

# Memorandum



DATE: April 24, 2015

TO: Honorable Members of the Public Safety Committee:  
Sheffie Kadane (Chair), Adam Medrano (Vice Chair), Dwaine Caraway, Jennifer S. Gates,  
Sandy Greyson, Scott Griggs

SUBJECT: **Emergency Medical Dispatch**

On Monday, April 27, 2015, you will be briefed on the **Emergency Medical Dispatch**. The briefing materials are attached for your review.



Eric D. Campbell  
Assistant City Manager

## Attachment

c: Honorable Mayor and Members of the City Council  
A.C. Gonzalez, City Manager  
Warren M.S. Ernst, City Attorney  
Craig D. Kinton, City Auditor  
Rosa A. Rios, City Secretary  
Daniel F. Solis, Administrative Judge  
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager  
Mark McDaniel, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Sana Syed, Public Information Officer  
Elsa Cantu, Assistant to the City Manager – Mayor & Council



# Dallas Fire-Rescue Department

## Emergency Medical Dispatch

**Public Safety Committee**  
**April 27, 2015**



# Purpose of Presentation

- Explanation of Emergency Medical Dispatch (EMD)
- History Dallas Fire-Rescue Department's (DFR) use of EMD
- Importance of EMD
- Dispatcher's Role
- How EMD Enhances Public Safety

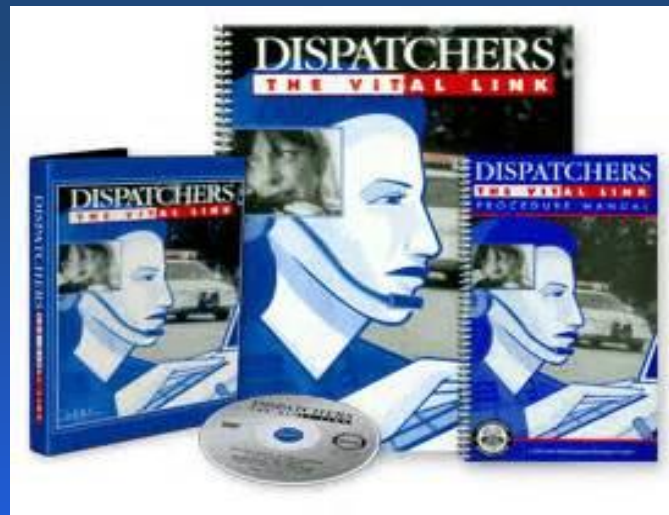
# Emergency Medical Dispatch (EMD)

- Dispatchers provide 911 callers with valuable medical instruction while handling their call
- EMD combined with Computer Aided Dispatch (CAD) allows the call taker to quickly initiate patient care via scripted protocols
- Emergency fleet units are dispatched while dispatchers remain on the phone with 911 callers



# History of DFR's Use of EMD

- DFR started use in 2000 with dispatchers receiving extensive training on delivery of EMD
- EMD and CPR certification training is ongoing
- Most dispatchers are currently certified paramedics or have served as paramedics in the field



# History of DFR's Use of EMD

- Dispatcher's medical experience helps reassure 911 callers
- Quality assurance program assures medical dispatch program compliance
- DFR's Medical Director has evaluated current EMD procedures

# Dispatcher's Role

- Calming the caller down is an essential link to rendering aid to the patient quickly
- The Dispatcher provides medical instruction to the caller after the medical emergency has been ascertained
- EMS units are enroute while dispatchers stay connected to the caller



# Dispatcher's Role

- Instructions may include reminding emotionally stressed patients to take life-saving medication (Heart attack)
- Information on EMD instruction is relayed to responders to ensure effective continuity of care between dispatchers and responding paramedics





# Importance of EMD

- It is estimated that for every minute that Advanced Life Support has not begun patient survivability is reduced by 10%
- CPR needs to be started while units are enroute to increase survivability
- Callers reporting cardiac arrest can be instructed on how to apply CPR procedures
- Callers may also be instructed on what to do when childbirth is imminent



# Importance of EMD

- EMD is used extensively across the country and reduces liability for call centers that would otherwise lack standardized instruction
- Scripted EMD protocols include those used in instances of:
  - Cardiopulmonary Resuscitation
  - Obstructed Airway
  - Airway Control
  - Emergency Childbirth
  - Diabetic Emergency
  - Seizures



# Summary

- “Continuity of Care”-Dispatchers and responding paramedics assist the 911 caller throughout their emergency
- Life saving steps are initiated remotely before responders arrive
- “Quality assurance program”-Ensures that dispatchers adhere to protocols to enhance successful outcomes

# Questions?

