

Customer Spotlight Q&A: Montgomery County Hospital District

Lee Gillum

EMS Education Supervisor

Can you tell us about your organization and your background?

Montgomery County Hospital District Emergency Medical Services (MCHD-EMS) is the 911 EMS provider for Montgomery County, Texas. Montgomery County remains one of the fastest growing counties in Texas and the nation. We cover over 1100 square miles and are responsible for EMS and our fire department partners medical authorization. We employ over 250 field staff with nearly 30 apparatus on the road daily (25 ambulances, 4 district chiefs, and a deputy chief).

I have been in EMS since 1986, and I've served as a paramedic since 1989. I have been in EMS Education since 1994 and established a community college AAS Degree Program. I have a BS in Health Education and a Master's in Public Health Policy and Management (MPH). I have been employed with MCHD-EMS since 2002. I am currently the EMS Education Supervisor for the EMS Division and oversee all initial and continuing education endeavors that we sponsor. This also includes all continuing education that we push out to over 900 fire fighters throughout the county.



Product Used

- First Responder Support & Resilience Course

Key Benefits

- ✓ Helps students develop a toolbox to recognize and talk to patients, friends, and co-workers who may be experiencing an emotional or mental health crises
- ✓ Finds the content applicable to all personnel, including public safety personnel, military personnel, and more

Why did you decide to use the First Responder Support & Resilience course? Why do you feel it's important?

I feel this course can provide anyone with the tools and ability to have a conversation with someone in crisis. The goal of the content is for the user to develop a toolbox to recognize and talk to patients, friends, and coworkers when the person may be experiencing an emotional or mental health crisis. Listening and providing non-judgmental feedback are keys to completing this content. The content encourages the learner to broaden their ability to provide appropriate and meaningful feedback while developing an awareness for cues that the person may need additional mental health resources.

How do you feel the First Responder Support & Resilience course addresses concerns around the physical and mental health of our first responders?

I feel the course addresses components of both. If we are mentally out of balance, then that affects our physical health. By vicariously being the avatar in the content and providing feedback to the character who is struggling, the user is able to translate that to cues that he/her may be experiencing in real life. This process of transference can allow the user to create their own mental health inventory.

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How do you feel this course is applicable to the military?

This course has realistic experiences that are directed towards various public safety and military personnel. The scenarios depicted are very realistic and address many challenges that I have seen while encountering a variety of patients in the prehospital arena. All scenarios are applicable to any person regardless of public safety or veteran status.

Any closing words you'd like to share with others considering using this course to train their first responders or military personnel?

I feel strongly enough about this program that we include it in many of our initial EMT training courses.

For more information on on the First Responder Support and Resilience course, please visit go.psglearning.com/frsupportandresilience.

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Public Safety Group | 25 Mall Road | Burlington, MA | 01803
phone: 1-800-832-0034 | www.psglearning.com