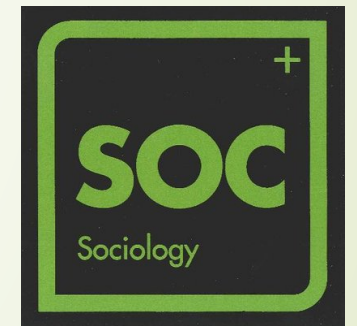


Occupational and Gendered Differences of Firefighter/Paramedics and Emergency Room Nurses

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Purpose



- ▶ The purpose of this study is to understand the occupational and gendered differences between Firefighter/Paramedics and Emergency Room Nurses.
- ▶ This study will attempt to answer if stress and emotional labor (emotional management) is experienced similarly between genders of the same occupation and genders of opposing occupations.
- ▶ Are there gendered or occupational differences between members of the same and opposing job role regarding stress and emotional labor?
- ▶ Are these differences based off gender or is there an occupational expectation?



Research Methods

- ▶ Firefighter/Paramedics and Emergency Room Nurses were interviewed utilizing a brief 6 question survey.
- ▶ Individuals were chosen based off an active provider license as a Paramedic or Registered Nurse working within the emergency services field.
- ▶ All participants were paid emergency services providers.
- ▶ A Qualitative Method was used to analyze the response from interviewees.
- ▶ Data comparison was made between members of the same occupational job role within the same organization.
- ▶ A second comparison was made between genders of opposing occupational job roles.
 - ▶ i.e. Male Emergency Nurses were compared to Male Paramedics and
 - ▶ Female Emergency Nurses were compared to Female Paramedics



Hypothesis

- ▶ At the beginning of this study, I hypothesized that:
 - ▶ Social gender expectations are common within most local societies and social members typically conform to their sex type category.
 - ▶ Due to social gender expectations, men will actively practice emotional labor within either occupation.
 - ▶ Female Paramedics will actively practice emotional labor due to expectations set by a male dominated occupation.
 - ▶ Male Emergency Room Nurses will practice emotional labor less due to expectations set by a female dominated occupation.
 - ▶ Gendered social expectations accompanied by occupational expectations will allow female Emergency Nurses to manage emotion less in a female dominated occupation.
 - ▶ Opposite sex providers within a sex dominated occupation may experience differences in expectations, assignments, and treatment.

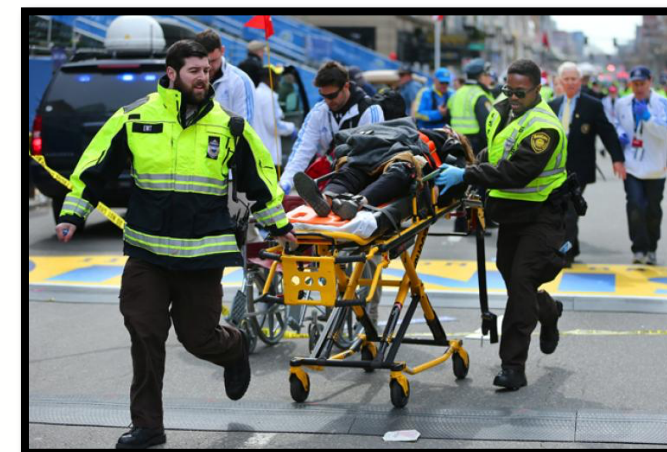
Firefighter's & Paramedic's

- Male dominated paraprofessional occupation.
- Two year Associates of Science in Paramedicine.
- Specializes knowledge & skill in Emergency Medicine.
- Various working conditions. Inside and outside with exposure to elements.
- Varying level of Licensing. EMR, EMT, A-EMT, & Paramedic.
- Predominately work with Ambulance companies. May work in hospitals, urgent care, Air Ambulance services, and Law Enforcement (SWAT Medic).
- Low paying occupation
- Can often be combined as Firefighter/Paramedics "FireMedics"

75%

75% of nationally certified EMS professionals in the United States are male, 85% are of non-minority status and 45% have a college degree or higher.³

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
244,960	1.2 %	\$17.36	\$36,110	0.7 %



*Nation Registry of Emergency Medical Technicians (NREMT)
**Bureau of Labor and Statistics (Paramedics and EMT's)

Emergency Room Nurse's

- Female dominated paraprofessional occupation.
- Two year Associates of Science in Nursing.
- Specializes knowledge & skill in General Medicine and Long-Term Care.
- Stable working conditions. Predominately works indoors.
- Varying level of Licensing. CNA, CNA-2, LPN, & RN.
- Predominately work with Hospitals. Can work independently as consultants, in care facilities, and in Air Ambulance companies.
- Mid-paying occupation



Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
2,857,180	0.6 %	\$34.70	\$72,180	0.3 %

License Type	Female	Male
CNA	15796	2932
CMA	872	130
LPN	4561	646
RN	50623	7735
CRNA	287	363
NP	3449	478
Dispensing Privileges	342	44
CNS	188	14

*Oregon State Board of Nursing (OSBN) Statistics
 **Bureau of Labor and Statistics (Registered Nurses)

Gendered Expectations

- ▶ Cadence West and Don Zimmerman conceptualize on the role of Doing Gender.
- ▶ Gender is treated as a role; whereas a roles comes with expectations.
 - ▶ Separated into three categories: Sex, Sex Category, and Gender.
 - ▶ Sex: Male / Female
 - ▶ Sex Category: Expectations and norms surrounding the sex
 - ▶ Gender: The identification of one sex and utilization of one sex category.
- ▶ "Doing gender means creating differences between girls and boys and women and men, differences that are not natural, essential, or biological."



West, Zimmerman / Doing Gender pg. 137

The “Act Like A Man” Box

- ▶ Conceptualized by Paul Kivel
 - ▶ American Writer / Social Activist
- ▶ Theorizes that men must meet the expectations within the box.
- ▶ Those who fail to remain “in the box” face the consequences outside the box.
 - ▶ Middle/High School
 - ▶ College
 - ▶ Adulthood



Emotional Labor

- Arlie Hoschild was an American Sociologist that developed the term Emotional Labor.
- Emotional Labor is the active management of emotions as expected by ones occupational role.
- "Seeming to 'love the job' becomes part of the job; and actually trying to love it and enjoy the customers, helps the worker in this effort"
- Hoschild's example of the factory boy and the flight attendant.
 - Factory Boy – Physical Labor
 - Flight Attendant – “Emotional Labor”
 - "In the course of doing this physical and mental labor, she is also doing something more, something I define as **emotional labor**.



Hochschild The managed Heart pg. 85

Emergency Medical Services Organization

- ▶ Firefighter/Paramedics were interviewed from a local emergency medical service organizations.
- ▶ Those interviewed worked primarily on Advanced Life Support, Emergency 911 Ambulances that provided emergent medical care to the sick and injured.
- ▶ This organization maintains a staff comprised of predominately men or varying ages and years of experience.





Emergency Nursing Organization

- ▶ Emergency Nurses were interviewed from a local emergency department providing continuity of care started by firefighter/paramedics.
- ▶ This organization has a varying level of nurses per shift that each vary in age and years of experience.
- ▶ Each Emergency Nurse is expected to provide care under the care of a directing physician providing emergency medical care.
- ▶ This organization maintains a staff comprised of predominately women, however it should be stated that there is a larger amount of men present in the Emergency Department rather than the medical floors.



Firefighter/Paramedic Responses

► Stress

- Firefighter/Paramedics reveal that stress is a daily occurrence of the job.
- Stress is experienced due to:
 - Day to day demands from management. High requirements from individuals with a lack of resources.
 - Consistent lack of paramedics and lack of in service ambulances.
 - Intense patient interactions – Dangerous situations, upset customers, high stakes patients
 - Dangerous scenes involving aggressive individuals or dealing with vehicles in crashes.
 - Fast decisions in traumatic patients.
 - Inability to relieve stress from the previous shift – bringing it back the following shift

► Responses to Stress

- Firefighter/Paramedics rely on each other to relieve the stress of the job.
 - Often stress is not fully resolved and is brought home or brought to the next shift.
 - Paramedics report not being able to talk to a “normal” person about their job
- Alcohol, after shift, appears to be a common coping mechanism within the profession.



Firefighter/Paramedic Responses

➤ Emotion

- Firefighter/Paramedic experience emotional management when dealing with patients, co-workers, and family.
 - With increased tenure, emotional capacity decreases. Initially, Firefighter/Paramedics report being compassionate only to later fake this compassion after years of chronic frustration and exposure.
 - Firefighter/Paramedics consistently report managing emotion with the public due to an expectation of compassion that patients and the public expect out of these providers.
 - Less emergent calls to Firefighter/Paramedics are emergencies to patients contributing to the public's expectation of compassion.
 - A paramedic reported the example of a Band-Aid vs a Motor Vehicle Accident.
 - A bad day to a "normal person" may be a flat tire, whereas a bad day for a Paramedic is a traumatic call.



Firefighter/Paramedic Responses

- ▶ Female Firefighter/Paramedics
 - ▶ While one was not available to interview, other interviewees report no difference in working with females.
 - ▶ Females are reported to behave similarly to male paramedics utilizing the same coping mechanism to stresses of the occupation.



Emergency Room Nurse Responses

- ▶ Stress
 - ▶ Emergency Room Nurses reveal that stress is a daily occurrence of the job.
 - ▶ Stress is experienced due to:
 - ▶ Day to day demands from management. High requirements from individuals with a lack of resources.
 - ▶ Consistent day to day lack of nurses in the unit or lack of beds within the hospital.
 - ▶ Intense patient interactions – Upset customers and high stakes patients
 - ▶ Fast pace environment with split second decision causing life or death in the patient.
 - ▶ Inability to relieve stress from the previous shift – bringing it back the following shift
 - ▶ Pressure from peers to always be “on the top of your game” regarding knowledge and skills
- ▶ Responses to Stress
 - ▶ Nurses rely on each other to relieve the stress of the job.
 - ▶ However this can be draining on some nurses eliminating the possibility of stress relief.
 - ▶ Often stress is not fully resolved and is brought home or brought to the next shift.
 - ▶ Damage to personal relationships causing external stress at the home environment
 - ▶ Alcohol, after shift, appears to be a common coping mechanism within this profession.



Emergency Room Nurse Responses

➤ Emotion

- Emergency Room Nurses experience emotional management when dealing with patients and co-workers.
- Nurses report that emotion has to be "shut off" during patient care, specifically during difficult care (all reported pediatric care).
 - Male Nurses report stoic behavior often discussing difficult situations with co-workers.
 - Female nurses report stoic behavior often discussing difficult situations with co-workers, however they report occasions of having to leave duty temporarily to regain emotional composure.
- Emotion is consistently faked with patients and family due to the professionalism of the occupation. Faith is lost in providers who show emotion.



Emergency Room Nurse Responses

▶ Male Emergency Room Nurses

- ▶ Male Emergency Room Nurses report that there are no gender expectations of their job. There is no different treatment or specified job roles. Expectations are based off the occupational licensure providers obtain.
- ▶ Female Nurses are viewed by Male Nurses are more emotionally available. Some have expectations of female nurses to specific female health concerns. Female Nurses confirm this expectation, however it is reported that there should be no expectation seeing that it is a job requirement, not a gender requirement.
- ▶ Male Nurses report often being mistaken for a doctor. Female nurses do not report any instances of being mistaken for a doctor.
 - ▶ This supports West and Zimmerman's theory of "Doing Gender" as being a doctor is perceived as a male gender role whereas a nurses is associated as a female gender role.



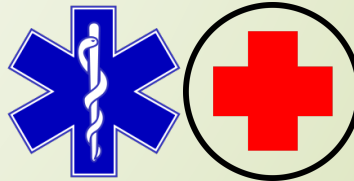
Occupational Comparison

Firefighter/Paramedics

- Stress
 - Management
 - Low staff, low resources
 - Patients
 - High stake calls
 - Frustration of non-emergent calls
 - Public
 - Consistent demands/complaints
- Emotion
 - Managed through the shift
 - Fake emotion to non-emergent calls
 - Manage emotion in critical calls
- Management
 - Peers
 - Alcohol
 - Bottling

Emergency Room Nurses

- Stress
 - Management
 - Low staff, low resources
 - Patients
 - High stake patients
 - Constant patient demands
- Emotion
 - Managed throughout the shift
 - Fake emotion to non-urgent patients
 - Manage emotion in critical patients
- Management
 - Peers
 - Alcohol
 - Bottling



Gender Comparison

Males

Firefighter/Paramedics

- ▶ Stress
 - ▶ All occupational stresses
- ▶ Management
 - ▶ Peers, Alcohol, and Bottling
- ▶ Emotion
 - ▶ All occupational emotions
- ▶ Management
 - ▶ Control under critical patients
 - ▶ Faking to non-emergent patients

Emergency Room Nurses

- ▶ Stress
 - ▶ All occupational stresses
- ▶ Management
 - ▶ Peers, Alcohol, and Bottling
- ▶ Emotion
 - ▶ All occupational emotions
- ▶ Management
 - ▶ Control under critical patients
 - ▶ Faking to non-emergent patients



Gender Comparison

Females

Firefighter/Paramedics

- ▶ Stress
 - ▶ All occupational stresses
- ▶ Management
 - ▶ Peers, Alcohol, and Bottling
- ▶ Emotion
 - ▶ All occupational emotions
- ▶ Management
 - ▶ Control under critical patients
 - ▶ Faking to non-emergent patients

Emergency Room Nurses

- ▶ Stress
 - ▶ All occupational stresses
- ▶ Management
 - ▶ Peers, Alcohol, and Bottling
 - ▶ Peers not always receptive
 - ▶ Some nurses completely break down
- ▶ Emotion
 - ▶ All occupational emotions
- ▶ Management
 - ▶ Control under critical patients
 - ▶ Faking to non-emergent patients





Results



- ▶ Firefighter/Paramedics and Emergency Room Nurses experience stress and manage emotion in similar fashions.
- ▶ With both fields gendered, the occupational expectations are mostly similar.
 - ▶ In nursing, there is some female expectations derived from male nurses.
- ▶ Male Paramedics and Male Emergency Nurses manage stress and emotion in similar fashions.
- ▶ Female Paramedics and Female Emergency Nurses do not manage stress and emotion in similar fashions.



Evaluating Hypothesizes

- ▶ Due to social gender expectations, men will actively practice emotional labor within either occupation.
 - ▶ Arlie Hoschild theory of "Emotional Labor" is accurate for this profession. West and Zimmerman's theory of "Doing Gender" is also accurate for this hypothesis as managing emotion and remain stoic are aspects of the male sex category and perpetuate the gender role.
 - ▶ Men want to maintain a masculine composure, as dictated by the "Act Like A Man" box. To deviate outside this gender role, may cause ramification by peers.
- ▶ Female Paramedics will actively practice emotional labor due to expectations set by a male dominated occupation.
 - ▶ This is perceived to be accurate as understood by interviewees. Despite West and Zimmerman's expectation of gender, female paramedics will conform to the gender expectations of a male dominated field.
 - ▶ Emergency Medical Services is a traditional field that carries strong male characteristics. It is possible that female paramedics may feel forced to conform to these standards, however it is only hypothesized at this point do to the lack of a female paramedic.
- ▶ Male Emergency Room Nurses will practice emotional labor less due to expectations set by a female dominated occupation.
 - ▶ This is inaccurate as male nurses practice both "Emotional Labor" and "Doing Gender" by retaining a stoic attitude and having constant emotional management.



Evaluating Hypotheses

- ▶ Gendered social expectations accompanied by occupational expectations will allow female Emergency Nurses to manage emotion less in a female dominated occupation.
 - ▶ This is inaccurate as female nurses actively practice Hoschild's theory of Emotional Labor. Despite West and Zimmerman's theory of "Doing Gender," female nurses break the gender expectations when interacting with both emergent and non-emergent patients.
 - ▶ Both occupations require providers to actively manage emotion. To deviate outside this is detrimental as reported by participants.
 - ▶ Female nurses appear to be more emotionally responsive than female paramedics after traumatic calls.
 - ▶ This is a rarely reported event eluding that emotion is constantly managed by providers.
- ▶ Opposite sex providers within a sex dominated occupation may experience differences in expectations, assignments, and treatment.
 - ▶ This is also inaccurate as male emergency nurses report no additional expectations.
 - ▶ Female nurses have reported rare cases of requests of their gender, but not expectations.
 - ▶ Male paramedics report no additional expectations of female paramedics and mention no expectation of having female paramedics evaluate specific female patients.
 - ▶ This idea is assumed to be accurate, but cannot be guaranteed accurate until a female paramedic is interviewed.



Summary

- ▶ Both occupations experience similar patterns of emotional labor and stress experienced within the same field of emergency medical services.
- ▶ Gender plays a role in both occupations on how stress and emotion are managed.
- ▶ Men, regardless of occupation, continue to “Do Gender” and “Manage Emotion.”
 - ▶ Men maintain the “Act Like A Man Box.”
- ▶ Women, regardless of occupation, may “Manage Emotion,” but do not conform to “Doing Gender.”
 - ▶ Women in both occupations will adapt more masculine characteristics due to occupational expectations.

Looking Forward

- ▶ What are the consequences of chronic stress experienced by emergency medical service providers?
- ▶ How do providers manage long term stress?
- ▶ How does stress affect providers outside the occupation?