

McHenry Western Lake County EMS System
Professionalism in EMS
Roles Responsibilities and Communication
Fall 2021- Quiz

NAME: _____ DATE: _____ DEPARTMENT: _____

1. Ryan and Burt are working an adult cardiac arrest together. Ryan notices that Burt's chest compressions are not meeting the depth of at least 2 inches and that he is not allowing for full chest recoil. Ryan immediately points out the errors in Burt's performance. According to the rules of Mutual Respect, Ryan should speak to Burt in a:
 - A) Harsh and commanding tone
 - B) Receptive and respectful manner
 - C) Respectful and authoritative tone
 - D) Soft voiced and gentle manner

2. The communication example in the above question (#1) demonstrates:
 - A) Constructive Intervention
 - B) Closed Loop Communication
 - C) Knowing limitations
 - D) Summarize and Re-evaluate

3. Clear messages are key to communication among pre-hospital providers. Which of the following elements supports Clear messaging?
 - A. Controlled tone
 - B. Non-Emotional tone
 - C. Calm and indirect manner
 - D. A&B

4. Mike, is the paramedic in charge of a resuscitation. He directs Jeff to administer the initial dose of Epinephrine. Jeff looks at confirm the medication order as Epinephrine 1mg- 1:10,000. Mike repeats the message to verify it is received. Which component of communication is being demonstrated?
 - A. Clear Roles and responsibility
 - B. Closed Loop communication
 - C. Constructive intervention
 - D. Mutual Respect

5. Joe and his crew are tending to an 84-year-old patient who just obtained ROSC following full arrest. During the resuscitation, the team became confused as to when the last dose of Epinephrine was administered and to the last defibrillation was delivered. Which resource would Joe utilize in obtaining this pertinent information?
 - A. Call dispatch for response time
 - B. Estimate times based on dispatch information
 - C. Clarify for information from the recorder

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6. Sharing your knowledge and your experiences with your team during patient care can lead to detrimental results for the patient.
 - A. True
 - B. False

7. Paramedics Brian and Amy are beginning treatment of a semi-conscious, 34 Y/O male patient. Upon arrival, the patient presented with an altered mental status and erratic behavior. A bystander on scene stated to crew that the patient may be diabetic. After obtaining vital signs the crew noted the patient's glucose to be 32 mg/dl. Brian, the lead paramedic, asked Amy to start an IV line and administer Dextrose per protocol. Amy completed the task and advised Brian the procedure was complete. This is an example of knowing what to expect from others and getting feedback.
 - A. True
 - B. False

8. There are 8 key components to effective communication. These can make or break an EMS intervention effort. Fill in the blanks:
 - A) Clear _____ and responsibilities
 - B) Knowing your _____
 - C) How to communicate knowledge _____
 - D) How to practice mutual _____

9. Ethical responsibility can be defined as the ability to recognize, interpret and act upon multiple principles and values according to the standards within a given field and/or context?
 - A. True
 - B. False

10. Paramedic Scott and EMT Nancy are treating a 76 Y/O female patient complaining of chest pain and light headedness. While following their system SOP book, they are working within their scope of practice. In addition to following their scope of practice and SOP's, what key items may they also adhere to give the best patient care?
 - A. Roles
 - B. Responsibilities
 - C. Clear messages
 - D. All of the above

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11. Mary is an new EMT Student. She is responding to a patient experiencing shortness of breath with her ALS crew. Upon arrival it is determined that the patient would benefit from the application of CPAP. The lead paramedic directs Mary to apply the CPAP. She has not yet trained on this skill in her training. How should Mary respond?
- A. Recognize her limitations and communicate this to the lead paramedic
 - B. Ask someone to help her apply CPAP
 - C. Attempt to apply the CPAP as she has been directed
 - D. Refuse to assist in the patient's care
12. In follow up to the call in #11, the Lead paramedic takes time to mentor Mary and review the SOP for shortness of breath, and discuss the use of CPAP. This is an example of :
- A. Constructive intervention
 - B. Closed loop communication
 - C. Summarize and Re-evaluate
 - D. Clear messaging
13. The lead paramedic demonstrating professionalism by supporting Mary the EMT Student as a positive role model.
- A. True
 - B. False

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If you are NOT a member of the McHenry Western Lake County EMS System, Please include your address on each optional quiz turned into our office. Our mailing address is: Northwestern Medicine – McHenry Hospital EMS, 4201 Medical Center Drive, McHenry, Illinois 60050. We will forward verification of your continuing education hours to your home address.