Getting Your Dispatch Center Up and Running

“Just Do It”

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Mesa Fire & Medical Department
BOO!
Have You Ever Used Audience Feedback Devices?

1. Yes
2. No
lion : pride :: elephant :

1. herd
2. pack
3. family
4. brood
The Nuts & Bolts

- Administration Sign Off
- Select and Refine Protocols
- Update IQA’s
- Launch Date
- Buy In
- Training
- Plan QI Program

- Press/News/Social Media
- Inform Your EMS Providers!
- QI Program
- Launch!
- Recognize Saves
- Feedback
  - Performance
  - Survivors
- Continuing Education
Resources

Resuscitation Academy – King County, Medic One

Arizona Department of Health Services
www.azshare.gov/info4Dispach.htm
“Change is inevitable, except from a vending machine.”
Buy In From Members

* Answer these questions for them
  
  * Why this CHANGE is important
  * How you are going to make this CHANGE
  * What do you expect to happen by making this CHANGE
What Happened?
What just happened?

1. Seizure
2. Syncope
3. Sudden Cardiac Arrest
4. Substance Abuse
5. I have no idea!
How Much Initial Training?

* King County Recommends - 8 hours

* Mesa did about 3.5 hours
  * .5 hours Bobrow Video
  * 2 hour PowerPoint/Hands Only CPR
  * 1 hour hands on simulations
What We Did for Initial Training

- Why we are changing
- QA/QI
  - Message from Division Managers
- Changes to Protocols/IQA’s
- Identifying Cardiac Arrest
  - Audio Files
  - Agonal Respirations
- Hands Only CPR
  - All hands on deck!
  - Practice what you preach!
What if we instruct them to do CPR

And the patient is not in cardiac arrest!!!!!
What do you think will happen?

1. Nothing
2. Hurt a rib
3. Their heart will EXPLODE!
4. You’ll KILL them for sure!
The FEAR of CPR

They have to be comfortable starting CPR

**Great Risk:** Missing a Cardiac Arrest

**Little Risk:** Starting CPR on a Non-Cardiac Arrest
Simplify Your Instructions!

* SPEED!

* Easy to Understand

* No Need for a Complete CPR Class Over the Phone
2 Types of CPR

Compression Only

* Adults
  * 9 and older
  * Presumed Cardiac Etiology

* Predominant Instructions

30:2

* Adults
  * Trauma
  * Choking
  * Drowning

* Children & Infants
Don’t Worry – Just Do CPR!

Ultimately -

If they are doing some type of CPR

It is much better than NO CPR
What is the most important?

1. Hands Only Demo
2. Simplify
3. Identifying SCA
4. Getting over the fear
5. QA/QI Explanation
After Training

Resources

* Audio Examples
* Video’s
* Presentations
* Protocols/IQA’s

Communications

* Avenues of Communication
  * Web based “FireWire”
  * Direct access to trainers
  * Direct access to a “Point – Person”

Feedback and Recognition
Public safety dispatchers enlist public to save lives

by Jim Walsh - Nov. 9, 2011 11:43 AM
The Arizona Republic

Mesa and Gilbert firefighters are saving more victims of cardiac arrest through revamped cardiopulmonary-resuscitation methods.

But they're excited about a new approach to getting the public to help save even more now that Mesa Fire Department dispatchers are asking callers two critical questions and then using a more assertive approach in enlisting the callers' assistance until paramedics arrive.

Sudden cardiac arrest

What it is: Sudden cardiac arrest is the unexpected loss of heart function, breathing and consciousness. It usually results from an electrical disturbance in the heart that affects its pumping action, stopping blood flow to the rest of the body.

Sudden cardiac arrest is different from a heart attack, which occurs when blood flow to a portion of the heart is blocked. However, a heart attack can sometimes trigger an electrical disturbance that leads to sudden cardiac arrest.

Symptoms: Frequent episodes of chest pain or discomfort, heart palpitations, irregular or rapid heartbeats, unexplained wheezing or shortness of breath, fainting or near fainting, lightheadedness or dizziness. When sudden cardiac arrest occurs, the brain is the first part of the body to suffer because, unlike other organs, it doesn't have a reserve of oxygen-rich blood. Reduced blood flow to the brain causes unconsciousness.

Treatment: If not treated immediately, it can cause death. With fast, appropriate medical care, survival is possible. Administering cardiopulmonary resuscitation - or even just rapid compressions to the chest - can improve the chances of survival until emergency personnel arrive.
Who gets Compression Only CPR?

1. Anyone
2. Children & Infants
3. Drowning Victims
4. Adults
   – presumed cardiac
How Can You Save More Victims of SCA?

1. Planning
2. Discussion
3. ACTION – Just Do It!

0% 0% 0%
Questions?
Be Safe!

Thank You!