



Project "European Framework of Competences for Community Professionals in Gang Environments" Nr. FrameGANG_20151PT1-KA202-013159

European Framework of Competences for Community Professionals in Gang Environments

DACUM workshop research REPORT
of paramedic profession, process and functional analysis

Organizator: Charity and Support Fund "Garstyčios grūdas"

Date: 2016-07-08

Location: Jonavos st. 162, Kaunas, Lithuania

Short description of the participants: In research study have participated paramedics of Lithuanian paramedics association and public institution Kaišiadorys emergency medical station, emergency medical care professionals.

Lithuanian paramedics association paramedics and Public Institutions Kasiadoriu ambulance station, emergency medical technicians.

RESEARCH SEQUENCE:

Time from - till	General points	Subpoints	Responsible / facilitator person
10:00 - 10:10	Registration	To write a necessary data and sign in the registration sheet (handouts distribution)	Director assistant CSF "Garstyčios grūdas" Sigutė Sapiegaite
10:10 - 10:30	Acquaintance	Introduction and presentation of the project and its objectives	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė
10:30 - 11:30	Work / specialty review	<p>a) The discussion about the role of paramedics in the community and the development of relevant structures</p> <p>b) First / initial "brainstorming", <u>participants thoughts and reflections on the issues:</u></p> <ul style="list-style-type: none"> • how they can interact or interacting with problematic youth groups, • violent youth groups and street gangs 	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė

11:30 - 11:50		Coffee break	
11:50 - 12:45	Setting of functions and duties (setting of main responsibility areas)	Interactive group activity in small groups a) Concisely describe your work task in performance terms b) Are duties performed by a single person or by the group (if there should be a group of people to perform general tasks) c) Duties can be described by: - one verb, - object, - a simple classification. d) There are general, but not specific job assignments, which has to be carried out. e) Are meaningful by themselves (not dependent upon the duty of other tasks)	Psychologist/ lector of CSF "Garstyčios grūdas" Gitana Steponavičienė
Time from - till	General points	Subpoints	Responsible / facilitator person
12:45 - 13:45	Identifying and choosing of duties	<ul style="list-style-type: none"> what paramedics with such duties need to know, do and think, during interacting with violent gangs or youth groups? 	Psychologist/ lector of CSF "Garstyčios grūdas" Gitana Steponavičienė
		<ul style="list-style-type: none"> who receive certain services during duty tasks implementation, working with in the community affected by youth gangs or at the epicenter of violent incidents. 	
13:45 - 14:15		LUNCH (served by organizers)	
14:15 - 15:30	Tasks implementation in conflict situation / context	Interactive group activity in small groups what paramedics <i>with such specific named duties</i> need to know, do and think, during interacting with violent gangs or youth groups?	Psychologist/lector of CSF "Garstyčios grūdas" Gitana Steponavičienė
15:30 - 15:45	The final part	Review and verification of received / recorded data within these general perspectives: what need to know, do and think, during your work/duties implementation when you interacting with violent gangs or youth groups?	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė
15:45 - 16:00	Actions after the end of the study	Information about the next steps for researchers and participants and research study results.	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė

Participants duties and implementing tasks

Paramedics noted the following duties:

The doctor, a paramedic, brigade commander, a driver - paramedic, a driver, an emergency specialist, volunteer, emergency nurse, student, probationer, trainee.

The paramedics noted the following tasks which they implementing:

To catch, to survey, to signal, to carry, to communicate, station, to recovery, to count, to monitor, to ventilate, to invite, to bandage, to call, to measure, to inspect, to refresh, to greet, to convince, to receive, to carry out, to speak, to calm down, to watch out for.

The paramedics have noted these autonomous tasks (with the meaning without reference to the work):

- Provide advice, compassion, calm down, to respond to the additional calls (relatives), to work overtime.
- To provide social assistance to the public, minors transfer to sober persons, information providing, the ability to listen, to maintain the patient's problems at work, to switch from one patient to the next, quickly make the right decisions, communicate and interact respectfully.

Workshop participants noted that job assignments which has to be carry out in their work are more general, rather than specific:

- to see, to hear, to understand, to bandage, to run, to carry, to go, to listen;
- to load equipment, to clean workplace, to introduce to dispatcher, to take a break, to greet colleagues, to fill medical records, timely supplement ended resources, to communicate, to console, to protect, to go, to know, to keep confidentiality, to rescue, to keep an order.

One person or a group performed duties, if the performance of their duties demand a group of people, according to the workshop participants are:

- The drip system assemblage, presentable appearance, patient appeasement, relatives appeasement, equipment check, stop of bleeding, arriving to the call on time, patient transportation, ABCDE assessment, make the call to doctor on duty, the initial resuscitation, communication, defibrillation, resuscitation, immobilization, monitoring, transportation, catheterisation, childbirth adoption, driving.
- Other: subordination, ability, hearing, communication, assistance, expertise, violence overcoming, self-control, motivation, stress management.

A) The general knowledge and skills requirements that are important for the community to work with gangs and problematic youth groups:

The workshop results revealed that the most important thing for paramedics is emergency medical knowledge (knowing of help providing protocol in the incident place) in order to provide qualified help and assistance to the victim and his relatives.

It is also important:

- psychological preparation, because most cases are stressful for paramedics.
- be able to evaluate the situation, and be able to manage it;
- be able to work in the team;
- by arriving to incident place is important to divide the roles and during the arriving to think on the action plan, and on arrival to operate properly planned and targeted. It is important to be aware of security measures and ensure their own safety;
- physical preparation;
- continuously professional development (continuous knowledge and skills).

During the workshop was found out the lack of workers knowledge about:

- communication with problematic youth groups;
- communication with persons using psychoactive substances;
- what is typical behavior of people using psychoactive substances;
- what are these behavioral changes;
- how to respond to a person after taking psychoactive substances;
- how to protect themselves in conflicts, in emergency situations;
- what are the dangers and how to avoid them;
- how to deal with cases of suicide;
- how to deal with suicides relatives, and how to help them;
- lack of knowledge of how to manage stress;
- lack of knowledge about communication and how to provide help and assistance to angry and aggressive minded patient;
- how to communicate with children in extreme situations.

B) Employee behavior (desirable traits and attitudes) in a particular context:

Workshop participants pointed out the action plan on arrival at incident place:

- to evaluate and to ensure their safety (the workshop participants said that if there is no security, they do not provide help, even do not go out of car);
- to provide help and assistance to the victim by the circumstances and according to the needs;
- to evaluate and stabilize the victim's vital functions;
- if necessary, call additional support (eg .: the police, another ambulance crew, fire department, special services);
- communicate with the shift commander or officers;
- if necessary, to transport the injured persons to the hospital;
- documentation completion.

During the communication with the participants of this workshop was found out that there is no single plan model or specification, which can be applied in all call cases, because people are different, their behavior is different, different calls have different objectives, that is why the cases are different. Among the most popular cases, paramedics mentioned angry and

aggressive patients and their aggressive behavior with paramedics. These are the cases that almost every day worrying during driving to the calls. When the human / patient or his relative get in to the emergency situation it caused anxiety, stress and tension. It is quite strong psychological stress for each person, while suffering a mental health disorder and if a person is taking strong drugs or has already developed 3rd stage of alcoholism - alcoholic psychosis. In such cases, in order to protect the patient, others and themselves, for paramedics it is very important to be able to evaluate the possibility of his aggressive behavior, not to provoke anger outbursts and know what to do if a patient behaves aggressively.

C) Tools, materials, equipment and supplies needed to prepare for working and assistance the community in which exist gangs

The main tasks for paramedic in each case are:

- to evaluate the patient's condition,
- to provide all patients with first aid via ambulance
- to supervise the transfer of a patient,
- to administer the prescribed medication,
- to recovery, if necessary, using the airway and breathing measures.

Paramedic in his work:

- loads the patients in the vehicles and puts them out, supervise and monitor the patients according to their competence.

In the workshop participated paramedics the working tools and equipment needed to work in the community facing with gangs and their members, divided into two groups:

1. Emergency medical supplies and equipment:

stretchers, splints, special masks, automatic external defibrillator, drip, catheter, turnstile, autopulse, scaler, pulseoximeter, thermometer, ampular, obstetric package.

2. Other materials:

communication measures (phone, portable radio), protective equipment, clothing adapted to different seasons (winter essential shoes adapted to slippery pavement) and others.

D) Future trends / concerns:

Workshop participants mentioned that during each of standby time they have call-outs related to street gangs or serious youth groups. Part of the service calls are unsafe because that workers and services providers experiencing blackmaile, psychological violence and threats. The main concern remains the security of the worker and the patient and his environment.

Gaps exist in the labor scheduling and tasks / duties, as documentation completion is not included in the working time (often employees work overtime filling the documents).

Paramedics are very lack of psychological support when they return after a very hard stressful situations. As the ambulance service command is low, the paramedics team is the only

one, so the number of calls is high. As a result, paramedics do not have possibility to rest or to consult with a specialist / psychologist.

E) The most interesting feedback thoughts, comments, ideas and challenges (named / quoted):

At the end of the workshop participants shared their insights and thoughts. They argued that a successful paramedic job leads service and the ability to communicate and understand other people. It is also important an organizational skills, ability to work in teams. To help serious patients workers need special knowledge, competence, and ability to manage emotions.

Working with street gangs or serious behavioral groups require particular knowledge and preparedness. Important is both physical and mental preparation for both. Required conflict management skills.

The paramedics said that the key is the ability to work in a team and together to organize and carry out the same action. In this case it is very important such personal qualities as: fast response, memory, communication skills and mission.

The workshop participants said that in their mission there are **three important principles**:

1. Empathy - the ability to empathize with the other's inner world, to live, "his emotions, to look with his eyes to the environment and to themselves. The most important thing is respect, understanding, appropriate assistance."

2. Authentication - in any act of communication to be themselves, to be the real "I" without hiding under the masks.

3. Acceptance principle: the total acceptance of the other in an effort to meet him in conversation as worthy of all honor subject without any prejudices and accusations."

The paramedics said that it helps them and provide assistance to each who has called a brigade.

Feedback has shown a lack of organized seminars and psychological training courses which provide the opportunity to gain new knowledge and upgrade their existing and learn / work in psychotherapy groups. Such seminars / training should be conducted periodically, because of changes in personnel, changes in technology and changes in the gang policy and its behavior.

Workshop participants expressed the need to learn how to predict an outbreak of patient aggression and how to avoid it? And if this happened what to do in such a situation.

F) Changes after the final stage of workshop process:

After the final phase of workshop process there wasn't any changes - the participants information report was nor added neither corrected. From this can be concluded that the workshop participants worked responsibly and implemented tasks fully.

G) Summarized / totaled interpretation of evaluation forms:

Combining the assessments tables from evaluation sheets appears the overall assessment has gotten by questions in the table:

	SA	A	D	SD
1. Information given to you about the workshop prior to your arrival was sufficient.	4	4	2	1
2. The workshop moved in a smooth businesslike manner.	10	1		
3. The DACUM facilitator(s) carried out their roles in a positive and effective manner.	10	1		
4. The workshop was interesting and informative.	8	3		
5. Sufficient time was allocated for completing all activities.	10	1		
6. The workshop facilities were adequate.	10	1		
7. The workshop location was suitable.	10	1		
8. Arrangements for meals and breaks were sufficient.	10	1		
9. My participation in this workshop was a worthwhile endeavor.	10	1		
10. I would recommend participation in similar workshops to fellow workers.	8	3		

11. The **weaknesses** of this workshop were:

- Has not mentioned;
- has not been;
- lack of participants.

12. The **strengths** of this workshop were:

- it was interesting to learn, to communicate, to work;
- very well and professionally prepared course;
- teamwork;
- communication;
- explanation of the situation;
- co-operation;
- our opinion has been evaluated, taking into account aspects of our work;
- has interacted with us, has shown interest - this is very important, we were heard, we have received support and maintenance;
- held direct communication and discussion;
- clearly stated workshop material;
- informative;

- organization;
- professionalism.

13. **Participants reactions** to DACUM as a process for identifying tasks and related information important to education and training is::

- positive;
- encouraging;
- informative;
- like;
- good reaction;
- thank you for inviting;
- very needful;
- I wish you good luck!

SUMMARY OF EVALUATION TAKEN FROM EVALUATION SHEETS

Some of the participants in the first paragraph „Information given to you about the workshop prior to your arrival was sufficient "has indicated that it hasn't received full or has received partial information about the research study objectives and processes. Whereas participants in the study were called by the head of paramedics association, so he had to inform the participants and forward them the presentation of study process and agenda, which he was submitted two weeks before the study.

In 2-9 paragraphs most of the participants pointed out, the "SA", only in the fourth paragraph three participants noted the "A". It says that:

- study was implemented completely smooth and businesslike;
- DACUM workshop presenting person positively and effectively carried out his roles;
- study were interesting and informative for them;
- studies moderator has given enough time to implement the task;
- facilities for the study were drawn appropriate;
- location was comfortable for all;
- coffee and rest breaks have been properly aligned with the process and work in the groups;
- participants were satisfied of study organization and its process and considers that it was worth a try to participate in the study process.

In tenth paragraph several participants noted the "A", but most noted "SA". This shows that all the participants would recommend to participate in similar studies for their colleagues.

Most of the participants in this study did not notice any weaknesses, but one participant pointed out that there could be more participants.

Participants noted many strong sides of this study, they were interested in working groups, to communicate and discuss, participants were glad that they were heard. They noted that the study was informative, organized and material was lectured very professional. They were interested in communicating with each other and share their experiences.

The participants responded very positively to DACUM as the process of establishing tasks and related information, which is important for training and education. They pointed out that the study was encouraging and informative, and thanked for the opportunity to participate in it.

Annexes:

1. Evaluation sheets copies.....24 (12x2 sides) sheets.
2. Participants signatures sheet copy.....1 sheet.
3. The photos of workshop participants 9 pc.
4. Sheets charts and workshop process photo..... 29 pc.
5. DACUM workshop agenda for paramedics 2 pg.
6. DACUM workshop participant certificate..... 1 pg.

Director of CSF "Garstyčios grūdas"

Stefa Kondrotienė