

# Bad Moon Rising at Dispatch: Dangerous Protocol Omissions



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As Credence sang...  
about calling 9-1-1, maybe?

**HOPE YOU  
ARE QUITE  
PREPARED  
TO DIE**



# 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)

Rules	Axioms
<ol style="list-style-type: none"><li>1. All electrocution and lightning strike patients are <b>assumed to be in cardiac arrest until effective breathing is physically verified</b>. Stay on the line with the caller until breathing can be <b>safely verified</b>.</li><li>2. If cardiac arrest in an unconscious lightning strike patient is confirmed, the <b>CPR Ventilations 1<sup>st</sup> pathway should be selected for care</b>.</li><li>3. Advise the caller to <b>beware of electrical risks and electrified water</b>. Do not advise any treatment unless it is safe to do so.</li><li>4. The airway of an unconscious patient <b>must be constantly maintained</b>.</li><li>5. All electrical burns are considered to be <b>worse than they look externally</b>.</li></ol>	<ol style="list-style-type: none"><li>1. Hidden exit wounds and internal injuries may <b>complicate the patient's status</b>.</li><li>2. Electrocutions and lightning strikes occurring above the ground may result in significant falls, causing <b>injuries that may be more serious than those incurred from the electrocution or lightning</b>. Answering all Key Questions should ensure this is not overlooked.</li><li>3. Each year many potential rescuers are injured attempting to help. The caller should be advised to <b>attempt a rescue only if it is safe to do so</b>.</li><li>4. <b>A bystander can be electrocuted just getting close to the patient</b>, without even touching her/him, when high voltage is involved or the ground is wet.</li><li>5. Lightning accounts for about <b>200 deaths in the U.S. per year and strikes the ground somewhere in the world 100 times a second</b>.</li></ol>
<b>First Law of Responders</b> Don't take more victims to the scene.	
<b>Second Law of Responders</b> Don't get it on you or even touch it.	

# P-15 Key Questions re: Safety (3 things)

## 15 ELECTROCUTION / LIGHTNING

### KEY QUESTIONS

✖ Unconscious (per Case Entry) \_\_\_\_\_



15-D-1

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?

✖ Unconscious or Arrest (per Case Entry) \_\_\_\_\_





# P-15 PDIs, CEIs, DLS Links

## re: Safety (5 things)

POST-DISPATCH INSTRUCTIONS		
a.	I'm sending the <b>paramedics</b> (ambulance) to help you now. <b>Stay on the line</b> and I'll tell you <b>exactly</b> what to do next.	
b.	( $\geq 1$ + <b>Unconscious or Not alert</b> ) If there is a <b>defibrillator</b> (AED) available, <b>send</b> someone to <b>get it now</b> in case we need it later.	
c.	<b>(Electrocution)</b> Beware of electrical risks and electrified water. ⚠	
d.	<b>(Electrocution)</b> If it's safe to do so, <b>turn off the power</b> . ⚠	
e.	<b>(Lightning)</b> 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:	↩
<b>Danger</b>	_____	⚠ X-7
Unconscious or Not breathing	_____	⊗ ABC-1
AED available (age $\geq 1$ )	_____	⚡ Z-1
INEFFECTIVE BREATHING and Not alert	_____	👤 ABC-1

# P-15 Exit Protocol

## re: Safety

Entry	KQ	PD/CEI	DLS
<b>X7 - Danger Present – Scene/HAZMAT</b>			
Listen <b>carefully</b> . This could be a very <b>dangerous</b> situation.			
<b>Do not approach (or touch)</b> the patient at all. Let the <b>paramedics (EMTs)</b> handle it. (If anything <b>changes</b> , call us back from a <b>safe place</b> , if possible, for further <b>instructions</b> .)			

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???

Paramount for Medical (5.1.0.0bv)

File View Spec Logs Options Go to Language Tabs Version About ProQA

Accelerator St

:19

Entry KQ PDI/CEI DLS Summary

Case Entry Additional Information

Location is: I-84

Phone number is:

Okay, tell me exactly what happened. accel stuck

Obviously Not Breathing/Unconscious (non-traum) (Choking - verify) Is s/he


Listen for the **1<sup>st</sup> meaningful advice** from  
the EMD -- we call it the **“Ah Ha! moment.”**

# Accelerator Stuck Protocol


ProQA Diagnostic Tools Version: 5.1.0.7

Abbreviations      Additional Info      Limitations Warning

Accelerator Stuck & Can't Stop Vehicle

**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**

# Accelerator Stuck Protocol


ProQA Diagnostic Tools Version: 5.1.0.7

Abbreviations      Additional Info      Limitations Warning

Accelerator Stuck & Can't Stop Vehicle

**6 – Slow and Stop Car** 

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.

 **Stopped**      **Not Stopped Completely**

**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

ProQA Diagnostic Tools Version: 5.1.0.7

Abbreviations      Additional Info      Limitations Warning

Accelerator Stuck & Can't Stop Vehicle

**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.

←

Engine Off

**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

ProQA Diagnostic Tools Version: 5.1.0.7

Abbreviations      Additional Info      Limitations Warning

Accelerator Stuck & Can't Stop Vehicle

**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.

←      **Staying in Car**      **Exiting Car**


**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



<p><b>2</b>  <b>Vehicle in Floodwater (Caller Inside)</b></p> <ul style="list-style-type: none"> <li>Is the water moving the vehicle or getting deeper inside the vehicle? No → Return to Sequence</li> <li>(Yes) Stay calm and listen carefully so that I can help you get out. I will tell you exactly what to do next. Have everyone release their seat belts and unlock the doors. You must get out of the vehicle and on top of the roof.</li> <li>Can you open a window on the side the water is coming from (upstream)? (If you have electric windows, make sure your key is on.) Yes → 2c</li> <li>(No) Can you open a door on the other side, away from where the water is coming from (downstream)? Yes → 2c (Remember to unlock the doors.) No → 2a</li> </ul>	<p><b>2a</b> <b>Break Window</b></p> <ul style="list-style-type: none"> <li>Can you open a window on this side of the vehicle, still away from where the water is coming from (downstream)? Yes → 2c</li> <li>(No) Do you have a hammer, center punch, or anything heavy and hard to break the window with? No → 2b</li> <li>(Yes) Use this object and hit a side window near the bottom corner, closest to the front of the vehicle.</li> <li>Did you break the window? (Yes) Clear all of the glass out of the window opening. Yes → 2c No → 2b</li> </ul>	<p><b>2b</b> <b>Try Again to Break Window</b></p> <p>Is there anything else around that is heavy and hard? (Check your glove compartment, console, and under your seats.)</p> <ul style="list-style-type: none"> <li>(Yes) Use this object and hit a side window near the bottom corner, closest to the front of the vehicle.</li> <li>(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 backseat.</li> <li>Did you break the window? (Yes) Clear all of the glass out of the window opening. Yes → 2c No → 2e</li> </ul>
<p><b>2c</b> <b>Exit Vehicle</b></p> <p>(Window) Roll that window all the way down. (Door) Open the door all the way.</p> <ul style="list-style-type: none"> <li>Are there children or anyone else who needs assistance with their seat belts?</li> <li>(Yes) Starting with the oldest, help them undo their seat belts and get them on top of the roof.</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>Has the water started to move your vehicle? Yes – vehicle moving → 2d Stay on the line End</li> </ul>	<p><b>2d</b> <b>Vehicle Moving</b></p> <p>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.</p> <p>End</p>	<p><b>2e</b> <b>Vehicle Underwater</b></p> <p>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.</p> <p>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.</p> <p>(Vehicle not completely submerged) Look again for an object that is heavy and hard. (Check your glove compartment, console, and under your seats.) End</p>



# Dispatching without Protocol a.k.a... Karaoke Call-taking



# Dispatcher with Protocol

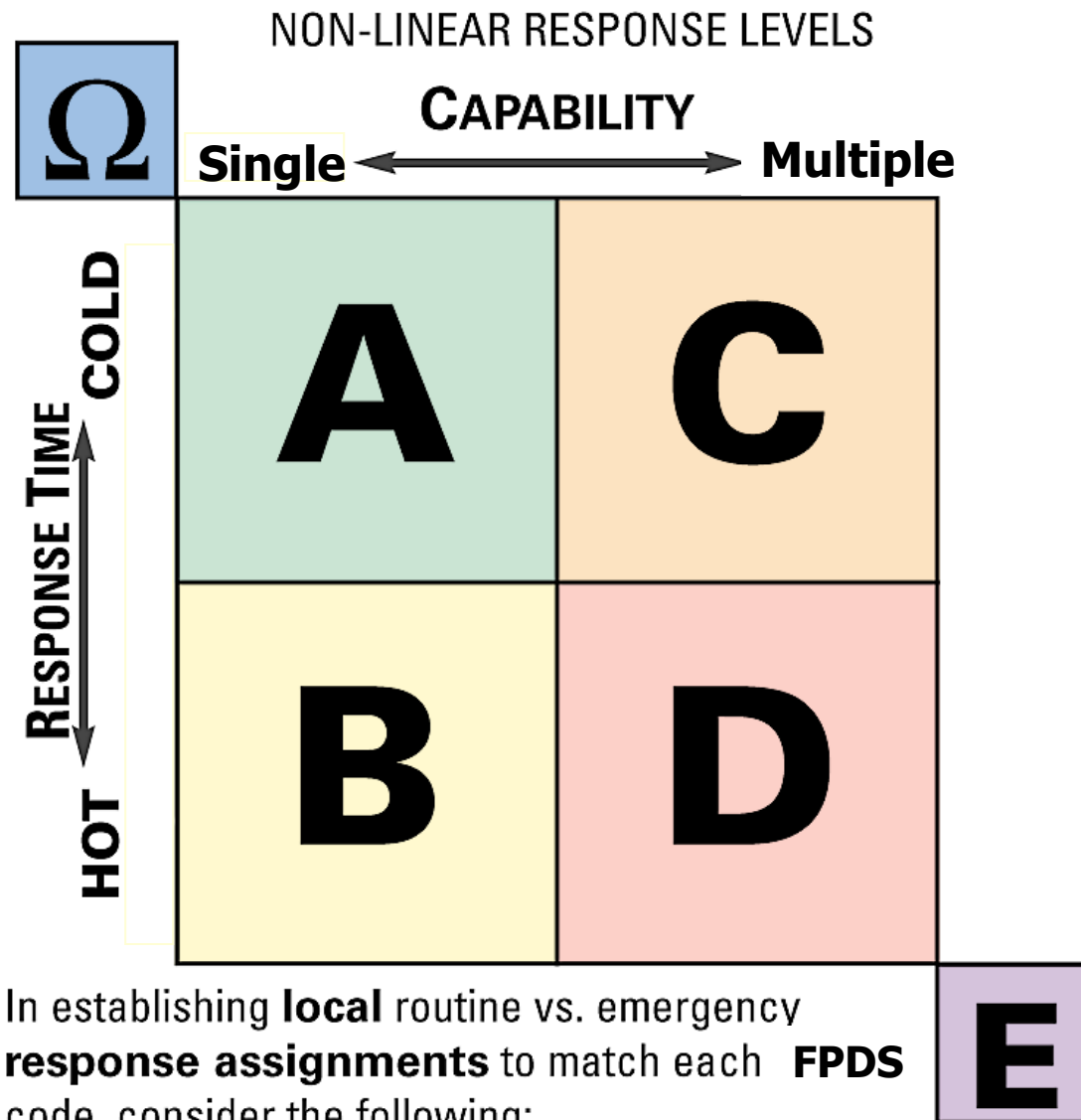




**Thank You!**  
**Onward Eagles**  
**through the dispatch**  
**fog...**

**jeff.clawson@**  
**emergencydispatch.org**

## DETERMINANT METHODOLOGY



# Capability vs. Response Time

# CECBEMS CME Credit Requirement



Future Eaglettes  
Practice required hand  
signs...

