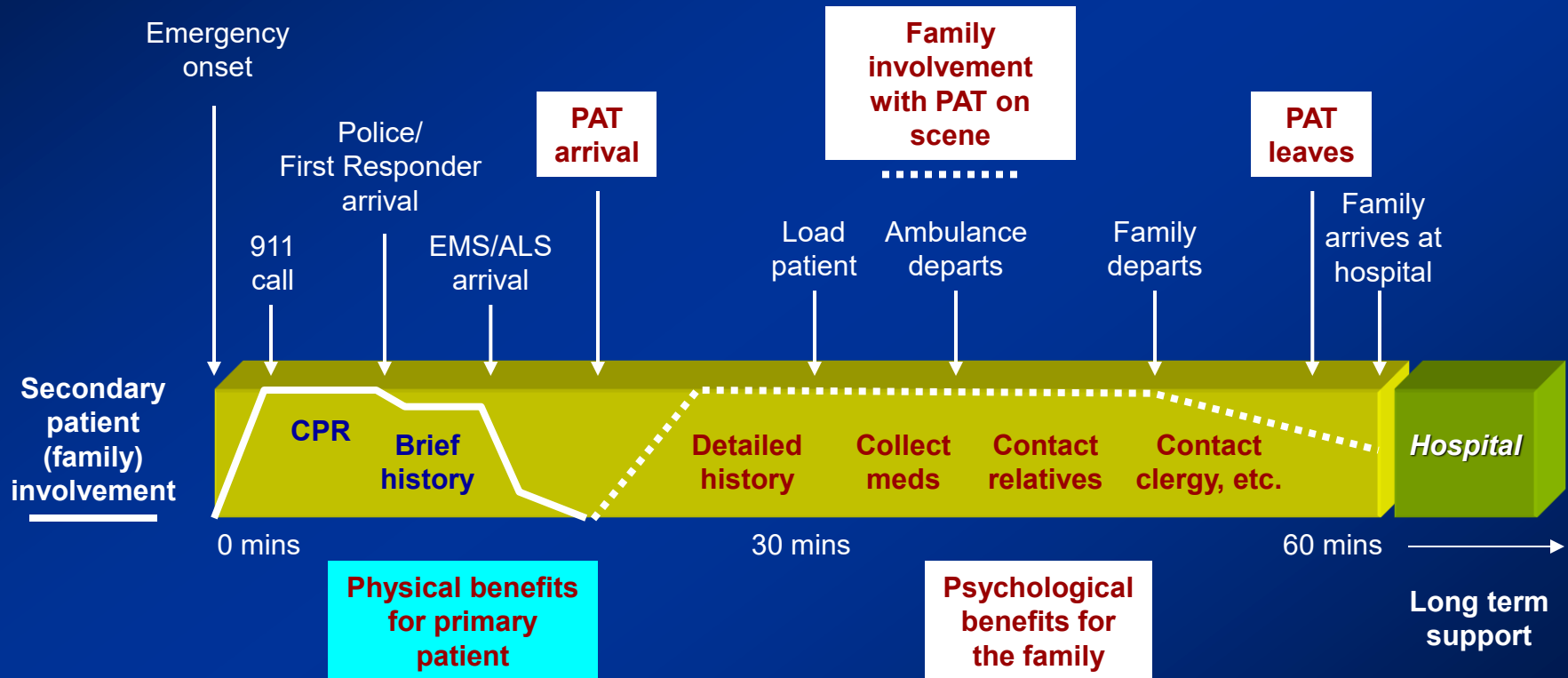
- **Hospital Patient Advocates**
 - Bridge information gap for family before physician comes out to waiting room
 - Connects family to hospital support services
 - Often are former nursing staff, social workers
- **Field EMS Patient Advocates (PAT)**
 - Bridge family's *Emotional Golden Hour* on scene
 - Connect family to next level of long term support
 - PAT members are products of EMS
 - Attuned to rapid response
 - They know what happens on ambulance calls

The Secondary Patient's Emotional Golden Hour



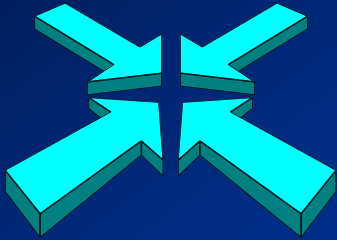
"Rescue the Family"

The Secondary Patient's Emotional Golden Hour



"Rescue the Family"

PAT: A Synergistic Solution for EMS



- **Senior EMTs leave without growth path**
 - PAT keeps experienced EMTs active
- **EMS service must expand but few \$\$\$**
 - PAT costs virtually nothing to implement
- **Families need to continue rescue effort**
 - PAT keeps family involved but out of the way
- **EMS crews are busy with the primary patient**
 - Police, Fire and EMS handle primary patient
 - PAT takes care of the **secondary patients**

Who are the Secondary Patients?

- **Family**
 - Spouse
 - Children
 - Parents
 - Relatives
- **Non-family**
 - Close neighbors
 - Bystanders who are first responders

When is it a PAT Call?

- **Heart attack**
- **Untimely death or suicide**
- **SIDS and injured children**
- **Sexual assault**
- **MVA with long extrication**
- **When requested by EMS, PD, Fire**
- **When you just know it is:**
 - **School bus accident**
 - **Plane crash**
 - **Lost child**

Requesting PAT Members

1) Identify the need

- Family needs emotional attention
- More than you care to handle

2) Contact the PD

- Request PAT member to respond over radio
- Listen on radio for responder

3) Brief PAT member upon arrival

- Who's who, patient condition
- *No sensitive info over the radio!*

PAT Services

- **Secondary patient care**
 - **Work with family emotionally**
 - **Control information flow about patient to family members**
 - **Assist family in directions or transport to hospital**
 - **Help with phone calls to relatives**
 - **Connect to next level of care**
- **Scene care**
 - **Reset moved furniture**
 - **Clean up biohazards, do needle checks**
 - **Help PD lock up residence**

Other PAT Services

- **Death notification**
 - **“Widow watch”**
 - **Death notification (with PD if possible)**
- **Preparing for decedent viewing**
 - **Make deceased look presentable**
 - **Remove biohazards, EMS equipment**
 - **Forewarn family what they will see**
 - **Connect with funeral home**
- **In-hospital support**
 - **Take or lead family to hospital ED**
 - **Connect with hospital Patient Advocate**

PAT Specialties

- **All PAT members can address any PAT call need**
- **Each PAT member specializes in, or has an affinity for, certain calls:**
 - **Example:**
 - **Sexual assault**
 - **Untimely death**
 - **Injured children or children present**
 - **Spiritual matters, prayer requested**

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Case Review

- **Tractor Accident**
- **Widow Watch**
- **After School Accident**

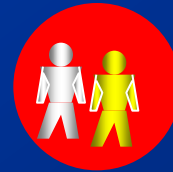
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The PAT Organization

● PAT Members

Core of 10 responders



"Rescue the Family"

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The PAT Organization

● PAT Members

Core of 10 responders

● PAT Resources

Specialists outside EMS
Called into unique situations



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The PAT Organization

PAT Members

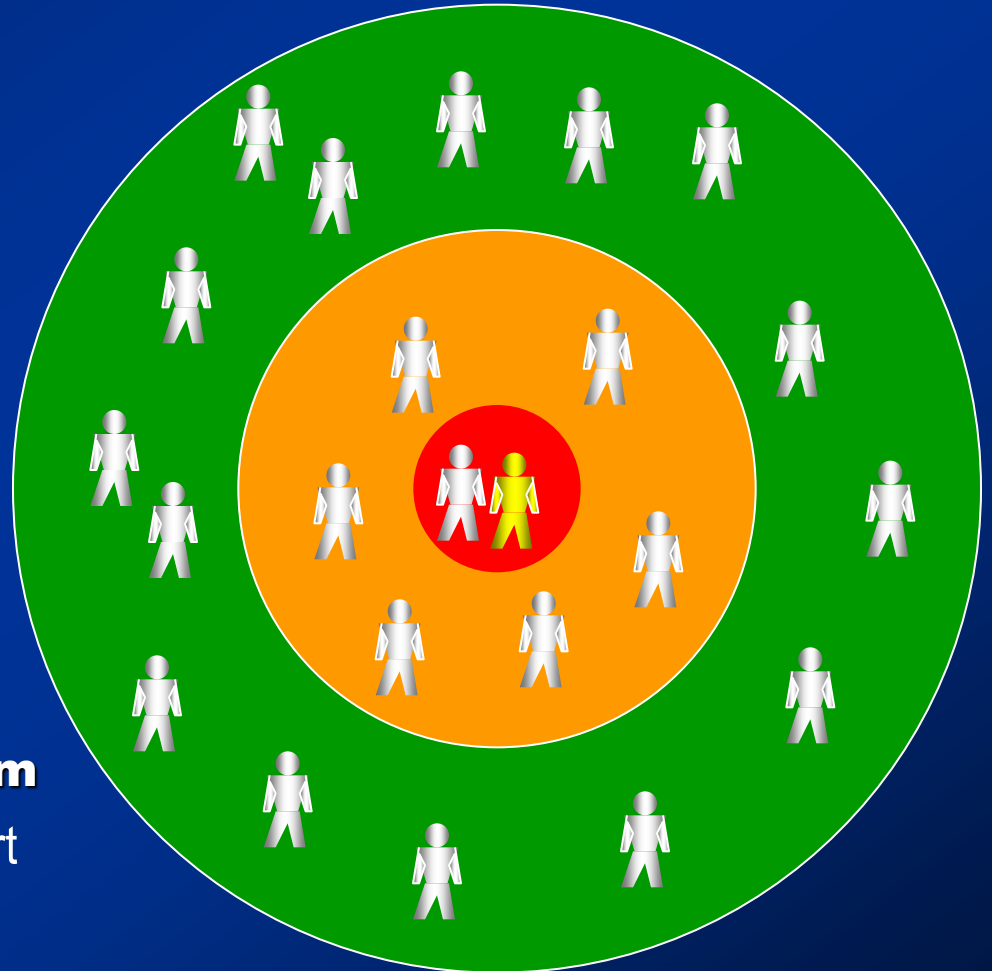
Core of 10 responders

PAT Resources

Specialists outside EMS
Called into unique situations

The Extended Support Team

Preparatory and post-call support



"Rescue the Family"

PAT Members

- **The “front line” of the PAT program**
 - **Work directly with the family**
 - **Active in the “emotional golden hour”**
- **A core team of about 10 members**
 - **Products of longterm EMS**



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PAT Resources

Suicide
Sexual assault
Hospice
Psychosis
Blind
Language
SIDS
Clergy
CISD
PAT follow-up

- **Specialists in complicated areas**
 - **Consulted with or called to scene**
 - **Might not have an EMS background**
- **Work to support the PAT core team**
- **Training**



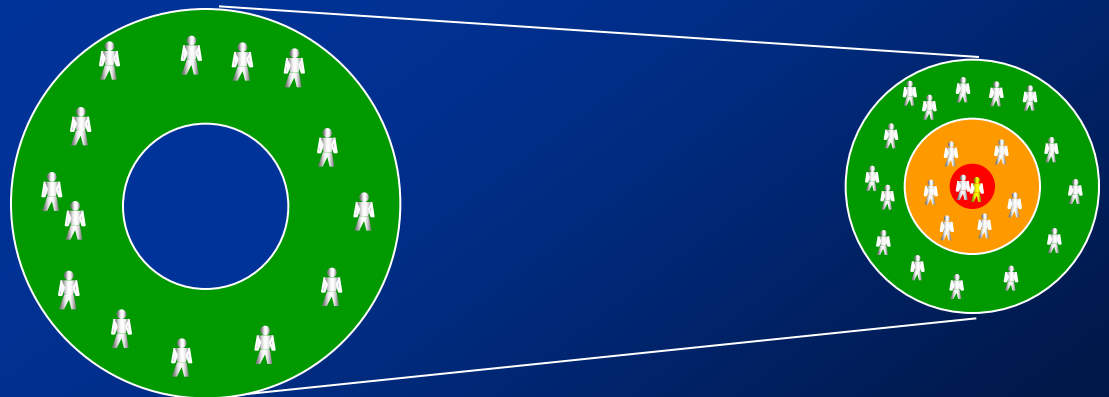
"Rescue the Family"

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Extended Support Team

PAT collateral
Hospitality
Public Relations
Expansion

- **Contributors of special talents**
 - **The people “behind the scenes”**
 - **Instrumental to PAT success**



“Rescue the Family”

Are You Ready to be a PAT Member?

- **This is for EMTs who *love* to help people (“people people”)**
- **Those who gravitate toward issues of a spiritual and social nature will do well**
- **This is not a “job”; it cannot be delegated or appointed**
- **It defies quantification or certification**

Finding the Right People

- **Mature, experienced EMTs *only***
- **Ready to move up in responsibility**
- **Strong, confident people skills**
- **The best candidates will jump at the chance once prompted**

... Or can you help on the PAT Resource
or Extended Support teams?

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The PAT program will challenge you reactively
but you must change proactively.

You must strive to become a better, stronger person
so that you can
relate to more people
and help them more effectively
in their time of extreme need.

“Rescue the Family”

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For more information:

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Patient Advocate Team

The Next Big Thing in EMS

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Frequently Asked Questions and Review

“Rescue the Family”

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Q: “Do we really need PAT members? Don’t EMS crews and the police on scene already perform this function?”

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Q: “I know someone who isn’t an EMT but is really good working with kids. Why can’t they be a PAT member?”

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Q: “What if I have a bad call and there is no PAT member available?”

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Q: “Do PAT members respond to the scene with their emergency lights?”

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Q: “There are plenty of clergy, social workers, crisis teams and counselors around. Why not just use them?”

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Q: “Do PAT members get involved with patient care on the primary patient?”

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Q: “What if the PAT member gets on scene and it turns out there is really nothing to be done?”