



Paramedic Chiefs
of Canada

Chefs Paramédics
du Canada

Leadership Strategies for Creating Low Stress High Resilience Organizations

We're taking a virtual role call today for those on the WebEx.
If you're viewing this in a group, please use the "Chat" window
on the right to enter your:

Name, **Agency Name**, and **# of people** joining from your location.

Please send chat messages to "All Panelists"

In association with



This session will be recorded, and a
link sent out to attendees.

Facilitators:



Paramedic Chiefs
of Canada

Chefs Paramédics
du Canada



Kyle Sereda

Chief

Moose Jaw & District EMS

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Todd Stout

President, FirstWatch

tstout@firstwatch.net

Cell: 858-395-1728

In association with



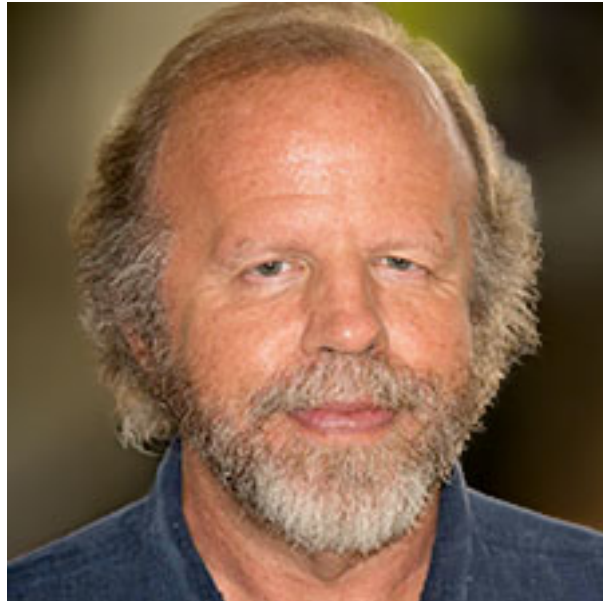


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Leadership Strategies for Creating Low Stress High Resilience Organizations

Guest Speaker:



Mike Taigman
Improvement Guide, FirstWatch

mtaigman@firstwatch.net

In association with





Paramedic Chiefs of Canada Low Stress Leadership

How Stressed Are You?

1

2

3

4

5



How Stressed Are You?

1 Just finished massage could nap

2

3

4

5



How Stressed Are You?

1 Just finished massage could nap

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3

4

5 Ready to explode like a shaken
Molson's





Statistics
Canada

Statistique
Canada

2019

Most days are quite a bit or extremely stressful.



Statistics
Canada

Statistique
Canada

2019

Most days are quite a bit or extremely stressful.

21.2%



Statistics
Canada

Statistique
Canada

2019

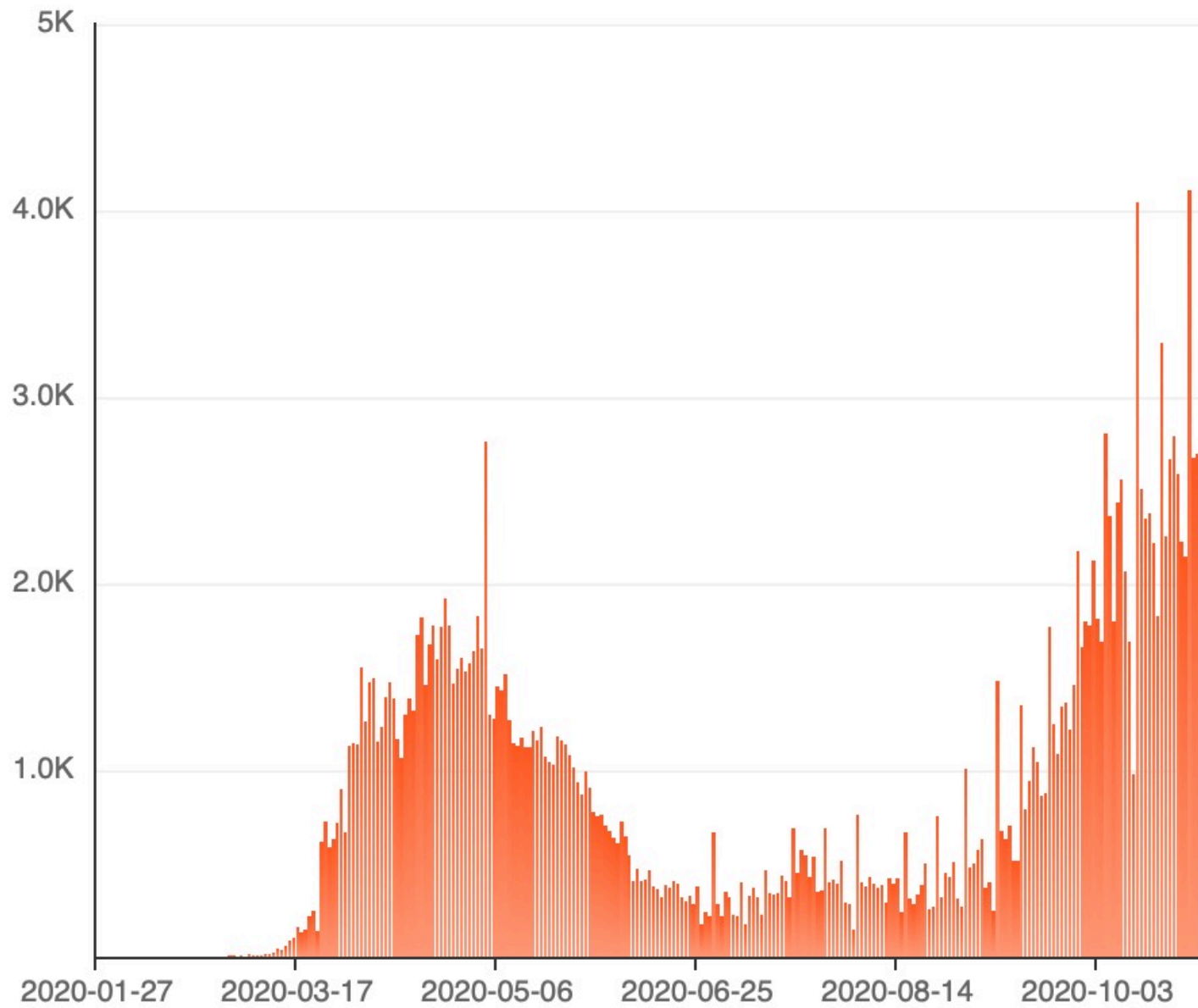
Most days are quite a bit or extremely stressful.

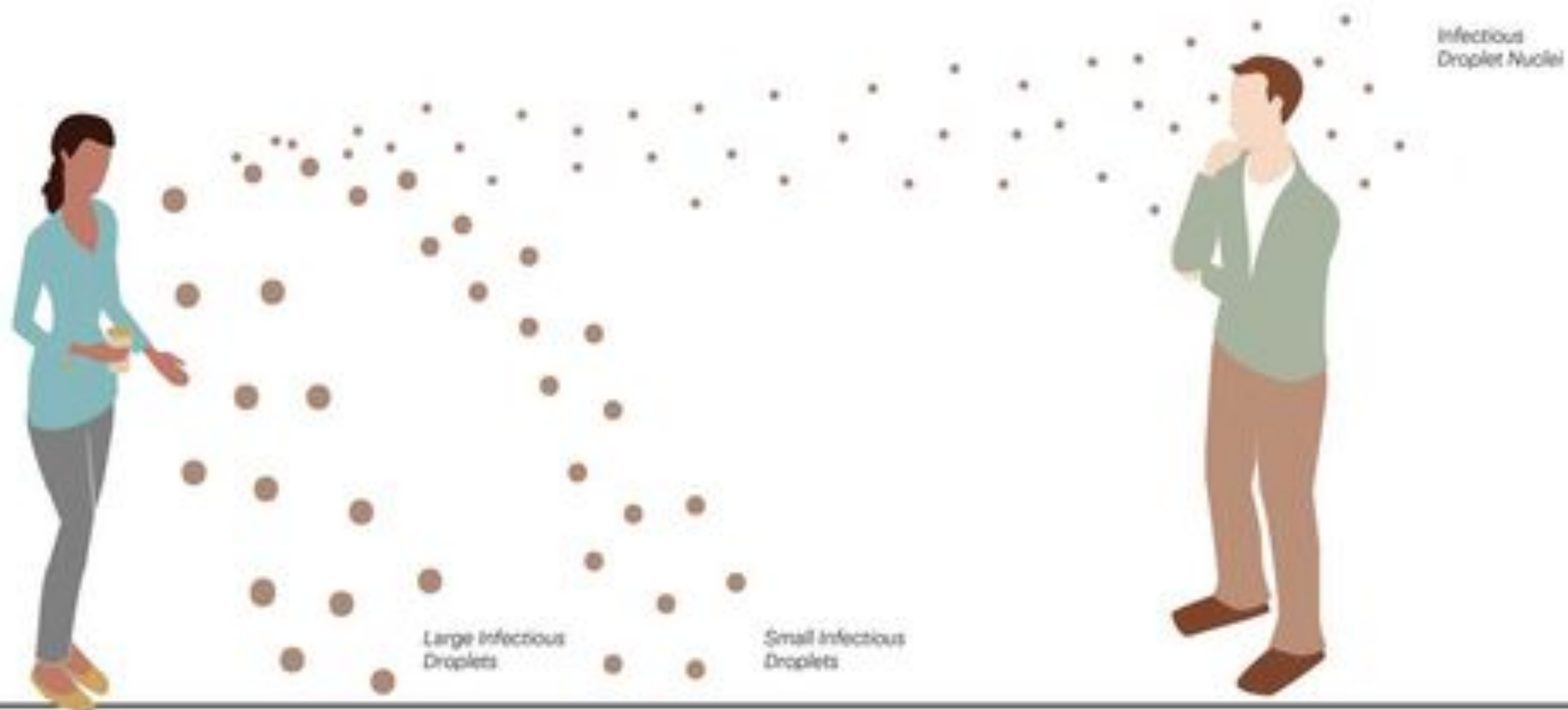
21.2%

35-49 28.3%



New cases







COVID-19 Transmission FAQs Answered by Experts

With COVID levels at record highs it's time to double down on protecting yourself, those you are responsible for and/or care about, from getting it. This paper answers vital questions with solid science. Scientists & engineers in this field have collected the evidence together to answer the questions many are asking – silently or out loud – and provide the proof for all to read. It is written for the general public & as a living document. One that's updated as more FAQs (aka Frequently Asked Questions) are included, scientific evidence is added or changed, or more experts join in the venture. The document has a version # and date which change as the document does. The one included here is Version 1.78; 1-Oct-2020.

It's a must read for anyone interested in avoiding COVID. It's not like reading a science text book; more like a paperback that could be named, "COVID FAQs Made Incredibly Easy & Pretty Entertaining". Relatively long, it's set up so you don't have to read it all, in order, or within a time frame. You can read it from start to finish or pick and choose what questions & answers you read, and how deep into the subject you go. You can read just the supplied answer to the question, look at the pictures, diagrams or charts, check out the captions, and/or you can click on a link, and read the original article. It cuts through the controversy; it cuts to the chase.

<https://firstwatch.net/covid-19-transmission-faqs-answered-by-the-experts/>

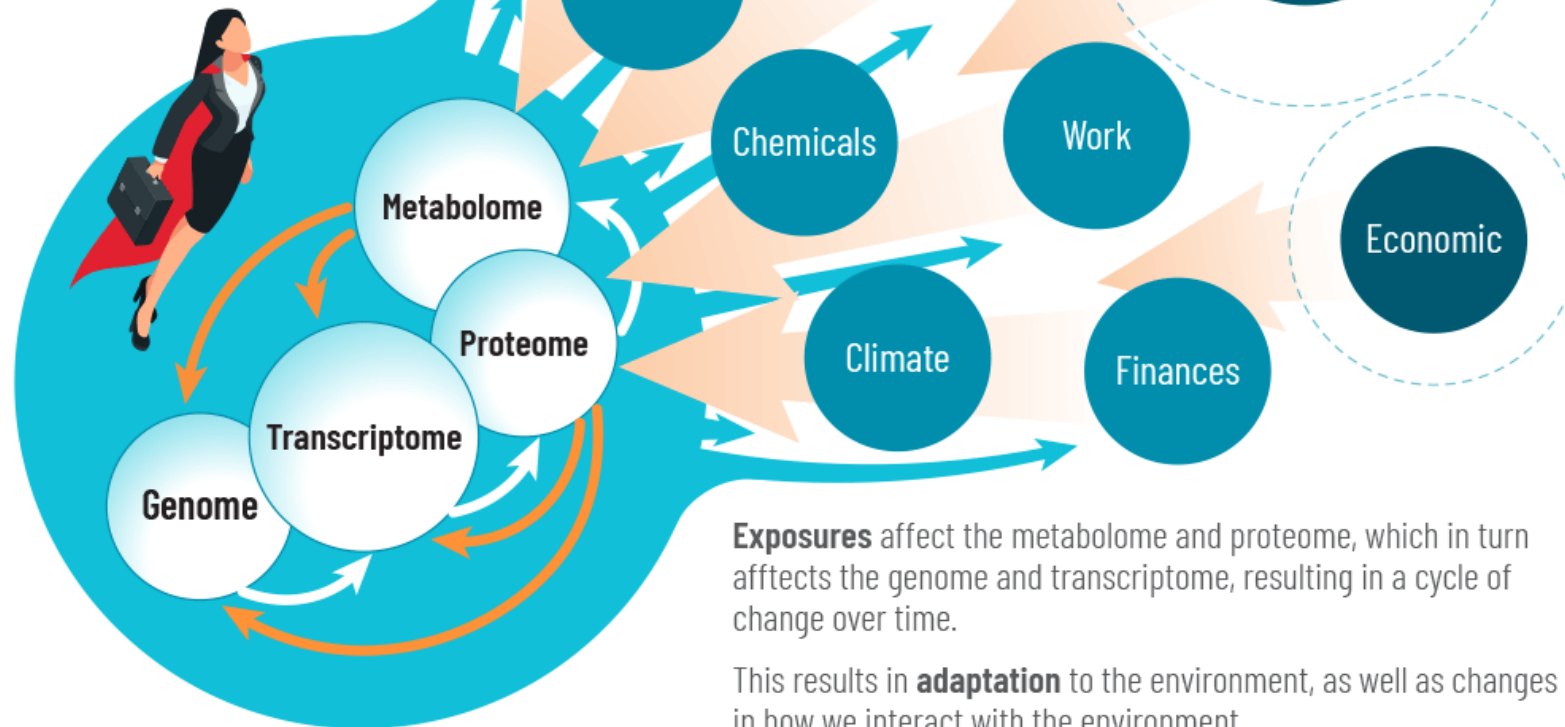
HUMAN EXPOSURES

Genome: Complete set of DNA

Transcriptome: All messenger RNA expressed from genome

Proteome: All proteins that can be expressed by the genome

Metabolome: All small-molecules chemicals, up to entire organism



Exposures affect the metabolome and proteome, which in turn affects the genome and transcriptome, resulting in a cycle of change over time.

This results in **adaptation** to the environment, as well as changes in how we interact with the environment.

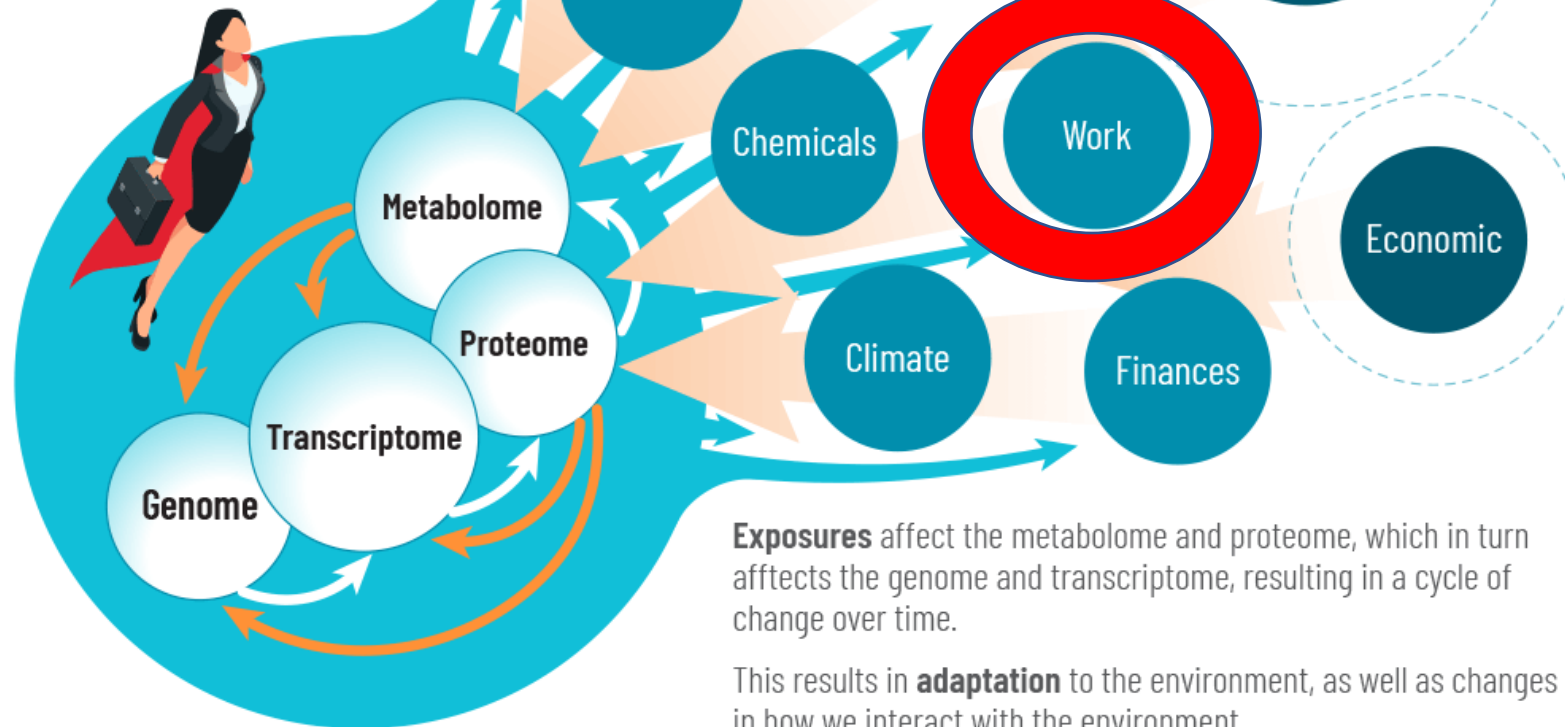
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Genome: Complete set of DNA

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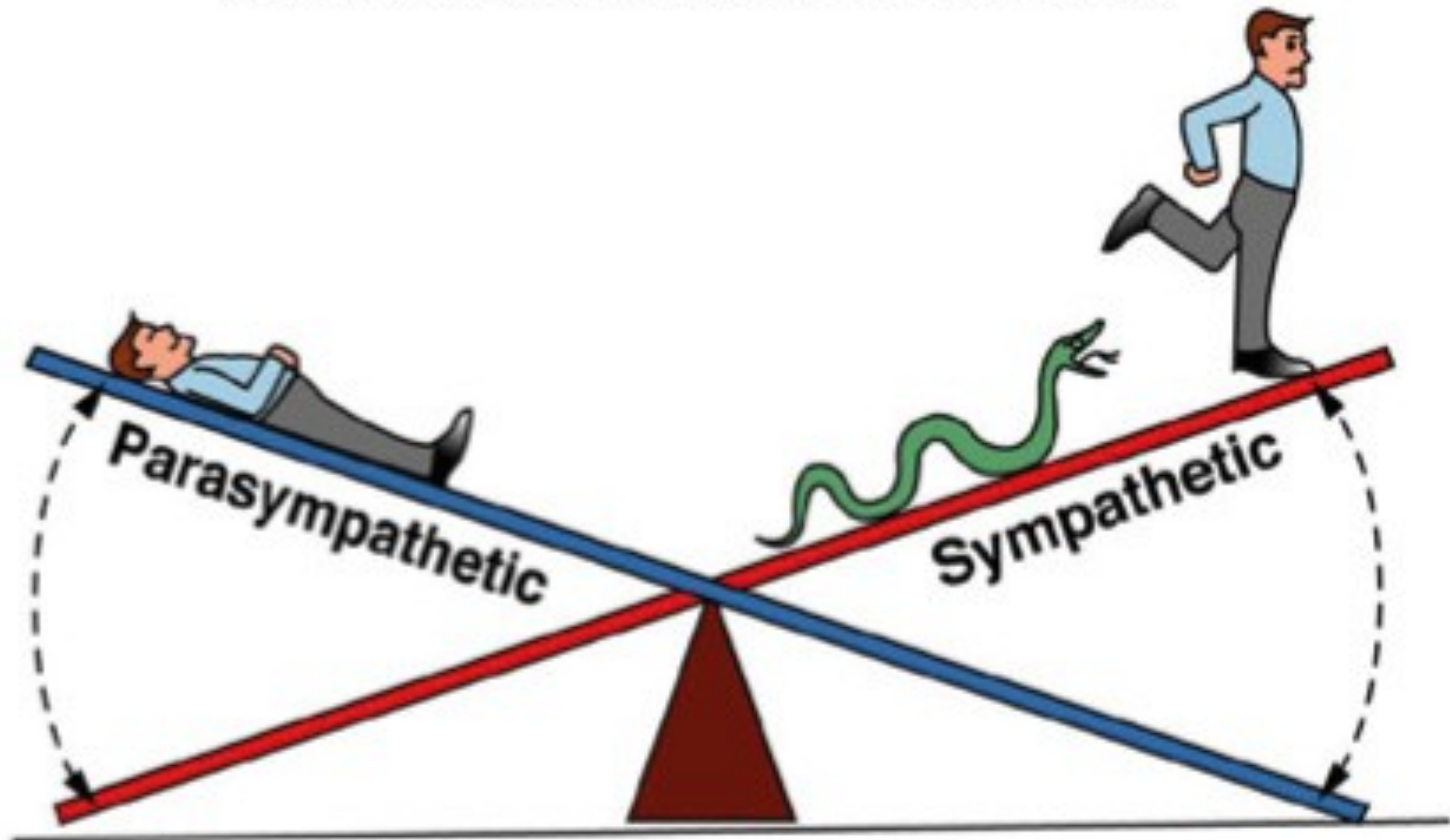
Proteome: All proteins that can be expressed by the genome

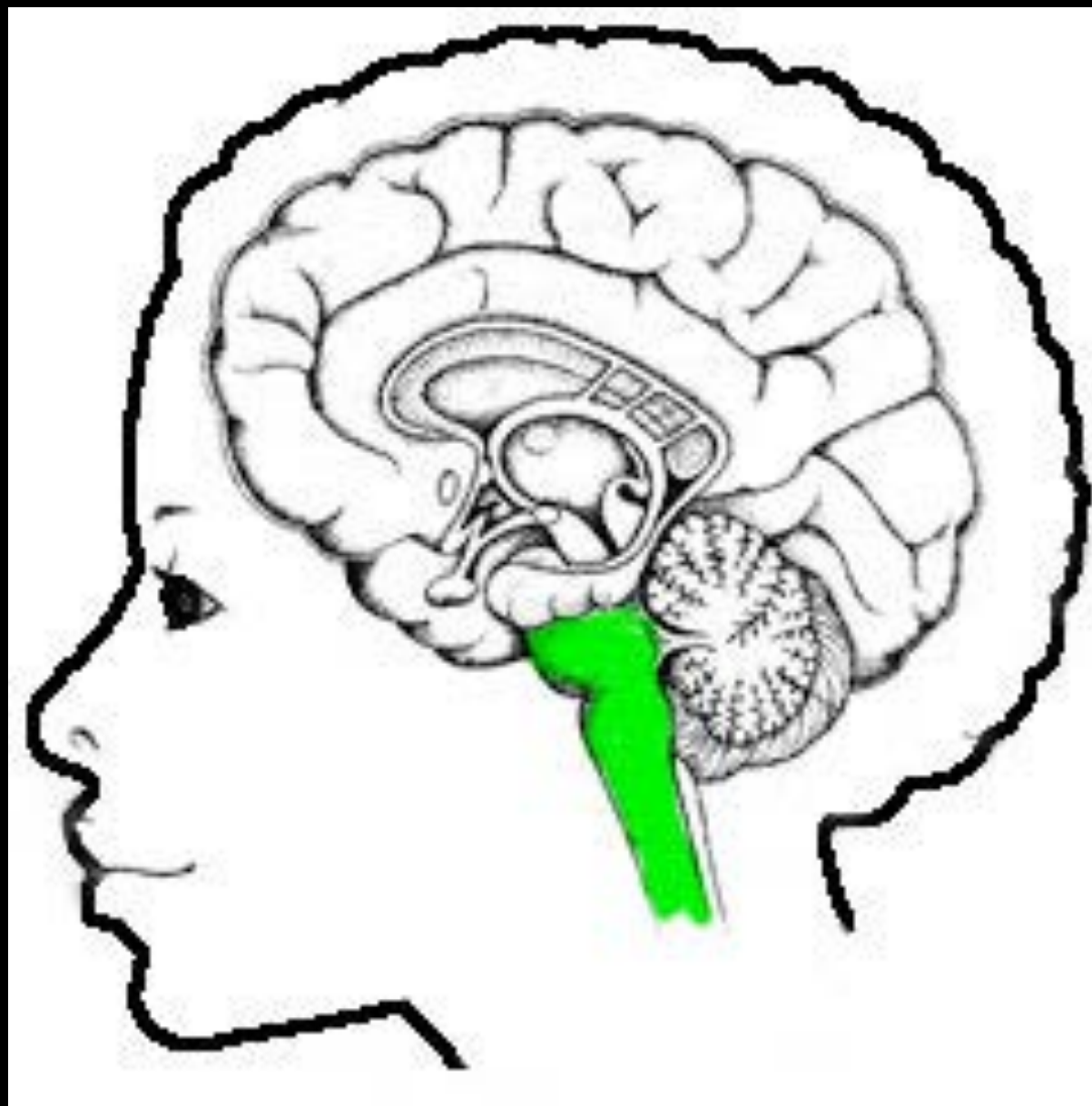
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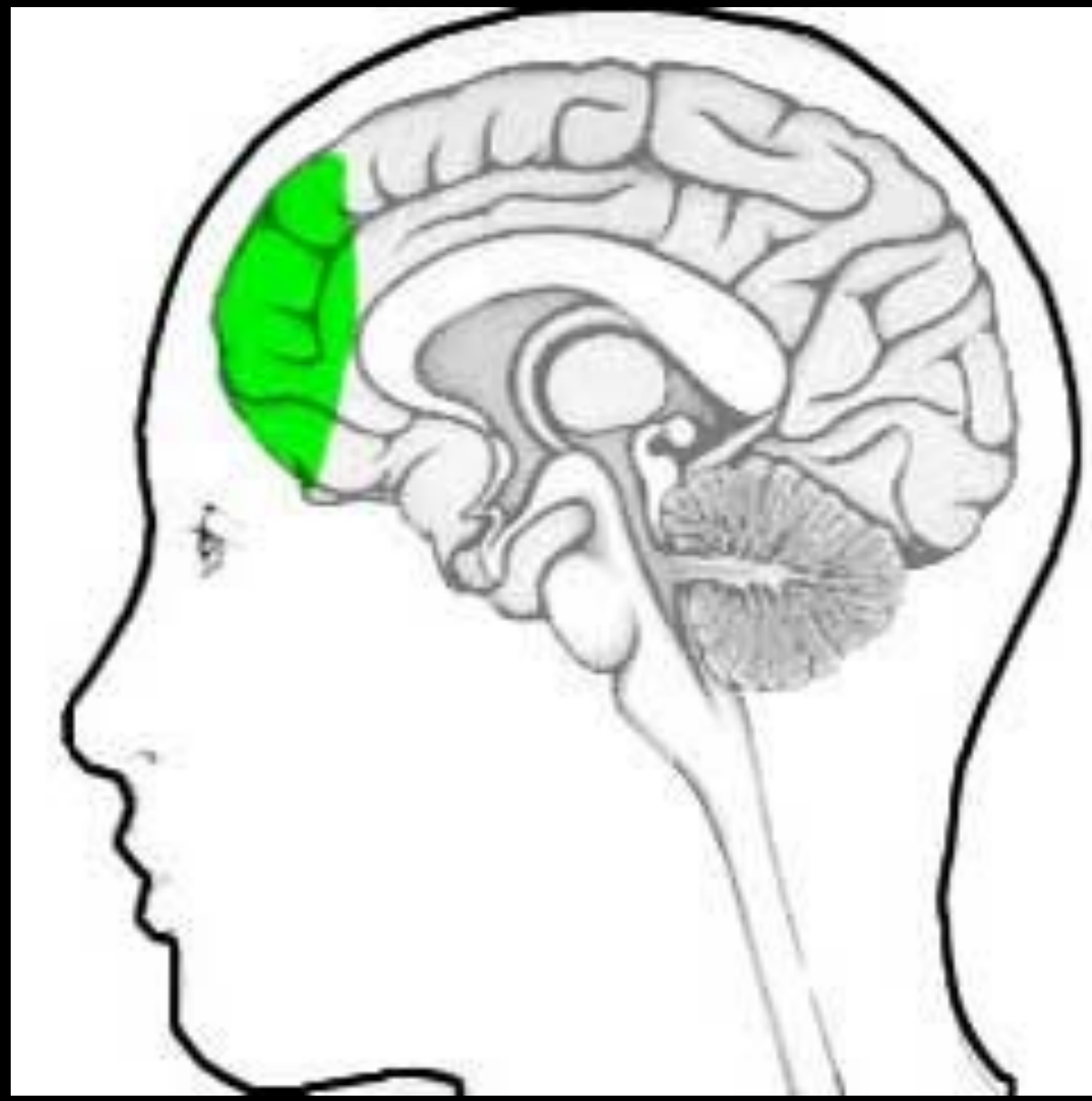
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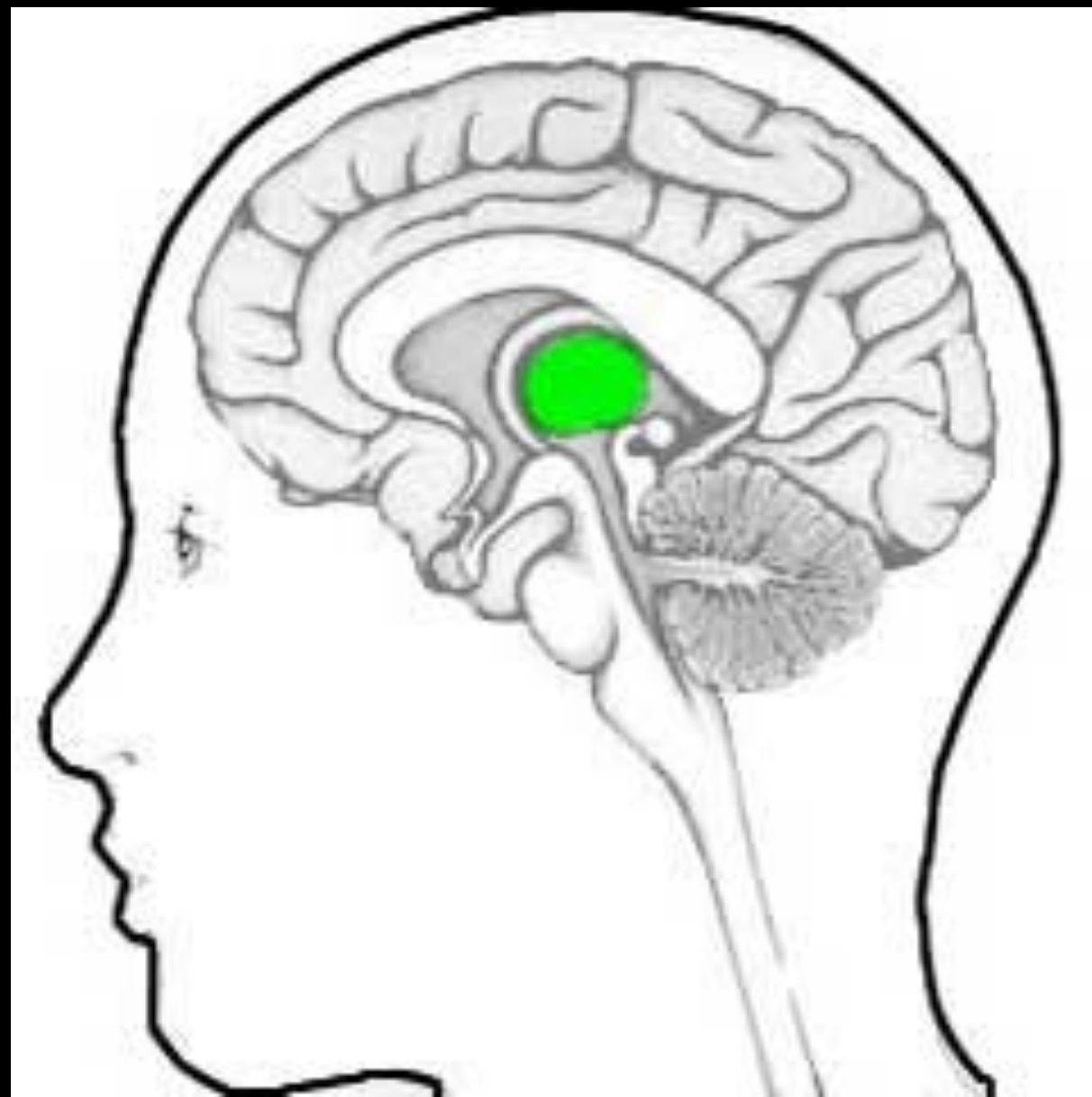


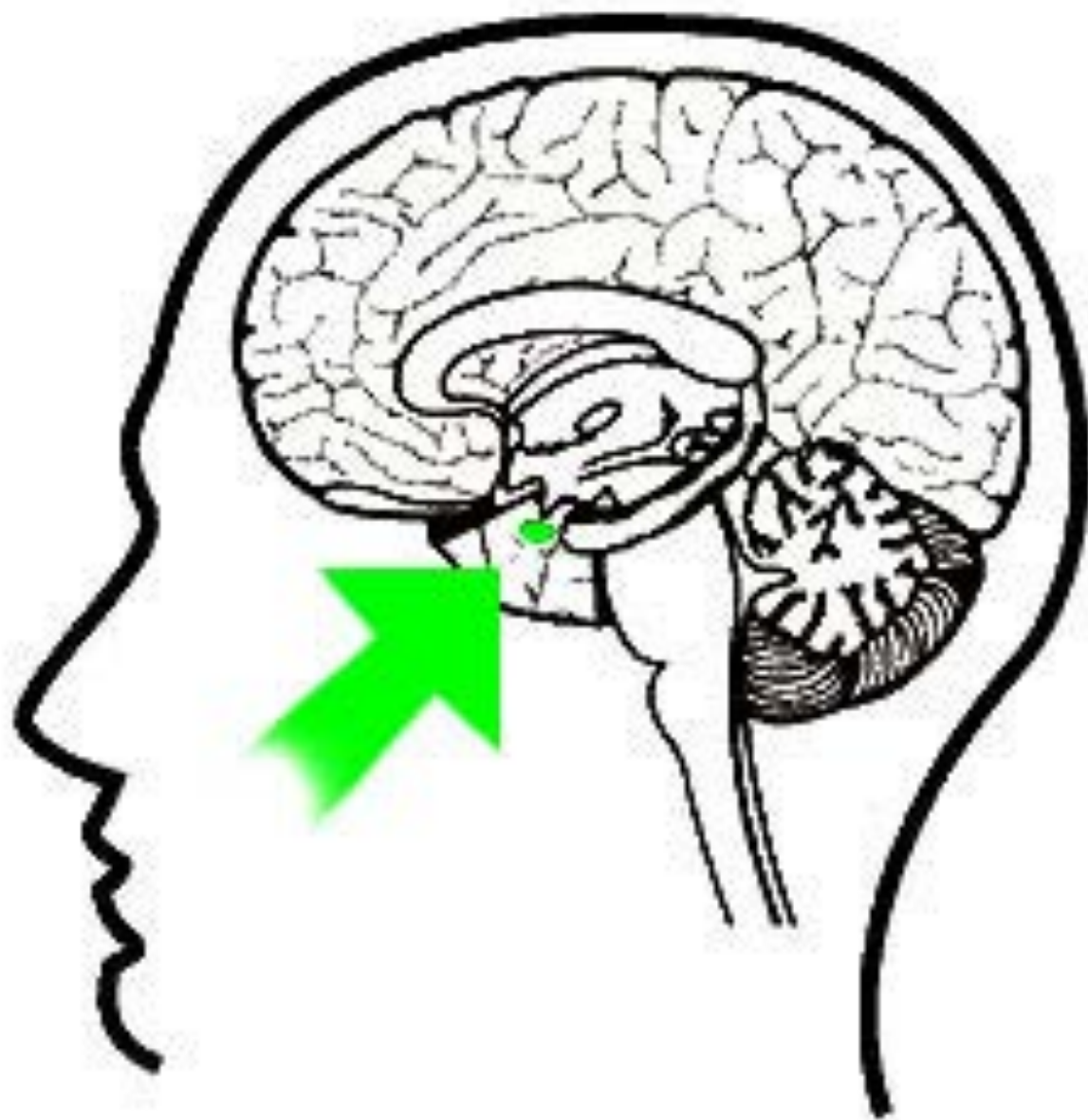


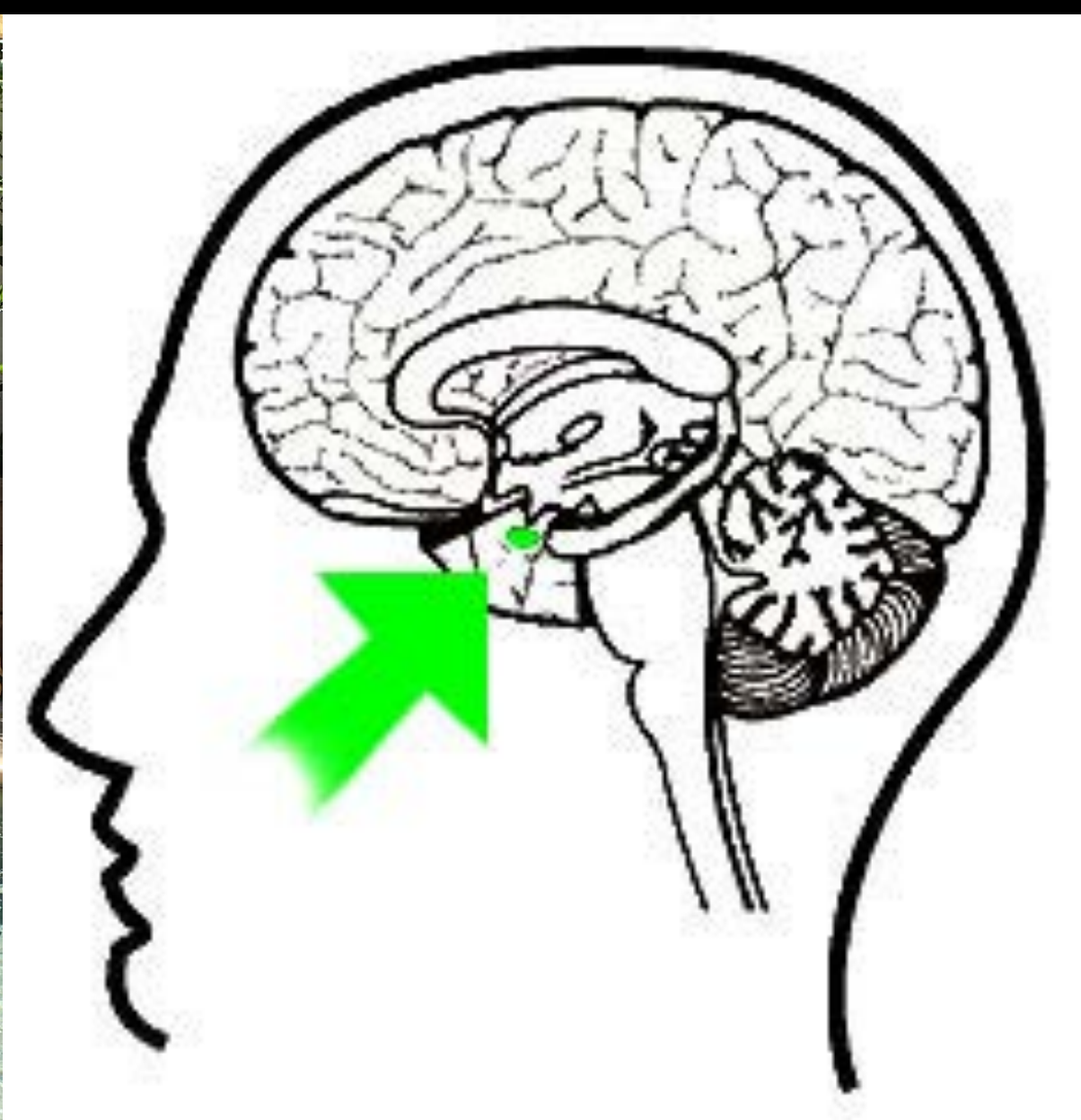






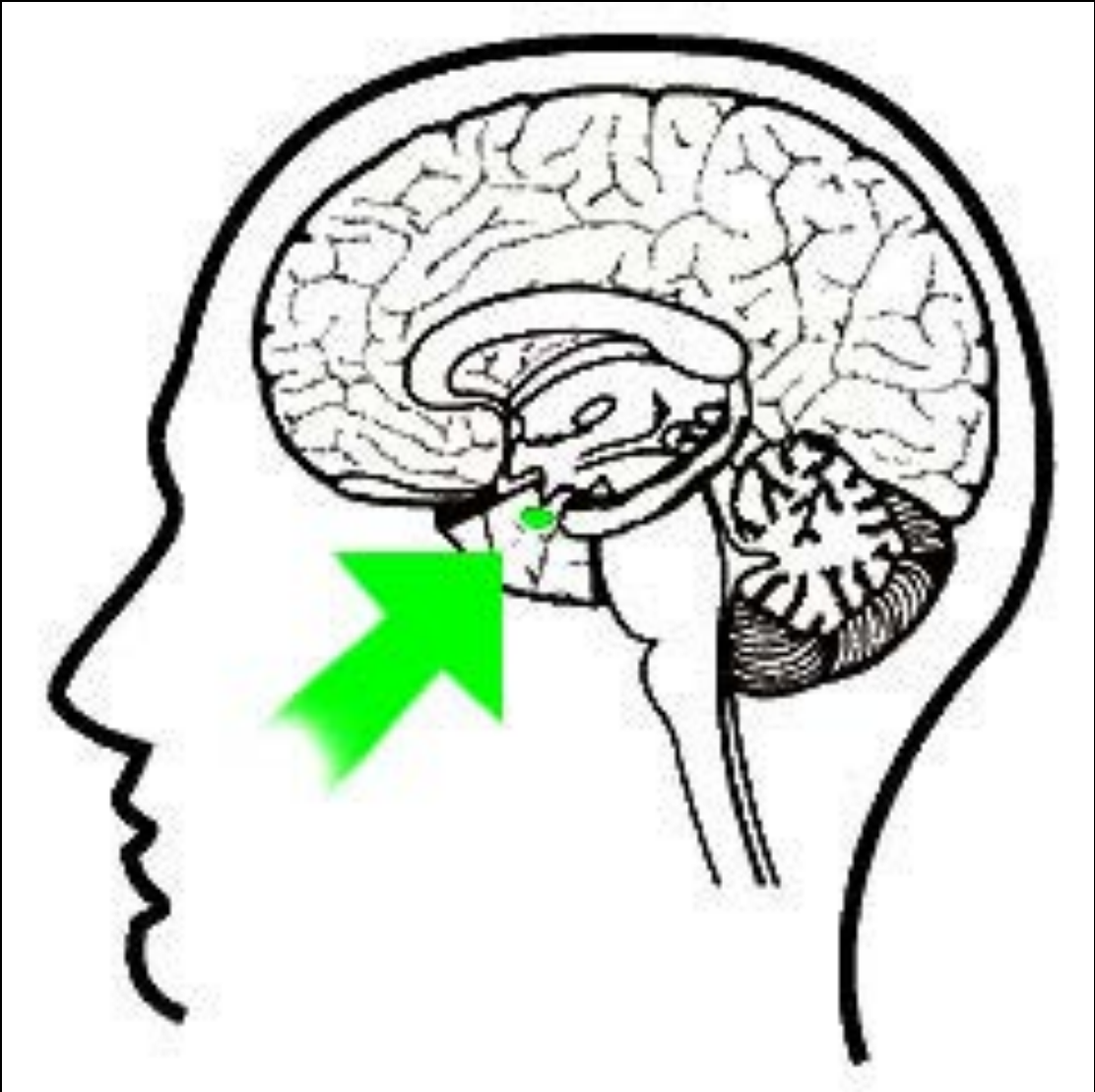








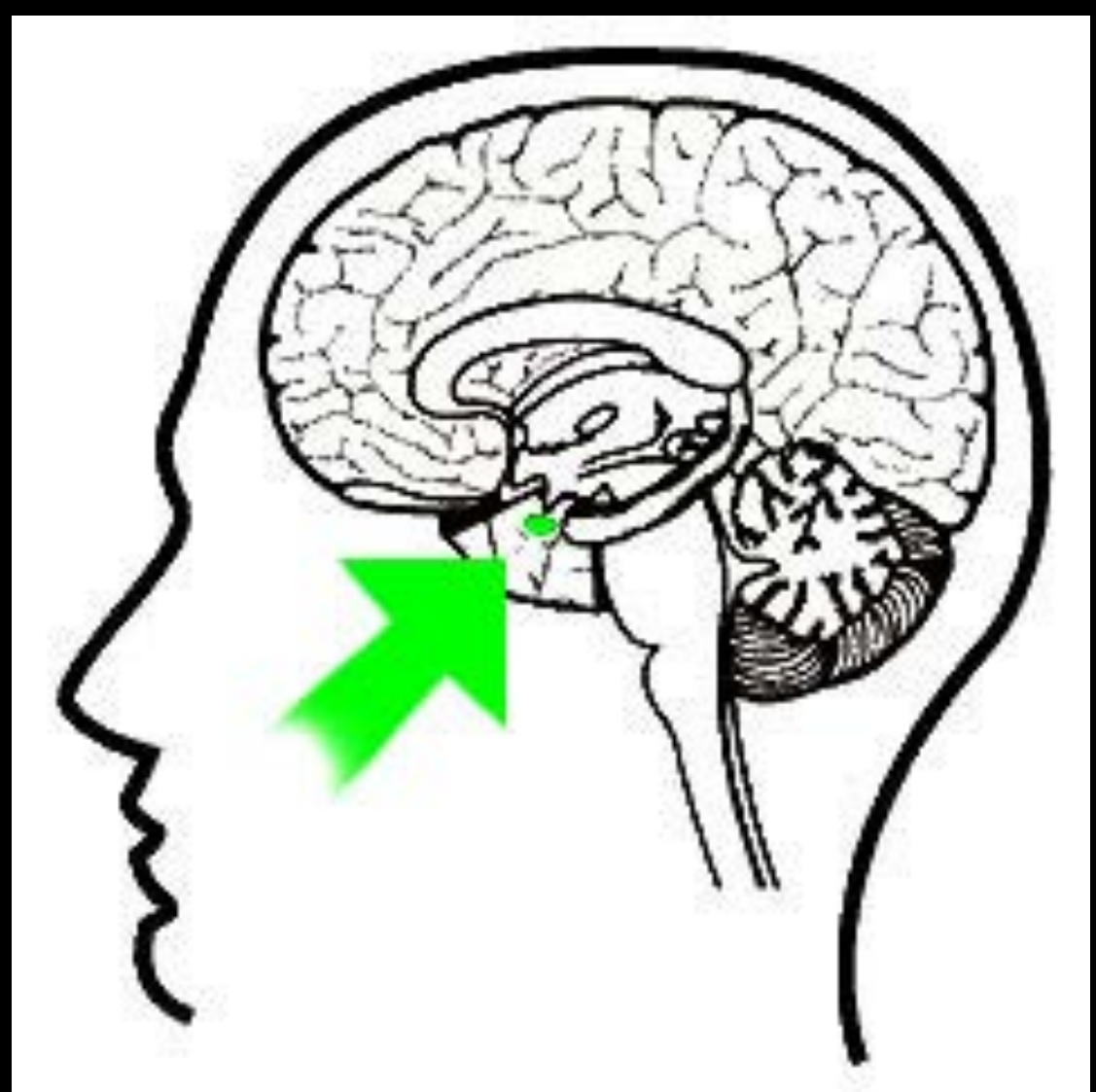
3 Questions





3 Questions

Can I mate
with it?

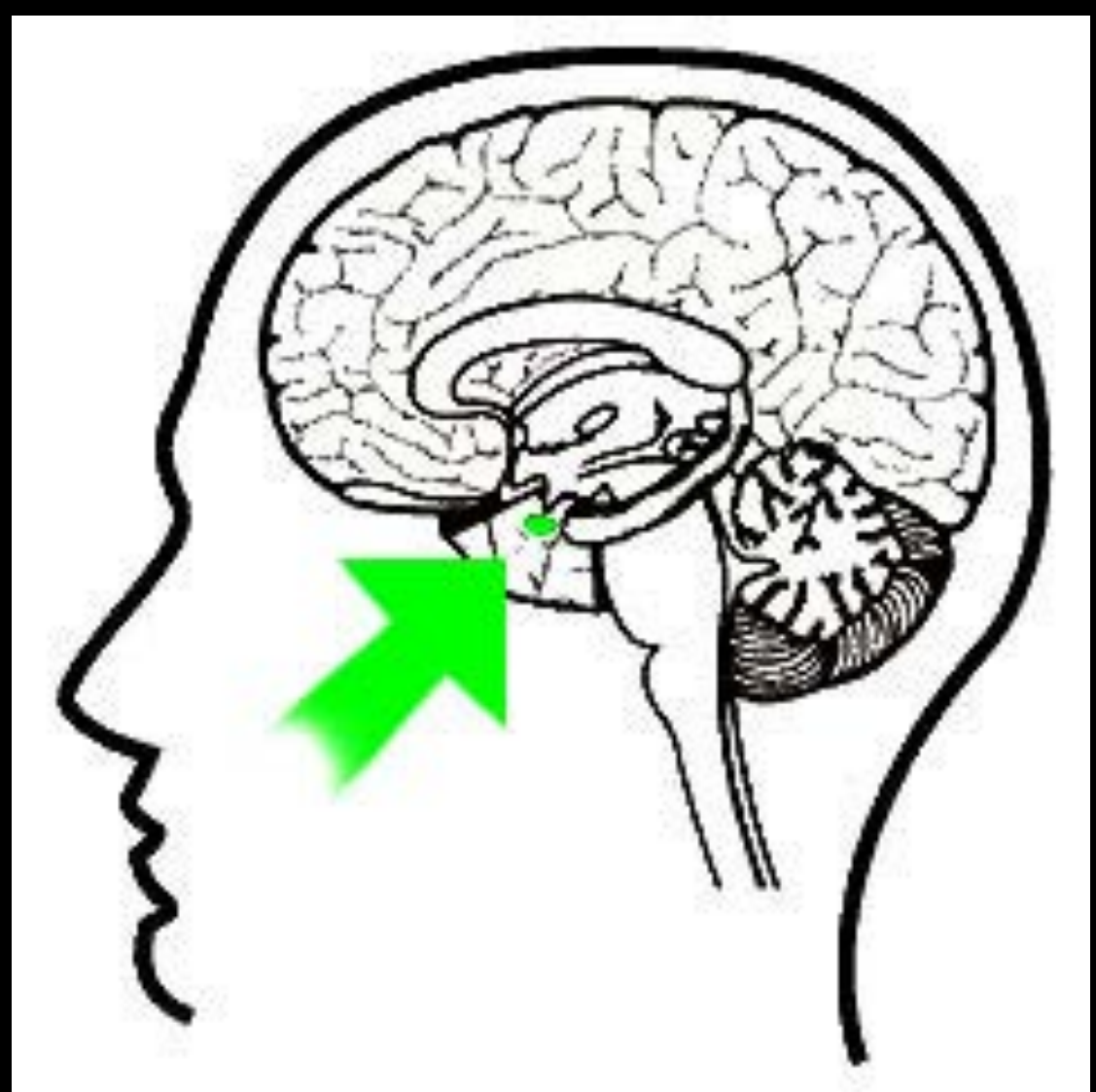




3 Questions

Can I mate
with it?

Can I eat it?



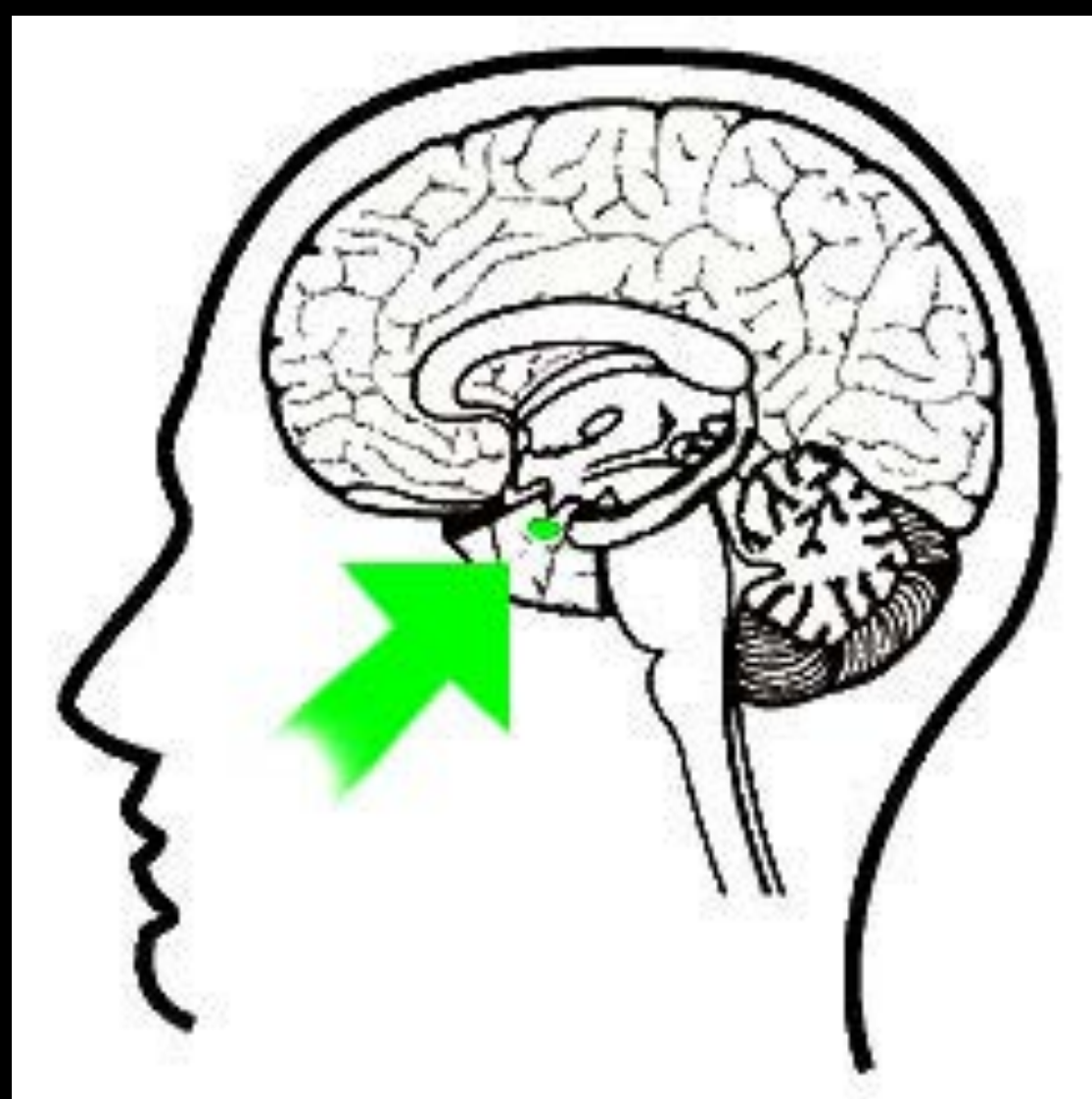


3 Questions

Can I mate
with it?

Can I eat it?

Is it going to
eat me?



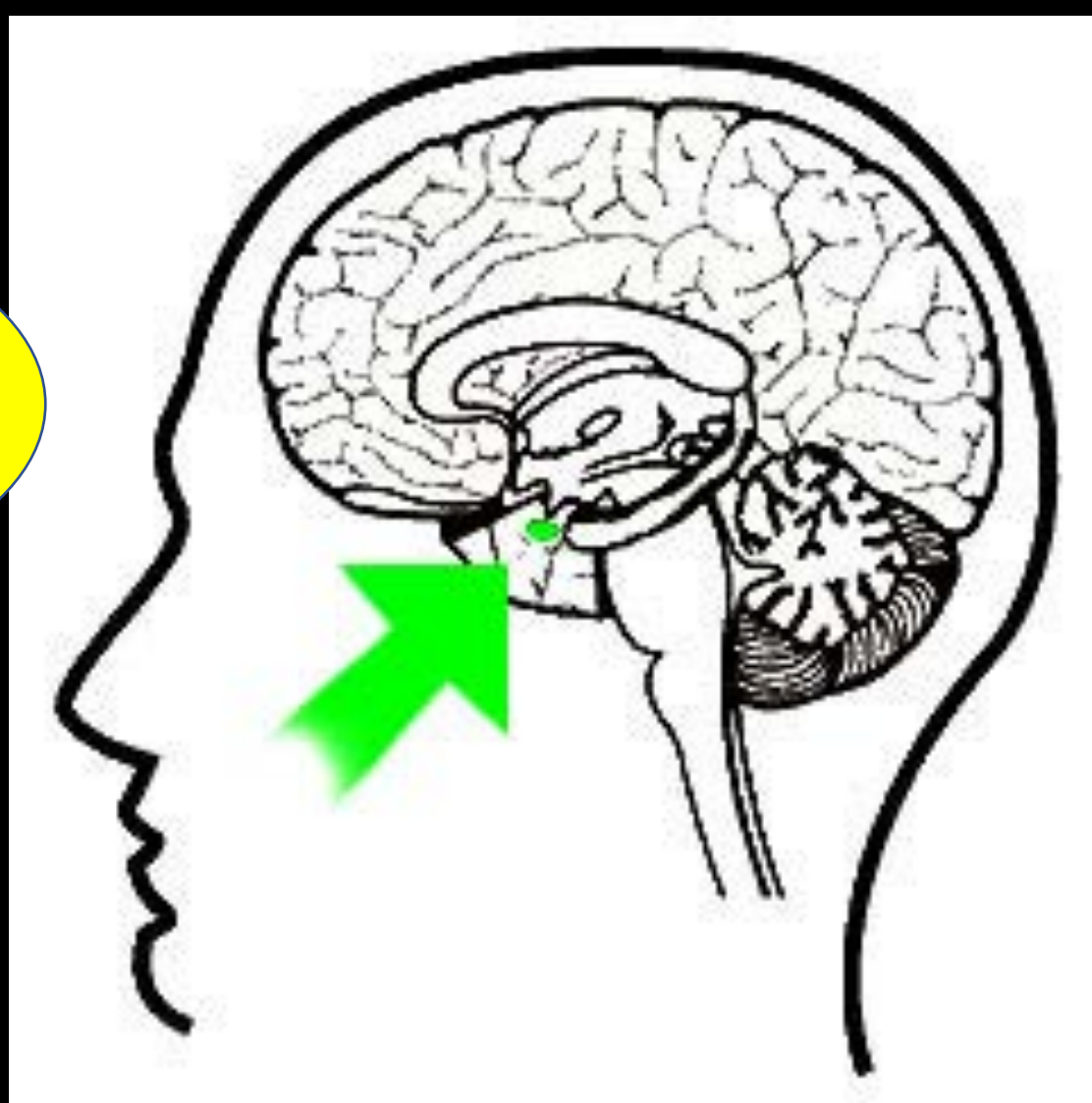


3 Questions

Can I mate
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Can I eat it?

Is it going to
eat me?



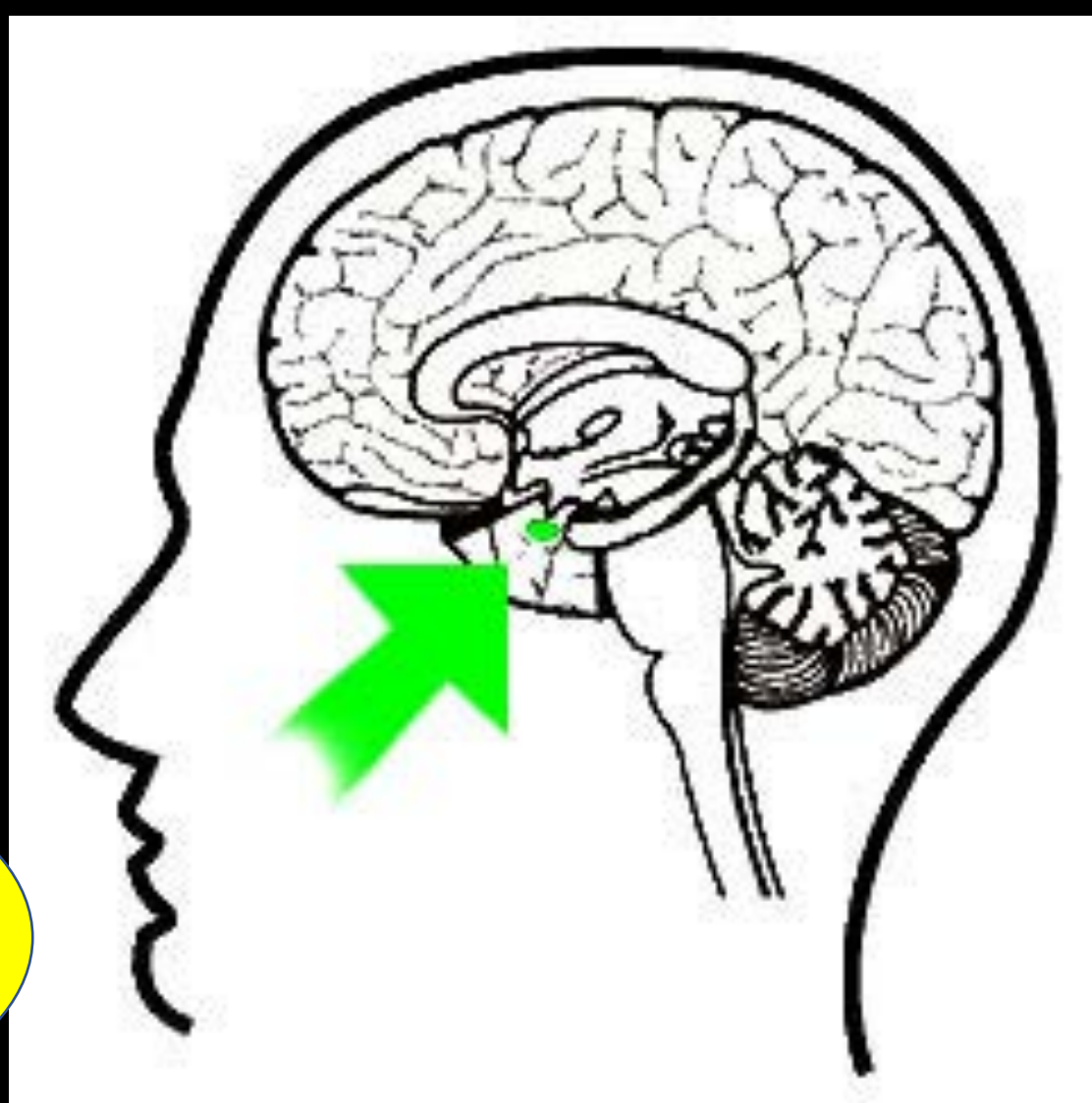


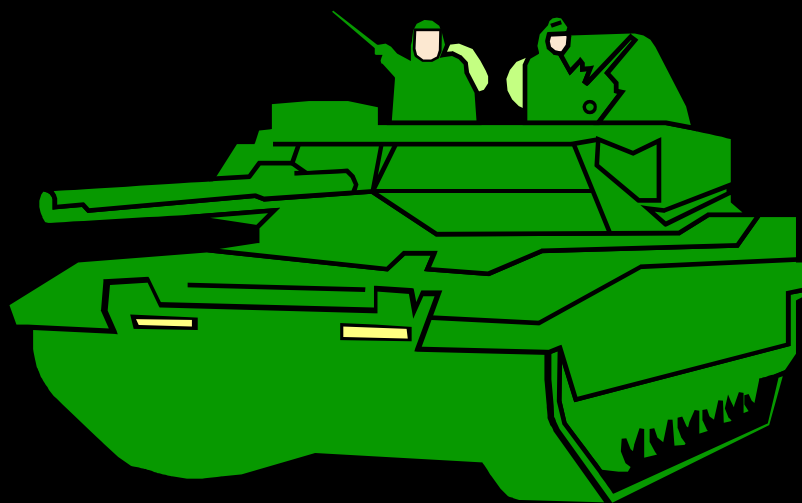
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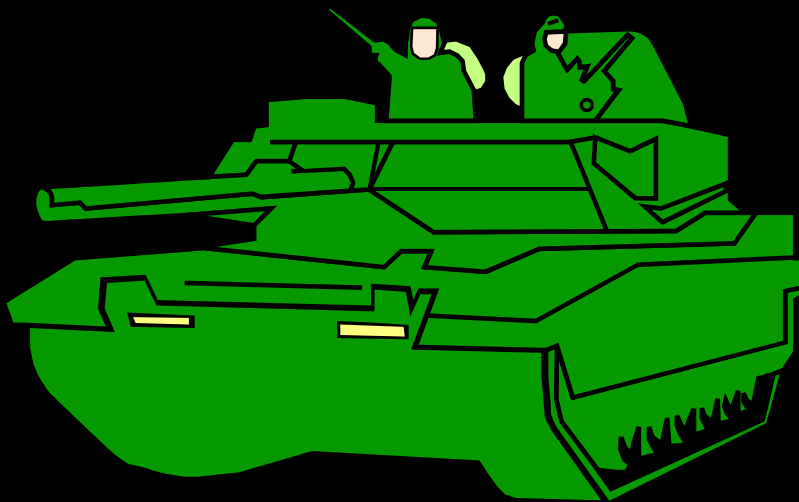
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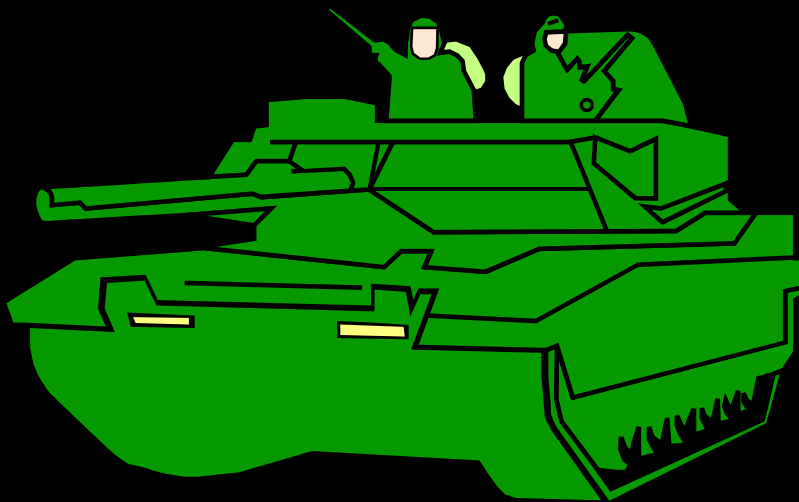
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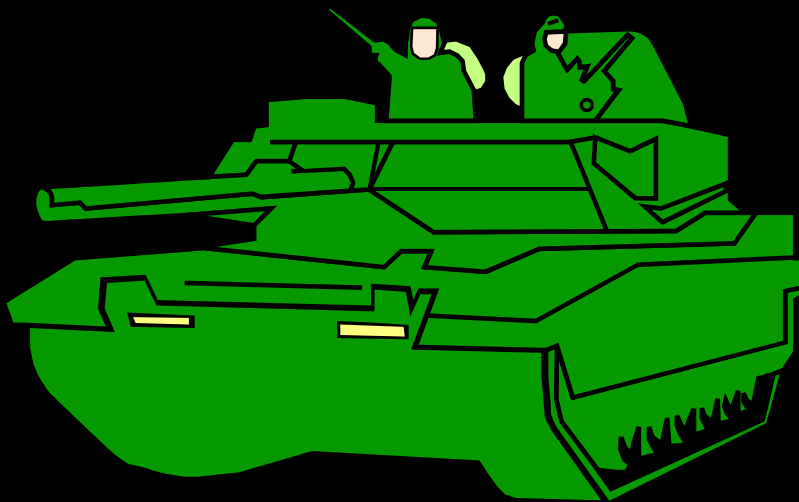
Is it going to
eat me?









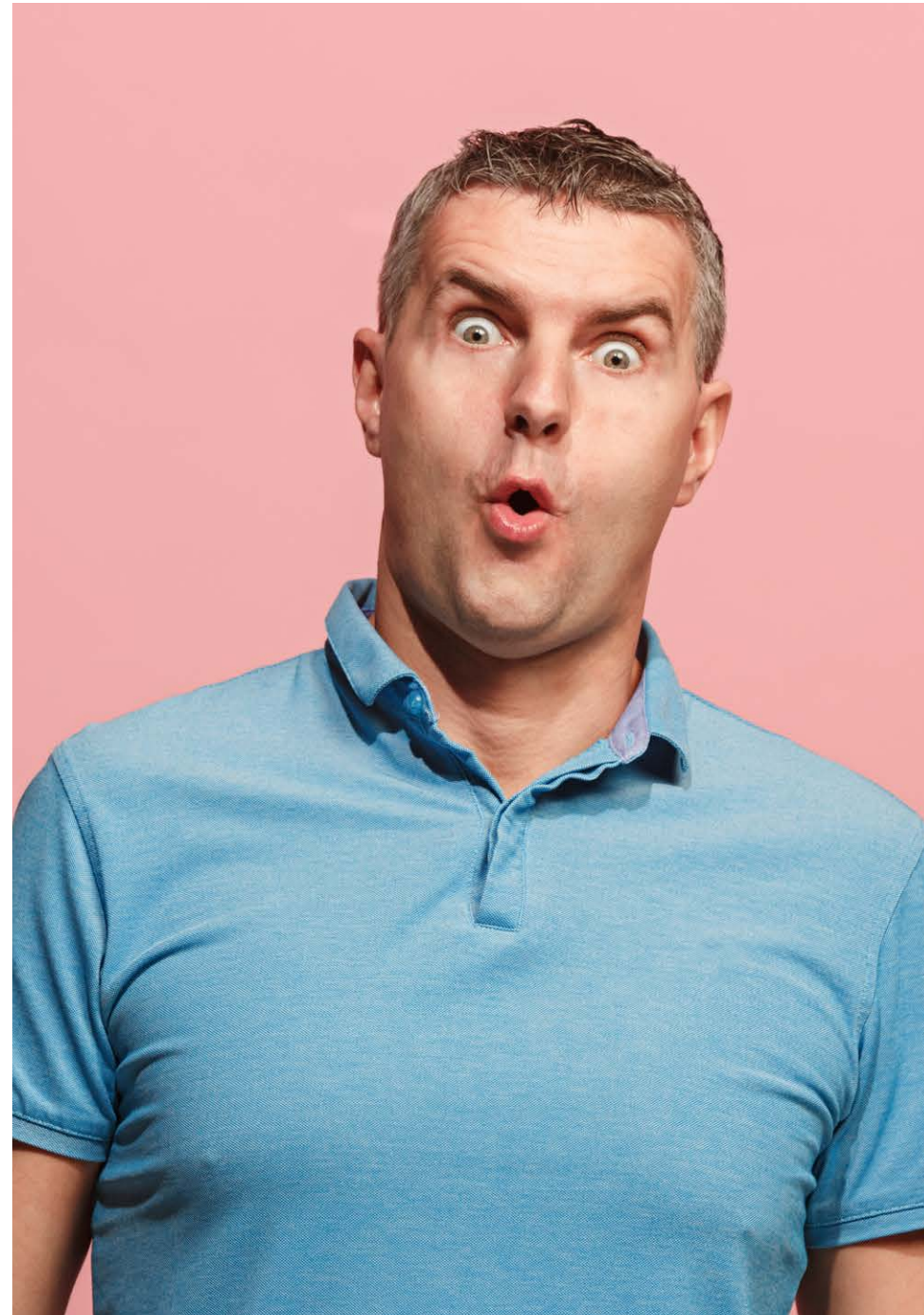
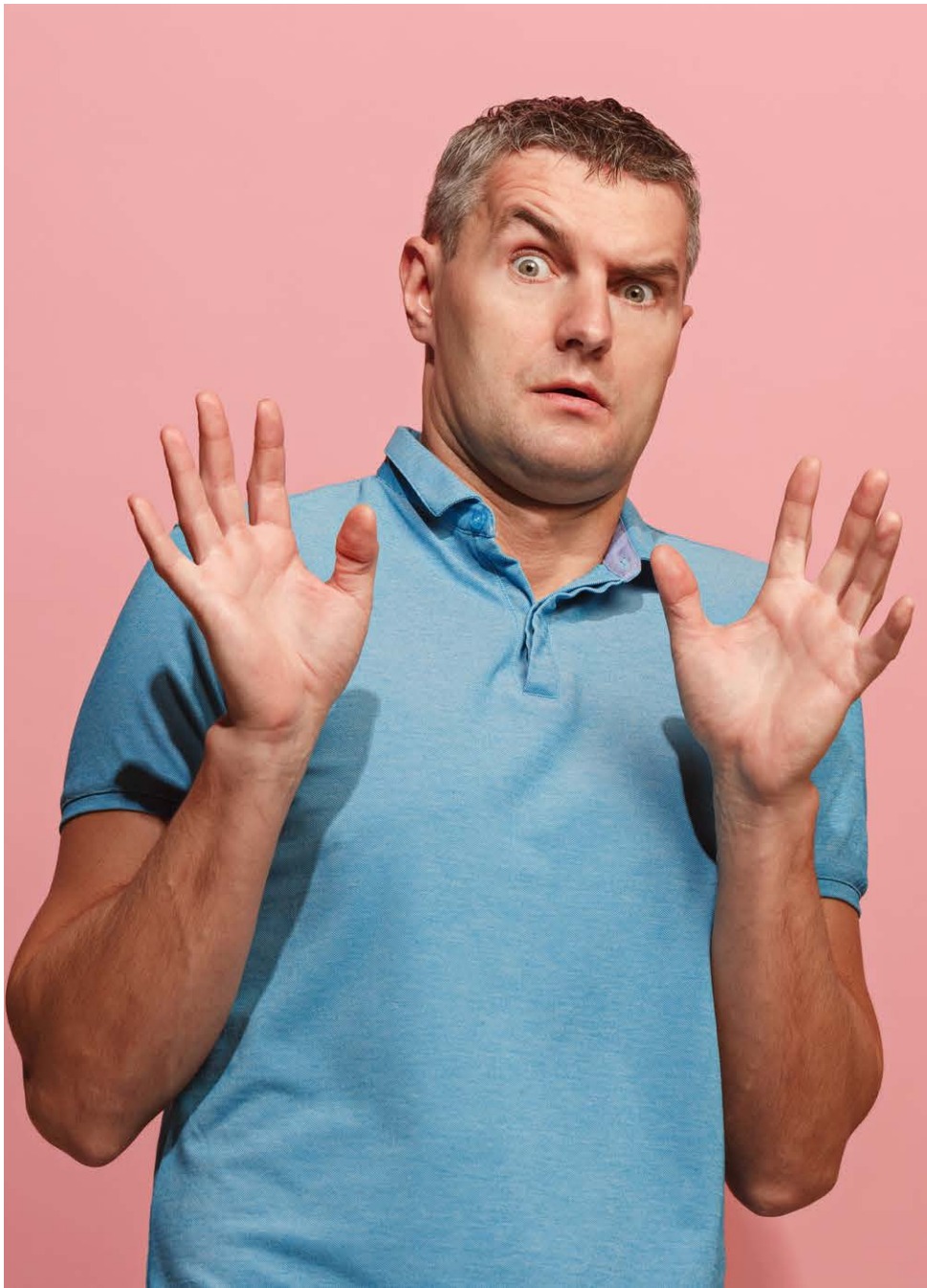


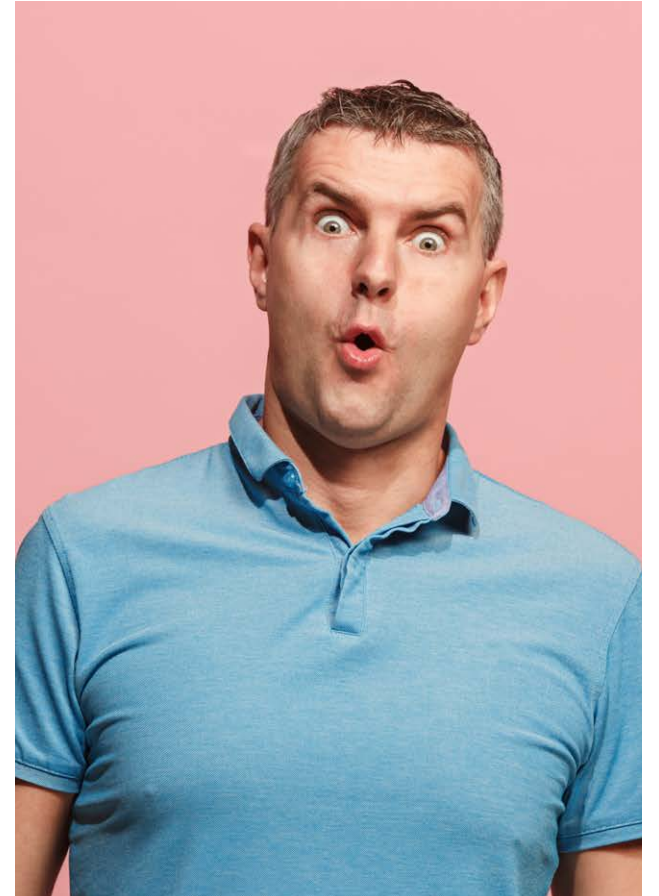


Parasympathetic Relaxation Response

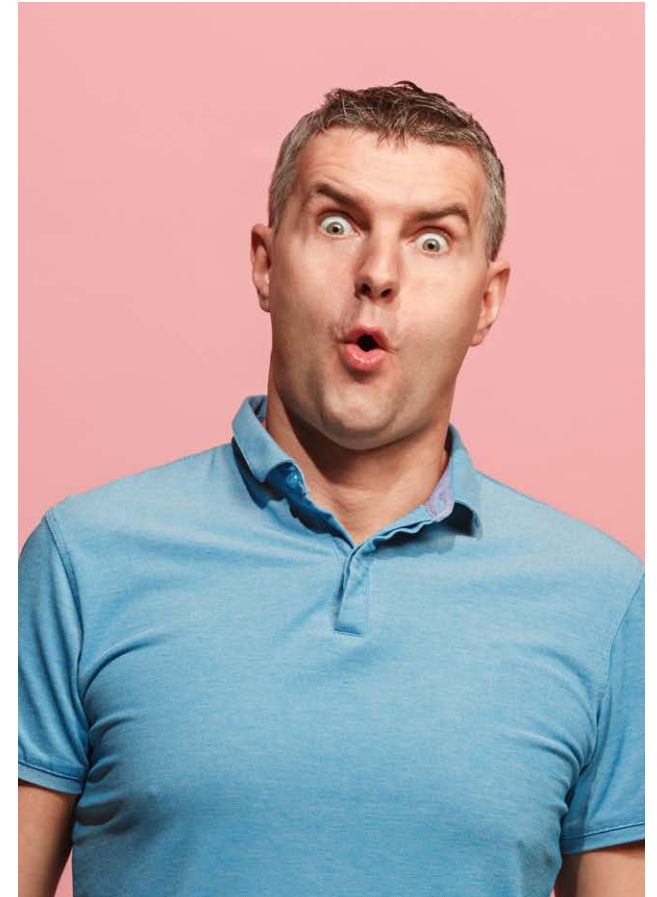


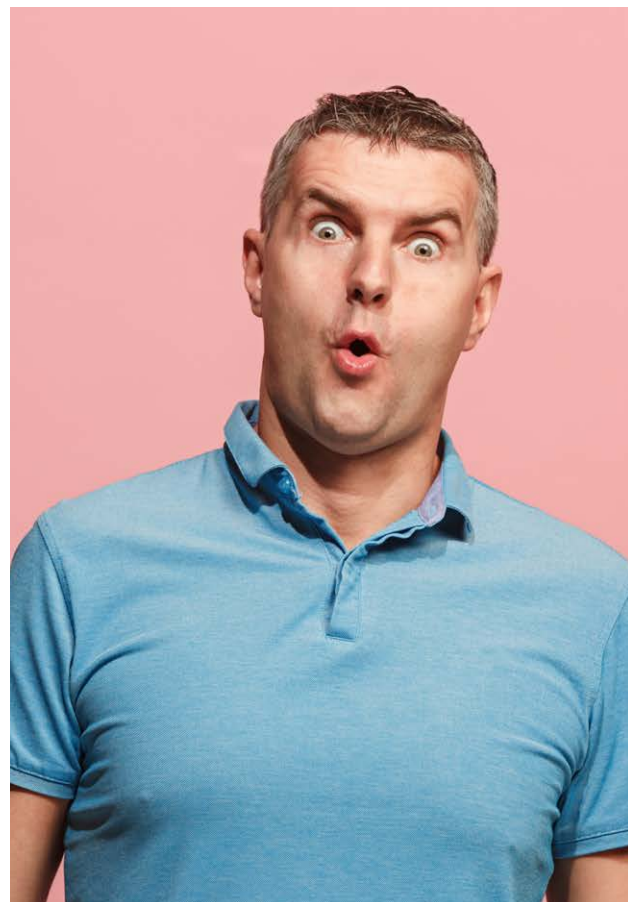


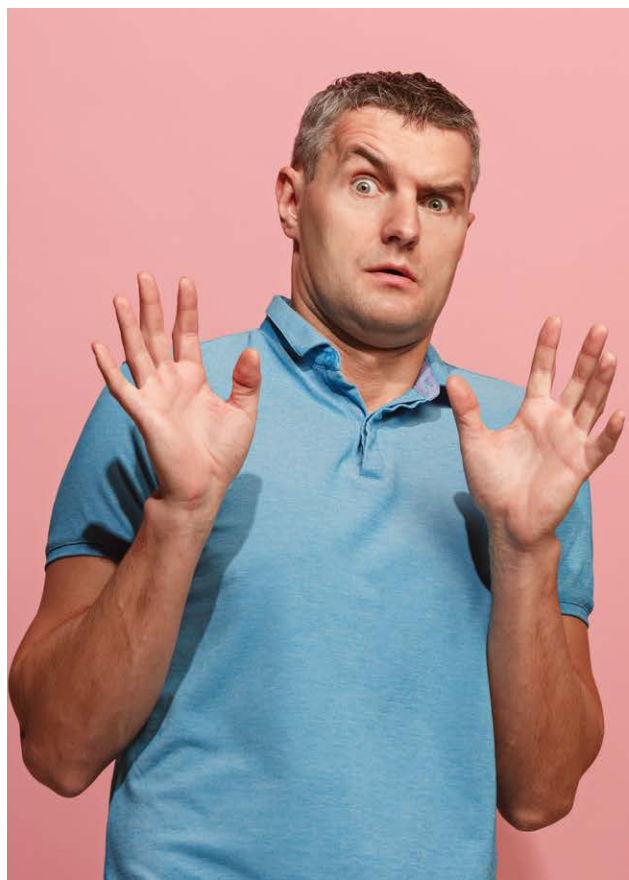




Management/Leadership Actions







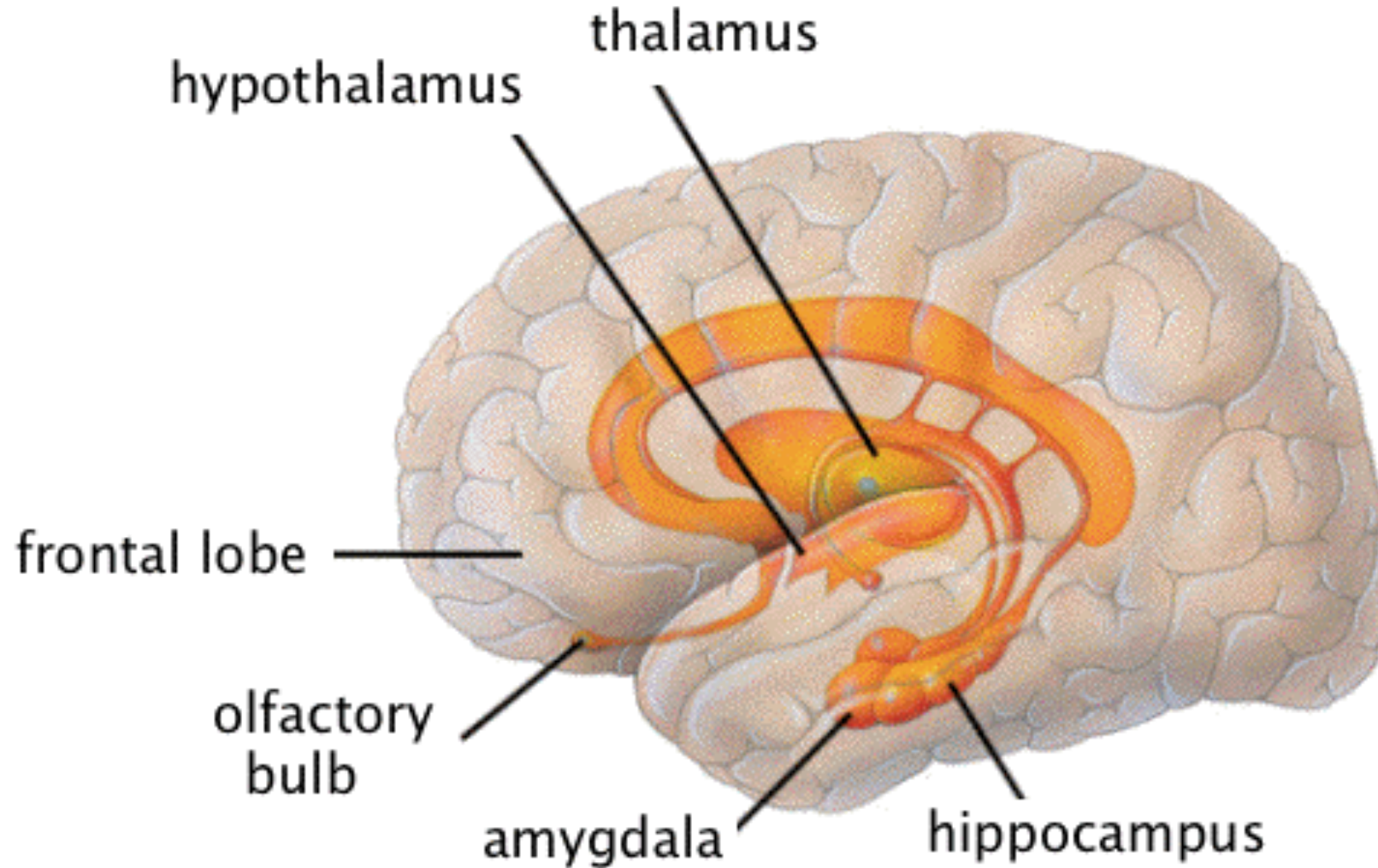
A close-up photograph of a puzzle. The puzzle is composed of light blue-grey pieces. One piece in the center is missing, revealing a vibrant red surface underneath. The words "STRESS" and "MANAGEMENT" are printed in a bold, white, sans-serif font on the red surface, stacked vertically. The lighting is soft, creating subtle shadows between the puzzle pieces.

STRESS MANAGEMENT

What can
Leaders do?

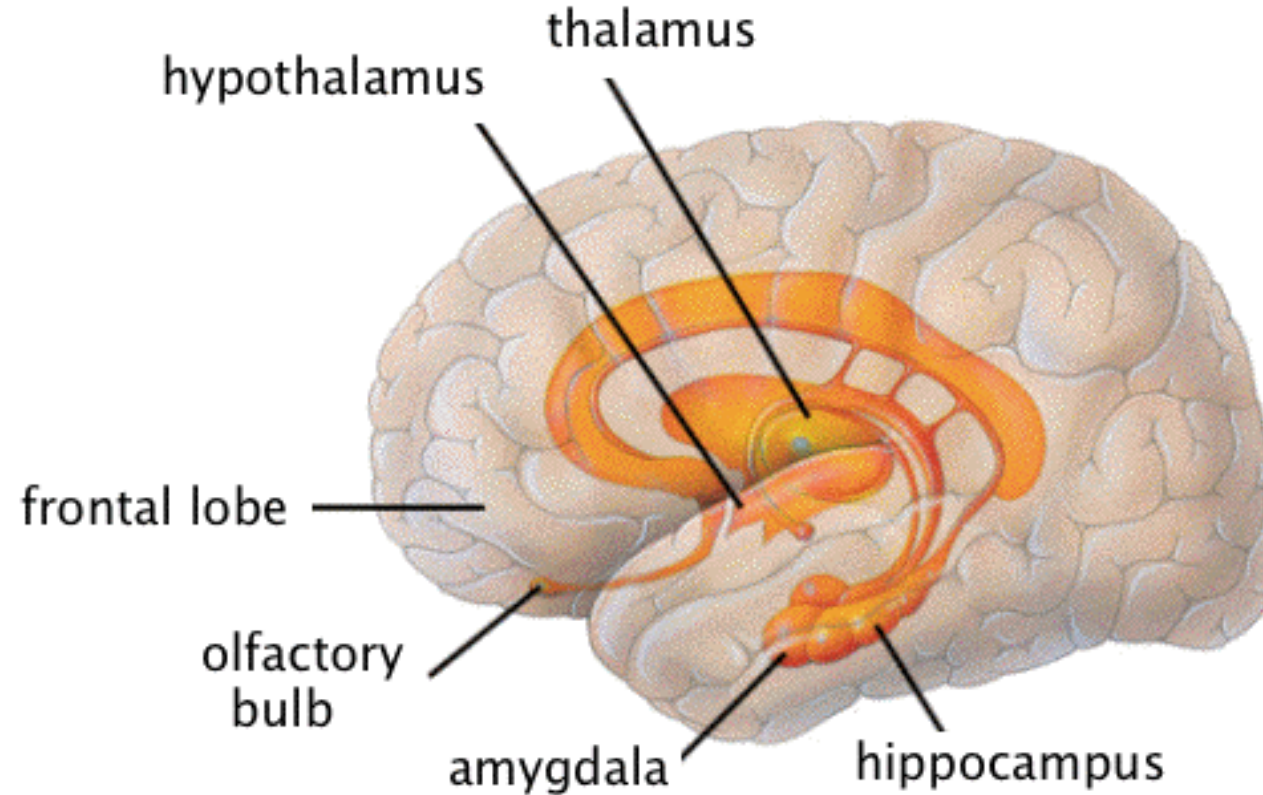


Open Loop Nature of Limbic System





Open Loop Nature of Limbic System

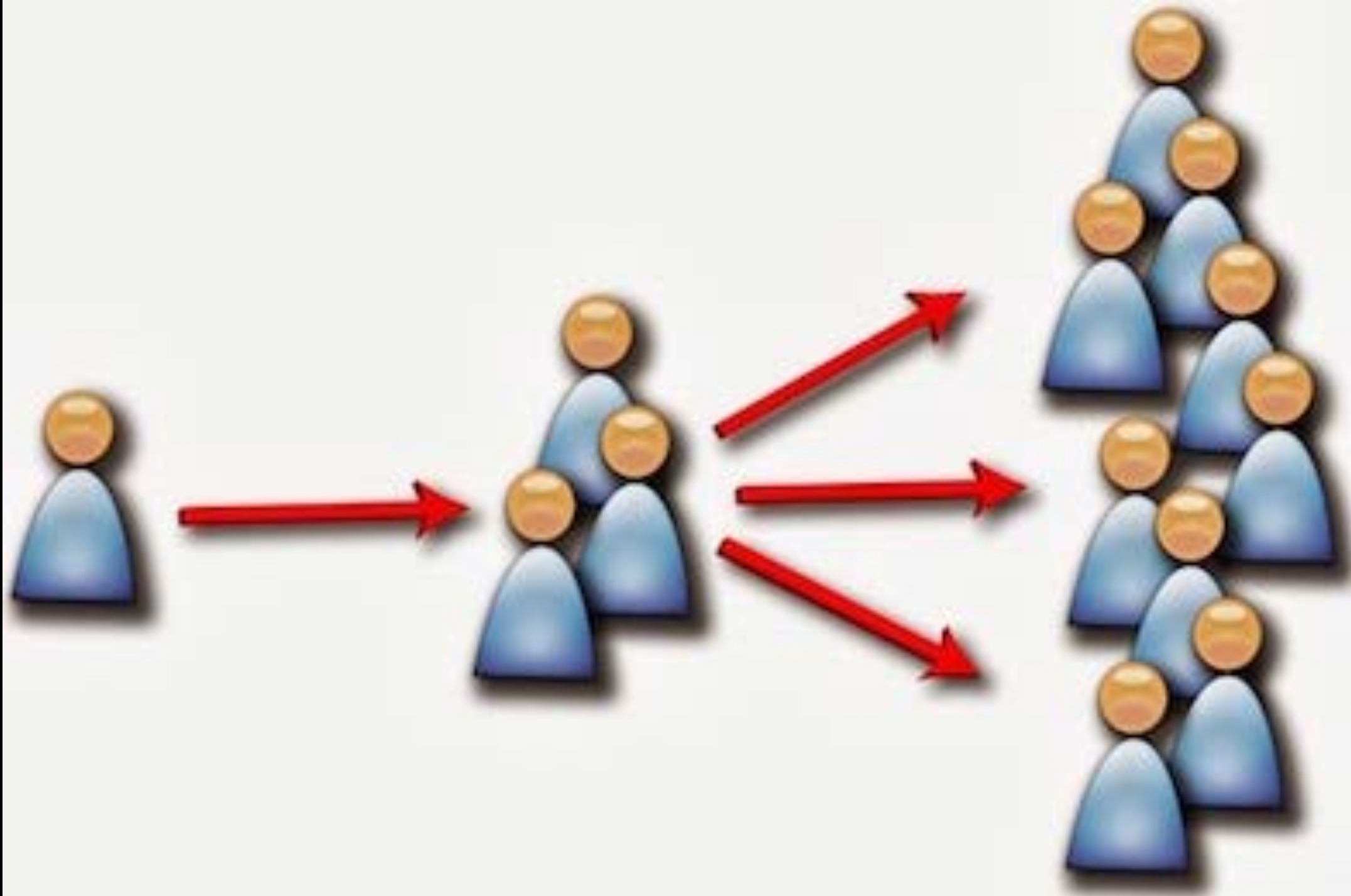


Interpersonal Limbic Regulation

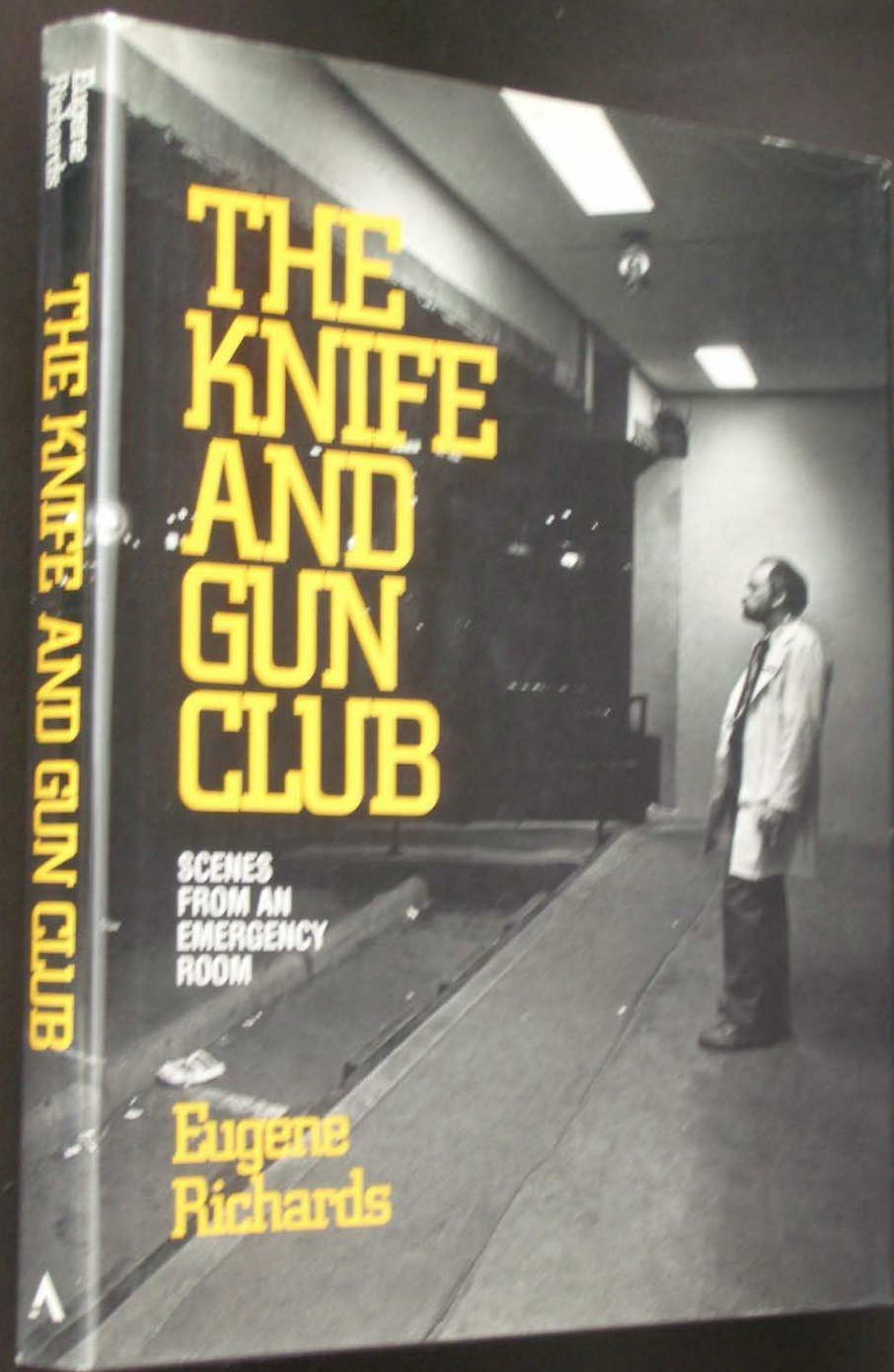
Alter hormone levels, cardiovascular functions,
sleep rhythms, immune functions











How Stressed Are You?

1 Just finished massage could nap

2

3

4

5 Ready to explode like a shaken
Molson's





What can
Leaders do?

Make a List!



What can
Leaders do?
Stop



Management Practices Bonfire



A person's hands are holding a piece of wood horizontally. On top of the wood, a fire is burning, with bright orange and yellow flames. The wood has a rough, textured surface. The background is a wooden surface. The text "Annual Performance Evaluation" is overlaid on the image in a stylized font.

Annual Performance Evaluation

4 --- 3 --- 2 --- 1 --- 0



LOVE
LOVE
LOVE

meh.

HATE
+HATE
HATE


Improves Performance

**Annual
Performance
Evaluation**





Deming

A person dressed as a mime, wearing a black beret, white face paint, and white gloves, holds a white sign with black text. The person has a small black mark under their left eye and a red flower pinned to their black jacket. The background shows a paved path and green grass.

**Annual
Performance
Evaluation**

Deming

Bruised

Desolate

Bitter

Crushed

Despondent

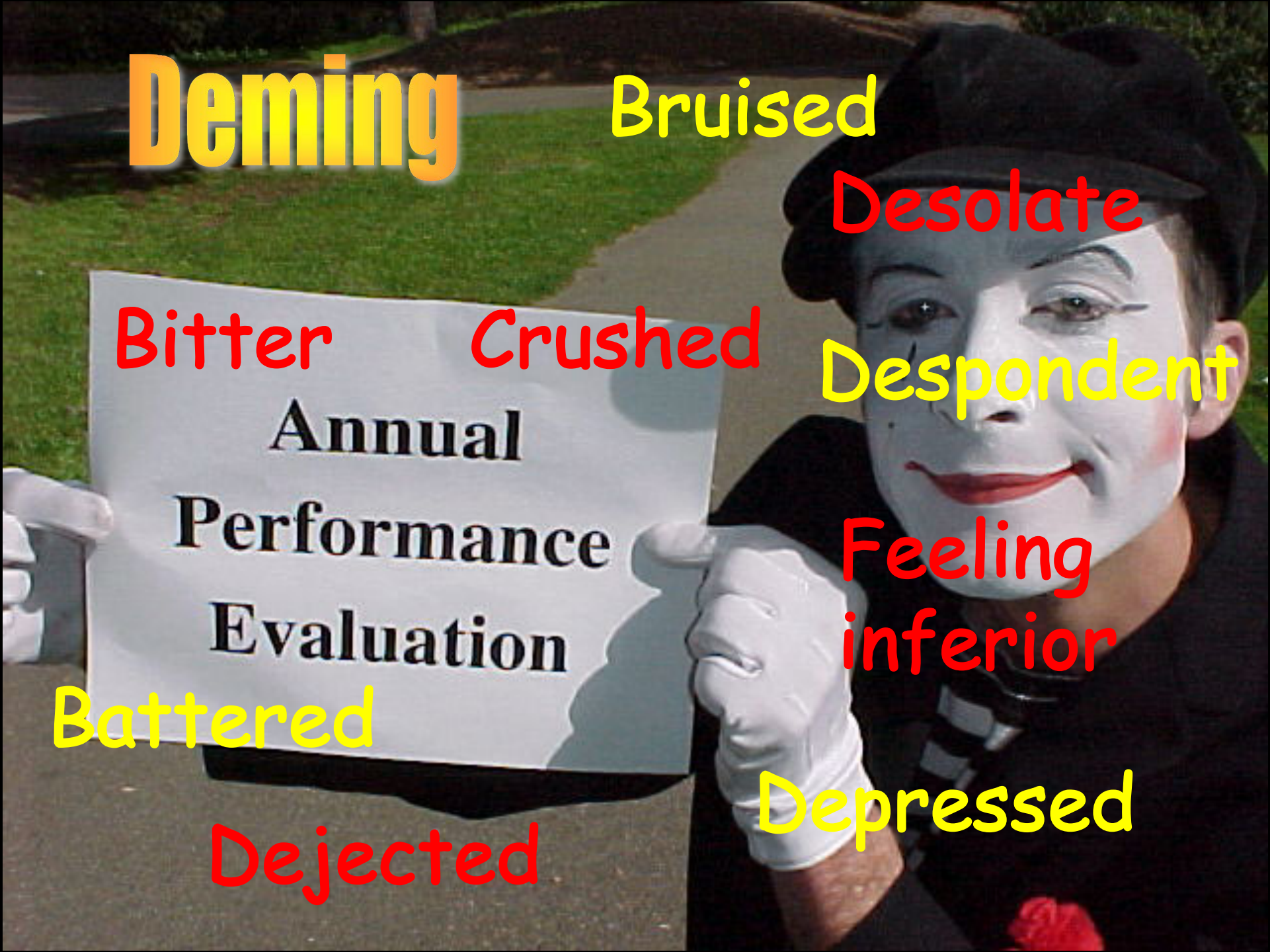
**Annual
Performance
Evaluation**

**Feeling
inferior**

Battered

Depressed

Dejected

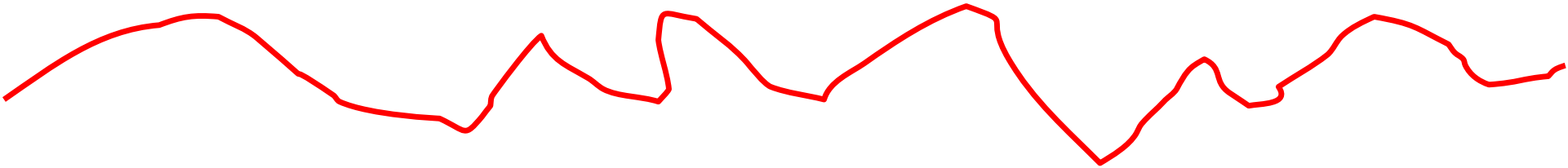


**"Feedback is the
breakfast of champions"**

Ken Blanchard PhD

**"Feedback is the
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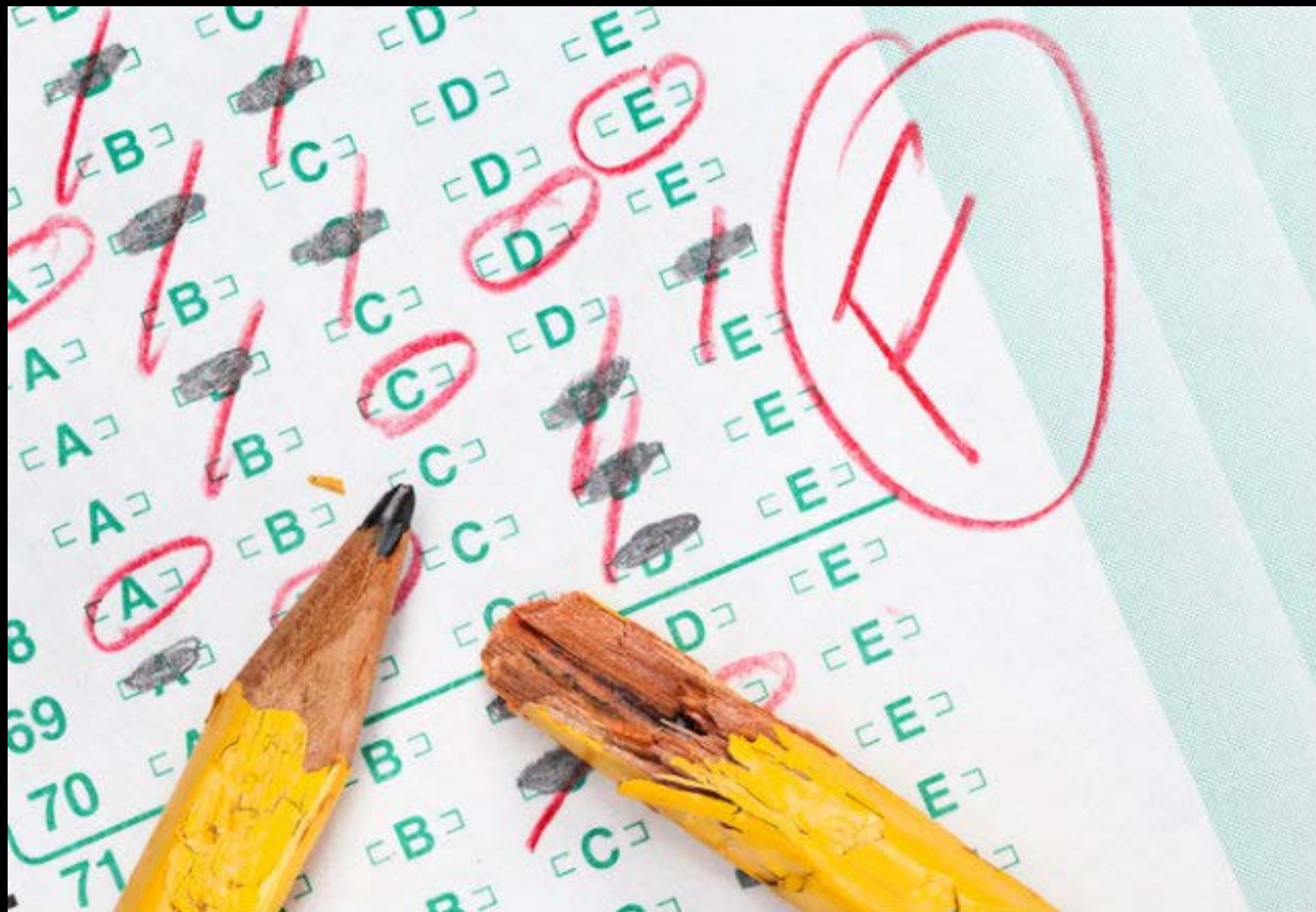


Compensation



Old School Qi

Quality Assurance
Department





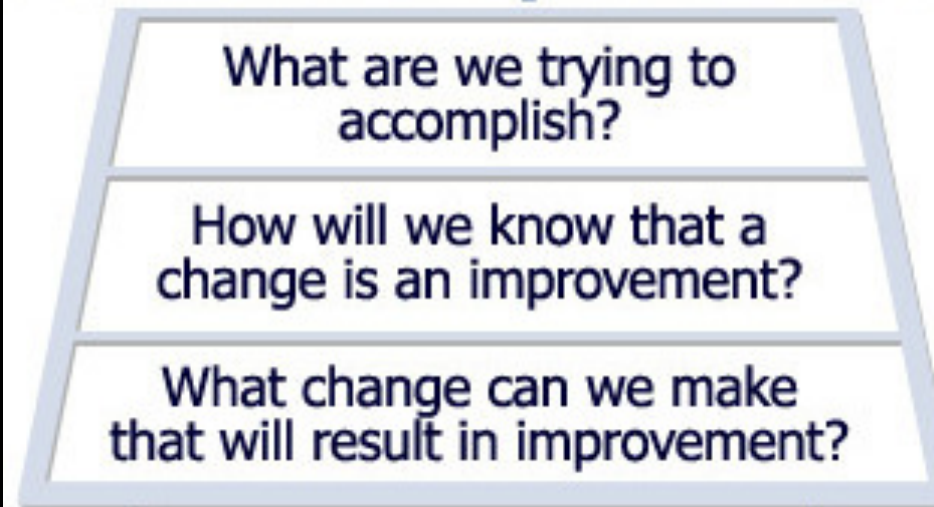
Getting
QI...ed

I'M NOT
ANGRY
YOU'RE NOT
BAD



IT'S JUST TIME.

Model for Improvement



A person's hands are shown holding a large, hollowed-out log that is burning brightly with a fire inside. The log is resting on a wooden surface. The text "Reward Programs" is overlaid in a stylized, orange-outlined font across the middle of the log.

Reward Programs









A person's hands are holding a piece of wood over a fire. The fire is burning brightly in a container made of bark and sticks. The wood being held has a smooth, light-colored top surface and a rough, dark, charred bottom surface. The background is a wooden surface.

Motivation

Sexism

Sexism

Sexual Harassment

Sexism
Sexual Harassment
Sexual Assault

Sexism

Sexual Harassment

Sexual Assault

Racism

Sexism

Sexual Harassment

Sexual Assault

Racism

Homophobia



Sexism

Sexual Harassment

Sexual Assault

Racism

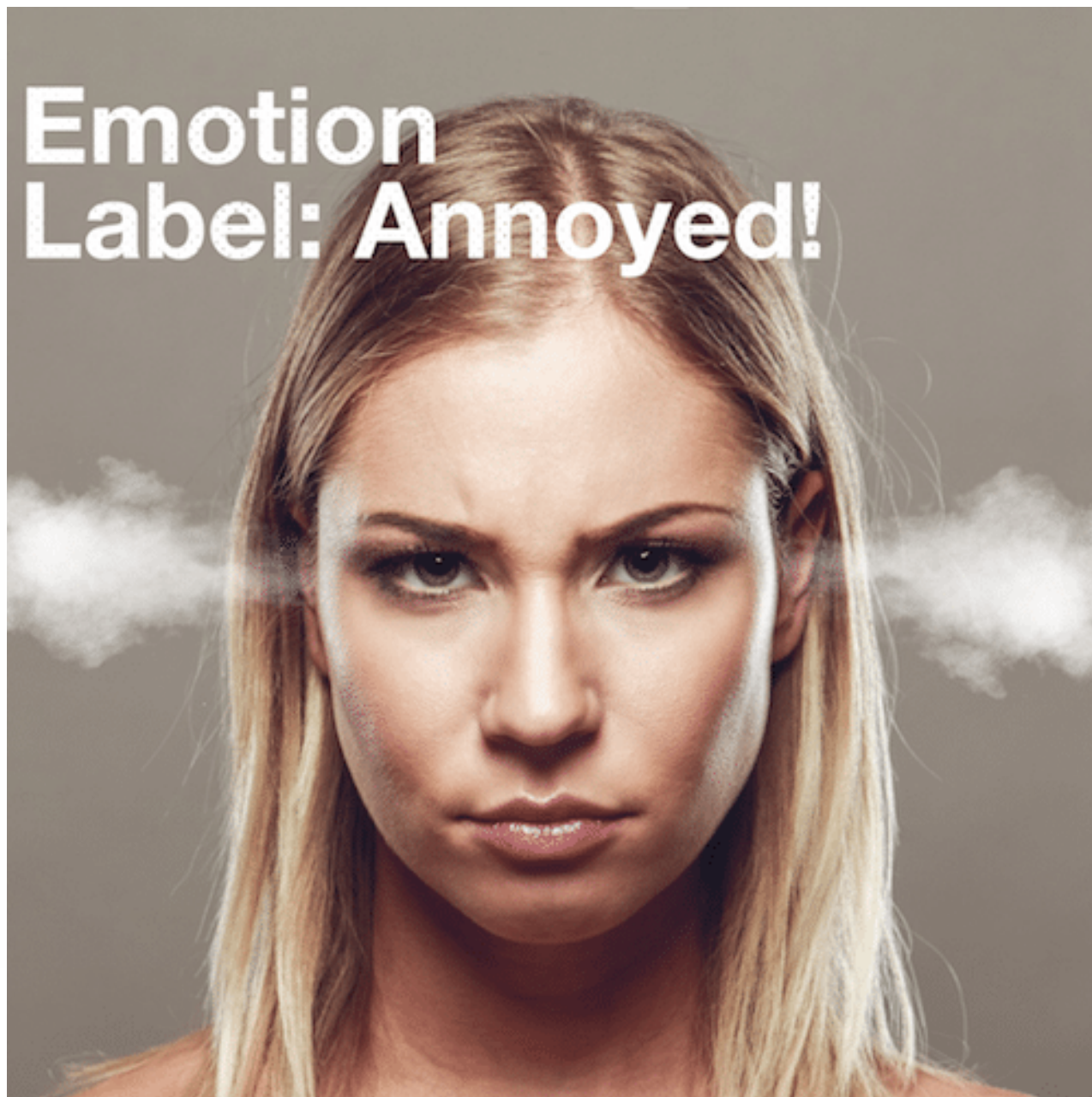
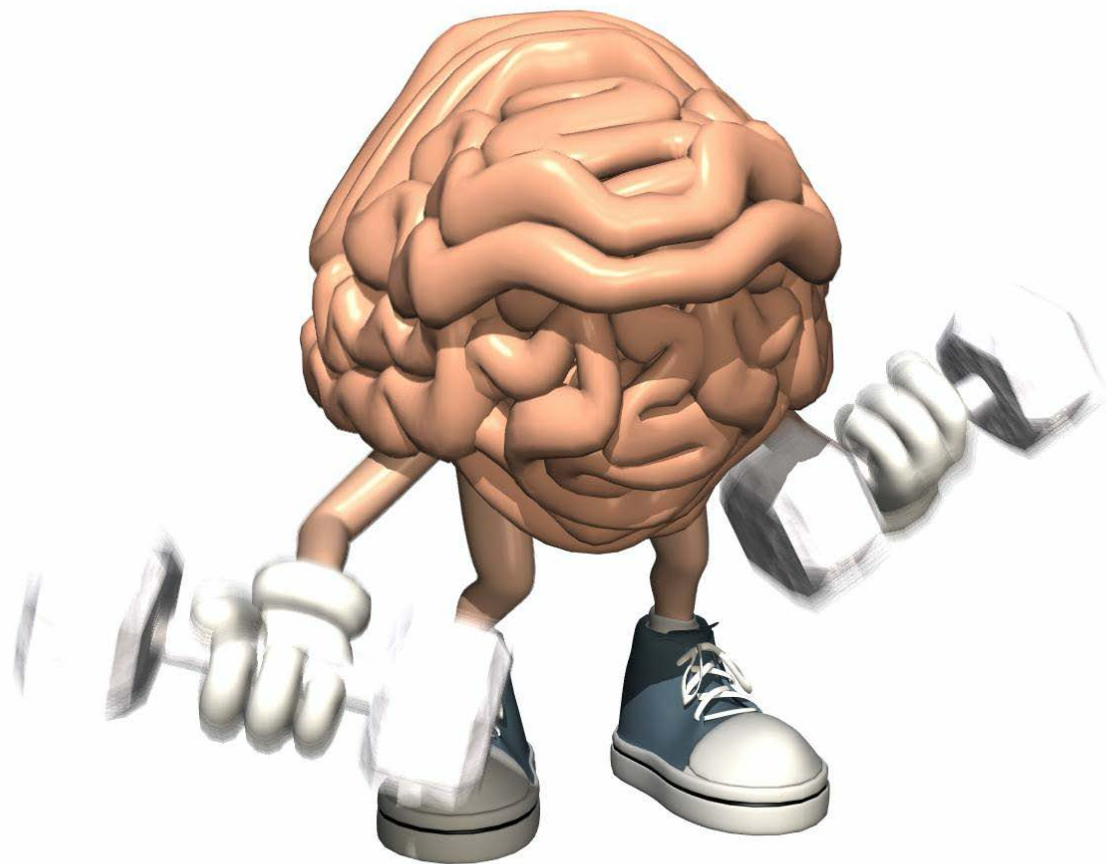
Homophobia

What can
Leaders do?

Stop
Start







Schedule 5 Min a Day



Schedule 5 Min a Day

06:58 ↗



Cancel

New Event

Add

Worry about COVID 19

Location

All-day



Starts

Apr 2, 2020 09:00



Schedule 5 Min a Day



2 Things You're Grateful For





Threat



Threat

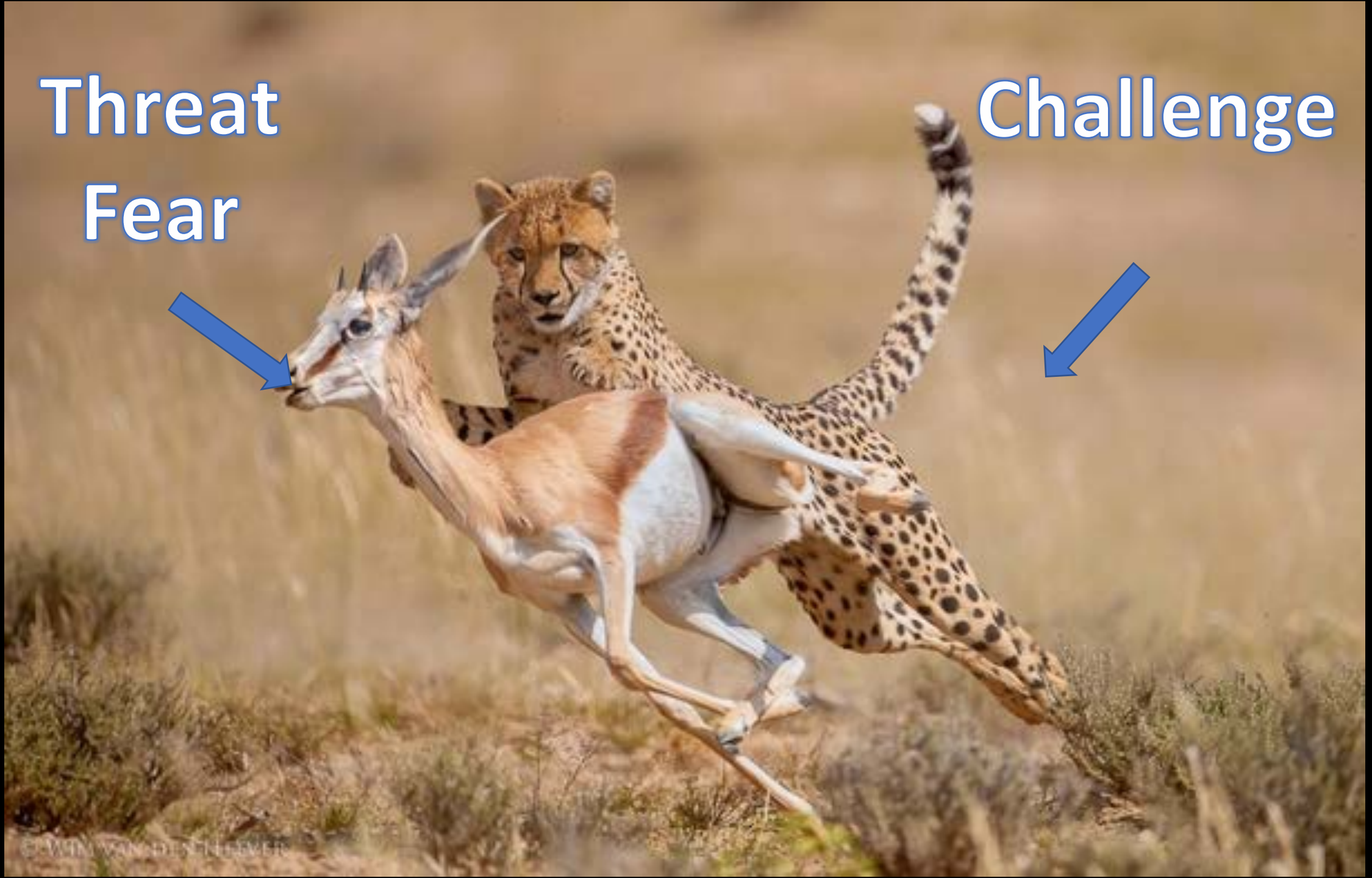


Challenge



Threat
Fear

Challenge



Threat
Fear

Challenge
Excitement



BRIEF REPORT

Mind Over Matter: Reappraising Arousal Improves Cardiovascular and Cognitive Responses to Stress

Jeremy P. Jamieson and Matthew K. Nock
Harvard University

Wendy Berry Mendes
University of California San Francisco



3 Groups

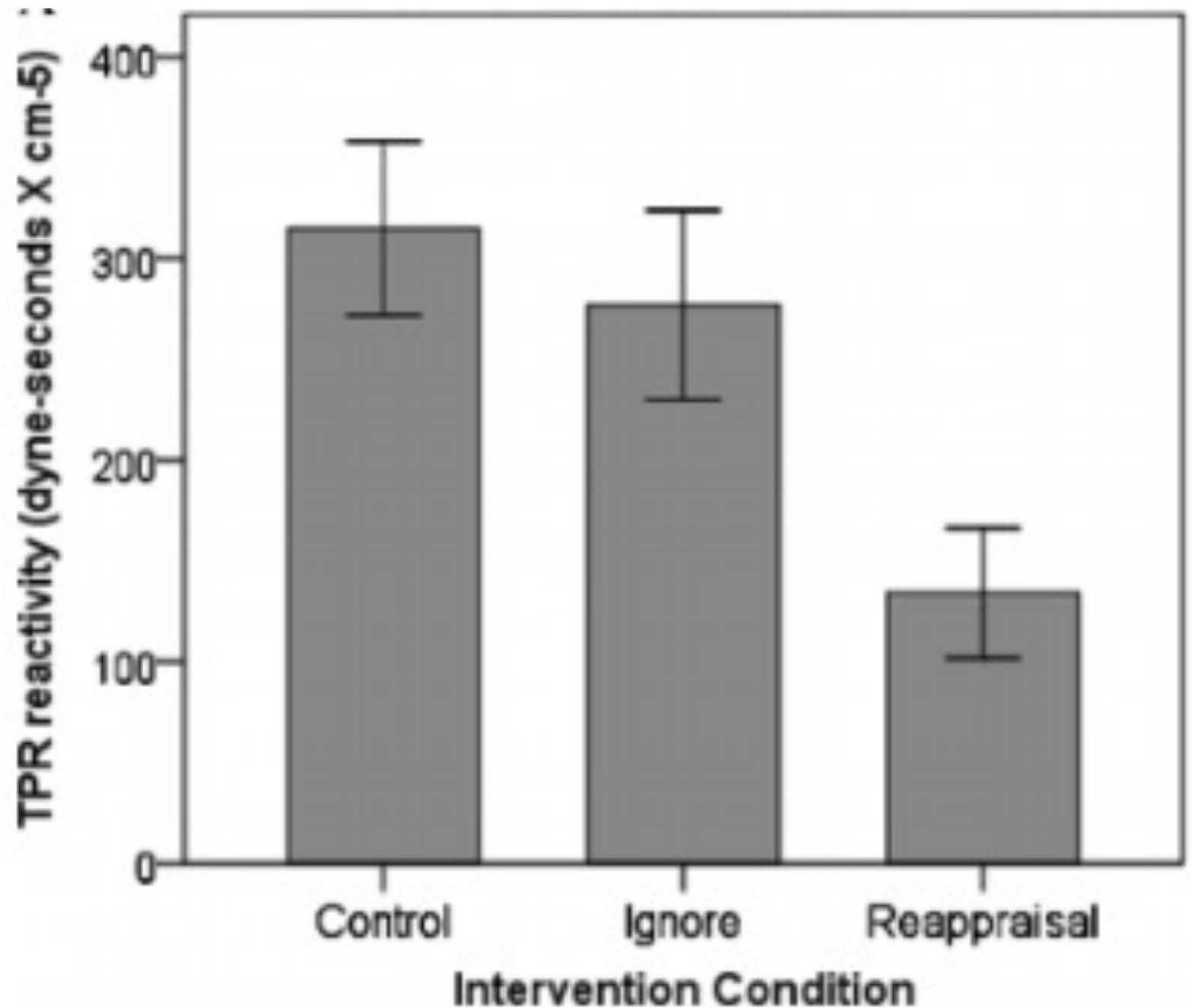
Control

Ignore

Reappraisal

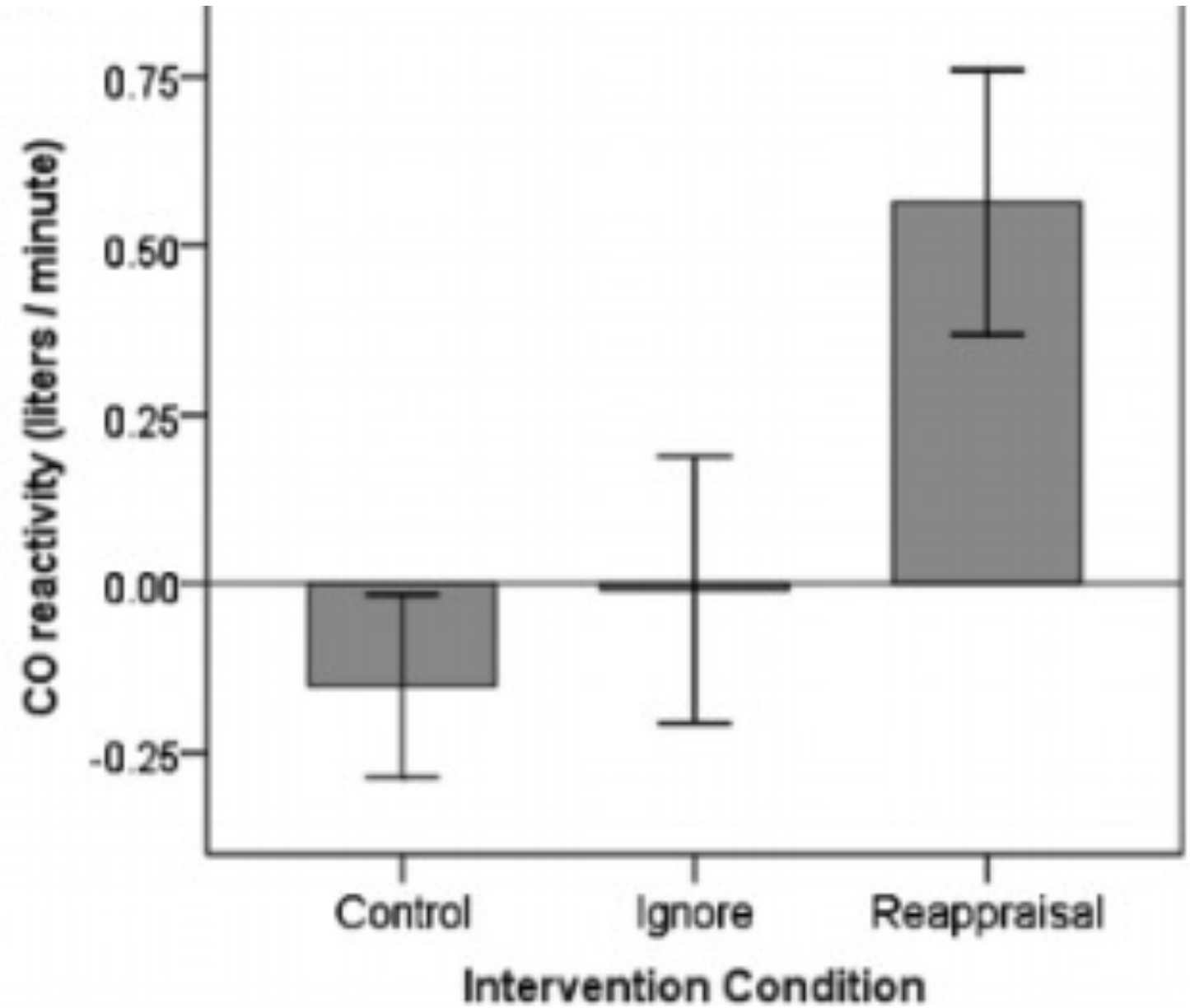


Total Peripheral Resistance



Cardiac
Output

Liters per
Minute



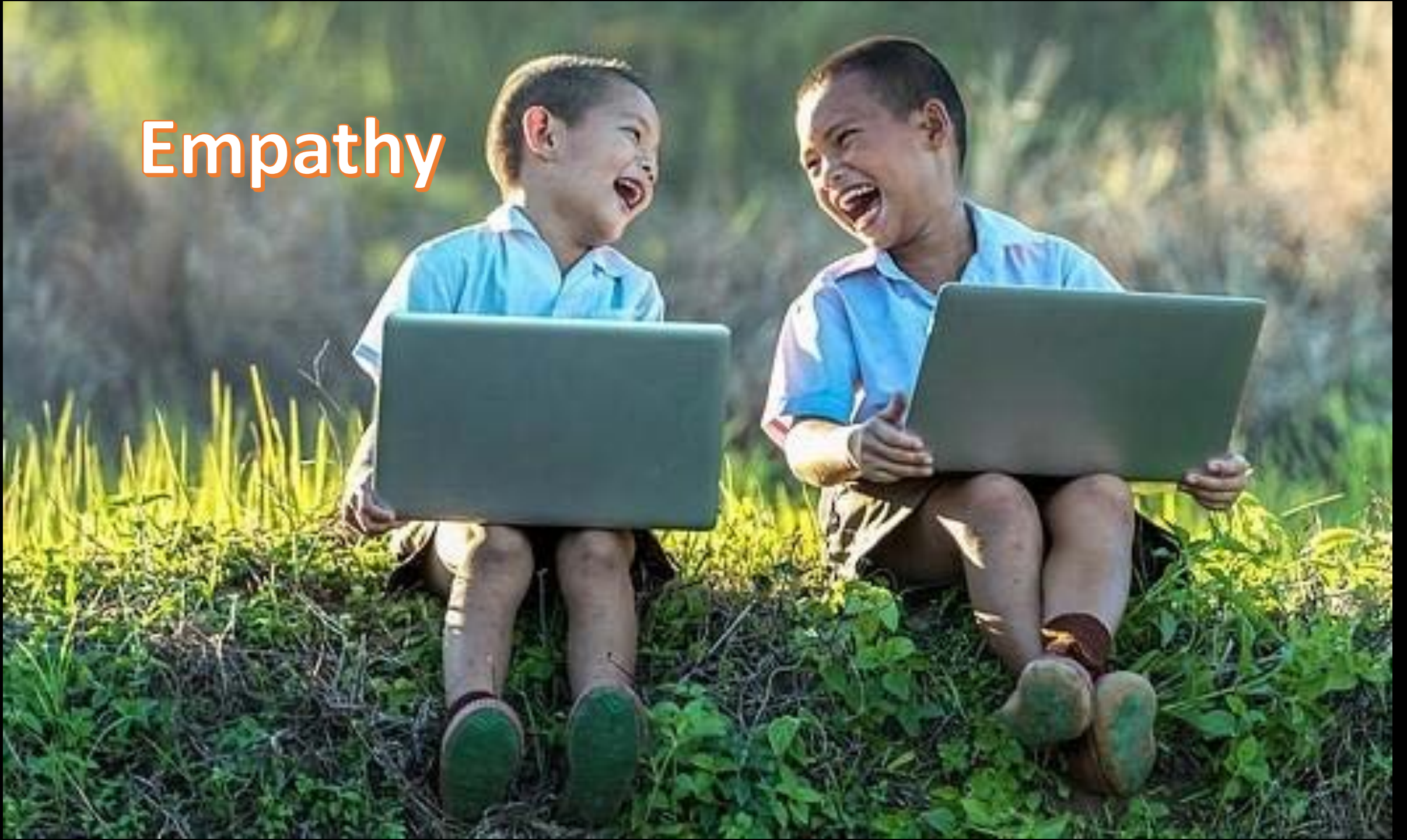
Threat
Fear

Challenge
Excitement



Seen

Empathy



Empathy

Motor Mimicry



Empathy

Motor Mimicry
Entrainment



How surgeons connect two hearts

The donor's aorta is attached to the recipient's aorta to transport blood from both hearts out to the body.

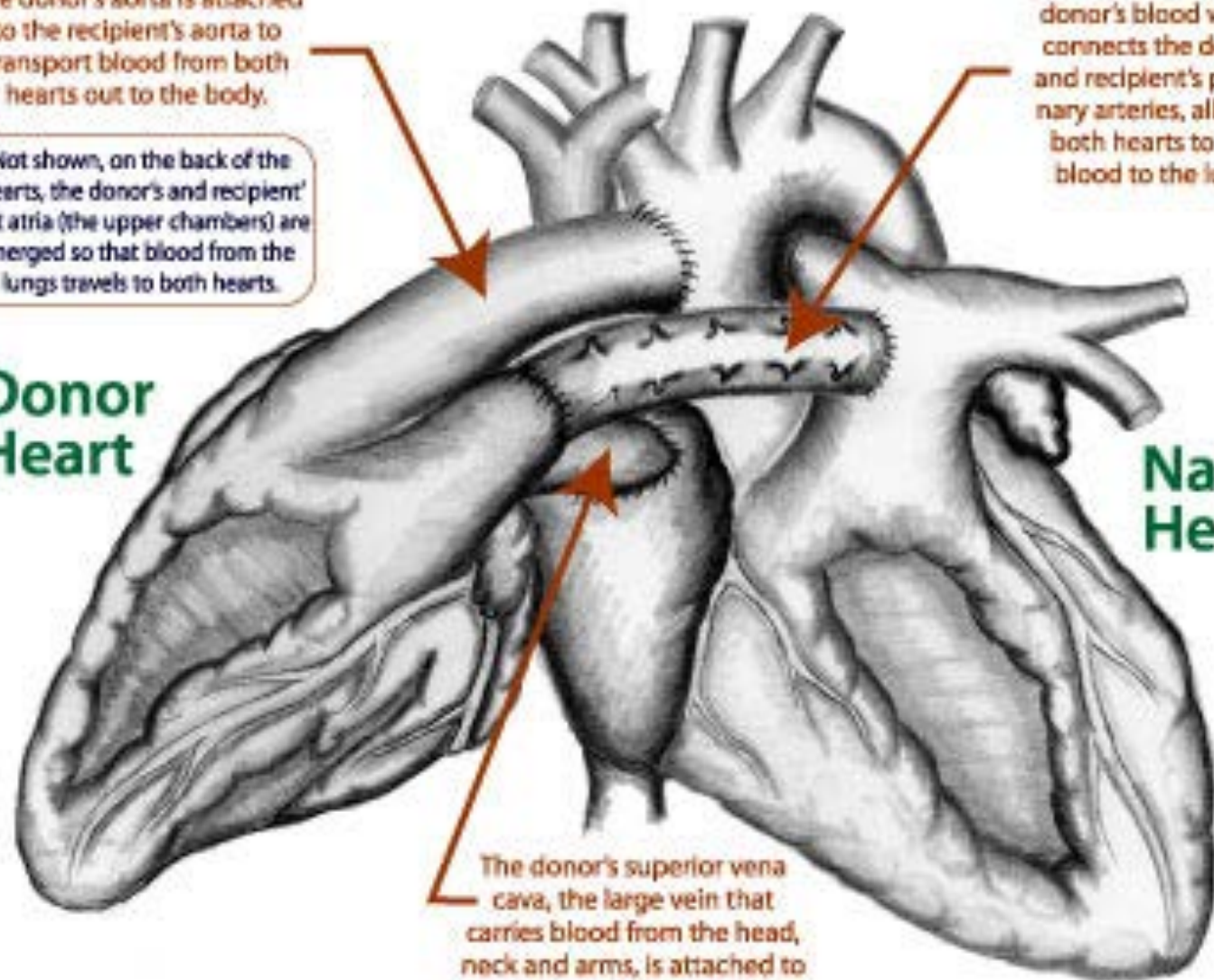
Not shown, on the back of the hearts, the donor's and recipient's left atria (the upper chambers) are merged so that blood from the lungs travels to both hearts.

A graft from one of the donor's blood vessels connects the donor's and recipient's pulmonary arteries, allowing both hearts to send blood to the lungs.

Donor Heart

Native Heart

The donor's superior vena cava, the large vein that carries blood from the head, neck and arms, is attached to the recipient's right atrium so that blood from the body now flows to both hearts.



Eye Color



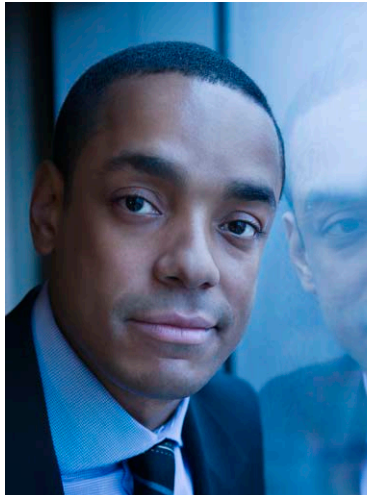


Safe



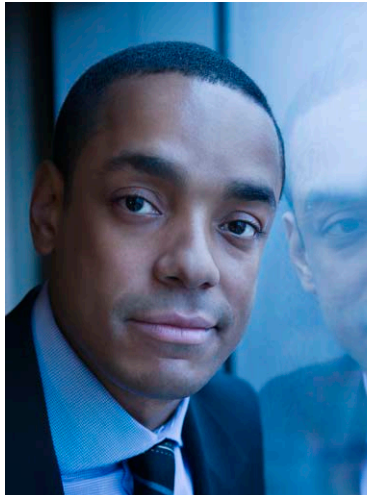


Soothed



Seen

+



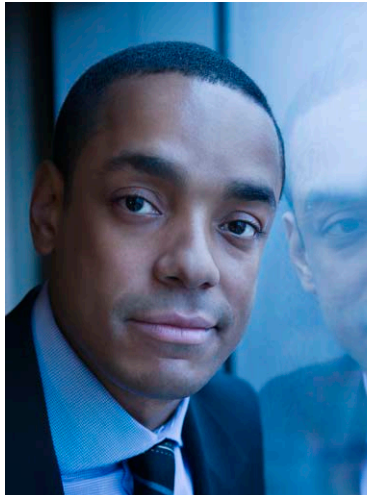
Seen

+

Safe

+





Seen

+

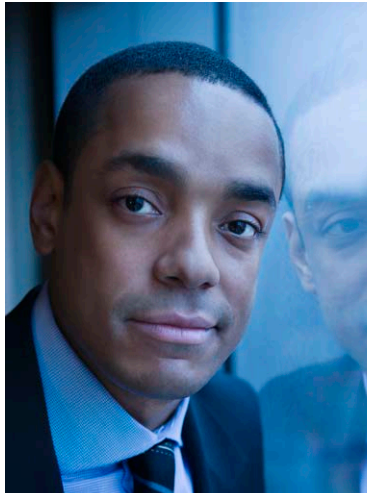


Safe

+



Soothed



Seen

+

Safe = Secure

+

Soothed



Rupture



A woman with long brown hair, wearing a blue button-down work shirt over a light blue top, is smiling and looking upwards while working on the underside of a car. She is holding a black tool, possibly a flashlight or a small light, which is illuminating the area. The car is elevated on a blue lift. A large tire is visible on the left side of the frame. In the background, there is a red fire extinguisher, a red machine, and various tools and equipment in a garage setting. The overall lighting is dim, with the primary light source being the tool she is holding.

Rupture

Repair

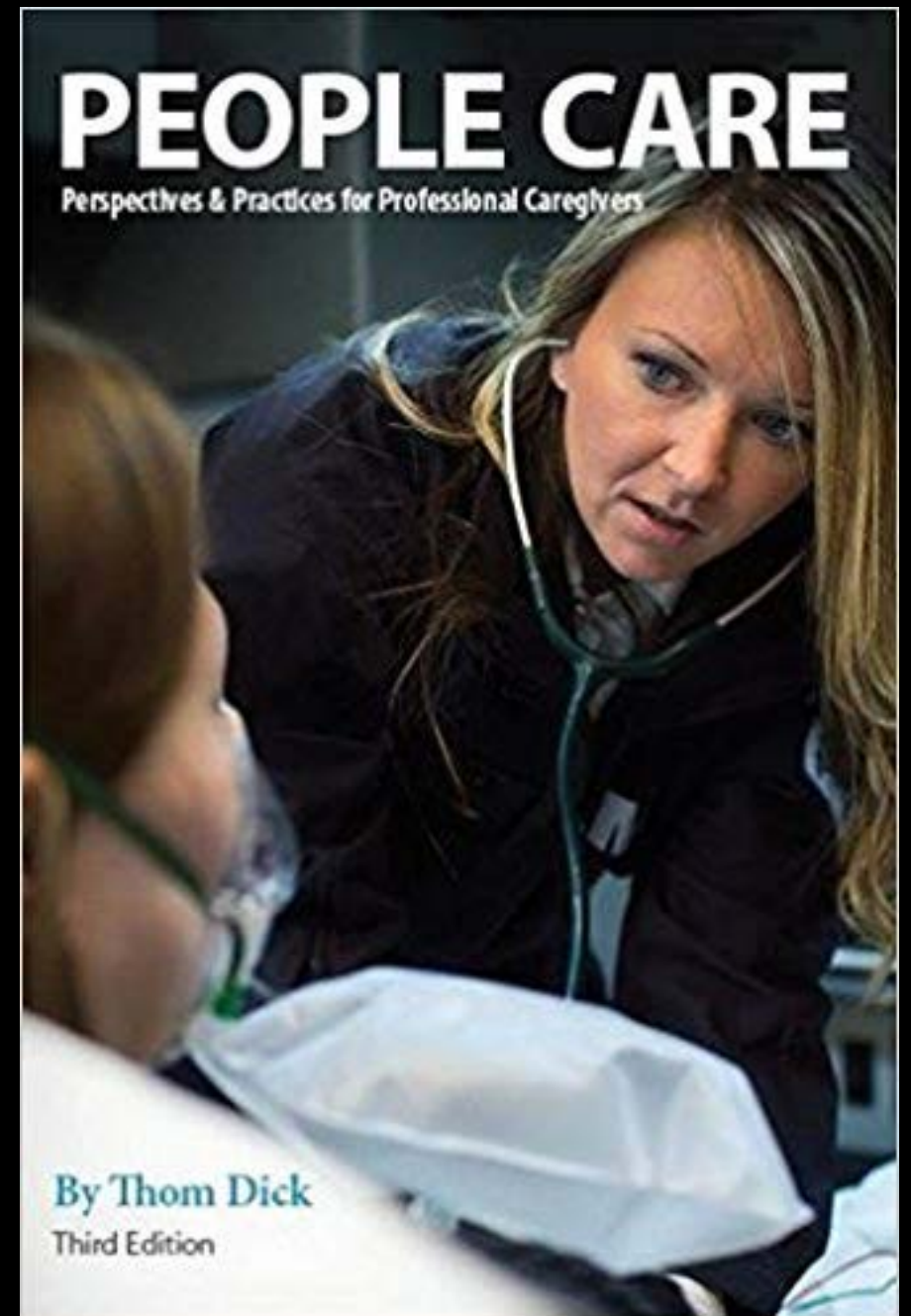
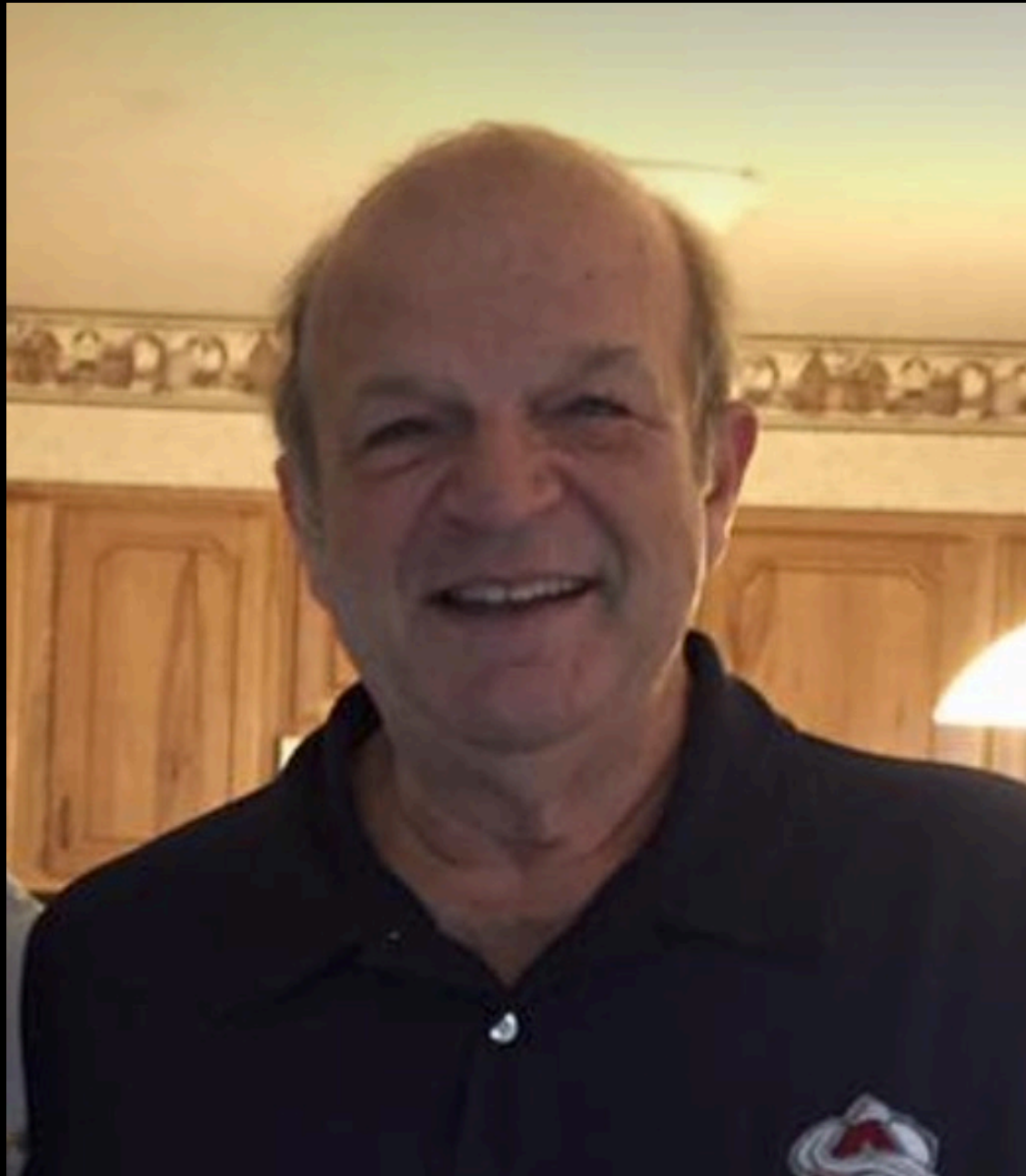


See something?
Say something.

Report suspicious packages or activities
to a TriMet employee, or call 9-1-1.

Let's count on each other for a safe ride.

TRIMET



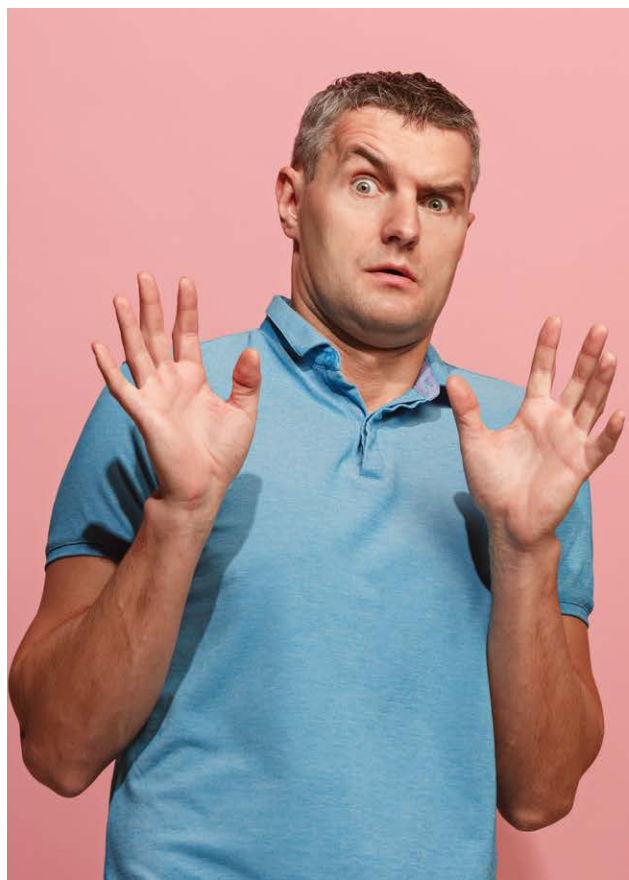


Chris Galton



Chris Galton MD

Anesthesiologist
Intensivist
Paramedic
Medical Director
Mercy Air



If a Flower Doesn't Bloom



If a Flower Doesn't Bloom



Fix the Environment not the Flower



Paramedic Chiefs
of Canada

Chefs Paramédics
du Canada

Save the Date for Upcoming Webinars

Thursday, November 19 – 11:30am PT (2:30pm ET)

Building Community Paramedicine Into the Canadian Healthcare Landscape: An Economic Analysis of 'Community Paramedicine at Clinic' (CP@clinic) from the Paramedic Service Perspective

Thursday, December 3 – 10:30am PT (1:30pm ET)

Developing a National Paramedic Workplace Violence Prevention Framework

[Sign up for information and notifications @ www.firstwatch.net/hi](http://www.firstwatch.net/hi)

In association with





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Q&A and Thank You

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Todd Stout – tstout@firstwatch.net

In association with



Health Intelligence Resource
www.firstwatch.net/hi



Mike Taigman

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mtaigman@firstwatch.net