The Overlooked Link:
The Key Role of Dispatchers and Call-Takers in the Chain of Survival

Doreen Wasick – Mesa Fire Department
AHA 2010 Chain of Survival
Controlling the Call

- Callers are often frantic
- Be CALM and ASSERTIVE
- Get and use caller’s name
  - Establishes trust
AHA’s Two-Question Model

- Is the victim conscious/responsive?
  - Use one term or the other

- Is the victim breathing **NORMALLY**?
  - Identification of gasping, snoring, gurgling, other terms

- If “no” to both, start CPR instructions
  - Be assertive: Don’t ask – **TELL**
  - “You need to do CPR, I will help you”
Identifying Cardiac Arrest

Is the patient responsive/conscious?

- Yes: Consider alternate conditions
- No: Is the patient breathing normally?

Is the patient breathing normally?

- Yes: Consider alternate conditions
- No: Possible Cardiac Arrest START CPR
- Repeat questioning
Extra questions which delay the identification of cardiac arrest and initiation of CPR
AHA Guidelines: Hands–Only vs. Conventional CPR

- Hands–Only (Compression–Only) CPR
  - For adults with non–respiratory cause of arrest
  - Gets CPR started faster
  - More bystanders able and willing to start

- Conventional CPR (CPR with rescue breathing)
  - For children 8 years old and younger
  - For adults with respiratory cause of arrest
    - Drowning
    - Choking
Barriers to Bystander CPR

- Lack of confidence
- Trouble identifying cardiac arrest (confused with seizure)
- Physical limitations (cannot get victim to floor)
- Fear of hurting someone
- Panic and emotional despair
- Reluctance to engage in M–T–M breathing
Summary: Your Key Role

- Identify cardiac arrest using 2-question model

- Start CPR as early as possible
  - Goal within 1 minute of call receipt

- Provide appropriate Hands-Only CPR instructions for adults

- Coach bystander to continue high quality CPR until rescuers arrive