Bad Moon Rising at Dispatch:

Dangerous Protocol Omissions

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As Credence sang... about calling 9-1-1, maybe?
The New Rules:

- Cell phone era has created many more opportunities to solve problems previously never encountered
- Some calls, not many, are truly “time-restricted” situations
- Callers are scared to death and don’t do things that they would easily figure out if not in a crisis
- No second chances…
Both EMD training and a formal comprehensive protocol are essential to getting things right and staying out of trouble! Even on a bad hair day...

the Protocol never forgets...
Close Your Eyes and Listen...
This dispatcher worked in a center with protocol and certified EMDs.

However, he was trained as a EMD, and in the proper use of the protocol...

...3 weeks **AFTER** this incident.
Protocol 15 – Electrocution re: Safety (6 things)

<table>
<thead>
<tr>
<th>Rules</th>
<th>Axioms</th>
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<tbody>
<tr>
<td>1. All electrocution and lightning strike patients are <strong>assumed to be in cardiac arrest until effective breathing is physically verified</strong>. Stay on the line with the caller until breathing can be <strong>safely verified</strong>.</td>
<td>1. Hidden exit wounds and internal injuries may <strong>complicate the patient’s status</strong>.</td>
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<td>2. If cardiac arrest in an unconscious lightning strike patient is confirmed, the <strong>CPR Ventilations 1st pathway should be selected for care</strong>.</td>
<td>2. Electrocutions and lightning strikes occurring above the ground may result in significant falls, causing <strong>injuries that may be more serious than those incurred from the electrocution or lightning</strong>. Answering all Key Questions should ensure this is not overlooked.</td>
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<td>3. Advise the caller to <strong>beware of electrical risks and electrified water</strong>. Do not advise any treatment unless it is safe to do so.</td>
<td>3. Each year many potential rescuers are injured attempting to help. The caller should be advised to <strong>attempt a rescue only if it is safe to do so</strong>.</td>
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<td>4. The airway of an unconscious patient <strong>must be constantly maintained</strong>.</td>
<td>4. <strong>A bystander can be electrocuted just getting close to the patient</strong>, without even touching her/him, when high voltage is involved or the ground is wet.</td>
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<td>5. All electrical burns are considered to be <strong>worse than they look externally</strong>.</td>
<td>5. Lightning accounts for about <strong>200 deaths</strong> in the U.S. per year and <strong>strikes the ground somewhere in the world 100 times a second</strong>.</td>
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**First Law of Responders**
Don’t take more victims to the scene.

**Second Law of Responders**
Don’t get it on you or even touch it.
P-15 Key Questions re: Safety (3 things)

1. (Electrocution) Has the power been turned off?
   a. (No) Is s/he disconnected from the power?
2. (Electrocution) Where is s/he right now?
3. (Suspected) Is anything still on fire?
4. Did s/he fall off something when this happened?
   a. (Yes) How far did s/he fall?

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P-15  PDIs, CEIs, DLS Links
re: Safety (5 things)

POST-DISPATCH INSTRUCTIONS

a. I’m sending the *paramedics* (ambulance) to help you now. Stay on the line and I’ll tell you *exactly* what to do next.

b. *(≥ 1 + Unconscious or Not alert)* If there is a *defibrillator* (AED) available, send someone to get it **now** in case we need it later.

c. *(Electrocution)* Beware of electrical *risks* and electrified water.

d. *(Electrocution)* If it’s safe to do so, turn off the power.

e. *(Lightning)* Take shelter immediately inside an enclosed vehicle or building.

* Stay on the line with caller until breathing can be safely verified.
* Advise caller and responders of any potential hazards.

DLS  * Link to ☏ X-1 unless:

<table>
<thead>
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<th>Danger</th>
<th>X-7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unconscious or Not breathing</td>
<td>ABC-1</td>
</tr>
<tr>
<td>AED available (age ≥ 1)</td>
<td>Z-1</td>
</tr>
<tr>
<td>INEFFECTIVE BREATHING and Not alert</td>
<td>ABC-1</td>
</tr>
</tbody>
</table>
That’s 17 different things that, if trained in before being the unsupervised “intern”, would have “saved” this caller.
Stuck Accelerator **without** Protocol intervention
Stuck Accelerator *without* Protocol intervention
Stuck Accelerator with Protocol intervention
Obvious Answer to Location Q:

“I’m approaching the crash site at a rapid rate of speed!”
Case Entry location problem:
Where to send? Really???

Listen for the 1st meaningful advice from the EMD -- we call it the “Ah Ha! moment.”
Accelerator Stuck Protocol

1a – Get Car into Neutral (Automatic)

Okay, **shift** into **neutral** or "N" now.

- **Unable to Shift**
- **In Neutral**

**Critical ED Information**
* Some vehicles require **pushing a button** on the **side** of the **shift handle** with your **thumb** to allow **shifting** to neutral.
* A **standard key ignition** must be turned off **only** as far as the **ACC position**, which **shuts**
Apply **firm**, **constant pressure** to your brake pedal **gradually** until you come to a safe stop. **Don’t pump** the brake. Carefully **slow down** and **steer** to the **side** of the road. **Tell me** when you are **stopped** or if **anything else** happens.

**Critical ED Information**
* Some vehicles require **pushing a button** on the **side** of the **shift handle** with your **thumb** to allow **shifting** to neutral.
* A **standard key ignition** must be turned off **only** as far as the **ACC position**, which **shuts**
Accelerator Stuck Protocol

8a – Stopped (Automatic)

Are you completely off the road?

Okay, keeping your foot on the brake, shift into park or "P" now. Turn the ignition off completely now.

Critical ED Information
* Some vehicles require pushing a button on the side of the shift handle with your thumb to allow shifting to neutral.
* A standard key ignition must be turned off only as far as the ACC position, which shuts
Accelerator Stuck Protocol

9 – Safety Instructions

Are you parked in a safe place now?

* Do not encourage them to either exit the vehicle or remain in the vehicle.

Critical ED Information

* Some vehicles require pushing a button on the side of the shift handle with your thumb to allow shifting to neutral.
* A standard key ignition must be turned off only as far as the ACC position, which shuts
Sinking Vehicle – Caller Inside
2 Vehicle in Floodwater (Caller Inside)

2a Break Window
- Can you open a window on this side of the vehicle, still away from where the water is coming from (downstream)?
  Yes → 2c
  No → Return to Sequence

(No) Do you have a hammer, center punch, or anything heavy and hard to break the window with?
  Yes → 2c
  No → 2b

(Yes) Use this object and hit a side window near the bottom corner, closest to the front of the vehicle.

(No) Did you break the window?
  Yes → 2c
  No → 2b

(Yes) Clear all of the glass out of the window opening.

2b Try Again to Break Window
- Is there anything else around that is heavy and hard? (Check your glove compartment, console, and under your seats.)
  Yes → 2c
  No → 2b

(Yes) Use this object and hit a side window near the bottom corner, closest to the front of the vehicle.

(No) Lie down on your back and use both feet together to kick a side window near the bottom corner, closest to the front of the vehicle. This may be easier in the back seat.

(Yes) Clear all of the glass out of the window opening.

2c Exit Vehicle
- Can you open a door on the other side, away from where the water is coming from (downstream)?
  Yes → 2c
  No → 2b

(Yes) Can you open a door on the other side, away from where the water is coming from (downstream)?
  Yes → 2c
  No → 2b

(Yes) Starting with the oldest, help them undo their seat belts and get on top of the roof.

Climb to the roof and stay with your vehicle. If possible, take the phone with you. Stay on top of the roof unless your vehicle starts to move with the current.

(Yes) Has the water started to move your vehicle?
  Yes → vehicle moving → 2d
  Stay on the line
  End

- Vehicle Moving
Your vehicle will probably sink now. You will need to try to wade or swim to the nearest shore or a fixed object (sign, tree, post, building). You can stay on top of the vehicle if it seems like it could bring you closer to the shore or a fixed object.

2e Vehicle Underwater
- At some point, your phone may stop working, so I’m going to tell you exactly what to do next. Your car is going to continue to fill with water. Just before the water covers your head, take a deep breath.

Once you are completely underwater, you should be able to open a door and get to the surface. Keep trying to open the door. If it won’t open, try to break a side window out and follow the bubbles to the surface.

(Vehicle not completely submerged)
- Look again for an object that is heavy and hard. (Check your glove compartment, console, and under your seats.)

End
Dispatching without Protocol
a.k.a… Karaoke Call-taking
Dispatcher with Protocol
Thank You!

Onward Eagles through the dispatch fog...

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In establishing local routine vs. emergency response assignments to match each FPDS code, consider the following:

**Capability vs. Response Time**
CECBEMS CME Credit Requirement
Future Eaglettes
Practice required hand signs...