



## Developing an Action Agenda for Improving OHCA Survival through T-CPR:

### The Arizona T-A-R-G-E-T Experience



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## An Action Agenda: Four Pillars



- 1) **Envision:** Define your goals
- 2) **Plan:** Define approach to achieve goals
- 3) **Act:** Implement approach to achieve goals
- 4) **Build:** Use results to grow and refine program

## THE ACTION AGENDA:


### GOAL



## T-A-R-G-E-T

Telephone-Assisted CPR Gains Essential Time

In every cardiac arrest ....




## THE ACTION AGENDA:

### PLAN







## Measurement: Process and Outcome



- Measure provision of T-CPR in order to improve process and elevate rates of bystander CPR in Arizona
- Build statewide T-CPR Registry by linking dispatch, pre-hospital, hospital outcome and survivor data

### Measurement: The Nuts and Bolts

-  Data Collection
-  Data Processing
-  Data Reporting



### THE ACTION AGENDA:

ACT



Data Collection

### Data collection environment




Arizona Department of Health Services:

- No authority over protocols
- No authority over QI
- Must achieve **Buy-in**
- Identify largest dispatch centers first to maximize call capture

### Obstacles to Buy-in

- Perception of punitive motive
- Expense/hassle factor
- Fear of liability: patient information
- *Relative obstacles vary by location*

### Answers to Obstacles

-  **NOT a regulator**
  - Appeal to partnership in public health
  - Assure confidentiality of reporting
-  **Expense? No worries!**
  - Financial support for pulling calls/training
-  **Liability?**
  - Think of liability if you don't participate

## Must Prove Benefit Outweighs Cost (\$ and Time)



## Buy-in Q and A

**TARGET:** "Oh, so what *is* your time to first compression?"

Dispatch Center: "Um ...Well....Hmmm.."

**TARGET:** "Oh, don't stress about it, let *us* tell you. We'll do your CQI – for you!"

## Retrieving Calls

- ✓ Dispatch archive searches
  - Ideal: Not conscious/not breathing normally
- ✓ Note capture limitations
  - Missing cases when dispatch fails to recognize cardiac arrest
  - » Use EMS data to confirm arrests

## Provision of Calls

- ✓ Collect essential identification information
  - Incident Number
  - Date/Time of call
  - Location of arrest
- ✓ Know your options
  - Secure file transfer (eg, Accellion)
  - Password protected disk or thumb drive
  - Direct delivery to secure server


## Data Processing



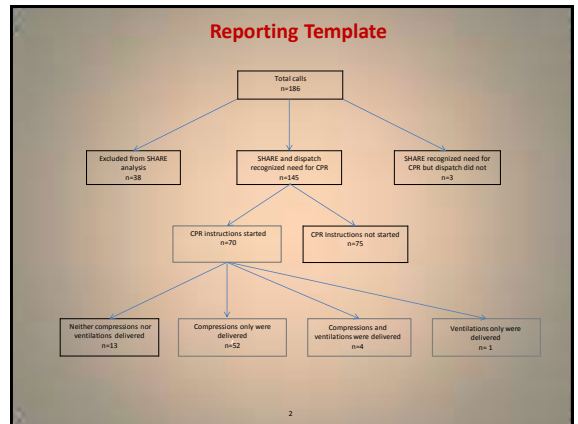


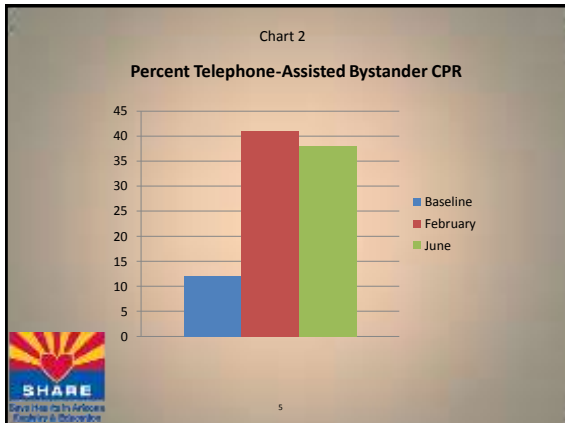
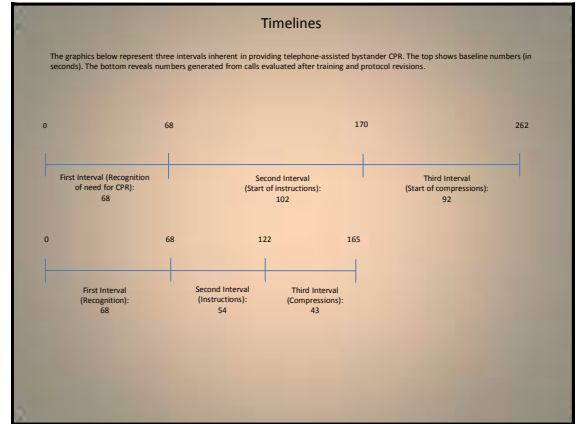
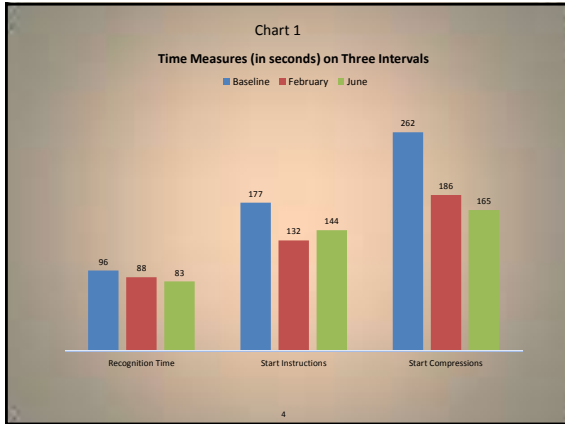
### Purpose

- ✓ To provide standardized data to benchmark system performance over time
- ✓ Refine/improve protocols
- ✓ To identify calls where coaching with individual dispatchers is needed



Sample Report to Police and Fire Departments on Suspected Cardiac Arrest Audio Recordings June 29, 2012





## THE ACTION AGENDA:

### BUILD

Local Media

### 911 dispatchers turn focus to cardiac arrest

By **Dawn Rookhuyzen** - Jun. 17, 2012 09:28 PM  
The Republic | sacentral.com

Hoping to resuscitate people stricken with cardiac arrest, state health officials have tweaked what happens when you dial 911. Last year, the Aljorja Department of Health Services issued out new training for emergency-call dispatchers to help recognize the signs of cardiac arrest and coach bystanders to begin a new style of CPR.

## Saving Lives

from Sudden Cardiac Arrest in Your Community

**EMSWORLD**





- <http://azdhs.gov/azshare/911/Info4Dispatchers.htm>

**Summary**

✓ A **T-CPR ACTION AGENDA** aims to continuously **collect, process** and **report** data in order to **measure** and **improve** the provision of pre-arrival CPR instructions in an effort to maximize survival from OHCA.

**Thank you**  
**Terima Kasih**

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