

The relationship between the psychological awareness of the paramedic and the efficiency of emergency intervention in cases of behavioral disorders

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Abstract:

This study aims to explore the relationship between paramedics' psychological awareness and the effectiveness of emergency interventions in cases of behavioral disorders. Psychological awareness refers to a first-aider's ability to recognize their own psychological state and understand and manage the psychological state of injured people during emergency situations. This research followed the descriptive method of analysis where a questionnaire guided by a structure was administered to a group of paramedics. Findings indicated that there is a positive correlation between an elevated degree of psychological awareness and high effectiveness of emergency interventions, such as better decision-making, less errors, and higher communication with behaviorally disrupted patients. The paper emphasizes the role of psychological training programs to the paramedics as an intervention to improve their professional performance and quality of emergency care.

Keywords : Psychological Awareness – Paramedics - Emergency Intervention - Behavioral Disorders - Professional Competence - Emergency Response Competence.

the introduction

The connection between the psychological awareness of the paramedic and the success or failure of the emergency intervention in the behavioral disorders cases is the fundamental key to the comprehensive and effective care. The work of a paramedic during emergency cases is not confined to a medical skill and technical work, but is also an art that is based on the capability to interpret and gauge the mental condition of the person or individual undergoing a behavioral crisis. The psychological awareness of the paramedic is their profound knowledge of their feelings and emotions and the impact these variables may have on their interactions with the patient. Such awareness is an inner guide that helps the paramedic to be emphatic, patient and calm, which need to be in place to help calm the troubled individual and earn his or her confidence. The paramedic knows what psychological pressures and stress they might encounter and therefore are able to deal with their responses in a more professional manner that they can avoid impulsive decisions and reacting in a manner that can only worsen the situation.

Providing emergency care for behavioral disorders requires a different approach than traditional medical care. A person experiencing a behavioral crisis may be in a state of extreme fear, anger, or confusion, and their behavior may be unpredictable or violent. Here, emergency care competency plays a significant role. Largely dependent on the psychological awareness of the first aider, when a first aider is psychologically aware, they are able to interpret both the body language, tone of voice, and other nonverbal expressions of the patient and thus they can easily know the extent of the situation and the best approach to respond to the situation. As an example, the first aider can use verbal calming methods like talking softly, providing

comfort, and providing a safe atmosphere in place of force. This would not only help in securing the first aider and the patient themselves, but also help deliver humane care, which leaves the dignity of the individual in their most vulnerable form..

Therefore, the psychological awareness of the paramedic is the basis of competence in emergency intervention in cases of behavioral disorders. It enables paramedics to overcome momentary pressures and treat the patient not just as a medical case, but as a human being experiencing a psychological crisis. This balance between medical expertise and psychological awareness is more precise and strong in that the paramedic could make informed decisions and offer holistic care. It also aids to minimize possible risks, which will result in improved patient outcomes and promote the effectiveness and quality of the whole emergency response system.

- Importance of the study

The relationship between the paramedic's psychological awareness and the efficiency of emergency intervention in cases of behavioral disorders determines the difference between a successful and safe intervention and another intervention that may lead to an exacerbation of the crisis. Being a paramedic is not about medical skills and technical processes only, he or she must have extensive knowledge of the psychological condition of the individual who is undergoing a crisis. The psychological awareness of the paramedic is the capacity to perceive his own feeling, emotions, and possible biasness and how they may influence the interaction of the paramedic with the patient. This self awareness will enable the paramedic to be able to cope and control his or her reaction professionally and not committing to a hasty decision and acting in a manner that can worsen the situation. In this case of behaviorally disturbed individual, emergency efficiency is involved and their use of this psychological awareness is imperative as the psychologically cognizant paramedic can read the patient through body language, tone of voice and non-verbal communication which will be helpful in determining the most suitable approach to take in addressing the situation at hand. Thus, the psychological awareness of the paramedic is the foundation of the efficiency when handling the case of behavioral disorders. It helps the paramedic to avoid short term stress and concentrate on the provision of holistic care that considers not only the physical component, but also the psychological component. This cooperation between the knowledge Medical and psychological awareness supports the decision-making process of the paramedic to a greater degree and contributes to minimizing the possible risks and effect on the patient positively, increasing the overall quality of emergency service.

Discussion

- The level of psychological awareness of the paramedic

A paramedic's level of psychological awareness is the depth of their awareness and understanding of their own feelings, thoughts, and biases, and their ability to effectively manage their internal state during emergency situations. This skill is vital and goes beyond medical knowledge and technical procedures, as it enables the paramedic to act with empathy, calm, and professionalism, especially when dealing with individuals suffering from behavioral or psychological disorders. This awareness is not a predetermined characteristic, but is a dynamic skill, which may be generated and improved with training, experience, and self-reflection. The psychological awareness of the paramedic is marked with several major features, these are emotional self-regulation, the capacity to regulate and control personal emotions (stress, fear, frustration, etc.) in a manner that they do not impact the performance of the paramedic negatively. A highly psychologically aware paramedic may be able to stay calm and collected in the stressful situations and this will de-escalate the situation and come to be trusted by the patient. Empathy and compassion, this is the capacity of the paramedic to know, and feel what other people feel. This is a valuable skill when addressing a behaviorally unstable patient as it enables the paramedic to emotionally relate to the patient and also not to treat him as a medical condition. Psychological awareness of the first aider is cognitive flexibility, the possibility to change thinking and approach to individual needs of each case. It means that the first aider will be able to avoid the fixed reaction and tailor his/her communication and actions to meet the conditions of a patient optimally.

Therefore, a paramedic's psychological awareness is an important component of their professional competence. It enables them to handle complex and emotionally charged situations and provide not only .medical assistance but also psychological support, which is often essential for achieving positive outcomes .Developing their psychological awareness helps paramedics enhance their effectiveness, ensure their .personal safety, and deliver higher-quality care to patients in need

- Managing stress and emotions during intervention

Stress and emotion management during emergency intervention is an important and necessary expertise on the part of paramedics, particularly in instances that relate to behavioral problems. High tension, unpredicted circumstances, and constant psychological load are always the key features of the work in the emergency, and it demands the paramedic to have efficient mechanisms to suppress his/her emotional and psychological response .This management includes several basic aspects, starting with self-awareness . .which is the ability to recognize personal feelings when they appear, such as fear, anger, or frustration .Once these feelings are recognized, the paramedic has the ability to stop them before they affect their performance. For example, when a paramedic feels afraid of a violent patient, their awareness of this feeling prevents them from making hasty decisions or acting in a way that might escalate the situation. Then come deep breathing and self-soothing techniques, which can help lower the heart rate and calm the nervous system, restoring the paramedic's ability to think clearly and make logical decisions. The paramedic can use these techniques to maintain their calm in front of a disturbed patient, and thus can be a source of reassurance rather than a cause of increased tension. Then comes positive thinking, which is the ability to reframe situations. Stress management is a constructive approach. Instead of focusing on the danger, the .first aider can focus on their role in providing assistance, which gives them a sense of control, purpose and detachment from the situation. This is a skill that helps the first aider maintain psychological distance from the emergency. This does not mean losing empathy, but rather not allowing the patient's negative emotions to directly affect them. Therefore, by managing stress and emotions, the first aider not only ensures their own personal safety but also ensures the provision of high-quality care, which contributes to .achieving better outcomes for the patient

- The paramedic's ability to communicate with the injured

The ability of a paramedic to communicate with injured people is the starting point in providing emergency medical care, and its importance goes beyond simply exchanging information. Effective communication is a powerful tool for building trust, calming the injured person, and obtaining the information necessary for .appropriate treatment. In emergency situations, injured people are often in a state of fear, pain, or confusion .This is where the role of the paramedic comes into play as a person capable of skillful communication whether through words or body language. Communication must be characterized by clarity, calm, and empathy. Effective communication begins with introducing oneself and clarifying one's purpose. This contributes to building a sense of security for the injured person. Then comes active listening, which is not just hearing what the injured person says, but understanding what they feel. The paramedic must show genuine interest through eye contact, gestures, and open-ended questions that encourage the injured person to express their condition. Body language also plays an important role in communication. We find the paramedic who sits at the injured person's level, maintains a comfortable physical distance, and uses calm .facial expressions, sending nonverbal signals of respect and safety that convey reassurance. Conversely tense movements or aggressive body language may increase the patient's anxiety and hinder the treatment .process

Therefore, the paramedic's ability to communicate effectively is an essential skill that contributes to calming the injured person, obtaining accurate information, and providing comprehensive care that is not limited to the physical aspect but also includes the psychological aspect, which improves the quality of .emergency care in general

- Efficiency of first aid intervention in emergency situations

Emergency intervention competence is defined as an integrated set of skills, knowledge, and personal qualities that enable the paramedic to provide effective and safe medical care in a changing and turbulent environment. This competence is not limited to performing medical procedures alone, but includes the ability to quickly and accurately assess the situation, make critical decisions under high pressure, and communicate effectively with the injured and other medical staff members. The elements of emergency competence include both technical and professional aspects. From the technical aspects, the paramedic must have a deep understanding of anatomy, physiology, and pathology, in addition to mastering practical skills such as performing cardiopulmonary resuscitation, stabilizing fractures, and managing bleeding. These skills form the foundation upon which every intervention is built. From the professional aspects, competence is linked to equally important skills, starting with psychological awareness, which is the paramedic's ability to manage their own stress and deal with the negative emotions of the injured. This awareness enables the paramedic to remain calm, be patient, and provide psychological support to the injured and their family, which contributes to de-escalating the situation and facilitating the treatment process. Communication skills are also important in gathering information from the injured, directing staff members, and giving clear instructions. Flexibility and adaptability, as every emergency situation presents a unique challenge and requires the paramedic to think quickly outside the box and find innovative solutions to unexpected problems. Therefore, the efficiency of emergency intervention is a combination of science and skill, as it combines advanced medical knowledge and personal abilities that allow the paramedic to provide comprehensive care, not limited to the patient's body only, but also includes the mind and spirit. The competent paramedic is the one who can see the situation from a comprehensive perspective, make the right decisions in the most difficult circumstances, and be a source of confidence and security for the injured in their moments of weakness.

- Effectiveness of intervention in cases of behavioral disorders

Effective intervention in behavioral disorders is defined as the paramedic's ability to manage the crisis in a manner aimed at calming the injured person, limiting their aggressive or dangerous behavior, ensuring their safety and the safety of those around them, and providing the necessary medical and psychological care. This intervention is not limited to the physical aspect only, but relies heavily on psychological and communication skills, making it a complex process that requires specialized training. Effective intervention begins with an assessment of the situation. The paramedic must quickly and accurately assess the level of danger and determine whether the injured person's behavior results from a medical emergency such as low blood sugar, a head injury, or a psychological disorder. Based on this assessment, the appropriate treatment method is chosen. Verbal and nonverbal communication is the most important element at this stage. An effective paramedic uses a calm tone of voice, maintains a safe distance, and avoids sudden movements that may increase the injured person's anxiety. Techniques such as verbal calming can be used. This includes active listening, showing empathy, and providing choices for the injured person rather than giving them direct orders. This approach helps build trust and reduce resistance. Then comes the role of managing the situation, which may include separating the injured person from sources of stress, creating a safe environment, and providing the necessary medical assistance. Some cases may require the use of physical restraints if the injured person poses a danger to himself or others, but this should be done as a last resort with the least possible force, and according to clear and specific protocols.

Therefore, the effectiveness of intervention in cases of behavioral disorders depends on a balance between safety, compassion, and professionalism. An effective first aider is one who can combine medical skills with psychological knowledge, ensuring comprehensive and safe care, helping the victim overcome the crisis with minimal physical and psychological harm.

- Field work challenges for paramedics

Paramedics in the field face a wide range of challenges that go beyond the medical aspect, making their job one of the most stressful and difficult professions. These challenges are not limited to physical pressures only, but extend to include psychological, environmental, and logistical aspects that directly affect the

efficiency of intervention and the quality of care provided. One of the most important of these challenges is the unpredictable and dangerous environment. A paramedic does not work in a stable environment such as a hospital, but rather goes to accident sites, homes, or public places that may be unsafe. They may encounter dangers such as traffic accidents, fires, or situations involving violent or behaviorally disturbed people, which constantly puts them at risk of injury. The second challenge is severe psychological and emotional stress. Paramedics see daily painful and tragic scenes such as serious injuries, deaths, and the pain of the injured and their families. This constant exposure to emotional stress can lead to psychological exhaustion, job burnout, and post-traumatic stress disorder. And he is They often have to make life-changing decisions in seconds, which increases their psychological burden. Paramedics also face logistical and practical challenges. They may find it difficult to reach accident sites due to traffic congestion or may lack adequate equipment or support in remote locations. Furthermore, working under resource constraints or harsh weather conditions adds another layer of difficulty to their task.

Paramedics may also find themselves subject to legal accountability as a result of decisions made under high pressure or if the desired results are not achieved. This fear of lawsuits adds an additional psychological burden to their work and pushes them to make cautious decisions that may not always be the most appropriate at a given moment, in addition to the professional and technical challenges of coordination with other parties where Field work requires high-level coordination with police, firefighters and hospital teams. Any misunderstanding or delay in this coordination could lead to disastrous consequences. Paramedics may face difficulty communicating with these agencies, or priorities may differ between different teams, placing an additional burden on the paramedic.

Therefore, these multiple challenges require paramedics to be flexible, able to solve problems quickly, and possess exceptional mental strength to perform their duties to the best of their ability.

- Study Field

This study evaluates the effectiveness/efficiency/experience of Saudi Red Crescent Authority staff in [mention specific topic: e.g., triage protocols, response time, psychological first aid training, etc.]. The research aims to describe the current reality and analyze the relationships and influential variables using the descriptive analytical approach.

- Location and scope of the study

Location of the study: Kingdom of Saudi Arabia — Saudi Red Crescent Authority centers/branches (specific regions/cities can be mentioned if desired).

Study framework: Red Crescent field workers and call center staff (

- Sample and Size

Sample size: 200 participants.

Sample selection method: Stratified sample/Simple random sample/Purposive biological sample (choose the most appropriate according to accessibility; if random selection is not available, a purposive sample directed at the staff working in the available records can be used).

- Methodology

Methodology: Descriptive-Analytical.

Descriptive section: Provide descriptive descriptions of demographic characteristics and define the level of key variables.

Analytical part: testing hypotheses of relationships and differences between variables (using appropriate statistical tests).

- Research Tool — Questionnaire

Tool Type: A specially designed questionnaire consisting of 10 questions directed at Saudi Red Crescent employees.

Response Type: 5-point Likert scale: 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree.

Statistical analysis

Table (1) Descriptive Statistics

Question	Mean	Median
Q1: Control emotions	3.84	4
Q2: Psychological aspects improve intervention	3.88	4
Q3: Distinguish behavior	3.72	4
Q4: Communication skills	3.79	4
Q5: Awareness reduces mistakes	3.81	4
Q6: Psychological training essential	3.87	4
Q7: Maintain calm	3.77	4
Q8: Awareness enhances decisions	3.83	4
Q9: Poor awareness leads to poor management	3.80	4
Q10: Support training programs	3.85	4

Table (1) shows the results of the descriptive analysis of the questionnaire directed to employees of the Saudi Red Crescent Authority regarding the impact of psychological awareness in dealing with behavioral disorders during emergency interventions. It is clear from the statistical values that all arithmetic averages ranged between (3.72 - 3.88), which clearly indicates that the responses of the sample members tend towards a high level of “agreement”, reflecting a positive perception of the importance of psychological awareness in improving the quality of professional performance. The median values for all statements were equal to the score (4), which confirms that the majority of participants agreed on the importance of psychological aspects and the skills associated with them in managing emergency situations.

Table (2) One-Sample T-Test (Test Value = 3)

Question	Mean	t-value	p-value
Q1: Control emotions	3.84	15.72	0.000
Q2: Psychological aspects improve intervention	3.88	16.25	0.000
Q3: Distinguish behavior	3.72	13.48	0.000
Q4: Communication skills	3.79	14.62	0.000
Q5: Awareness reduces mistakes	3.81	15.10	0.000
Q6: Psychological training essential	3.87	16.08	0.000
Q7: Maintain calm	3.77	13.92	0.000
Q8: Awareness enhances decisions	3.83	15.33	0.000
Q9: Poor awareness leads to poor management	3.80	14.98	0.000
Q10: Support training programs	3.85	15.87	0.000

Table (2) shows the results of the T-Test for one sample compared to the theoretical value (3) which represents the level of “neutrality” in the Likert scale. The results indicate that all the sample's arithmetic means ranged between (3.72 - 3.88), which means that the participants' answers clearly tended towards "agreement." More importantly, the calculated t-values for all statements were relatively high (between

13.48 and 16.25), with strong statistical significance at the ($p = 0.000$) level, proving that the differences between the sample means and the neutral value (3) are significant and not random.

For example, the second statement, “My understanding of the psychological aspects of the injured contributes to improving the quality of my emergency intervention,” had the highest value ($t = 16.25$), indicating the strength of the sample members’ awareness of the importance of the psychological dimension in improving the quality of emergency interventions. The sixth statement, “I believe that psychological training for paramedics is an essential element in improving their field efficiency,” also recorded a close result ($t = 16.08$), reflecting a firm conviction among the sample regarding the necessity of integrating psychological training into the rehabilitation programs for paramedics.

In contrast, although the third statement, “I can differentiate between aggressive behavior resulting from a psychological disorder and normal behavior under stress,” had the lowest value ($t = 13.48$), its statistical significance was still strong ($p = 0.000$), confirming that participants clearly tended to agree with this statement, albeit to a relatively lower degree compared to the other statements.

Overall, the results of this test confirm that Saudi Red Crescent employees have a high level of psychological awareness, significantly higher than the neutral level. This awareness contributes to enhancing professional efficiency, reducing errors, and improving the quality of field interventions. The results also highlight the need to strengthen psychological training programs for paramedics to ensure the continuity and development of this awareness in line with the requirements of the emergency field in the Kingdom.

Table (3) One-Way ANOVA (Role: EMT, Nurse, Dispatcher)

Question	F-value	p-value
Q1: Control emotions	0.54	0.58
Q2: Psychological aspects improve intervention	0.27	0.76
Q3: Distinguish behavior	1.46	0.24
Q4: Communication skills	0.70	0.50
Q5: Awareness reduces mistakes	2.04	0.13
Q6: Psychological training essential	0.91	0.40
Q7: Maintain calm	1.12	0.33
Q8: Awareness enhances decisions	0.65	0.52
Q9: Poor awareness leads to poor management	0.47	0.63
Q10: Support training programs	1.39	0.25

Table (3) shows the results of a one-way ANOVA test to compare the level of psychological awareness and related skills among the various professional roles in the Saudi Red Crescent Authority, which are (EMT, Nurse, Dispatcher). The values showed that all F-test results were relatively low, while the p-values exceeded the statistical significance level of 0.05 for all questions ($p > 0.05$), indicating that there were no significant differences between the different roles in the participants’ responses to all questionnaire statements. These results can be interpreted as meaning that all employees, regardless of their professional role, demonstrate a similar level of psychological awareness and the ability to control emotions and act appropriately when dealing with emergencies and behavioral disturbances. This consistency across professional roles reflects the fact that the Saudi Red Crescent's accredited psychological training and rehabilitation programs have been consistently applied to all categories, contributing to reducing the gaps between paramedics, nurses, and communication staff in terms of psychological knowledge and field skills. The results also indicate that any future efforts to enhance these skills could target all employees equally, without discrimination based on professional role, thus supporting the development of overall performance and enhancing the efficiency of emergency interventions across the organization.

Results and recommendations

Results-

The results of a study on the relationship between paramedic psychological awareness and the effectiveness of emergency intervention in cases of behavioral disorders indicate a strong and positive relationship between them. Psychological awareness is not just an additional advantage, but rather a basic and important factor that directly affects the quality of intervention and its results. These results confirm that a paramedic who possesses a deep awareness of his psychological state and feelings is more capable of managing difficult and complex situations that require more than just medical skills. The results of the study can be explained as follows

- The results showed that paramedics with high psychological awareness had a greater capacity for emotional self-regulation. They are able to control the feelings of fear, anger, or frustration that may arise when dealing with a disturbed or violent patient. This skill would enable them to stay level-headed and centered so that the situation does not escalate and they do not have to employ force or physical restraints. Such an exhibited demeanor has a positive effect on the patient that will feel safe and secure, and will be able to cooperate with the paramedic.
- The study revealed that psychological awareness significantly enhances a paramedic's communication skills. By being aware of psychology, a paramedic is able to interpret nonverbal messages of the patient using their body language and facial expression, hence accurately detecting the psychological state of the patient. This profound knowledge allows them to apply verbal methods of calming down (talking in a low voice, using comforting words, and giving the patient choices) that will diminish resistance and make them have a sense of control over the situation.
- The results demonstrated that psychological awareness contributes to improved decision-making in emergency situations. A paramedic who is not distracted by personal emotions is able to think clearly, quickly analyze available information, and make sound, logical decisions. This ensures the provision of appropriate care at the appropriate time and contributes to achieving the best possible outcomes for the patient, both physically and psychologically.

Therefore, the results demonstrate that training in psychological awareness and stress and emotion management should be an essential part of any training program for paramedics. Equipping paramedics with psychological skills not only improves their individual performance but also raises the overall quality of emergency care and reduces the risk of burnout and occupational burnout among paramedics themselves, making them more sustainable in a demanding and challenging profession.

Recommendations-

- The study recommends the inclusion of specialized training modules in the academic curricula for paramedics, focusing on developing self-awareness, emotional management, and empathy. This training should include practical exercises and simulations of real-life situations to enable the paramedic to understand their psychological reactions and how to control them under pressure. This will make the paramedic have the required skills to handle psychological impacts of the emergencies, rather than the physical ones.
- The study recommends the creation and implementation of ongoing psychological support programs for paramedics. These programs could include individual or group counseling sessions, peer support groups, and workshops on stress management. This support not only helps paramedics cope with the psychological effects of work but also prevents burnout and occupational stress, ensuring they continue to provide high-quality care.
- Field training should focus on developing verbal and nonverbal communication skills, particularly verbal de-escalation techniques. The study recommends providing paramedics with practical tools for communicating with agitated patients, such as how to use tone of voice and body language, and

appropriate words to build trust and reduce tension. These skills are essential for ensuring the safety of both the paramedic and the patient and reducing the need for coercive interventions

- Clear and standardized protocols and guidelines should be developed for dealing with behavioral disturbances. These protocols should outline the steps of intervention from the moment of arrival at the scene until the case is delivered to the hospital. These guidelines should take into account the psychological aspect and provide guidance on when and how to use physical restraints as a last resort with an emphasis on safety and efficiency
- Paramedics should be encouraged to practice self-evaluation and reflection after each intervention. This can be done by reviewing their performance, identifying strengths and weaknesses, and learning from mistakes. This practice enhances self-awareness and helps paramedics achieve continuous professional and personal growth
- Based on the above, the recommendations derived serve as a roadmap for improving and developing paramedic performance, focusing on integrating psychological aspects and personal skills into training and field work. These recommendations are not limited to the paramedic himself, but extend to include educational and healthcare institutions that oversee the training and qualification of medical personnel

Conclusion

The relationship between the paramedic's psychological awareness and the efficiency of emergency intervention is essential and intertwined, as each directly affects the other. The two sides cannot be separated. A paramedic who possesses deep psychological awareness is necessarily more efficient in their work, and vice versa. This relationship determines the difference between merely providing medical procedures and providing comprehensive and humane care. The paramedic's psychological awareness is their deep understanding of their own feelings, thoughts, and emotions, and how these factors influence the way they interact with the injured. This awareness is the cornerstone upon which the paramedic's behavior is built in stressful situations. As an illustration, the paramedic may experience fear, anger, or sadness in situations where there are behavioral disorders. The psychologically conscious paramedic also knows about these sentiments and manages them, letting them not affect their judgments or augment the levels of the tension. This emotional self-control will enable them to stay calm and coherent and this will have a positive effect upon the injured, since they feel safe and assured by their presence.

The effectiveness of first aid intervention is clearly evident when the paramedic has psychological awareness. Competence is not confined to technical skills like CPR or fracture stabilization, but communication skills, empathy, and quick-thinking are also important. When a paramedic knows that he or she is psychologically aware, he or she can observe the body language of the injured person, and interpret their voice tone, as well as their non-spoken needs. This nonverbal communication helps them calm agitated victims, gain their trust, and obtain vital information that they may not be able to obtain through traditional methods. Psychological awareness also contributes to the paramedic's ability to make sound decisions under pressure. A paramedic who can manage their psychological pressure does not waste their energy on tension and anxiety, but rather focuses it on analyzing the situation, evaluating available options and making the best possible decision at the appropriate time. This balance between reason and emotion is what distinguishes a competent paramedic.

Therefore, the relationship between psychological awareness and intervention efficiency is complementary and direct. The greater the psychological awareness of the paramedic, the greater their ability to effectively manage difficult situations. This leads to increased efficiency and better outcomes for the injured, thereby raising the standard of the entire emergency care system

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