

Rural 9-1-1

Challenges and Solutions

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Sedona Fire Regional Communications



It took forever!

Time to Dispatch

Ave: 0:00:43

Turnout

Ave 0:01:45

Travel

0:08:00 or more

Red Rock News:

Wednesday, 03 August 2011 01:00

Paramedics shocked Gary Miers four times to restart his heart

Barbara Miers experienced the longest eight minutes of her life June 8. The dispatcher asked if she knew CPR. Barbara didn't so the dispatcher walked her through to perform chest compressions only.

Scripted Medical Dispatch

- Priority Dispatch
- APCO EMD
- PowerPhone
- Create your own?



CARDIAC ARREST / DOA		State of New Jersey EMD Guidecards Version 1/04
KEY QUESTIONS	Is patient alert?	If unsure about breathing, interrogate further: a. Have the caller go and see if the chest rises, then come back to the phone. b. Listen for the sound, frequency and description of breaths. Agonal respirations are often reported as: gasping, snoring, or gurgling barely breathing moaning weak or heavy occasional
	Is patient breathing normally? (Consider breathing card)	
DISPATCH	Unconscious/not breathing adequately or at all. Possible DOA's, of unknown origin	FOLLOW LOCAL PROTOCOL. CONFIRMED HOSPICE EXPECTED DEATH

Why Scripted?

- Consistency
 - Liability
 - Speed
 - Efficiency
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Don't Forget QA!

- Feedback to Call-Taker
- Public Feedback
- Protocol Updates

A Excellent Sedona Regional 911 Communications Center is working to maintain our high standard of service to your community. Please help us by rating the services the 911 operator provided using the rating scale at the left.

B Good How would you rate the 911 operator for the following:

C Satisfactory

Promptness in answering your call: _____
Knowledge and helpfulness of operator: _____
Courtesy of operator: _____
Attitude of operator: _____
Overall quality of 911 service: _____

D Unsatisfactory Suggestions or comments: _____

F Failure

Name & Phone# (optional) _____

Outside the Box

- Consolidation/Specialization
 - Interagency Agreements
 - Fire/EMS based Primary PSAP
 - Media
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Sedona Fire Regional Communications Center
