



## Update on PAROS Study Proposal Dispatcher CPR

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## Objectives

- This study aims to characterize the differences in dispatcher CPR rates amongst various PAROS countries and the factors that influence it



## Study Phases

- I – survey of dispatch systems and dispatchers
- II – prospective telephone CPR comparison between countries
- III – Compare effectiveness of telephone CPR to survival outcomes (future)



## Phase I study

- Demographics
- Epidemiology
- Training
- Dispatch CPR Operations
- PAD integration



## Demographics

- Which country your dispatch centre in?  
(Country) \_\_\_\_\_
- What population does your dispatch center cover?  
(nearest100k)? \_\_\_\_\_
- How many medical calls do you take in 2012 (nearest 1k)? \_\_\_\_\_
- How many cardiac arrest calls did you have in 2012? \_\_\_\_\_
- How many dispatchers do you have in your center?  
\_\_\_\_\_
- What languages do your staff officially dispatch in?
- Do you have translators to support dispatch in other languages: Yes/No



## Demographics

- What is the medical educational of the dispatchers (estimated)?
  - No medical background \_\_\_\_\_%
  - CPR/AED \_\_\_\_\_%
  - First aid and BCLS \_\_\_\_\_%
  - EMT-Basic \_\_\_\_\_%
  - EMT-Intermediate \_\_\_\_\_%
  - EMT-Paramedic \_\_\_\_\_%
  - Nurse \_\_\_\_\_%
  - Unsure \_\_\_\_\_%



## EPIDEMIOLOGY

- What is the estimated bystander CPR rate?  
(without dispatch assistance) \_\_\_\_\_%, YYYY
- What is the estimated Utstein survival rate in your area? Unknown/\_\_\_\_%, YYYY
- What is the estimated OHCA survival rate to discharge from hospital? Unknown/\_\_\_\_%, YYYY



## Training

- Do all dispatchers undergo a standard dispatcher course?  
Yes/No
- Do all dispatchers need to undergo
  - CPR/AED certification regularly? Yes / No
  - First Aid certification regularly? Yes / No
- How many hours of Medical Education are taught to dispatchers annually?
  - None
  - 0-10hrs
  - 11-20hrs
  - 21-30hrs
  - 31-40hrs
  - >40hrs

## Dispatch CPR Operations



- Is there online medical control (doctors on call to take difficult calls)? Yes/No
- Are all your dispatch calls being recorded? Yes/No
- Is there a "Good Samaritan Law" in your area? Yes/No
- Is there sharing of patient cardiac arrest data between
  - Dispatch and ambulance service? Yes/No
  - Dispatch and the receiving hospital? Yes/No
  - Ambulance and receiving hospital? Yes/No
  - Dispatch, ambulance and hospital in a common region? Yes/No
- Does your center perform dispatcher CPR? Yes/No
- If No, what are the barriers to performing dispatcher CPR (check all that applies)?
  - Medical concern of losing time
  - Legal concern of being sued
  - No Management support
  - No financial support
  - No Manpower
  - No experience with starting a program
  - No medical knowledge/supervision
  - Dispatchers are not keen
  - Public is not receptive
  - Others: \_\_\_\_\_
- Do you have a dispatcher-assisted CPR protocol that is regularly used? Yes/No
- What is the estimated annual dispatcher-assisted CPR cases/rate? \_\_\_\_/\_\_\_\_%Unsure

## Dispatch CPR Operations



- Does your protocol teach bystanders hands-only CPR? Yes/No/Unsure
- Does your protocol teach bystanders conventional 30:2 CPR? Yes/No/Unsure
- Does your protocol ask for Public Access Defibrillators? Yes/No/Unsure
- How many percent of the cardiac arrest calls are audited in your dispatch centre? \_\_\_\_%/Unsure
- What information being measured (circle all that applies)?
  - Recognizing OHCA
  - Time to recognize OHCA
  - Starting chest compression
  - Time to chest compression
  - Chest Compression rate
  - Return of Spontaneous Circulation Rate
  - Admission Rate
  - Discharge to Survival Rate
  - Number of cases with Public AED use?

## Dispatch CPR Operations



- Do the dispatcher get feedback when
  - OHCA patient survives to discharge Yes/No/Unsure
  - The telephone CPR call is well done Yes/No/Unsure
  - The telephone CPR call is not well done Yes/No/Unsure
  - OHCA diagnosis is missed Yes/No/Unsure
- 30. My dispatch center plans to run a dispatch assisted CPR program
  - a. In the next 6 months
  - b. In the next 12 months
  - c. In the next 2 years
  - . In the next 4 years
  - e. But not for the foreseeable future

## PAD Operations



- How many PADs are there in your area? Unknown/\_\_\_\_\_
- Are the AEDs listed in a public registry? Yes/No/Unsure
- Can the AED data be easily found using a phone? Yes/No/Unsure
- Is there a law to require PADs required to be installed in public building? Yes/No
- What areas are PADs commonly installed in your country?
  - Swimming pools
  - Hotels
  - Gyms
  - Other sports facilities
  - Shopping centres
  - Schools
  - Train/bus stations
  - Airports
  - Immigration areas
  - Offices
  - Factories
  - Places of worship (church, temple, mosques etc)
  - Others: \_\_\_\_\_
- Does your dispatch center have a map of the AEDs in your area? Yes/No
- What is the number of cases where PAD was applied?
- Unknown/Number of cases: \_\_\_\_\_ Year: YYYY