



# National Ski Patrol

## Aid Room Module of the Senior Program (AR-MSP)

**FINAL– 10/19/2018**

**Introduction**

**Mission Statement**

**Purpose**

**Goal**

**Topics/Objectives**

**Module Overview**

**Process**

**Written Exercises**

**Activity for Aid Room Design and Flow Process**

**Assignment Check List**

**Written responses to scenarios**

**Scenario Topics Matrix**

**Scenario Evaluation Form**

**Symbol Definitions**

**Appendix A – Responsibilities**

**Appendix B – Candidate Checklist**

**Appendix C – Aid Room Design and Flow Process Form**

**Appendix D – Assignment Checklist Response Form**

**Appendix E – Written Scenario Response Form**

**Appendix F – Topics Training Guides**

**Appendix G – Aid Room Module Trainer/Evaluator Training Clinic**

## **Aid Room Module of Senior Program – FINAL**

### **Introduction**

This guide has been prepared so the Senior Patroller Candidate understands the goals and objectives of the module. It also provides guidelines to assist Region OEC Administrators (ROA) and Senior Training Coordinators (STC) in conducting the Aid Room Module of the Senior Program (AR-MSP) within their respective regions. Responsibilities for these and other positions are listed in Appendix A.

The module includes an educational element and an evaluation element that encourages Patrollers to participate in written exercises, panel discussions, and aid room scenarios. This is to help them gain a deeper understanding of aid room operations and related area management policies. Note: This is not a repetition of the Outdoor Emergency Care Module of the Senior Program (OEC-MSP) in an aid room environment.

### **Mission Statement**

The mission of the AR-MSP is to provide the Senior Patroller Candidate an opportunity to demonstrate a global expertise in the operation of the Aid Room and care of patients.

### **Purpose**

The AR-MSP is a required component of the National Ski Patrol's (NSP) Senior Program for Senior Patroller Candidates. The AR-MSP encompasses training where the Senior Patroller Candidate will:

- Demonstrate Aid Room procedures that foster an organized and efficient operating environment
- Demonstrate an understanding of medical interventions
- Demonstrate and utilize strategies for conflict resolution
- Demonstrate the ability to interface with agencies in the continuum of patient care
- Demonstrate skills and strategies for interfacing and communicating with patrollers and area management

### **Goal**

The Goal of the AR-MSP is to enhance the Senior Patroller Candidate's skills and knowledge of aid room procedures and related area policies. Training emphasizes further development of skills in leadership, decision making and problem management while enhancing existing OEC aid room skills. The Module also prepares Senior Patroller Candidates for leadership roles within the NSP.

**Topics/Objectives:**

The training objectives for the module are outlined in the following five topics.

<b><u>Topic</u></b>	<b><u>Objectives (Evaluation Criteria for Acceptable Performance)</u></b>
<b>Aid Room Triage and Resource Management</b>	<ul style="list-style-type: none"><li>• Demonstrate/discuss the ID-ME triage system for their Aid Room</li><li>• Demonstrate/discuss appropriate triage of patients and non-patient events/actions</li><li>• Demonstrate/discuss management of patients and other issues/problems</li><li>• Demonstrate/discuss appropriate use of other resources, i.e., patrollers, bystanders, management as needed</li><li>• Demonstrate/discuss radio/phone communication in a Triage situation and when requesting EMS</li></ul>
<b>Medical Intervention and Treatment in Aid Room</b>	<ul style="list-style-type: none"><li>• Demonstrate/discuss standard of training versus standard of care</li><li>• Demonstrate/discuss appropriate care based on primary survey</li><li>• Demonstrate/discuss use of secondary survey and appropriate care</li><li>• Demonstrate/discuss infection control measures</li></ul>
<b>Conflict Resolution</b>	<ul style="list-style-type: none"><li>• Demonstrate/discuss appropriate interaction with difficult, hysterical or obstructive patient, family, group leaders or acquaintances</li><li>• Demonstrate/discuss appropriate process to notify patient family, group leaders or friends</li><li>• Demonstrate/discuss appropriate actions for transportation issues</li></ul>
<b>Interaction with EMS, Others</b>	<ul style="list-style-type: none"><li>• Demonstrate/discuss appropriate knowledge of interactions after the initial call or contact</li><li>• Demonstrate/discuss area protocol for transfer of patient care, patient information, communication of infection control measures</li><li>• Demonstrate/discuss appropriate handling of equipment</li><li>• Demonstrate/discuss communication and set up needs when calling for an air ambulance and coordinating set up of Landing Zone</li><li>• Demonstrate/discuss coordination with agencies to reach the area when obstacles are present</li><li>• Demonstrate/discuss policies on legal issues for mandatory reporting</li></ul>
<b>Interface/Communicate with Patrollers, Area Management</b>	<ul style="list-style-type: none"><li>• Demonstrate/discuss appropriate area risk management considerations</li><li>• Demonstrate/discuss appropriate actions for Area Employees in relationship to accidents and injuries</li><li>• Demonstrate/discuss assessment and treatment of a patient with behavioral emergencies</li><li>• Demonstrate/discuss appropriate oral communication in both face-to-face interactions and use of dispatching system</li></ul>

**Module Overview:**

The AR-MSP requires the successful completion of the following tasks:

1. Written assignments/exercises
2. Discussing the written assignments with one or more AR-MSP Trainers/Evaluators (T/E)
3. Demonstrating/discussing the topics/objectives during training sessions
4. Successful completion of a minimum of two practice scenarios
5. Successful completion of two scenarios at a final evaluation

Each of the five topics shall be covered in both the written and training exercises. The Senior Patroller Candidate should be exposed to all of the topics in order to demonstrate proficiency at the final evaluation. The Senior Patroller Candidate and Trainer/Evaluator (T/E) should determine if there are one or more objectives to focus on during training that would be beneficial to the Senior Patroller Candidate.

**Process:**

The module begins with a meeting between the Senior Patroller Candidate and T/E where the Candidate reviews the objectives of the module, both written and practical. Some of the scenarios can be reviewed at the first meeting, but the T/E must take care that the Senior Patroller Candidate take responsibility to search out and discover appropriate responses to meet the objectives of the scenarios.

The Senior Patroller Candidate is expected to seek out detailed answers to the scenarios, **following patrol and area policy's chain of command**. Specifically, the Candidate must be able to articulate in his/her own words what actions should be taken without the aid of a management response. If area management must be notified, the Candidate should articulate what information they would convey to area management, and the reasons behind that decision.

Subsequent training sessions are held so the Senior Patroller Candidate can present and discuss the written assignments with the T/E. The Candidate is also presented with scenario opportunities to demonstrate proficiency of the topics/objectives. This could take the form of a panel discussion with the T/E, as well as setting up scenario situations where the Candidate needs to respond appropriately to one or more of the topics.

## Written Exercises

There are three requirements for the written exercises:

1. Activity for Aid Room Design and Flow Process
2. Completion of Assignment Check List
3. Written responses to a minimum of two scenarios, and all Topics should be covered in the written and Assignment Check List

### 1. Activity for Aid Room Design and Flow Process

(See Appendix C – Aid Room Design and Flow Process Form)

This activity encourages the Senior Patroller Candidate to think about and evaluate all aspects of the aid room, and to enhance a global expertise in the operation of the Aid Room and care of patients.

The Candidate has a choice of designing a new aid room from the ground up or remodeling an existing aid room. It should be an aid room equipped for use by OEC Technicians and not a 'clinic' or emergency medical center staffed by medical professionals.

Draw an outline of the room, specifically labeling all aspects of the room. The Senior Patroller Candidate should think about patient flow, location of equipment, patient management, communications with the radio / telephone, washroom, etc.

The Senior Patroller Candidate and Trainee / Evaluator should meet (in person, via conference call, Skype, or other communication method) to discuss the design, with the Candidate verbalizing and explaining all aspects of the design.

Include the following elements in the aid room design process:

- Entrance and exit
- Reception area
- Treatment area
- Records area
- Communication system
- Washroom / lavatory
- Bio-hazard waste containers
- Sharps container for patient use
- Storage area
- Accessibility for handicapped guests and stretcher or gurney maneuverability
- Accessibility for ambulance service
- Protection of individual privacy
- Optimum traffic flow
- Sink and storage for cleaning supplies
- Emergency eyewash setup
- Emergency shower availability
- Emergency power supply
- Adequate ventilation, lighting, and heat
- Adequate storage facilities for supplies and records

- Desk work space
- Storage of incident reports and other forms
- Windows
- Electrical outlets
- Beds – type, number, placement
- Safety hazards

## 2. Assignment Check List

(See Appendix D - Assignment Checklist Form)

Define and list how each of the following are handled, and discuss with the T/E.

- Report of missing person
- Employee injury while on duty and needs treatment
- Employee injury while NOT on duty and now needs treatment
- Requesting ground ambulance, required information to relay, and transfer of patient care
- Requesting air ambulance, required information to relay, and setting up Landing Zone
- Replacement of equipment that is sent with the patient
- Consent for treatment of a minor age patient
- What is considered mandatory reporting (legal)
- Infection control policy

## 3. Written responses to scenarios

(See Appendix E - Written Scenario Response Form)

The Senior Patroller Candidate will select and respond to a minimum of two scenarios. It is unacceptable for any response to contain statements such as “the area/paid patrol takes care of it”. The Candidate is expected to provide full details in the responses, taking steps to contact appropriate personnel, **following patrol and area policy’s chain of command**, to learn and understand how situations are to be handled.

The Candidate submits the written responses to the T/E to review. They should meet (in person, via conference call, Skype, or other communication method) to discuss the written responses.

The Candidate will be expected to have “hands on” practice of some of the written scenarios and must complete a minimum of two practice scenarios. Final evaluation scenarios will be similar to the written scenarios.

**Scenario Topics Matrix – An overview to provide at a glance the topics covered in each scenario**

<i>Topic</i>	<i>Scenario Number</i>									
	1	2	3	4	5	6	7	8	9	10
Aid room triage and resource management		X	X	X	X	X	X	X		X
Medical interventions and treatment within the aid room environment	X		X		X	X	X	X	X	X
Conflict Resolution	X						X	X		
Interaction with EMS and medical personnel, police, and other governmental agencies		X	X	X	X	X	X	X	X	X
Interfacing/communication with patrollers on scene and in the aid room, and area management	X	X	X	X	X	X	X	X	X	X

**Scenarios (T/E obtains practice and final evaluation scenarios from the OEC Division Supervisor)**

Note: Actual participation and completion of scenarios would be informative as to how the Senior Patroller Candidate works under pressure as long as it is possible to complete the scenario in the time given (20 minutes) without too many complications. Thought also needs to be given as to how many persons would be involved in the scenario. If too many resources are required, it will be difficult to find enough participants/resources to support running scenarios. Those scenarios may be better suited to discuss as one of the written assignments.

The Senior Patroller Candidate will be provided a bank of scenarios from which they will select a minimum of two for their written responses. This bank of scenarios are not to be used for the final evaluation scenarios. Final evaluation scenarios are in a separate document and are not to be provided to the Senior Patroller Candidate before the final evaluation.

If there is a need to create additional practice scenarios, each scenario must include a minimum of two topics.



## NATIONAL SKI PATROL – AID ROOM MODULE SCENARIO EVALUATION

Leader	Inst/Evaluator		
Helper # 1 (opt)	Date		
Helper # 2 (opt)	End Time		
Scenario #	Station #	Start Time	Total Time
Aid room triage and resource management		N/A + = -	
		<b>Choose One!!</b>	
Medical interventions and treatment in aid room		N/A + = -	
		<b>Choose One!!</b>	
Conflict Resolution		N/A + = -	
		<b>Choose One!!</b>	
Interaction with EMS, others		N/A + = -	
		<b>Choose One!!</b>	
Interface/Communicate with Patrollers, Area Management		N/A + = -	
		<b>Choose One!!</b>	
<b>OVERALL</b>		+ = -	

Note: Do a time line on reverse side to document all observations, in detail.

↑ **MAKE A  
DECISION**

- USE THE REVERSE SIDE FOR A TIME LINE, ACTION SEQUENCE, DETAILED NOTES, ETC.**
- ALL SUBSTANDARD PERFORMANCES MUST BE COMPLETELY DOCUMENTED!**
- A MINUS “-“ IN ANY SECTION MUST BE FULLY DOCUMENTED!**

## **Aid Room Module**

### **Symbol Definitions**

#### **Above Senior Level (+)**

Demonstrates outstanding overall knowledge of operational and organization skills, comprehension of Patroller duties and exemplary leadership qualities in performance of Patroller duties.

#### **At Senior Level (=)**

Demonstrates above average overall knowledge of operational and organization skills, comprehension of Patroller duties and exemplary leadership qualities in performance of Patroller duties.

#### **Below Senior Level (-)**

Demonstrates inconsistency in meeting the minimal requirements of overall knowledge of operational and organization skills and comprehension of Patroller duties. Performance is at a level below that expected of a Senior Patroller in identifying and coordinating actions necessary to manage the scene.

## APPENDIX A

### RESPONSIBILITIES:

For purposes of this document, the positions listed below are job responsibilities and can be assumed by one or more individuals or combined as determined by the needs of the Division.

**Senior Training Coordinator (STC) for the AR-MSP:** The STC works under the guidance of the region's Region OEC Administrator (ROA) and the Division OEC Supervisor, or designee assigned to that area. The Division OEC Supervisor appoints this individual after consulting with the region's Region Director and ROA. It is the responsibility of the STC to manage the program for the region. This includes planning and scheduling the training sessions and final evaluations, calibration of the T/Es each season or prior to clinics, coordination with the region staff as well as the Division OEC Supervisor/Designee, executing the program, completing all documentation requirements and ensuring the program meets the requirements of the National standards.

**Trainer/Evaluator (T/E):** T/Es serve dual roles. During training sessions, their role is as a Trainer for the candidates where they review the written assignments and scenario results with the candidates and provide constructive feedback on execution issues. When performing the formal evaluation, the trainers become evaluators and evaluate the capability of the candidate to meet the standards defined by the National Ski Patrol to meet senior status. T/Es must be an OEC-MSP T/E in good standing and have completed the Aid Room Module of the Senior Program.

For the final evaluation, there should be a minimum of two evaluators, one of whom was not involved with training the candidates.

**Instructor Trainer (IT) for the AR-MSP Final Evaluation:** The IT is assigned by the Division OEC Supervisor. The IT must be an AR-MSP T/E in good standing.

**Division OEC Supervisor/Designee:** The representative provides evaluation quality control by reviewing the evaluation plan created by the STC prior to the evaluation and attending the evaluation to ensure that it meets the standards of the Division and the National Ski Patrol. This individual is also a key participant along with the STC in resolving pass/fail issues.

**Candidate for the AR-MSP:** The Senior Patroller Candidate must meet the requirements stated in the Ski Patrollers Manual. It is recommended, but not required, that the candidate complete the OEC-MSP component prior to the Aid Room component. The Candidate should discuss the optimal progression of completing the requirements for the Senior Program with their Senior Training Coordinator.

## APPENDIX B

### Aid Room Module Candidate Checklist

#### **The AR-MSP requires successful completion of the following:**

- Written assignments/exercises (see A, B and C below)
- Discussing the written assignments with one or more AR-MSP Trainers/Evaluators
- Demonstrating/discussing the topics/objectives during training sessions (see below for list of topics)
- Successful completion of a minimum of two practice scenarios
- Successful completion of two scenarios at a final evaluation

#### **A. Activity for Aid Room Design and Flow Process**

- Outline of the room, specifically labeling all aspects of the room
- Aid Room Design and Flow Process form (See Appendix C)

#### **B. Assignment Check List: Define and list how each of the following are handled, and discuss with the T/E (See Appendix D)**

- Report of missing person
- Employee injury while on duty and needs treatment
- Employee injury while NOT on duty and now needs treatment
- Requesting ground ambulance, required information to relay, and transfer of patient care
- Requesting air ambulance, required information to relay, and setting up landing zone (LZ)
- Replacement of equipment that is sent with the patient
- Consent for treatment of a minor age patient
- What is considered mandatory reporting (legal)
- Infection control policy

#### **C. Written Responses**

- Select a minimum of two scenarios from bank of scenarios provided by T/E
- Write responses to the questions listed under each topic of the scenario (See Appendix E)

Note: All five Topics should be covered in the Assignment Check List and the written responses to scenarios.

#### **Topics:**

1. Aid Room Triage and Resource Management
2. Medical Interventions and Treatment within the Aid Room Environment
3. Conflict Resolution
4. Interaction with EMS and Medical Personnel, Police, Other Governmental Agencies
5. Interfacing/Communication with Patrollers on scene and in the aid room, and Area Management

## Appendix C

### Aid Room Module Aid Room Design and Flow Process Form

As you revise an existing Aid Room or build one from the ground up, use this form, along with your outline of the aid room, to document your Aid Room Design and Flow Process. Using this document and the Aid Room outline, discuss the design and flow process with the Trainer/Evaluator.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Elements to include and discuss in the aid room design process:

Entrance and exit

Reception area

Treatment area

Records area

Communication system

Washroom / lavatory

Biohazard waste containers

Sharps container for patient use

Storage area

Accessibility for handicapped guests and stretcher or gurney maneuverability

Accessibility for ambulance service

Protection of individual privacy

Optimum traffic flow

Sink and storage for cleaning supplies

Emergency eyewash setup

Emergency shower availability

Emergency power supply

Adequate ventilation, lighting, and heat

Adequate storage facilities for supplies and records

Desk work space

Storage of incident reports and other forms

Windows

Electrical outlets

Beds – type, number, placement

Safety hazards

## Appendix D

### Aid Room Module Assignment Check List Response Form

Define and list how each of the following are handled. Discuss with the Trainer/Evaluator.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

- a. Report of missing person
- b. Employee injury while on duty and needs treatment
- c. Employee injury while NOT on duty and now needs treatment
- d. Requesting ground ambulance, required information to relay, and transfer of patient care
- e. Requesting air ambulance, required information to relay, and setting up LZ
- f. Replacement of equipment that is sent with the patient
- g. Consent for treatment of a minor age patient
- h. What is considered mandatory reporting (legal)
- i. Infection control policy

## **Appendix E**

### **Aid Room Module Written Scenario Response Form**

Select two scenarios from the bank of scenarios provided by the T/E. Use this form to write your responses to the questions listed under each topic of the scenario. If the scenario lists an "N/A" in one of the topics, indicate that on this form.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Scenario Number: \_\_\_\_\_

#### **Aid Room Triage and Resource Management**

#### **Medical Interventions and Treatment within the Aid Room Environment**

#### **Conflict Resolution:**

#### **Interaction with EMS and Medical Personnel, Police, Other Governmental Agencies**

#### **Interfacing/Communication with Patrollers on scene and in the aid room, and Area Management**

## APPENDIX F (For Trainer/Evaluator Use only)

### Topics Training Guides: *(Note: Additional bullet points may be added by the T/E)*

1. Aid room triage and resource management
  - Utilize an appropriate triage system
  - Triage includes patients and non-patient event / actions
  - Logistics of managing patients and other issues / problems
    - Examples:
      - Transporting patients to / from aid room
      - Bed availability
      - Equipment availability
      - Staffing aid room
      - Initial call to EMS / medical personnel, police, other governmental agencies
      - Inventory
2. Medical interventions and treatment within the aid room environment
  - Demonstrate and explain standard of care versus standard of training
  - Communicate to helpers the importance of Primary Assessment
  - Direct /advise completion of Secondary Assessment and treatment
  - Demonstrate Infection control measures – policies
3. Conflict Resolution
  - Describe and demonstrate how to ensure scene safety
  - Identify techniques to help maintain rescuer safety and resolve conflicts, for example:
    - Avoid sudden movements
    - Assume situation could escalate to dangerous situation
    - Provide the individual your undivided attention
    - Demonstrate non-judgmental attitude but use good judgment
    - Demonstrate calm verbalizations and actions
    - Demonstrate awareness of non-verbal as well as verbal communication
    - Identify the source of the conflict
    - Listen and acknowledge what is being said
    - Restate to clarify what has been said and to reflect your understanding of the situation
    - Demonstrate non-confrontational behavior
    - Demonstrate understanding of when to summon help, and if appropriate, notify and involve family, friends, group leader
    - Demonstrate ability to ask questions and attempt to find solutions agreeable to all those involved
4. Interaction with EMS and medical personnel, police, and other governmental agencies
  - Interactions after initial call
  - Transfer of patient care and information (vitals sheet, other paperwork)
  - Equipment handling
  - Air medical transport - coordinate setting up Landing Zone (LZ)
  - Search and Rescue - missing within the area



- Coordinate with EMS to reach the area when obstacles in roadway are present
  - Legal issues – Mandatory reporting, for example, drug or alcohol factors, signs of domestic abuse/child/elderly, other
  - Communication of infection control measures
5. Interfacing/communication with patrollers on scene and in the aid room, and area management
- Need more patrollers, rescuers - influx of walk in cases
  - Risk management considerations – Management advocate and patient advocate, patient's rights
  - Define red flag considerations
  - Employee accidents / injuries
  - Difficult interactions with fellow patroller, area employee
  - Radio etiquette and use of 10 codes
  - Dispatch / Central communication center
  - Drug, alcohol, behavioral problems and management policy
  - Additional local area considerations

## APPENDIX G

### Aid Room Module T/E Training Clinic

- Integrate into existing OEC-MSP T/E Training Clinic
- Options for presentation:
  - Next year's Division OEC Supervisors meeting
  - Presentation at Powderfall as a rollout clinic
- Review AR-MSP Mission Statement, Purpose, Goal, Topic/Objectives, Module Overview and Process
- Experience the candidate's perspective of the written, practical and evaluation process (receiving and giving):
  - Participate in one panel discussion of a scenario
  - Participate in one hands on practical scenario
  - Complete at least one evaluator card and be able to orally defend the decision with the notes on the card

Formalized content and delivery of the clinic and training for AR-MSP T/Es and ITs to be developed after approval by the Division OEC Supervisors and NSP Education Committee.