

PSCR EMS In-depth Interview

Interview Questions

Context and Beliefs of Work

1. If you were describing your job to someone who knew nothing about being an EMS first responder, how would you describe it?

Communication and Technology

2. How would you describe the current state or condition of communication equipment in your field, and specifically in your own work situation?
3. How (if at all) have things changed in terms communication since you became an EMS first responder?
 - a. What do you think about these changes?
4. If you think about the incidents you've responded to over the last few months, or even in the past year, is there information that could have helped "paint a better picture" of the incident, or that would have helped you to respond better?
 - a. What kind of information would be the most helpful, either for typical or for more complicated calls?
 - b. How could information have been delivered more effectively?
5. Have there been times when you [or someone you know] have been overwhelmed by too much going on during a call?
 - a. What, if anything, could have helped in these situations?
6. What, if anything, do you think causes communication problems in your work?
7. What kinds of technology do you use to do your job as an EMS first responder?
 - a. What do you think about the technology?
8. Besides your radio and a computer, if you use one, what other kinds of technology do you think would be the most useful when responding to calls.
 - a. Why do you think these would be useful?
 - b. Are there things you would change or improve for the things you listed?
9. In a perfect world, where technology could do whatever you wanted, describe your wish list, or describe what you would like technology to be able to do for you in your job.

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10. Is there anything else you'd like to share about your job, related to communication or technology, that you think is important for us to know?

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[Choose 1 of the 2 EMS scenarios and read the vignette to the interviewee]

Scenario-based Questions

1. Based on this scenario, walk me through what you would do and what information you need and when.
 - a. What were your primary tasks during this incident?
 - b. What about secondary tasks?
 - c. Let's discuss the incident information during various stages of incident response [a. Prior to incident response; b. En route; c. On scene]
 - What incident information would be available to you? How important/critical would the incident information be?
 - How would the information be delivered to you (e.g., radio, printout, photos, videos, on MDT)?
 - Would you want to change the information delivery method delivered (e.g. from printout to electronic, from voice to visual so it can be retrieved later)?
 - d. Would there be incident information that, if available, could help "paint a better picture" of the incidents? If yes, elaborate and describe how you would like the data delivered to you.

Then we would introduce one of the complex factors and ask:

2. [for each complex factor added] Imagine <this> happens. What would you do and what information would you need to handle <this> and when?

EMS Scenario 1

Vignette:

On a Thursday morning at 05:48, the Emergency Communications Center receives a call for a sick person. Caller advises patient had two seizures prior to calling 911. Patient is very sleepy and doesn't want to get up. ECC dispatches a Basic Life Support ambulance to handle the call.

Complex Factors:

- Once on the scene the patient becomes combative and wants to fight the ambulance crew.
- Once police arrive, they state this individual has a history of fighting EMS and Law Enforcement
- Patient comes out of apartment screaming at EMS and Law Enforcement

EMS Scenario 2

Vignette:

On a Tuesday afternoon at 16:30, the Emergency Communications Center receives a call for a sick person. Caller advises patient isn't feeling well and not acting right. ECC dispatches a Basic Life Support ambulance to handle the call.

Complex Factors:

- Once on the scene, EMS finds the patient unresponsive and in cardiac arrest
- Ambulance crew calls for Advance Life Support but advised it's at least 15 mins away
- The nearest hospital is 20 mins away