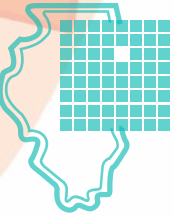


ICEP Spring Symposium 2022

Intersectionality and Allyship – Promoting Practice and Care in Emergency Medicine



Power Dynamics

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#ICEPSpring22

Relevant Financial Disclosure(s)

James Adams, MD, FACEP

- I have nothing to disclose

In this session we wish to:

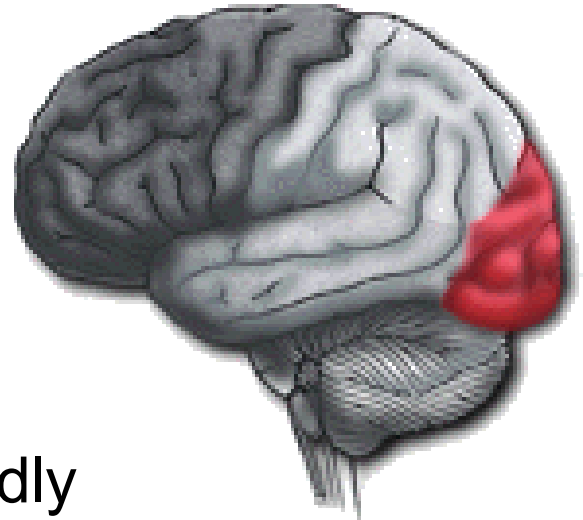
Increase understanding and gain effective skills in optimizing communication and interactions when dealing with individuals especially when there are power gradients by:

1. Understanding ourselves
2. Understanding the other person and situation
3. Choosing the best route to the goal

Understand ourselves

“The first and best success is control of self” Aristotle

- We are impulsive, instinctive, temperamental
- Neurologically wired to sense threat and respond rapidly
- We are self-justifying
- We believe that the good things are within, the bad things are outside of us.

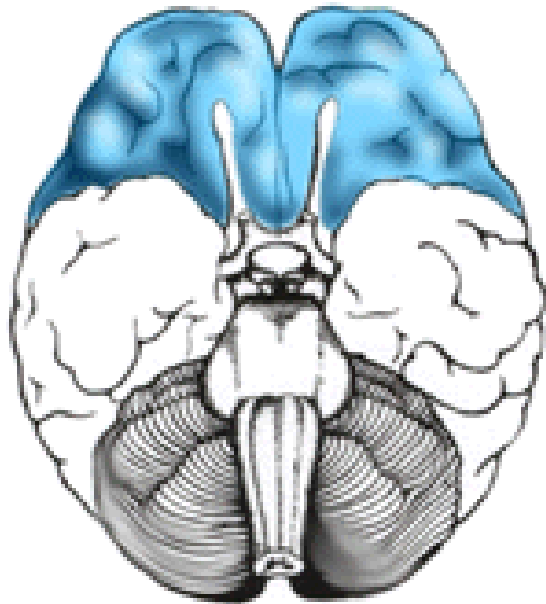


Gaining Awareness

- We are a neuro-anatomical bundle of reflexes and impulses
- The amygdala controls reflexive flight or fight
- The medial prefrontal cortex enables modification of impulses from the amygdala
- We are born with neurological wiring that is modified based on environment, parenting.

Achieving Self Control

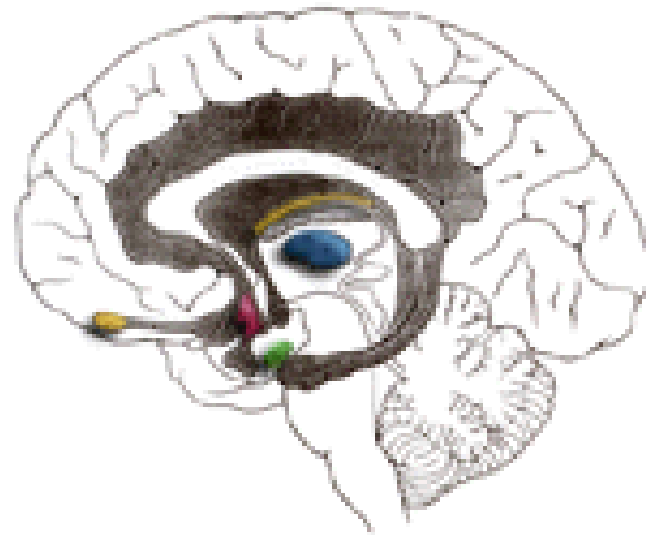
- We cannot change others, only ourselves
- Through insight and self awareness, you can change the world.



The Need for Self Control

“Those who the gods wish to destroy they first make angry.”

Socrates



- One nurse gets the following patients at the same time:
- 60 year old with acute right hemiparesis, onset 30 minutes ago
- 52 year old with atrial fibrillation, rate 160s, and BP 95/60.
- 47 y/o with continuous chest pain
- There is a nurse sitting in the middle reading a magazine, who is repeatedly asked to help but says, “That is not my side.”
- You say:

Techniques of Control

- Quieting our brain
- Breathing
 - Deep breathing, instead of reacting impulsively, allows time and has positive physiological effects
- Re-framing
 - After impulses are quieted, listening genuinely allows insight
 - Insight enables understanding
- Distraction
 - If tense situations are being mentally replayed, concentrate on something:
 - Positive
 - More productive
 - Higher priority

Understand the Situation

- One surgeon, when coming to the emergency department, finds the nurses and technicians exceptionally helpful.
- Another surgeon, when coming to the ED, finds everyone distant, unfriendly, and unhelpful.
- What accounts for the difference?
- Continuous, complex, brain activity creates words, action, body language, tone of voice.

People are not against you,
they are just for themselves

Gaining insight into others

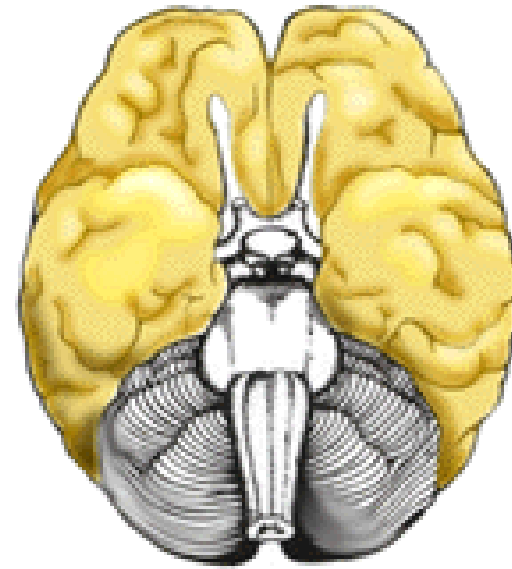
- Mirror neurons:” Your route to control
- People react, respond and mirror the emotions of the other.
 - Kindness and compassion or
 - Anger and frustration
- Recognize, distance yourself and reestablish a new norm.
 - Practice

- A 23 year old man had a proximal finger amputation. The resident on the hand service was consulted, but there was no response to multiple pages. The attending was called, the resident was directed to respond, and he came into the ED very angry and hostile.
- What is the best response?

Instinctive Behaviors

The mouse in the maze

- If we put a mouse in a maze, what happens?
- Our repetitive behaviors, our habits, our style, keeps bringing us back to the same experiences.



Approach: Positive Communication

- Positive language reinforces good behaviors and creates an effective and happy environment
- The housekeeper
 - Saving lives
- The technician
 - “You just saved this person’s life!”