

Chapter 2

Human factors of paramedic practice

Glossary

Clinical mentor: A senior paramedic responsible for teaching and assessing student paramedics out in the practice settings.

Crew resource management: A training package aimed at addressing a distinct set of human factors.

Explicit communication: The use of very specific words and terms that have very specific meanings. The use of explicit communication reduces the likelihood of a misunderstanding as opposed to *implicit communication* in which terms can have several meanings.

Human factors: A term used to describe how humans interact with their environment.

Machismo: A hazardous attitude that involves showing off skills in order to prove worth.

Negative strokes: Asserting negative and unhealthy behaviours in order to attract attention.

Progressive relaxation: Using a process of tightening and relaxing certain muscles in order to progressively control the effects of stress.

Re-framing: Also known as cognitive re-framing is a psychological process that involves changing the way individuals see things, which is achieved by finding alternative ways of viewing ideas, events and situations.

Technical Skills: A set of skills learned in order to be able to undertake a task, such as peripheral cannulation, as opposed to *non-technical skills*, which are skills such as communication and situational awareness, also referred to as human factors.

Vacafix: An adhesive dressing used to secure a cannula in place.