



The Overlooked Link:

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

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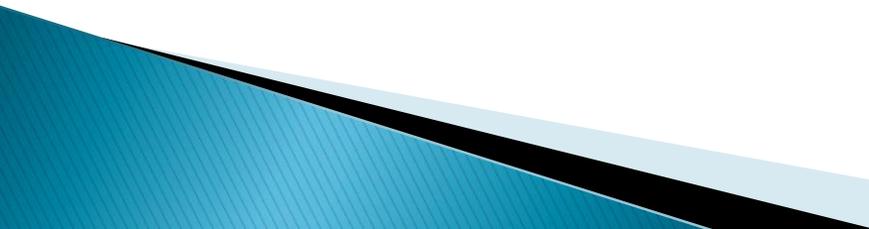
AHA 2010 Chain of Survival



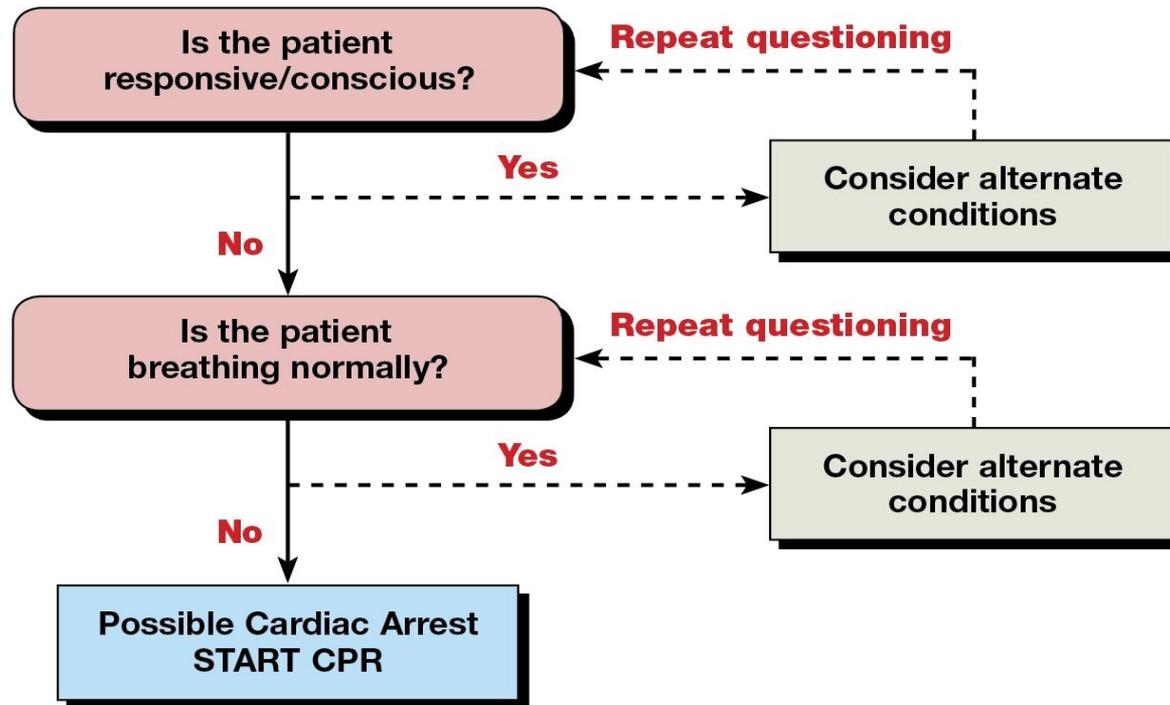
Controlling the Call

- ▶ 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”
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Identifying Cardiac Arrest



What to Avoid

- ▶ 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 w seizure)
 - ▶ Physical limitations (cannot get victim to floor)
 - ▶ Fear of hurting someone
 - ▶ Panic and emotional despair
 - ▶ Reluctance to engage in M-T-M breathing
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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
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