

Telecommunicator-CPR (T-CPR)

Ensuring 911 Telecommunicators Are Equipped with Lifesaving Information That Could Save a Life

OVERVIEW

911 is a number we all know, a number we teach our children at a young age. It's the gateway to our emergency response system, a system we rely on when our loved ones are in danger.

Calls to 911 vary in purpose, from car accidents to house fires to possible heart attacks or cardiac arrest. 911 telecommunicators are responsible for assessing the situation, confirming the location and dispatching the appropriate response and they play a vital role in the emergency response system. Many dispatchers also administer emergency medical dispatch instructions to callers while they are waiting on EMS to arrive.

T-CPR LEGISLATION

SB 890 (Burgess)/HB 593 (Trabulsy) Telecommunicator Cardiopulmonary Resuscitation will ensure that 911 telecommunicators are equipped with the information and knowledge they need to provide high-quality T-CPR instructions to callers when appropriate; it will ensure that all 911 dispatch centers provide T-CPR or transfer the calls to a call center capable of providing T-CPR if there is an agreement in place; and it will include continuing education for T-CPR training.

SUDDEN CARDIAC ARREST AND TELEPHONE CPR

Sudden Cardiac Arrest (SCA) and the Need for Telephone CPR (T-CPR) – A Race Against the Clock

SCA is the sudden, unexpected loss of heart function, breathing and consciousness, and is commonly the result of an electrical disturbance in the heart. It is estimated that over 350,000 out of hospital cardiac arrests occur in the United States per year.¹ Most of these events result in a call for help to 911. Without quick intervention in the form of cardiopulmonary resuscitation (CPR) and defibrillation, death from SCA is certain. **For every minute without access to CPR and defibrillation, chances of surviving sudden cardiac arrest decrease 7-10%. But, the good news is that timely access to CPR and defibrillation can more than double a person's chance of survival.**²

¹ 2010 AHA Guidelines; Part 6: Electrical Therapies; Link, M. *et al.* Circulation 2010; 122(suppl3): S706.

² A Race Against the Clock Sudden Cardiac Arrest Fact Sheet (2013). Retrieved January 29, 2018 from http://www.heart.org/idc/groups/heart-public/@wcm/@adv/documents/downloadable/ucm_301793.pdf



Contact:

Tiffany McCaskill Henderson, JM
Florida Government Relations Director
Tiffany.Henderson@heart.org | 850.933.5928

911 telecommunicators are the true, first responders and a critical link in the cardiac arrest chain of survival. It is the telecommunicator, in partnership with the caller, who can identify a patient in cardiac arrest and give the caller step-by-step instructions on how to perform CPR. It is through these actions that the telecommunicator can make the difference between life and death. Those bystanders who received past CPR training are more likely to start CPR with T-CPR to encourage them. **For some, having access to this vital service may mean the difference between life and death, especially in rural areas, where oftentimes, it may take longer for EMS to arrive on the scene.**

Telecommunicator CPR has been shown to significantly increase bystander CPR rates and cardiac arrest survival. The dispatchers can coach callers with real-time, step-by-step instructions, enabling those callers to become lifesavers while awaiting EMS arrival. It has the potential to increase the chances of a bystander to step-in and perform CPR by 15%. Real experiences also show that even trained bystanders need the assurance coaching offers during this difficult and often frantic time. Even those without previous CPR knowledge can quickly be instructed.³

In Florida, most telecommunicators receive training in emergency medical dispatch when they are initially hired. However, there is no statewide standard requiring telephone CPR training and implementation. While some dispatch centers voluntarily give CPR instructions the vast majority do not. T-CPR training and implementation should be looked upon favorably as saving lives during the crucial seconds of cardiac arrest prior to emergency personnel arriving.

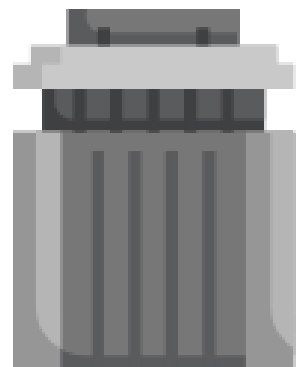
States that have passed T-CPR legislation include – Alabama, Arkansas, California, Indiana, Kentucky, Louisiana, Minnesota, Rhode Island, Tennessee, Texas, Virginia, West Virginia and Wisconsin.

FISCAL IMPACT

This training is available through multiple providers at minimal costs.

TCPR STORIES

- [The Terry Lewis Story](#)
- [911 calls detail lifesaving efforts after 1-year-old boy nearly drowns on Christmas Day](#)
- ['If it wasn't for my son and that dispatcher, I would not be here': Father reflects on son saving his life](#)
- [911 dispatcher in Florida saves 2 lives in 1 shift](#)
- [911 dispatcher, grandma credited with saving drowning toddler's life](#)



³ Robert Sanchez, MD, FACC. Letter to the Editor; Medical Director, The Heart Institute at HCA Healthcare Physician Services Group; Member and Past President, American Heart Association Tampa Bay Metro Board; Member, American Heart Association Southeast Board of Directors; AHA Florida Statewide Advocacy Committee.