



**911
Dispatchers
ROCK!**

EMD CPR



“The Agony of Agonal Respirations”

R. Darrell Nelson, MD, FACEP, FAAEM

Emergency Medicine

Wake Forest University Baptist Health

Medical Director, Davie and Stokes County EMS

Assistant Medical Director, Forsyth County EMS





“The Agony of Agonal Respirations”

***LAFD dispatchers waste time
getting 911 callers to start CPR***

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- **Article in LA Times**
- "Speed is everything," says the report, which was obtained under the California Public Records Act. "Withholding or delaying [CPR] may result in a potentially preventable death!!"



“The Agony of Agonal Respirations”

- Percentage of CC started?
 - 31 %
- Average time to begin CC?
 - 4 minutes and 12 seconds
 - Longest 7 minutes and 30 seconds

"The Agony of Agonal Respirations"

- "Is he breathing?" the dispatcher asks
- "He's breathing," the caller replies.
- "OK, so he lost consciousness for a short period?"
- "Yes he did."
- "OK. Is he breathing completely normal at this time?"
- "Um, he's taking short breaths, we're not really sure his chest is rising or anything," the caller says.
- "What do you mean you don't see his chest rising?" the dispatcher asks.
- "He's not breathing like normally."
- "So either he's breathing or he's not," the dispatcher says. "Is his chest rising at all?"





Agonal Respirations

- Described by callers in a variety of ways:
 - barely breathing
 - heavy, labored breathing
 - gasping
 - snoring, snorting
 - gurgling
 - groaning, moaning
 - breathing every once in awhile





Common Delays in Delivering CPR

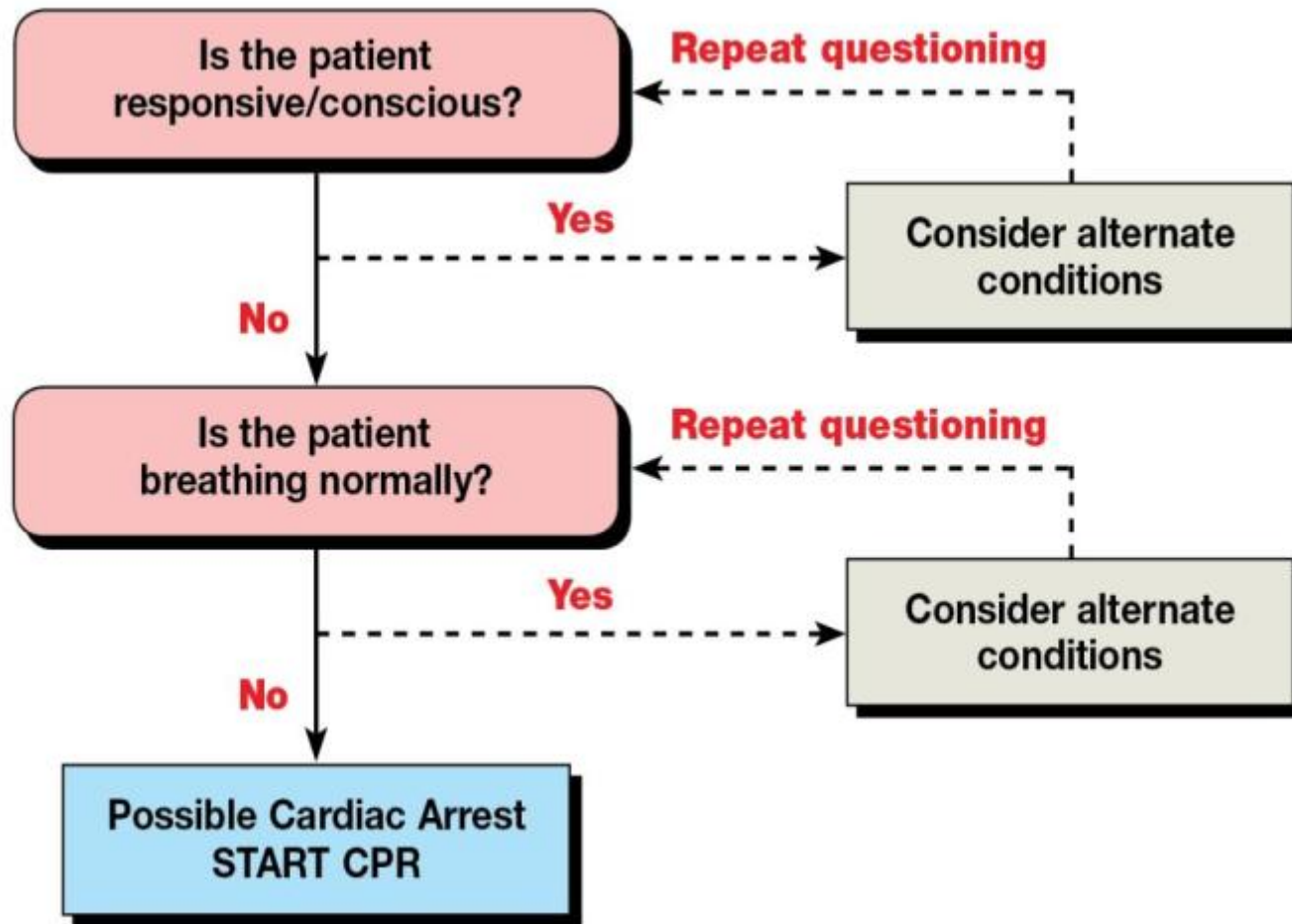
- Research showed these common causes of delay to CPR:
 - Unnecessary questions asked
 - Bystander not near patient
 - Omission of “breathing normally”
 - Deviation from protocols



Unnecessary questions cause delays

- How old is the patient?
- Does the patient have a heart history?
- Duplication of questions.
- What is the patient experiencing?

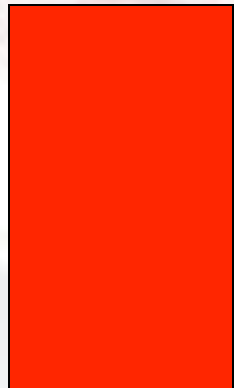
2-Question Approach



Dispatcher Instructions: Who gets CPR?

Not responsive (not awake/not conscious)

Not breathing *normally*

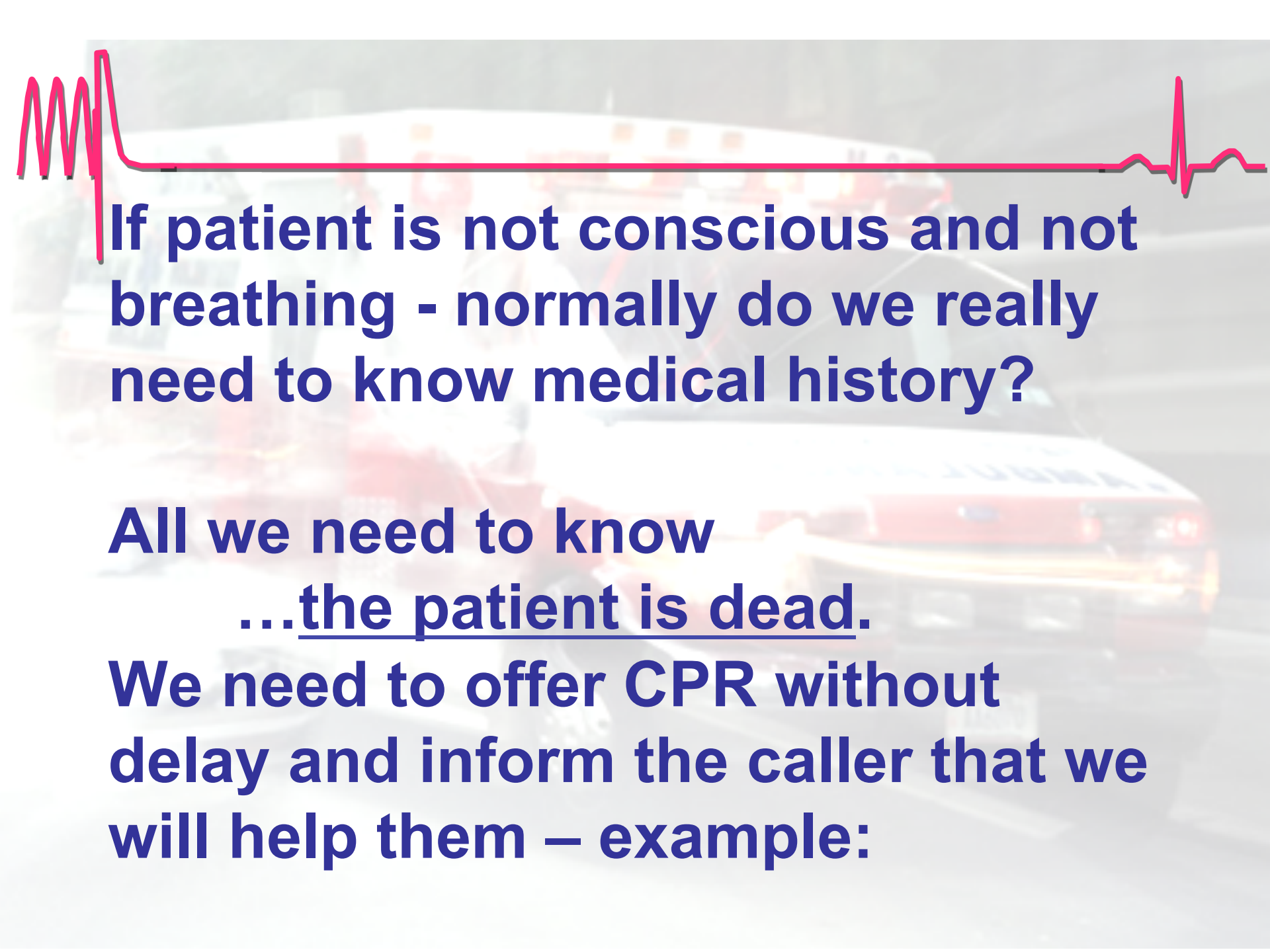


True Arrest



No Arrest

Minimal risk of
major injury
1 : 1000



If patient is not conscious and not breathing - normally do we really need to know medical history?

**All we need to know
...the patient is dead.**

We need to offer CPR without delay and inform the caller that we will help them – example:



AHA January 2012 EMD

- Dispatchers should help 9-1-1 callers identify cardiac arrest victims and coach callers to provide immediate CPR.
- If more dispatchers followed these processes, thousands of lives could be saved every year.
- Communities should regularly evaluate 9-1-1 emergency dispatchers' performance and the overall emergency response system, according to a new American Heart Association statement.



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- Dispatchers should assess whether someone has had a cardiac arrest and if so, tell callers how to administer CPR immediately.
- Dispatchers should confidently give Hands-Only CPR instructions for adults who have had a cardiac arrest *not* caused by asphyxia (as in drowning).
- Communities should measure performance of dispatchers and local EMS agencies, including how long it takes until CPR is begun.
- Performance measurements should be part of a quality assurance program involving the entire emergency response system including EMS and hospitals.

EMD CASE 1



EMD Case 2



EMD Case 3



EMD Case 4



EMD Case 5

