



## KOOTENAI COUNTY FIRE MODEL PROCEDURE

### SECTION 16 – TELE-COMMUNICATOR LIFESAVING AWARD

Adopted: November 4, 2016

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#### 1.0 PURPOSE

- 1.1 This model procedure is endorsed by the Kootenai County Fire Chiefs Association (KCFCA) as a template for identification, acknowledging and awarding our 911 Emergency Dispatchers role in directing specific lifesaving activities.
- 1.2 The purpose of this award is to recognize the significant role 911Tele-Communicators have in the cardiac arrest “Chain of Survival”. The award will be presented to 911 Tele-Communicators following a specific lifesaving event that meets the parameters defined and approved by the Award Panel.

#### 2.0 REFERENCES

- 2.1 None

#### 3.0 DEFINITIONS

- 3.1 “Tele-Communicator Lifesaving Award” is a vehicle to publically recognize the specific work performed by 911 communicators in the guidance of directing lifesaving activities.
- 3.2 Award Panel: Specific members who are charged with case review and final determination if award standards have been met.
- 3.3 Patient Outcomes: 911 Tele-communicator must provide verbal aid in activating CPR and/or AED usage. Patient involved must be released from the receiving hospital neurologically intact.

#### 4.0 MODEL PROCEDURE

- 4.1 The award event will be reviewed / approved by three (3) distinct agencies forming an Award Review Panel.
  - 4.1.1 Panel Members:

- 4.1.2 District/Department: Responding departments' designee
- 4.1.3 Central Dispatch:
- 4.1.4 Medical Directors/KCEMSS

- 4.2 The panel is seeking to determine if specific lifesaving instructions and/or procedures to lay responders were given by 911 callers by the communications team member.
- 4.3 Potential events that may be considered for the Tele-Communicator Award will be forwarded to Central Dispatch attention Emergency Communications Operations Manager.
- 4.4 The specific Tele-Communicator instructions must have resulted in a positive patient outcome.

**5.0 Presentation:**

- 5.1 The Tele-Communicators Lifesaving Award plaque is displayed at Central Dispatch and awarded to recipient at Central Dispatch or other agreed location.
- 5.2 The presentation shall be public and advertised with representatives from KCFCA and KCSO present to award the recognition.
- 5.3 The Award will serve as a continual reminder to communicate lifesaving procedures, initiate bystander CPR and offer the vital calming reassurance. In coordination with the Kootenai County Sheriff's Office, KCFCA will participate in the award celebration. The expressed purpose is to celebrate and recognize the achievement and success worthy of honor.