

Dispatcher Assisted CPR Module

What is Dispatcher Assisted CPR (DACPR)?

Dispatcher Assisted CPR occurs when 9-1-1 emergency dispatchers deliver CPR instructions over the phone to help bystanders perform CPR prior to the arrival of emergency responders. Dispatchers should be trained to ask two critical screening questions: “Is the patient conscious?” and “Is the patient breathing normally?” If the answer to both is “No”, the dispatcher should immediately begin CPR instructions.

Why is collecting dispatch data important?

Consistently and effectively delivering CPR instructions over the phone can significantly raise bystander CPR rates in your community, and thereby increase the rate of survival from cardiac arrest. The likelihood that an OHCA victim survives their arrest falls by 7-10% per minute, and emergency responders can take 10 to 15 minutes to reach and assess a patient. Bystander CPR can bridge this period and yield a two to three-fold increase in survival.

What is the goal of this module?

The goal of the CARES Dispatcher Assisted CPR module is to allow communities to measure and evaluate telecommunicator performance and perform quality improvement activities to increase local bystander CPR rates. The module collects the following data elements and includes a data export and standardized report:

- Was the need for CPR recognized?
- Were telephone-CPR instructions given?
- Were chest compressions started?
- Time to recognition of cardiac arrest, CPR instructions, and compressions

Who can participate in the DACPR Module?

Any EMS Agency that participates in CARES can request access to the DACPR module. Data can be entered by personnel from either the EMS Agency or the dispatch center.

Is training provided for the DACPR module?

Yes, your CARES Coordinator can schedule a brief 15-minute training session to review the data elements and supporting materials and answer any questions before you begin data entry.

Can the data be uploaded via my call center’s dispatch software?

No, the DACPR module fields must be completed manually. A designated contact should listen to each 9-1-1 call to define key moments in the call-handling process, such as when a dispatcher starts instructions or a bystander performs the first dispatch-directed compression. Apple QuickTime is the preferred software for evaluating calls.

How do I obtain more information?

Additional tools and resources are available at <https://mycares.net/sitepages/dispatchtraining.jsp>. Please feel free to contact CARES staff with any questions (<https://mycares.net/sitepages/contactus.jsp>).