



# Norm Nedell

Firefighter-Dispatcher  
Seattle Fire Department – (Retired)



# The Critical Role of Telecommunicators in Cardiac Arrest Survival





# T-CPR makes a difference



**Time Call Received**

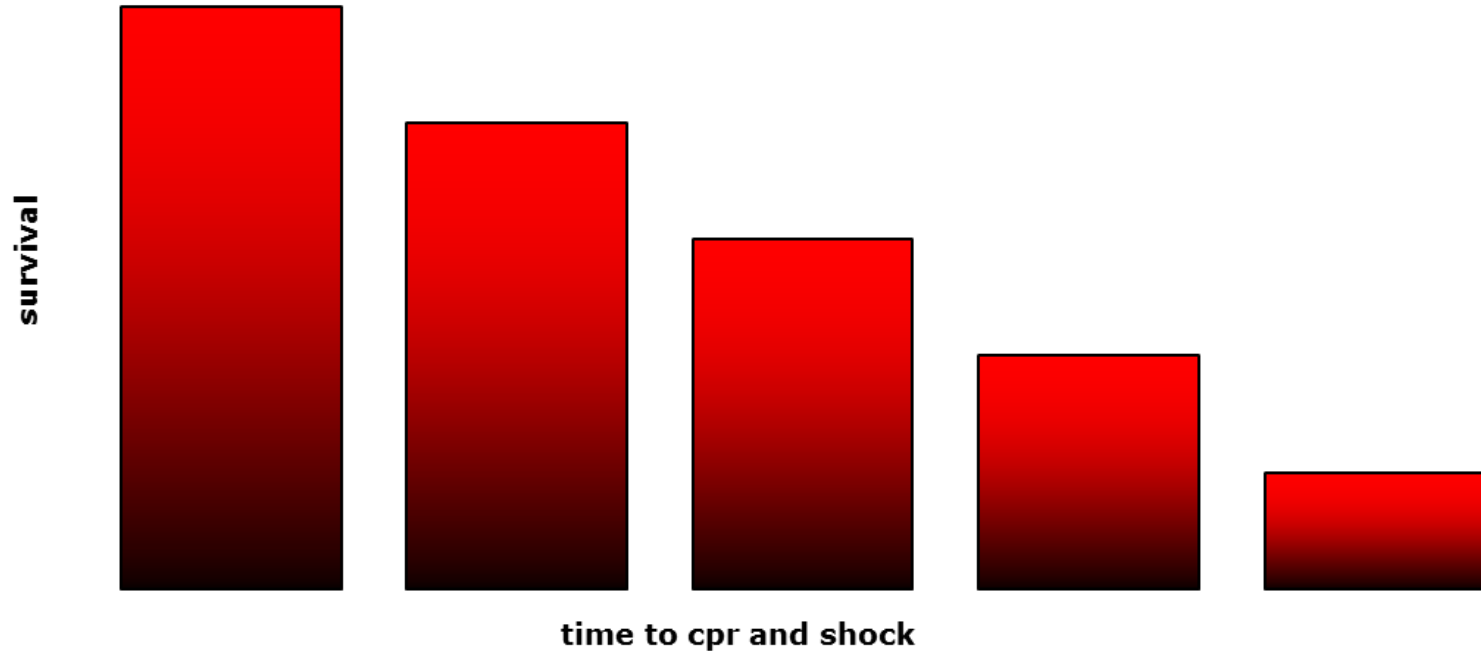
**Time of Recognition**

**Time of First Compression**

**Time of Dispatch**

- EMS
- Rapid dispatch
- Upgrades
- Police AED

# Survival decreases by 10% for every minute treatment is delayed





**All calls are cardiac arrests  
until proven otherwise**

NO

NO

GO

Is the patient conscious?  
Is the patient breathing **normally**?



**All Caller Interview**



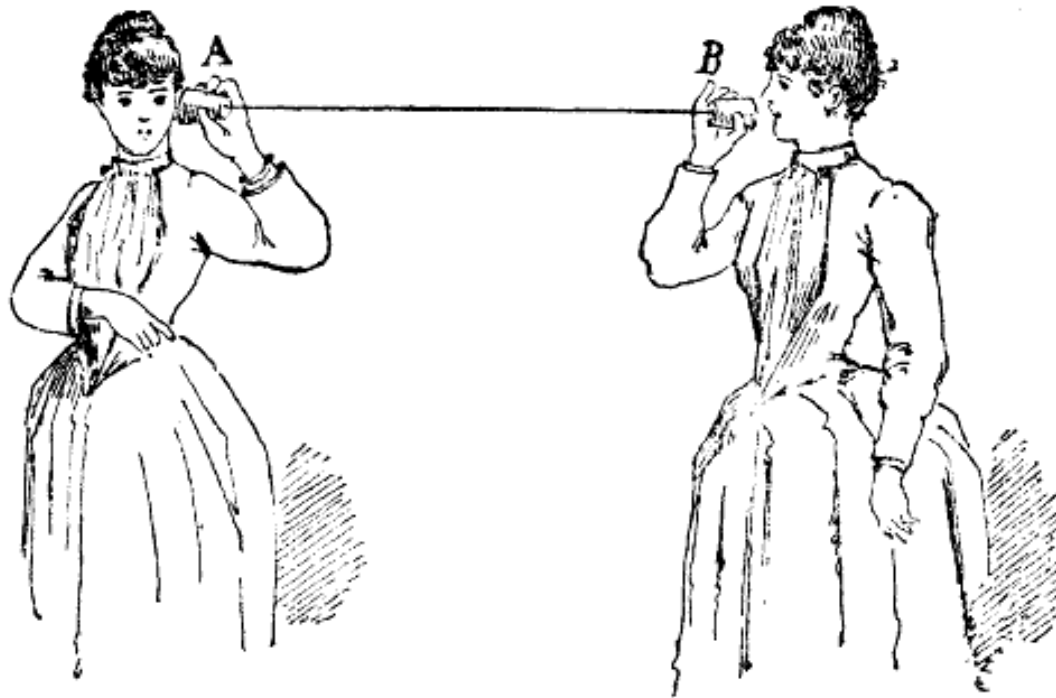


FIG. 76. Trådtelefon.

# Identifying Cardiac Arrest:



# Not as easy as you think



# Barriers to Recognition



**How much information do you need?**



**To score or not to score,  
that is the question**

*Feedback. Not discipline.*



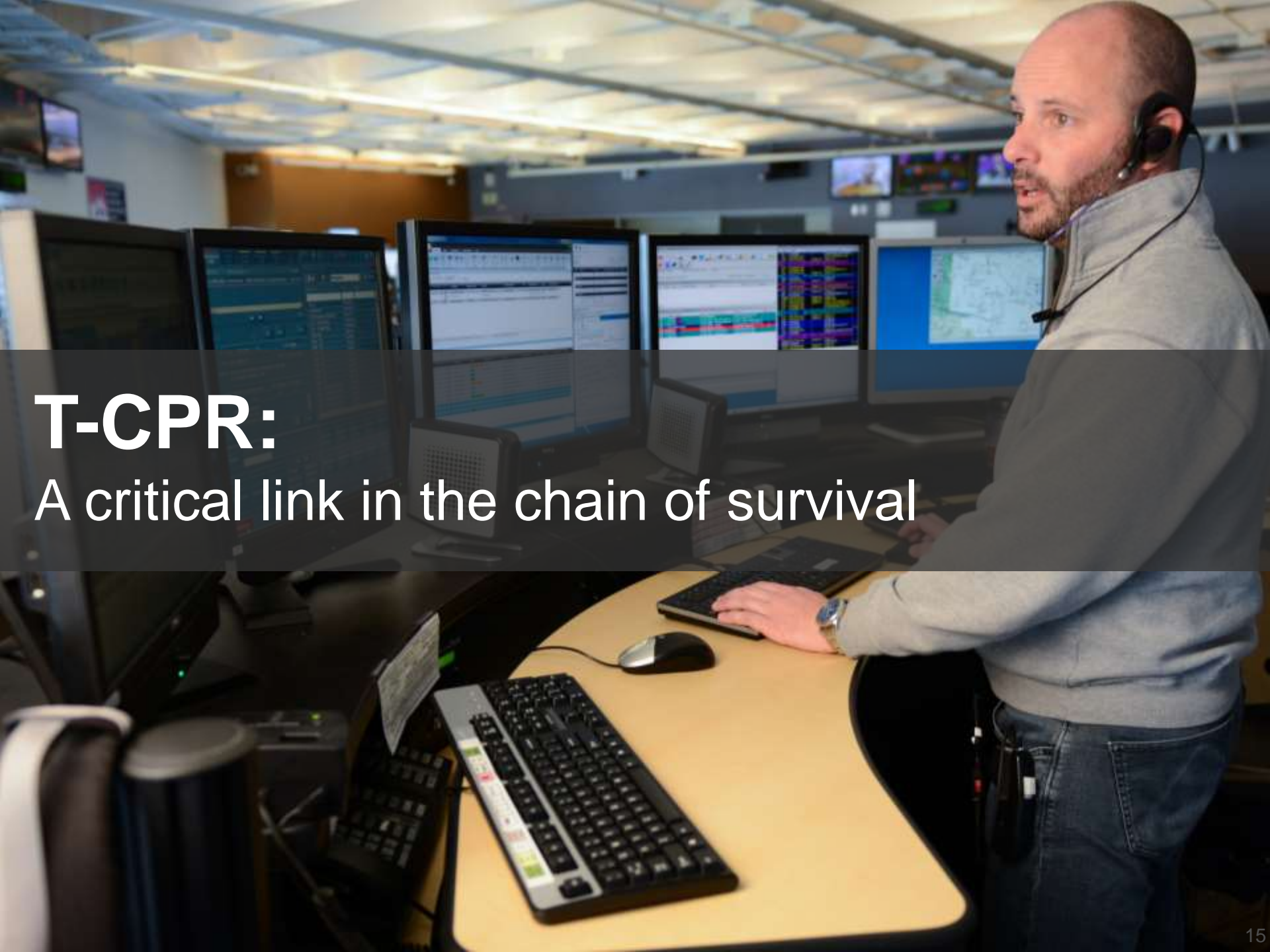
# The Importance of Buy-In



# The Importance of Buy-In







# T-CPR:

A critical link in the chain of survival



The Laerdal Foundation  
for Acute Medicine





