

Human Factors-Informed Design of Medical Protocols

Paul Misasi, PhD, MS

Assistant Professor

Kansas College of Osteopathic Medicine

Paramedic

Sedgwick County EMS

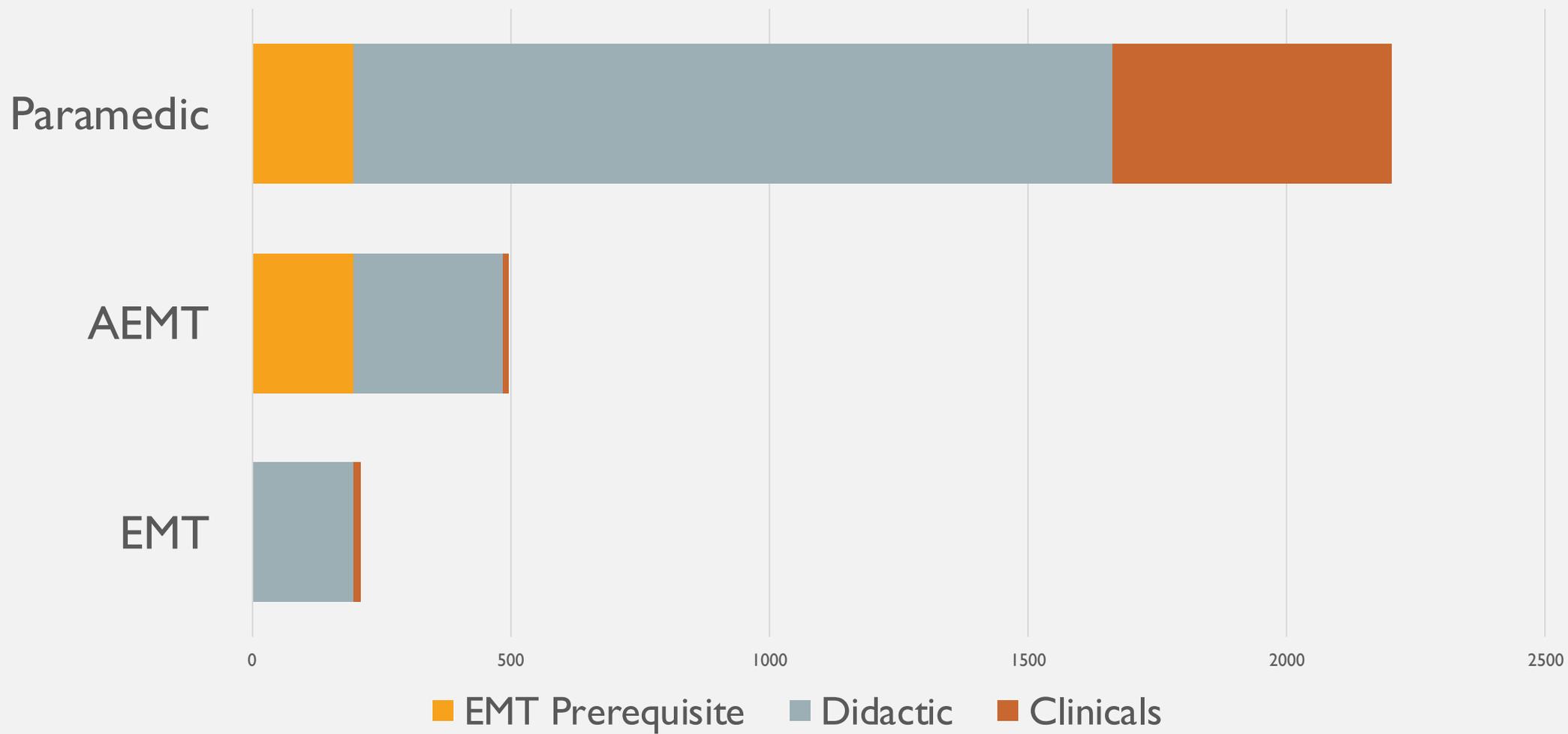


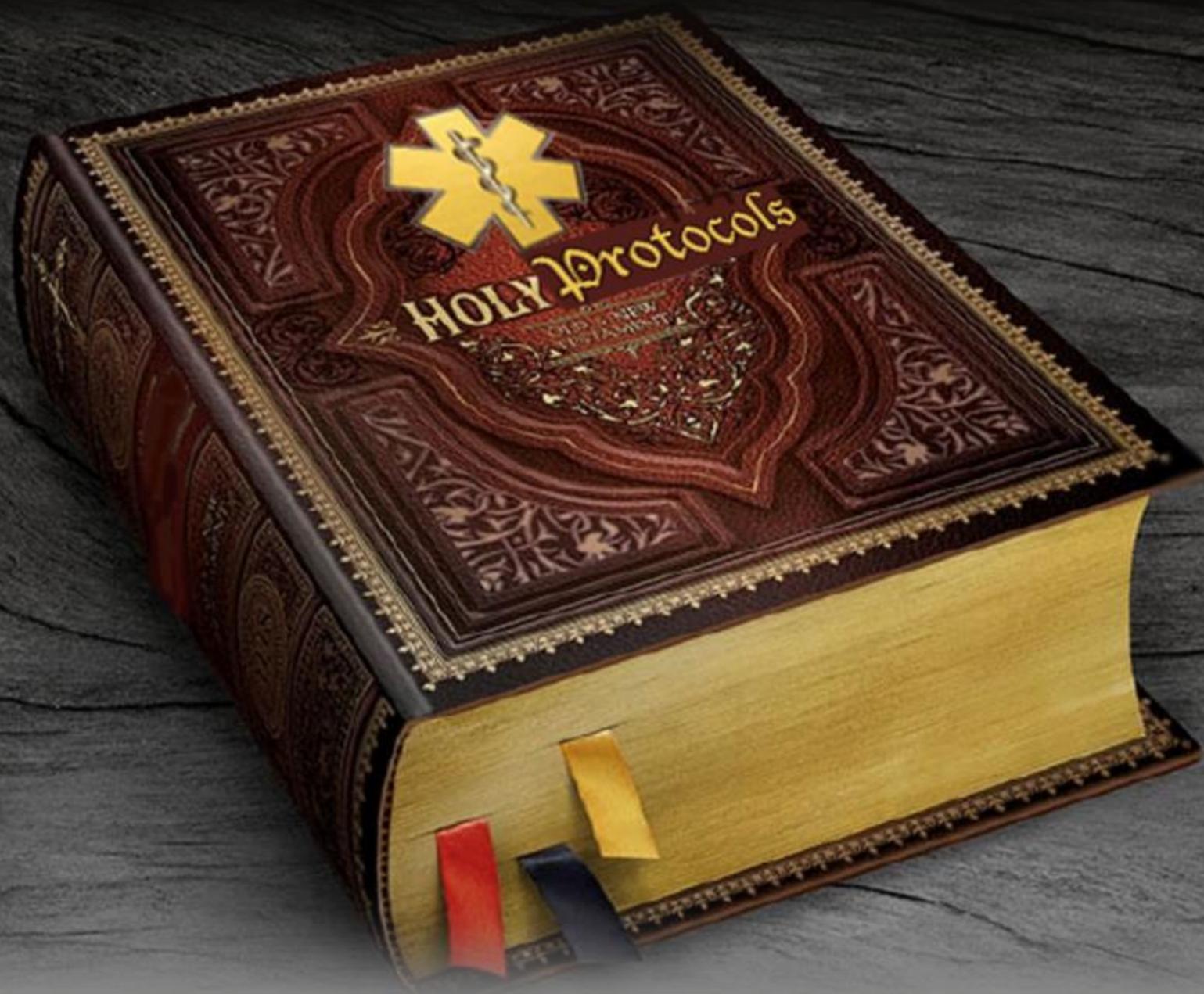


SPEAKER DISCLOSURE / COI STATEMENT

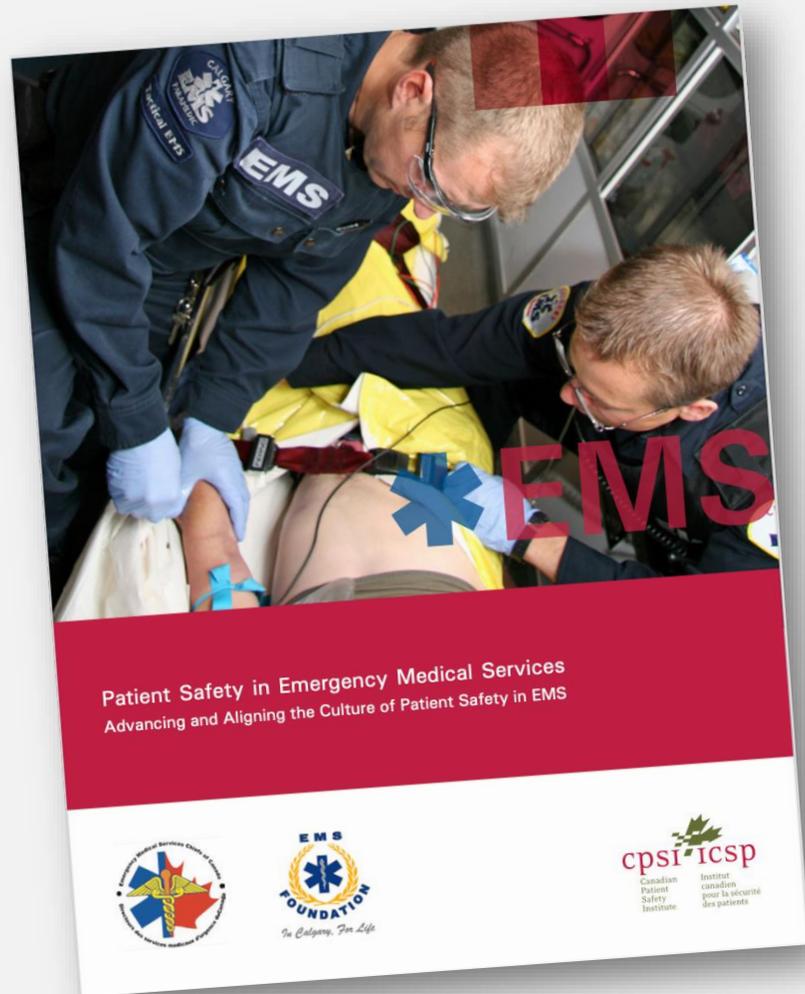
I, Paul Misasi, PhD, MS, am an independent consultant for
Hinkley Medical, Inc.

EMS PROVIDER EDUCATION HOURS





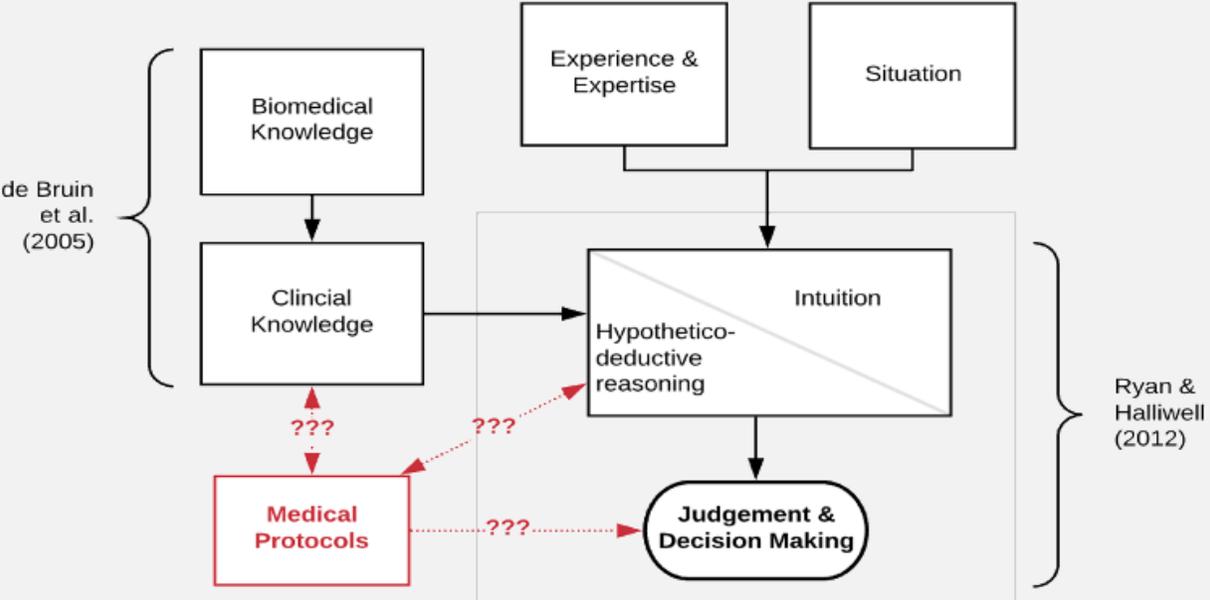
PROBLEM



“...the greatest harm to patients stems from something far more challenging to study: **flawed decision making by EMS providers.**”

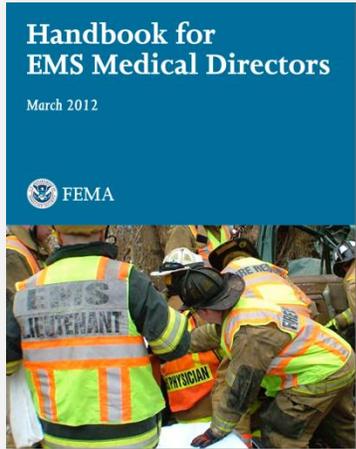
“A patient safety culture encouraging clear communication where the use of **tools such as protocol books...** is viewed positively and may help to reduce these potential risks.”

LITERATURE



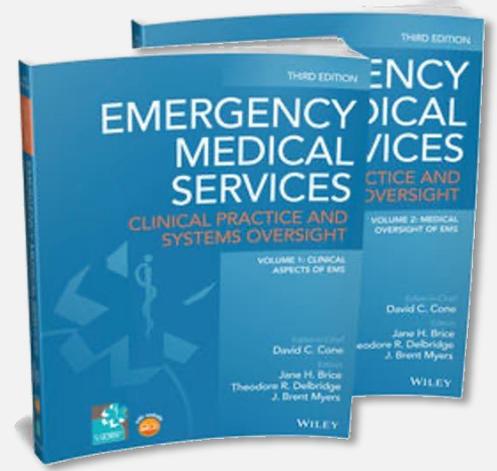
“Develop protocols!”
 [45x]

“Develop protocols!”
 [746x]



Klein & Klinger (1991)

Ryan & Halliwell (2012)





Psychology

Knowledge of human capabilities, limitations and predispositions

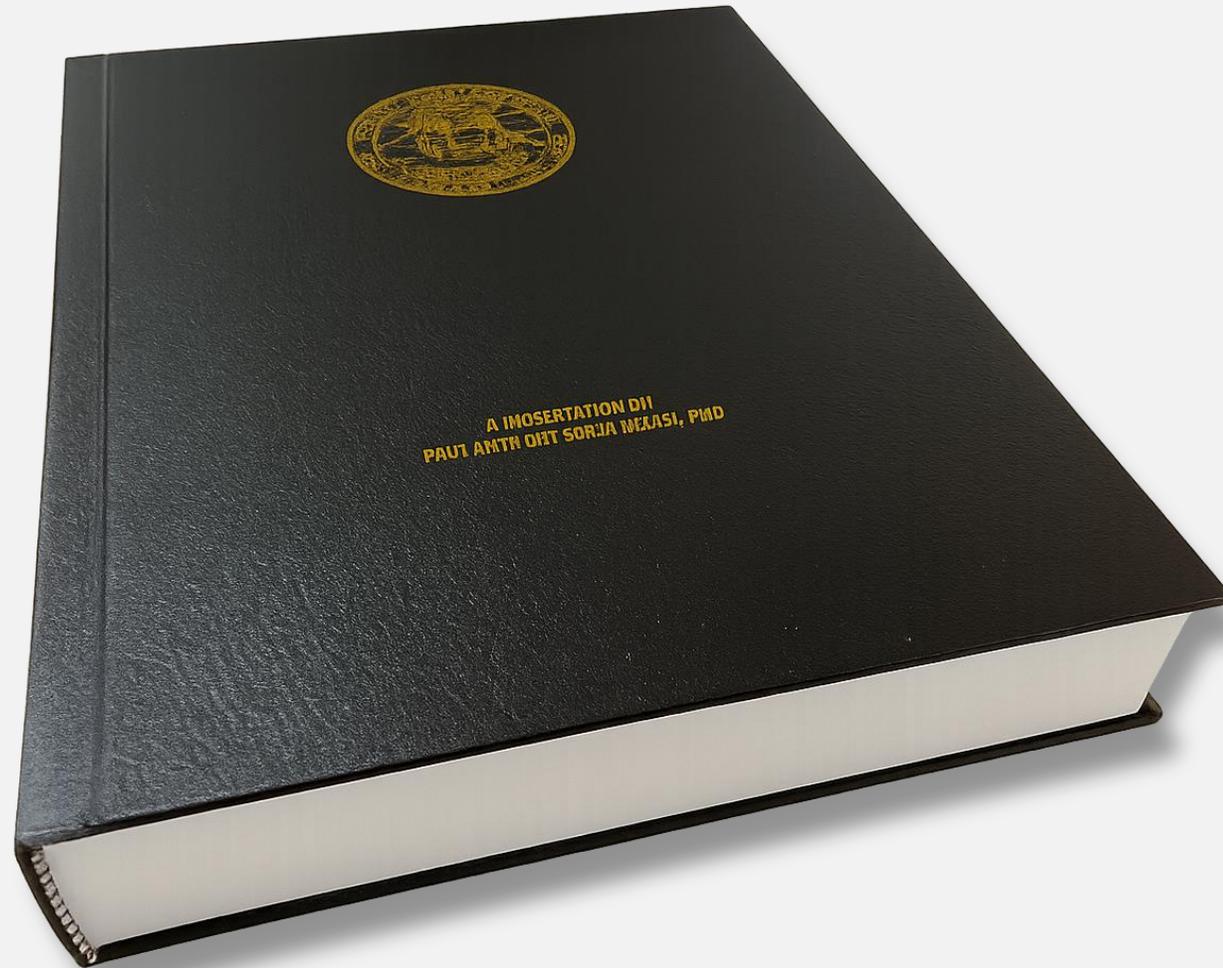
applied to

Engineering

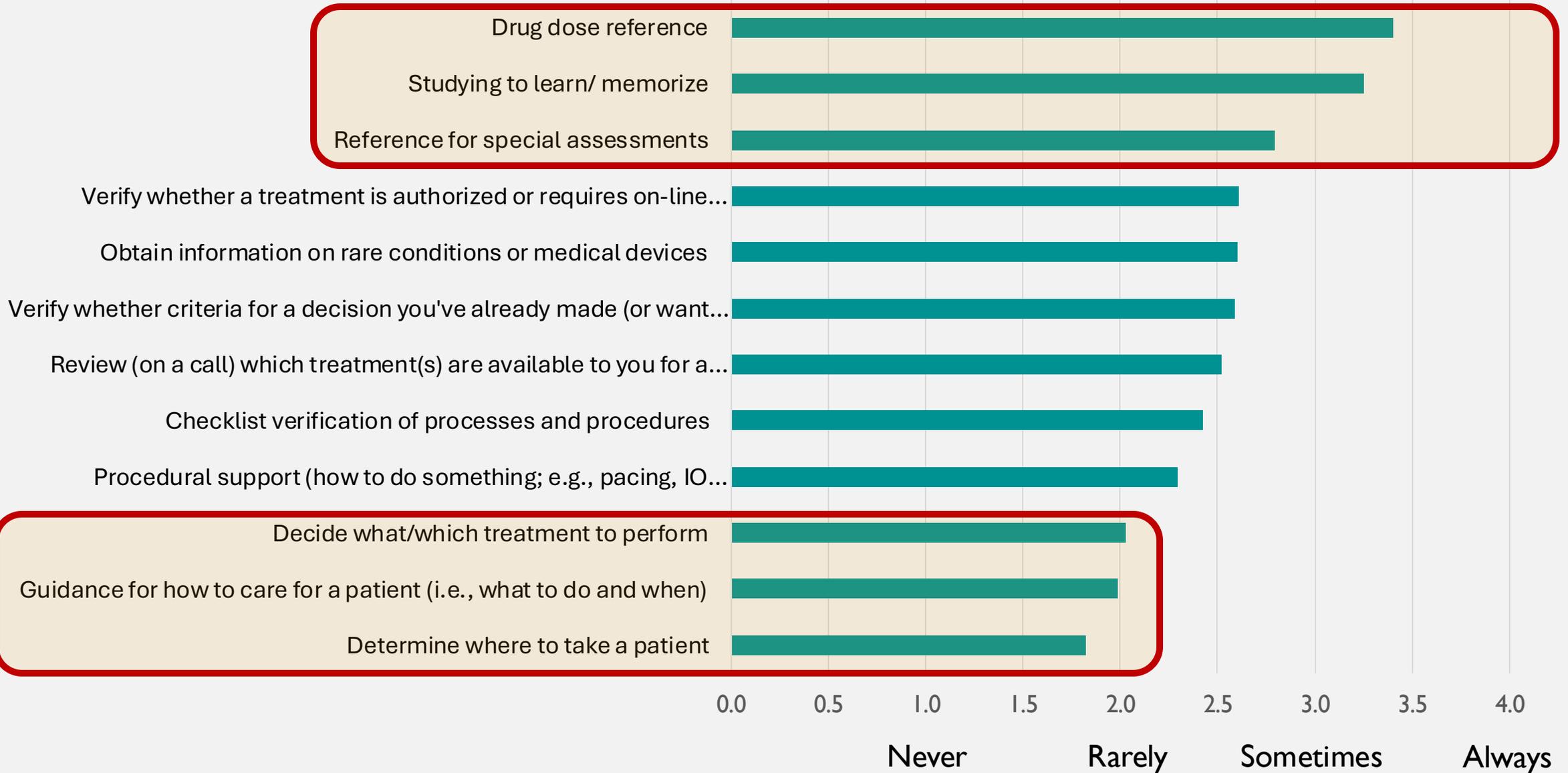
The design of tools, work environments & systems

HUMAN FACTORS

THE DETAILS



What do paramedics “use” their protocols for anyway?





Misasi's 15

Protocol Design Guidelines & Considerations

1. Menu of options
2. Flexibility/adaptability
3. Quick reference for drug dosing/ authorization verification
4. Memorability/minimize mental operations
5. Diagnostic support
6. Do not teach with the protocols
7. Maintain paper *and* electronic versions
8. Algorithms ***when appropriate***
9. Eliminate procedures
10. Checklist support
11. Rare condition information
12. Pediatric section
13. Establish & specify care goals & priorities
14. Reduce cross-referencing
15. Support novice decision making without confining expert decision making

See: Alfred et al. 2024.
Checking all the Boxes.
BMJ Quality & Safety
(or just call me!)

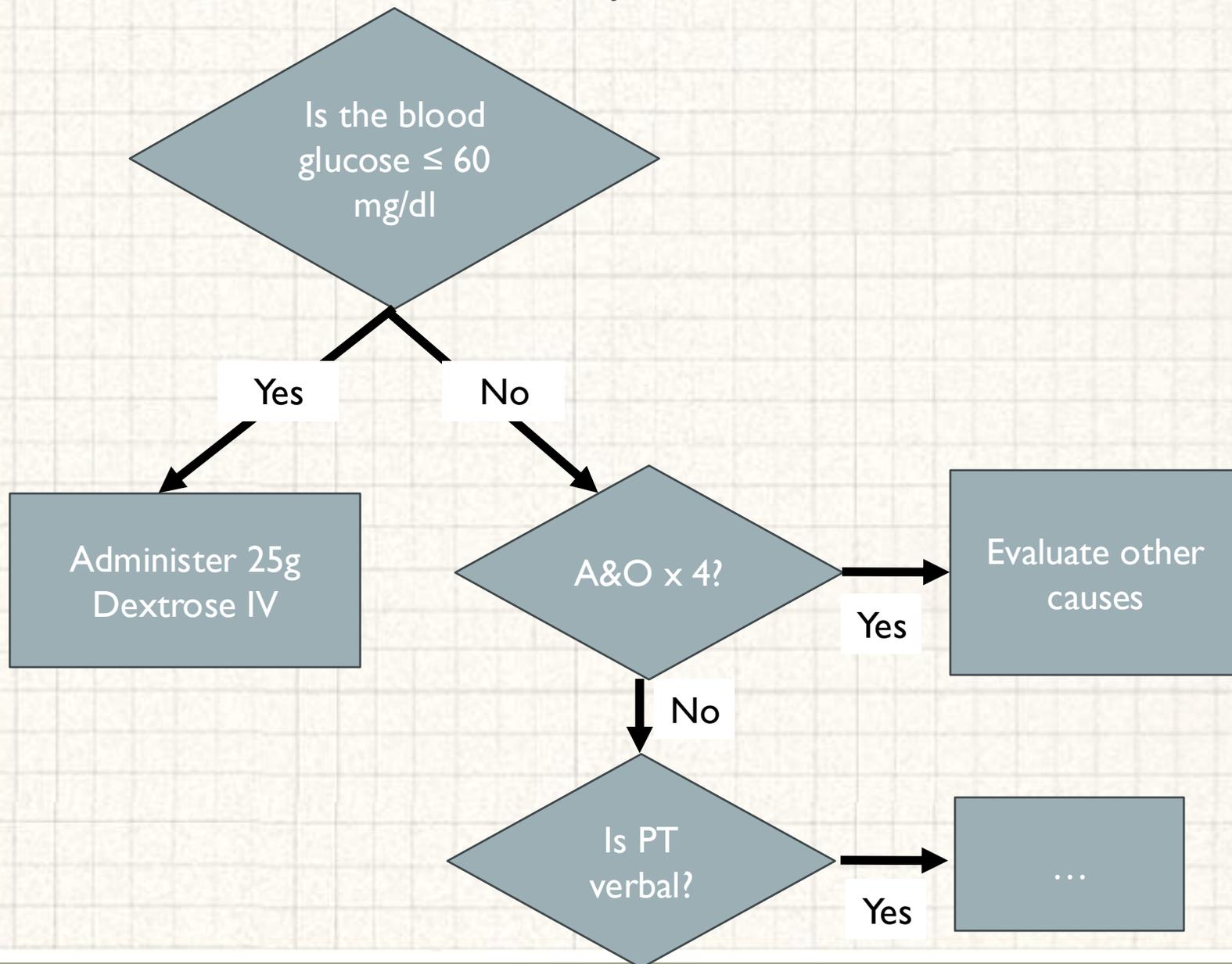
THE EASY STUFF:

1. Separate pediatrics from adult protocols
2. Use good design principles:
 - i. Color: Desaturate (contrast ratio)
 - ii. Use color in a meaningful, consistent way (& sparingly, ≤ 7)
 - iii. Data:Ink (signal:noise)
 - iv. Minimize clutter
 - v. CHILL OUT WITH THE CAPS, bold, underlined, or ALL OF THEM
3. Don't not use positive language!
4. San serif font for screens

Design is like a joke...
If you have to explain it,
it's not that good!



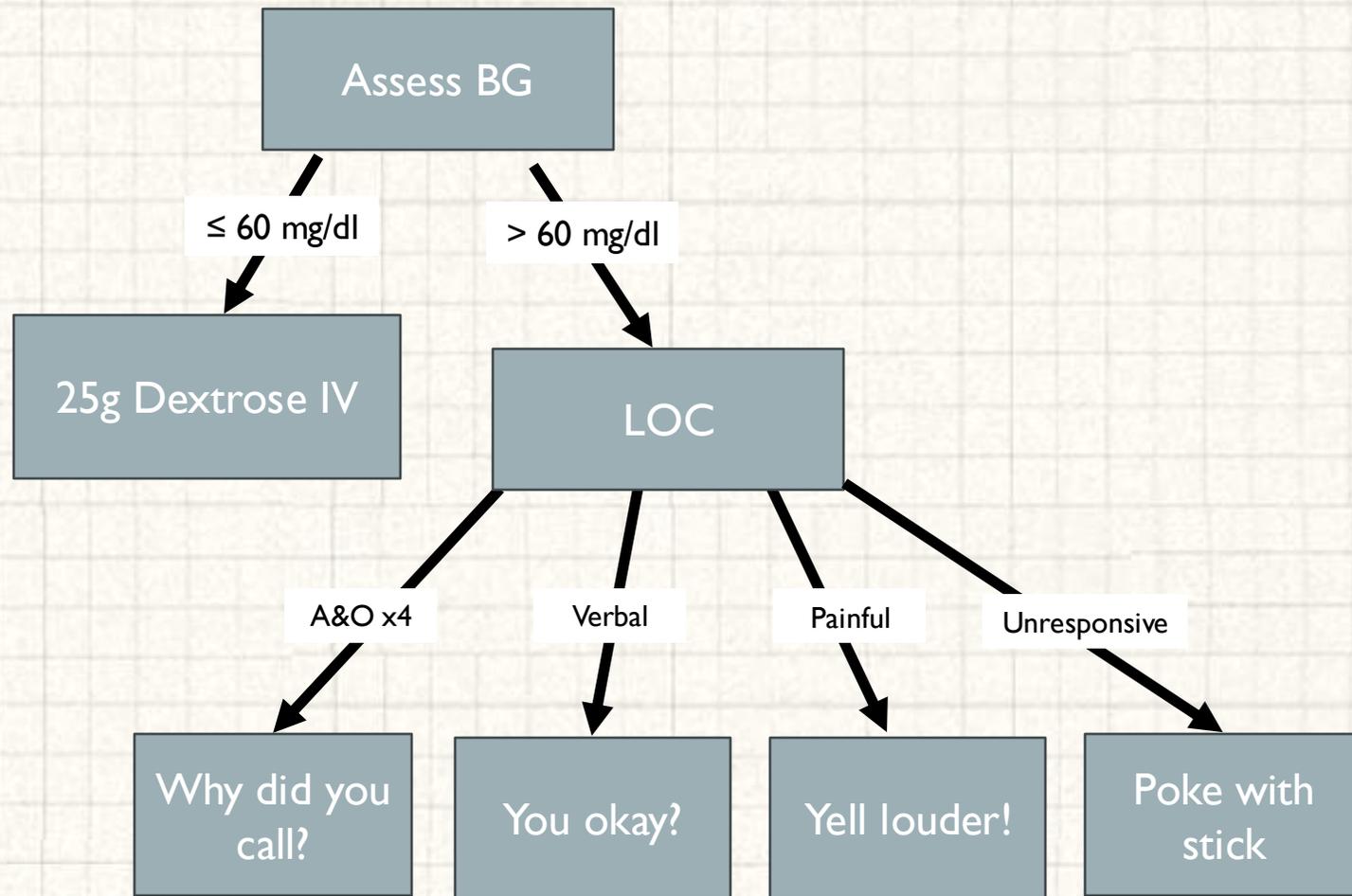
5. Minimize mental operations



Forcing everything into a yes/no response increases mental operations!



5. Minimize mental operations



See what I did there?



The harder stuff



6. *Design for the display & expected use conditions (paper, app, electronic PDF)*

****One design does not fit all****

7. *Design for the expert, scaffold the novice*

✓ *Flexibility*

✓ *Menu of options*

✓ *Establish goals & priorities of care*

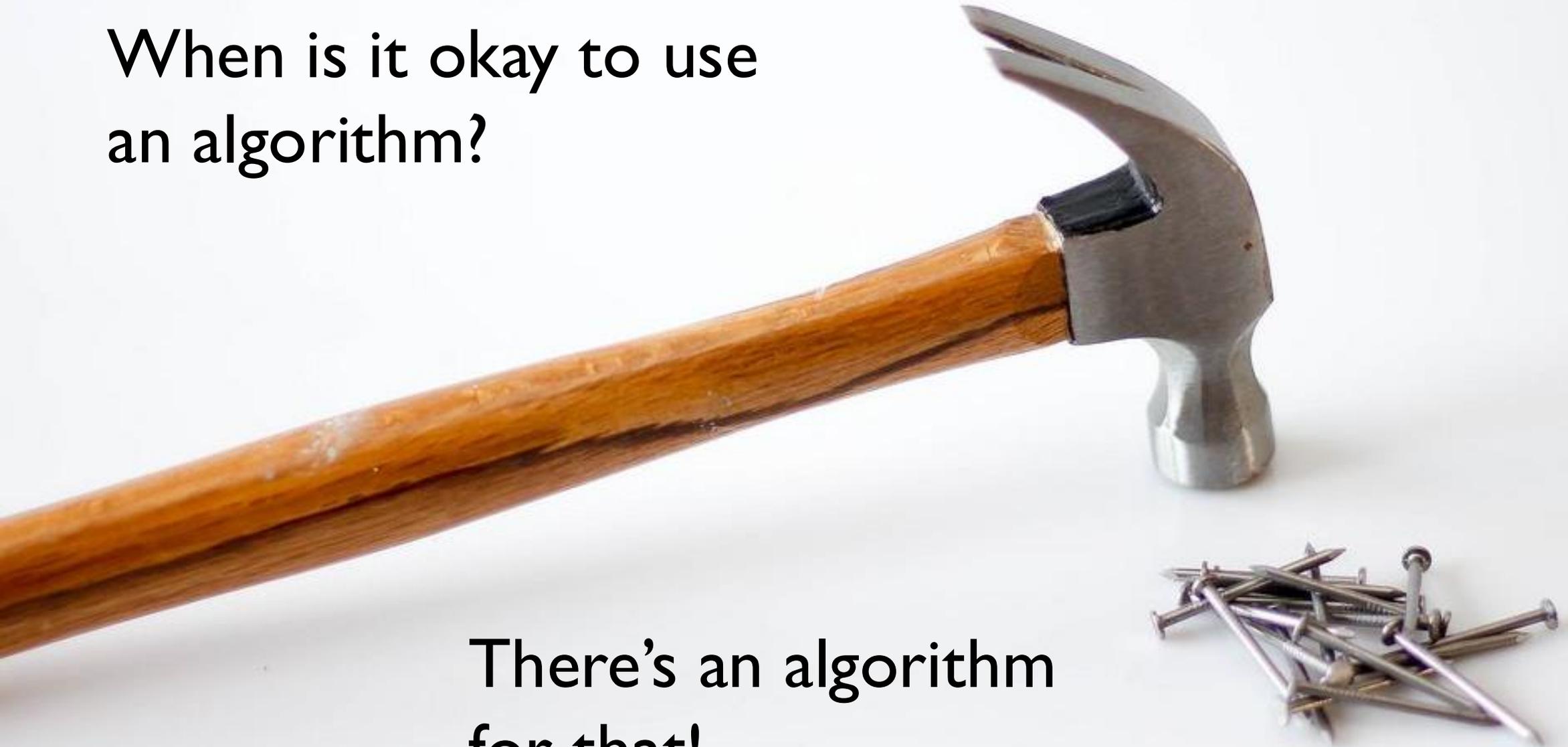
8. *Design for behavior:*

• *Fast, skilled, automatic, procedural*

• *Slow, effortful, diagnostic reasoning*

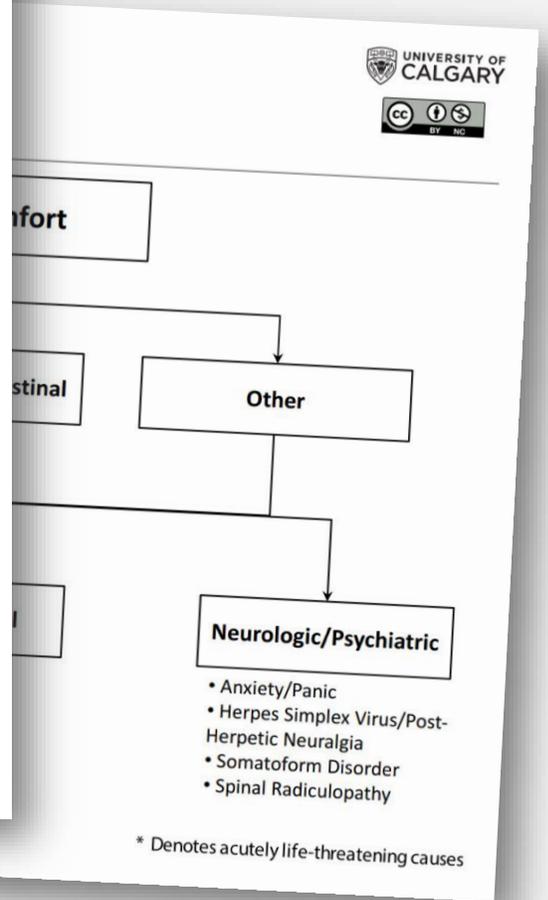
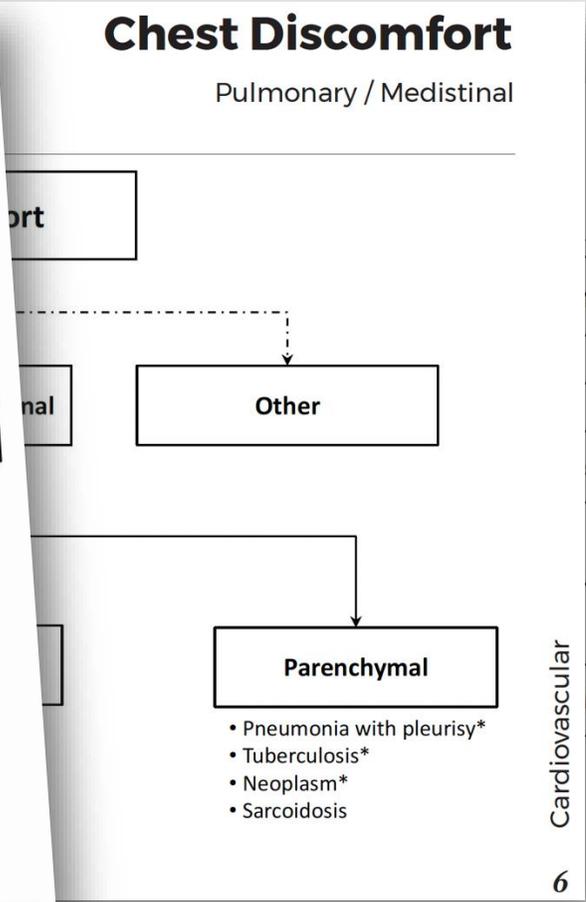
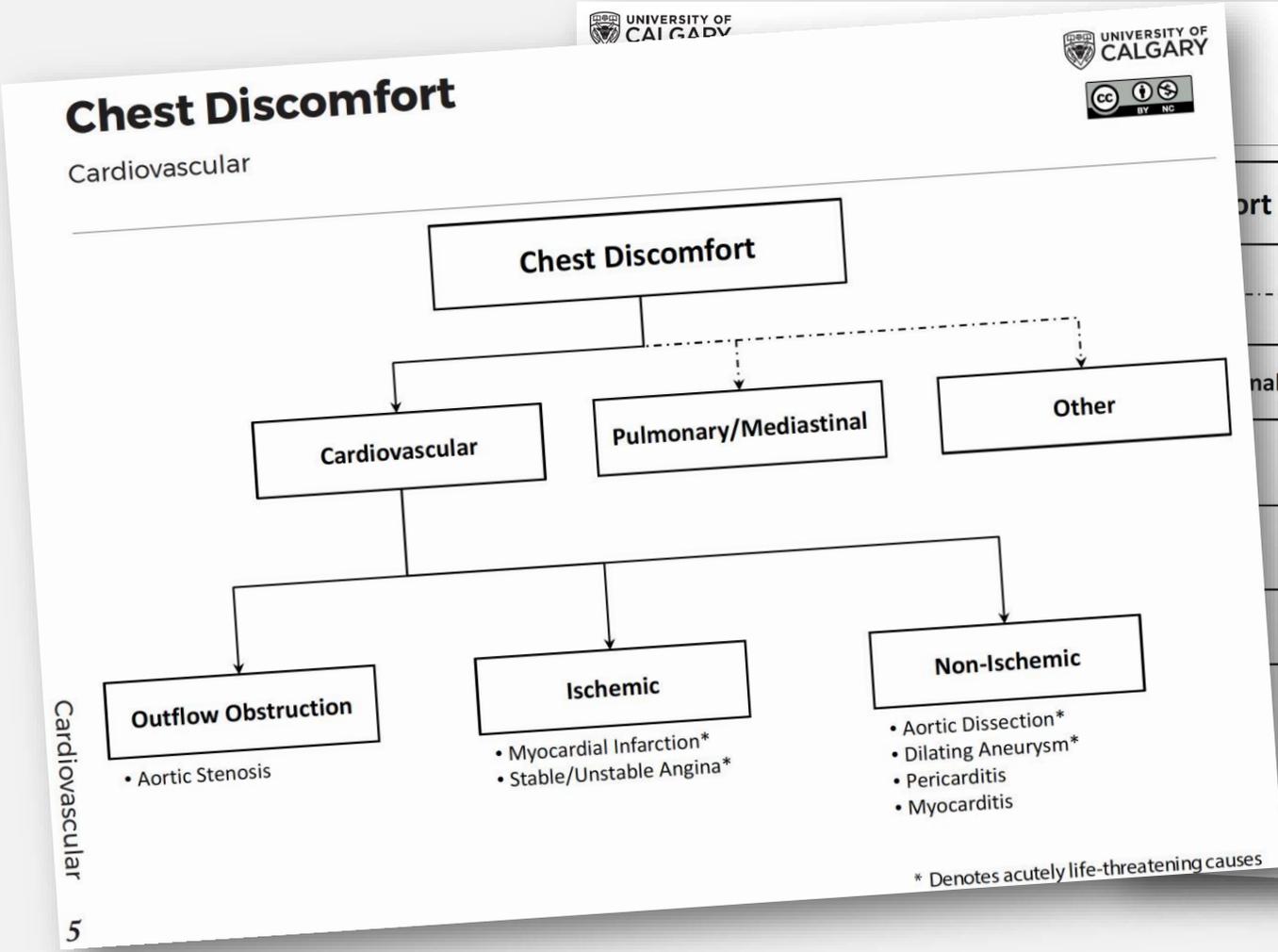
↳ *Diagnostic support*

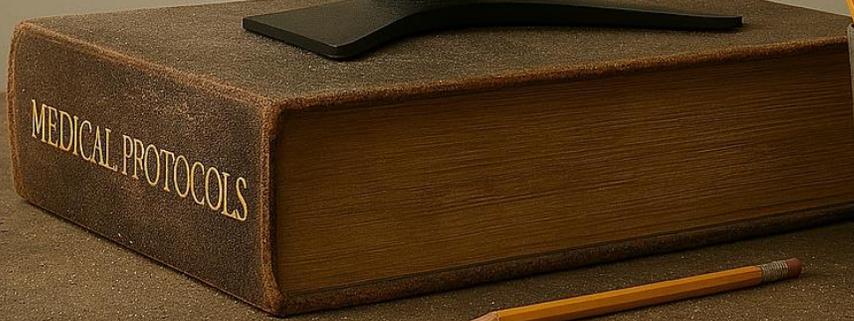
When is it okay to use
an algorithm?



There's an algorithm
for that!

Calgary Black Book





BBB Identification Criteria

Type	Lead	Method	Features	Example
Right	I	Shape	<ul style="list-style-type: none"> Narrow R wave Broad, terminal S wave Slurring of QRS below iso. line 	
	V ₁	Turn Signal	<ul style="list-style-type: none"> rsR' morphology left R < right R' 	
Left	I	Shape	<ul style="list-style-type: none"> Slurred RS wave QRS not negative T wave opposite ST elevation < 	
	V ₁	Turn Signal	<ul style="list-style-type: none"> Negative QRS Monophasic/ 	

QUICK REFERENCE FOR TIDAL VOLUME | FEMALE

HEIGHT	INCHES	PBW	8 mL/KG	6 mL/KG	4 mL/KG
4'6"	54	31.7	260	190	130
4'7"	55	34.0	270	210	140
4'8"	56	36.3	290	220	150
4'9"	57	38.6	310	230	160
4'10"	58	40.9	330	250	170
4'11"	59	43.2	350	260	180
5'0"	60	45.5	370	270	180
5'1"	61	47.8	380	290	190
5'2"	62	50.1	400	300	200
5'3"	63	52.4	420	320	210
5'4"	64	54.7	440	330	220
					230
					240
					250
					260
					270
					280
					290
					290
					300
					310
					320
					330

Rapid Arterial Occlusion Evaluation (RACE)

PT	Assessment	Instruction	Result	Score
All Patients	Facial palsy	Smile/ show teeth	Absent: Symmetrical smile	0
			Mild: Slight asymmetry	1
			Severe: Complete asymmetry	2
	Arm function	Extend arms (10 seconds)	Mild: Upheld < 10 sec	0
			Moderate: Upheld < 10 sec	1
			Severe: Cannot lift	2
	Leg function	Extend legs (5 seconds)	Mild: Upheld > 5 sec	0
			Moderate: Upheld < 5 sec	1
			Severe: Cannot lift	2
	Head & gaze deviation	Observe or track finger	Absent: No head deviation OR normal bilateral head movement	0
			Present: Eyes AND head deviation	1
	Right Deficit	Aphasia	Follow two commands: 1) Close eyes 2) Make a fist	Normal: Performs tasks correctly
Moderate: Performs one task correctly				1
Severe: Cannot perform either task				2
Left Deficit	Agnosia	Ask (about affected arm): 1) Whose arm is this? 2) Can you move your arm?	Normal: Recognizes and attempts	0
			Moderate: Does not recognize OR unaware	1
			Severe: Does not recognize AND unaware	2

Low (0-4) High (5-9) ← Total

	Kg	Amidate mg	m L	Ketamine IV mg	m L	Rocuronium
35	10.5	5-25	70	0.7	21-42	2
40	12	6	80	0.8	24-48	2.4-4.8
45	13.5	6-75	90	0.9	27-54	2.7-5.4
50	15	7.5	100	1	30-60	3.0-6.0
55	16.5	8.25	110	1.1	33-66	3.3-6.6
60	18	9	120	1.2	36-72	3.6-7.2
70	21	10.5	140	1.4	42-84	4.2-8.4
80	24	12	160	1.6	48-96	4.8-9.6
90	27	13.5	180	1.8	54-108	5.4-10.8
100	30	15	200	2	60-120	6.0-12.0
110	33	16.5	220	2.2	66-132	6.6-13.2
120	36	18	240	2.4	72-144	7.0-14.4
130	40	20	260	2.6	78-156	7.8-15.6
140	40	20	280	2.8	84-168	8.4-16.8
150	40	20	300	3	90-180	9.0-18.0

- AMIDATE** No absolute contraindications
Caution in the elderly and in pts with hepatic disease, sepsis, shock
- ETOH** Hypersensitivity
Caution if: ETOH, advanced age, Cardiac Disease, Significant Tachycardia & HTN, Schizophrenia, Pr
- Rocuronium** Known neuromuscular disease (relative), obesity, myasthenia gravis
- Succinylcholine** Pts at risk for hyperkalemia; Major burns >48 hours old, Chronic paralysis or any other condition t muscle groups, renal failure, crush injuries, potential for rhabdomyolysis (excited delirium, prolor, acetylcholinesterase deficiency (prior anesthesia taking an exorbitantly long time to wear off), known or familial history of malignant hyperthermia, penetrating injury to the eye

Sgarbossa STEMI Criteria

Concordant ST elevation ≥ 1 mm	5 pts	
Discordant ST depression ≥ 1 mm (V ₁ -V ₃)	3 pts	
Discordant ST elevation ≥ 5 mm	2 pts	

PM.911@OUTLOOK.COM

