HIGH-PERFORMANCE EMERGENCY MEDICAL DISPATCH (EMD)

FAST TRACK—DON’T HOLD BACK
HIGH PERFORMANCE-EMD: ENHANCING THE ROLE OF DISPATCH IN HIGH-PERFORMANCE CPR—AND MORE

Are your field providers attempting to increase survival from Sudden Cardiac Arrest (SCA) using a “high-performance” or “pit crew” approach to resuscitation? Has field operations or your medical director asked communications for an improvement in cardiac arrest recognition and hands-on-chest times? If so, or if cardiac arrest survival is a high priority at your agency, then this workshop is for you!

The two-hour core of this workshop is designed to provide EMDs, ED-Qs™, supervisors, and engaged managers an appreciation for their critical role in SCA survival by relating the basic “why” (research and physiology) to the “how” (MPDS® v13) of High-Performance CPR in dispatch. This session can be presented alone (minimum two sessions) or with the following enhancements as a four-hour session.

The opening hour focuses on critical thinking and situational awareness and explores some potential impact areas of the MPDS that many agencies are not taking advantage of. This is followed by the core two-hour session. The final hour looks at the critical role of Quality Improvement versus basic auditing and EMD performance versus EMD compliance.

This is a MUST-ATTEND workshop for communication center staff members and interested EMS operations personnel looking to improve performance and cardiac arrest outcomes. EMDs and ED-Qs will benefit from a strong focus on the physiology, practice, and quality assurance of High-Performance CPR from a DLS perspective.

For more information, or to host your own course, please email us at info@prioritydispatch.net.

BENEFITS OF HIGH-PERFORMANCE EMD

Training and certification
- Validates skills
- Creates public trust
- Reduces misconceptions
- Establishes governing body
- Defines agency competency
- Drives ongoing education

Establishes a standard of service
- Creates a benchmark
- Non-subjective
- Reproducible results
- Defendable standard
- Calltaker transparency
- Uses protocol, not guideline
- Ensures quality of service

Risk management
- Ensures all callers receive correct service
- Reduces errors
- Ensures highest level of customer service
- Mitigates litigation risks

Quality assurance and benchmarks
- Comprehensive measurement
- Creates objectivity
- Measures individual compliance
- Accurately identifies strengths and weaknesses
- Provides support
- Educates

Enables prioritization of responses
- Establishes priorities
- Efficiently allocates resources
- Pre-planned responses
- Avoids assumptions
- Minimizes emergency vehicle collisions
- Uses alternative resources

For more information on how you can host a High-Performance EMD workshop in your center or find one in your area, please contact your Regional Account Manager at 800-363-9127 or email info@prioritydispatch.net.
MPDS OVERVIEW AND HOW IT WORKS

It is estimated that a very small percentage of MPDS agencies use the system to its full capability. EMS agencies are not always well educated on the use of the MPDS, so time will be spent explaining Determinant Codes and how EMS managers might use them to their benefit.

High-Performance EMD will discuss the following topics:
- Critical thinking skills
- Situational awareness
- How the MPDS can help identify stroke patients
- EMS “System Wide” protocols and how EMS Managers can take advantage

HIGH-PERFORMANCE CPR AND THE MPDS

This section discusses changing the mindset about resuscitation. Chest compressions must be started quickly and have very little interruption. This includes getting out of Case Entry more quickly on cardiac arrest calls in order to get “Hands-On-Chest.” Also, the proper use of the Agonal Breathing Tool (breathing diagnostic) will be discussed and examples provided.

Key areas for discussion:
- MPDS and CPR
- Identification of cardiac arrest the MPDS way
- Agonal Breathing Diagnostic
- Five elements of High-Performance CPR

HIGH-PERFORMANCE Q

Quality improvement is a key component of any successful organization. High-performance EMS systems need high-performance QI.

Key areas for discussion:
- Compliance vs. performance
- Determinant Codes and how EMS managers might use them to their benefit.
- QI and High-Performance CPR
- Quality reports for center management