

CASE STUDIES FOR THE EMERGENCY RESPONDER: PSYCHOSOCIAL, ETHICAL AND LEADERSHIP DIMENSIONS, 1ST EDITION is designed to demonstrate how interpersonal challenges of emergency medical response personnel and the people they serve can be proactively addressed and effectively conquered. Appropriate for practicing professionals and students alike, this book features case studies spanning a variety of topics including customer service, incident command, safety, interagency cooperation, internal and external communications, health and wellness, grief, and learned helplessness. Additional areas covered are advocacy, psych patients, EMS protocols, standard operating procedures, cultural issues, team dynamics, interpersonal skills, risk management, public private partnerships, and public education. Case Studies throughout the book encourage readers to problem solve by providing examples that show how certain decisions can either positively or negatively affect the final outcome of a variety of emergency situations. This book is designed so readers can learn from both positive and negative decisions. It shows the affects of short-sighted, mundane and unprofessional interactions with patients, between team members and with other public safety agencies - and the impact they may have. Case studies provided allow the reader to build knowledge and reflect, leading to meaningful discussions and dialogue in a variety of environments. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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KEY WORDS: ethics, leadership, TQM, trust, case studies. Manuel Guillen is At first, the source of managers' different elements, and this results in a greater response. While power may be . described as the psycho-emotive dimension of .

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