

CSRM

Communications Specialist Resource Management address the following person/machine interfaces related to interpersonal issues. These issues include but are not limited to, effective team building, information transfer, problem solving, decision-making processes, maintaining situational awareness, and dealing with automated systems.

When it comes to effective team building the concept that should stand out the most is teamwork. Teamwork must come from all aspects of your program. Your team members include pilots, nurses, paramedics, A/C mechanics and the ACS. When questions arise, your answers will come from a member of your team. As you work from day to day you will learn that if you don't trust your team you will not survive. To be effective the ACS must learn to trust the input of their team members. An example is your mechanic as a team member.

How does maintenance influence our decisions? If the A/C is out of service then our decision is simple. It cannot go. What if the mechanic puts the A/C on a delayed launch due to minor inspections? Well, if you have multiple A/C that can be sent to many different locations then you may have to decide which one could respond to a certain location faster. Would it take additional A/C less time to respond then it would to wait for the mechanic to put the A/C back in service and then launch? These are the types of circumstances that can be tied directly to maintenance. The other hot topic that connects maintenance directly to the ACS is mechanical problems in flight. In the event that this should occur while the A/C is airborne the pilot may request an emergency or he may just ask you to contact the mechanic and give a brief description of the event. Make sure that you correctly copy all information that you received from the pilot so that the mechanic has everything he needs to proceed. Your mechanic can be just as valuable as your pilot.

Information transfer is crucial to our existence. There are three key terms to this process. Be precise, be quick, and be correct. When the ACS receives information he/she must absorb, process, and prioritize before the information can be passed on. What does this mean to us? 1. It means you must take it all in. 2. You must decide who and where gets what information. 3. And decide what order to deliver this information. All three of these are crucial and must be carried out on each call. This information includes landing zones, patient status, ground contact, type of call and destination of patient.

Your policies and procedures are the guidelines for most issues that may arise. Resources build the foundation for problem solving. Your team (all staff) is the vital sources for your problem solving. The more chair time you have the more your own personal experiences will also become quite vital to you in problem solving. Remember that the

person with the least amount of time can still have the most knowledge concerning a certain subject.

Decision Making is what we do. The operations center is sometimes referred to as the nerve center of the program. Remember to inquire about the right things so that you may obtain the correct information. Ask all the right questions. Be assertive but not over bearing during the conversation with a requestor. You want to control the conversation without seeming rude in your delivery. Your goal as the ACS is to avoid making decisions that may cause errors.

Maintaining situational awareness requires a keen ear. Situational awareness is being cognizant of anything that occurs throughout your communications center and follows up to the minute changes. Flights in progress, aircraft down for maintenance, multiple requests for flights or weather restrictions are all subjects that the ACS must be aware of at all times and keep up to date at all times. The ACS must give these topics their full attention. Otherwise a delay in care could occur.

There are many automated systems that we deal with on a daily basis. Whether you are using a CAD system, automated weather radar, Computerized radio and phone systems, flight tracking systems or computerized mapping programs you have many of your resources at your finger tips. All of these systems are resources and very good one at that. They have many failsafe features that will help you in making the correct decisions. These systems make our industry safer. We should utilize them to their fullest capabilities.

Your operational environment can become very busy and sometimes noisy. With all or any of the previously listed equipment you can provide any information that may be requested of you. Remember you are in constant contact with the pilot, base manager or program director, security, other staff, flight crew(s), communications, and other emergency personnel. These are all environmental hazards that you must overcome. Remember "Don't just hear what one says, listen to what one says. Someone's life may depend on it.

Listening techniques are as simple as common courtesies. See yourself as the person on the other end of the radio or phone line. Concentrate on their key words and listen to their tone of voice. Remember, your day might be peaceful while theirs may have just fallen apart. Always be calm and in control. Eliminate distractions, and be respectful.

These are just a few of the resources that you may have at your disposal. Everything and everyone around you can contribute if you learn how to use them. Take in whatever helpful information is available to you. The next time it might be you that saves the day.

NAACS Quarterly CE Quiz

When a question arises, only the pilot can be trusted to give the correct answer.

- A. True
- B. False

Three key terms crucial to information transfer include being quick, being correct, and being precise.

- A. True
- B. False

What must the ACS do before information can be passed on?

- A. Get a cup of coffee, clean their station, and reboot all of the computers
- B. Absorb, process, and prioritize the given information.
- C. Decide who gets what information in what order.
- D. B and C
- E. All of the above

The most experienced ACS will always have more knowledge regardless of the situation.

- A. True
- B. False

When trying to obtain information from a requesting agency, the ACS should:

- A. Dominate the conversation, even if it may come across as rudeness.
- B. Be assertive, but not overbearing
- C. Ask the "right questions" to obtain the necessary information.
- D. A and C only
- E. B and C only

Situational Awareness is being cognizant of anything that occurs throughout the communications center.

- A. True
- B. False

How does the ACS maintain situational awareness?

- A. By having a "keen ear" to their surroundings
- B. By always having fresh coffee made
- C. By maintaining a neat and orderly workstation

Many of the automated systems used by the ACS on a daily basis will help in making correct decisions.

- A. True
- B. False

9. Which of the following can be used as a resource in decision-making?

- A. CAD systems and flight tracking systems
- B. Computerized radio and phone systems
- C. Mapping programs and weather reports
- D. All of the above

Name _____
Organization _____
Address _____
City _____
State _____ Zip _____
Country _____
Email _____

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Answer Sheet:

Circle the appropriate letter

1. a. b. c. d. e.
2. a. b. c. d. e.
3. a. b. c. d. e.
4. a. b. c. d. e.
5. a. b. c. d. e.
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7. a. b. c. d. e.
8. a. b. c. d. e.
9. a. b. c. d. e.

Return to:

NAACS Education Committee
P.O. Box 28
Otis Orchards, WA
99027-0028

After completing, mail a copy of the answer sheet along with \$2.00 to the NAACS Education Committee. Please allow four weeks for notification of your score. Once processed CE acknowledgement will be mailed to you.