



Importance of Calling 911



Presented by:
**The Virginia Department of Behavioral Health and
Developmental Services**
**The Office of Integrated Health
Health Supports Network**

Purpose

This training is brought to you by the Office of Integrated Health (OIH), Health Supports Network (HSN) Registered Nurse Care Consultants (RNCC)



This training is for community service providers and reinforces the importance of calling 911 as quickly as possible to eliminate preventable deaths that may be attributed to caregiver delays.

How to use this training

- Welcome each participant.
- Turn off phones and reduce distractions.
- Review the purpose for the Training.
- Review the learning objectives.
- Hand out a piece of paper to each of the training participants and have them complete the 5 question pre-test.
- Put the answers away until the end.
- Review and discuss the content on each slide.
- Have participants take out their pre-test answers.
- Review the answers and ensure each participant understands the correct answer.

Key Terms & Abbreviations

- **OIH:** Office of Integrated Health
- **ID/DD:** Intellectual Disability/Developmental Disability
- **RNCC:** Registered Nurse Care Consultant
- **DBHDS:** Virginia Department of Behavioral Health and Developmental Services
- **EMS:** Emergency Medical System
- **MRC:** Mortality Review Committee
- **NHTSA:** National Highway Traffic Safety Administration
- **REACH:** Regional Educational Assessment Crisis Response and Habilitation



Learning Objectives

At the conclusion of this training, participants will be able to ...

- **Define the term “EMS”.**
- **Describe what happens when you call 911.**
- **List four medical emergencies, that should always prompt a call to 911.**
- **State the value in calling 911.**

Pre - Test

1) True / False

EMS is a system that provides emergency medical care?

2) Which statement reflects something that does not happen when you call 911?

- A. Your 911 call is directed to the nearest emergency department.
- B. The 911 operator will ask questions.
- C. The 911 operator will dispatch the right responders.
- D. The 911 operator may provide first aid or CPR instructions.
- E. The 911 operator may tell you to stay on the phone.

Pre – Test, continued

3) True / False

DBHDS MRC has identified a number of potentially preventable deaths that may have been related to a delay in calling 911

4) List four medical emergencies that (when observed), should always prompt you to call 911:

a) _____ b) _____

c) _____ d) _____

5) True / False

Quick recognition and treatment of conditions like heart attacks and strokes improves outcomes and can save lives.

Why is this training important?

According to the American Heart Association, only 46% of the 250,000 people who experience out-of-hospital cardiac arrest in the U.S. each year get immediate help before a professional arrives.



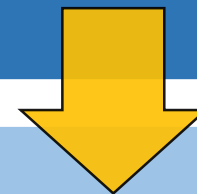
Facts about the causes of death

According to the American Heart Association and the CDC:

Heart Disease is the #1 cause of death both globally and in the United States.



After 3 decades of decline... heart disease deaths increased in the US by 3% between 2011 and 2014.



Every year in the US more than 500,000 adults and children experience a cardiac arrest, and less than 15% survive.

Facts about the causes of death in Virginia

In 2018, the top known causes of death in Virginia's DD Waiver population were:

- 1. Unknown/Other**
- 2. Aspiration**
- 3. Cancer**
- 4. Sudden Cardiac Death**
- 5. Pneumonia**
- 6. Cardiovascular/Heart Disease**

What is EMS?

“Emergency Medical Services, more commonly known as EMS, is a system that provides emergency medical care. Once it is activated by an incident that causes serious illness or injury, the focus of EMS is emergency medical care of the patient(s)”

Source: <https://www.ems.gov>

What is a Serious Injury?

Examples of Serious Injuries:

(This is not a complete list...only examples)

- An individual is unresponsive or displays any lack of responsiveness.
- An individual who is having trouble breathing.
- An individual who is having chest pain.
- An individual has severe bleeding not stopped by gentle pressure.
- An individual (who typically can move), has the inability to move.
- An individual who is choking.
- An individual (who can typically ambulate), can't bear weight.
- An individual who has excessive swelling to any area of the individual's body or any limb (legs, arms, etc.), after a fall.

(Mayo Clinic, 2019a,b)

What is 911?

“911 is the universal number to call for emergency help nationwide, is a proven, life-saving service to the public.”

“National Highway Traffic Safety Administration (NHTSA) Office of EMS oversees the National 911 Program, which envisions an emergency response system that best serves the public, providing immediate help in all emergency situations.”

What is the value of calling 911?

Calling 911 Saves Lives

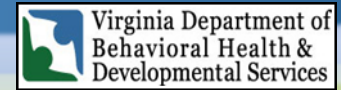
Because “delays in recognition and treatment of time-sensitive conditions like heart attacks, strokes and cardiac arrest can be the difference between life and death.”

Michael Kurz, MD, chair of the American Heart Association’s Systems of Care Subcommittee and Associate Professor at the University of Alabama School of Medicine in the Department of Emergency Medicine.

What happens when you call 911?

- **Your call gets directed to a 911 call center**
- **The operator will ask a series of questions to quickly obtain information.**
- **These questions may include:**
 - ✓ **The location of the emergency?**
 - ✓ **The phone number you are calling from?**
 - ✓ **The nature of the emergency?**

Calling 911, continued.



You may be asked for details about the emergency.

Such as:

- Description of injuries.
- Description of symptoms being experienced by a person having a medical emergency.
- Physical description of a person if a crime was committed.
- Description of any fire that may be burning.

You should provide the operator information as able.

Such as:

- The individual's primary diagnoses (such as: ID, Seizures).
- The individual's essential supports (such as: wheelchair, oxygen).
- Significant medical history (such as: pacemaker, vagal nerve stimulator, tracheostomy, catheters).

What happens NEXT?

- The 911 operator will dispatch the right responders to your location.
- The operator may provide instructions about what to do until help arrives.
 - You should follow the operators instructions .
 - Operators may give you step by step instructions for what to do until help arrives.

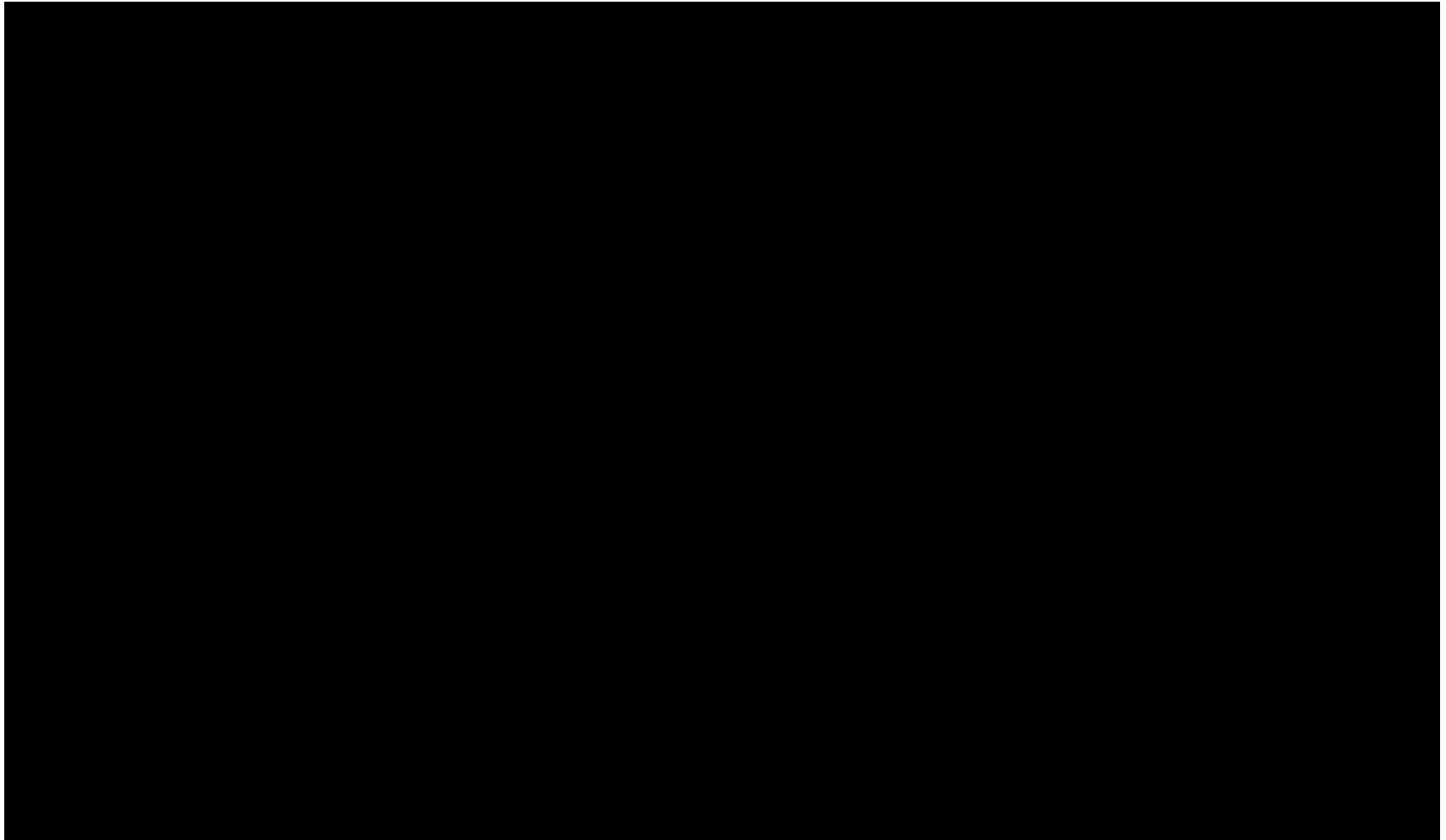
For example instruct you to:

 - Perform life saving measures for choking.
 - Provide first aid.
 - Perform CPR.

When does the call end?

**Do Not hang up
unless the 911
operator hangs up!!**

A Family's Story...



Video Link:

https://mail.google.com/mail/u/0?ui=2&ik=bd7aa4ba30&attid=0.1&permmsgid=msg-f:1658192466775597384&th=1703154357636148&view=fimg&sz=s0-l75-ft&attid=ANGjdJ8O8-XQZq0ifcXA8-6JQ25_vN0c2iVU8QGmrrLvkipAEerPlbmV-PLfy2bK0UvI8tlkwHq9IQw8tigQ4NnouEng42lxhuG_dyfMC2GHK3oj17gJqghmXoty1A&disp=emb&realattid=ii_k6h1jcws0

After calling 911...

After the emergency is over then:

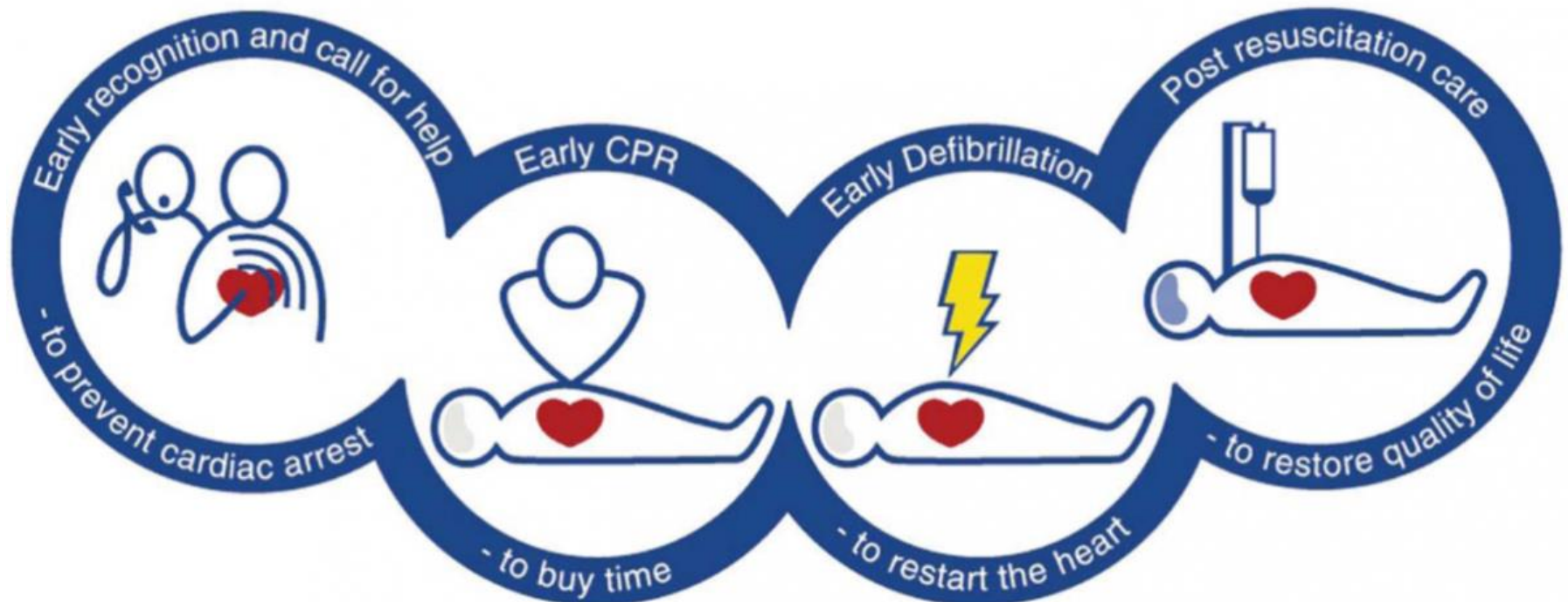
Inform team members who support the individual as soon as possible.

After the incident, you should inform:

- The individual's Primary Care Provider to ensure appropriate follow –up.
- The individual's Support Coordinator to ensure the individual's Individualized Support Plan (ISP) is updated.
- The individual's Day Support, work program, etc. to ensure continuity of care.
- The individual's family or legal guardian to ensure good communication.
- Make sure a CHRIS report is completed along with all other required documentation.

The Chain of Survival

The first step in the Chain of Survival is
an immediate **Call to 911**.
Do not delay this call for any reason.



Let's Review...

Calling 911 is a proven, life-saving service.

Calling 911 can mean the difference between life and death when treating time-sensitive conditions like heart attacks, strokes and cardiac arrest!!

Calling 911 can decrease the number of potentially preventable deaths related to a delay in calling 911, as identified by the DBHDS Mortality Review Committee.

Pre – Test Answers

1) True

2) A

3) True

4) Four examples:

- ✓ An individual who is having trouble breathing.
- ✓ An individual who is choking.
- ✓ An individual who is unresponsive.
- ✓ An individual who is bleeding severely.

(Other answers may be accepted by the training leader)

5) True

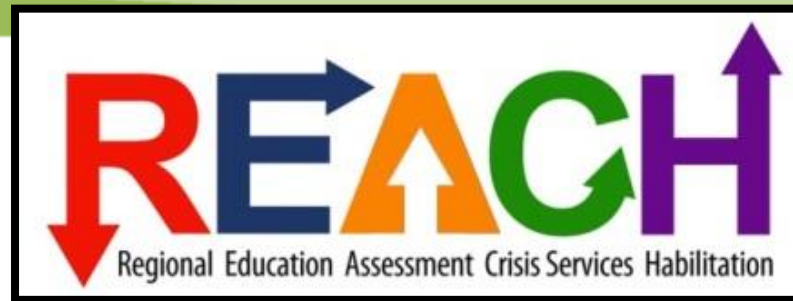
Behavioral Crisis

When should you consider calling **REACH**?

REACH is a crisis prevention, intervention and stabilization system to support individuals with intellectual and/or developmental disabilities, as well as a mental health condition or challenging behavior that is negatively affecting their quality of life.

REACH should be called early at the on-set of the crisis to alleviate the need to call 911.

How to contact REACH



REACH is **NOT 911** but is available to provide crisis consultation as well as on-site response as needed for individuals experiencing a crisis not requiring 911.

Region1 Hotline: (855) 917 - 8278

Region 2 Hotline: (855) 897- 8278

Region 3 Hotline: (855) 887- 8278

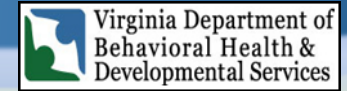
Region 4 Hotline: (855) 282 -1006

Region 5 Hotline: (888)255 -2989

Behavior Crisis

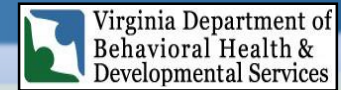
Do **Call 911 if the situation warrants and if the person's behavior is life threatening to themselves or others.**

References & Resources



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- American Heart Association (2017, August 4). CDC: U.S. deaths from heart disease, cancer on the rise. Retrieved from <https://www.heart.org/en/news/2018/05/01/cdc-us-deaths-from-heartdisease-cancer-on-the-rise>
- American Heart Association (2019, June 18). Health data collaboration will improve outcomes for medical emergencies. Retrieved from <https://newsroom.heart.org/news/health-datacollaboration-will-improve-outcomes-for-medical-emergencies>
- American Red Cross (2016), Traumatic injuries (pp. 110-111). First Aid/CPR/AED Instructors Manual. USA: Staywell.
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- Mayo Clinic (2019a). Cuts and scrapes: First aid. Retrieved from <https://www.mayoclinic.org/firstaid/first-aid-cuts/basics/art-20056711>
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- The American Red Cross (2019). First aid steps, performing first aid. Retrieved from <https://www.redcross.org/take-a-class/first-aid/performing-first-aid/first-aid-steps>
- Virginia Department of Behavioral Health and Developmental Services (2019, December). MRC report to the DBHDS Quality Improvement Council.

DBHDS Resources



OIH Health and Safety Alerts

<http://www.dbhds.virginia.gov/office-of-integrated-health/safety-alerts-archive>

- **First Aid for Falls (September, 2019)**
- **Fall Prevention (September 2019)**
- **Choking (2018)**
- **911 Assistance (2014)**
- **The Importance of Calling 911 (Coming in February 2020)**

OIH Newsletters

<http://www.dbhds.virginia.gov/office-of-integrated-health/safety-alerts-archive>

Newsletter November 2019

Health Trends

November 2019



Office of Integrated Health

First Aid Steps as directed by the American Red Cross (2019)

- 1** Before administering care to an ill or injured person, check the scene and the person. Size up the scene and form an initial impression.

Pause and look at the scene and the person before responding. Answer the following questions:

- Is the scene safe to enter?
- What happened?
- How many people are involved?
- What is my initial impression about the nature of the person's illness or injury? Does the person have any life-threatening conditions, such as severe, life-threatening bleeding?
- Is anyone else available to help?

- 2** If the person is awake and responsive and there is no severe life-threatening bleeding:

- Obtain consent: Tell the person your name, describes type and level of training, states what you think is wrong and what you plan to do, and asks permission to provide care.
- Tell a bystander to get the AED and first aid kit: Point to a bystander and speak out loud.
- Use appropriate PPE: Put on gloves, if available.
- Interview the person: Uses SAMPLE questions to gather more information about signs and symptoms, allergies, medications, pertinent medical history, last food or drink and events leading up to the incident.
- Conduct a head-to-toe check: Check head and neck, shoulders, chest and abdomen, hips, legs and feet, arms and hands for signs of injury.
- Provide care consistent with knowledge and training according to the conditions you find.

- 3** If the person appears unresponsive:

Shout to get the person's attention, using the person's name if it is known. If there is no response, tap the person's shoulder (if the person is an adult or child) or the bottom of the person's foot (if the person is an infant) and shout again, while checking for normal breathing. Check for Responsiveness and breathing for no more than 5-10 seconds.

- 4** If the person is breathing:

- Send someone to call 911 or the designated emergency number and obtain an AED and first aid kit.
- Proceed with gathering information from bystanders using the SAMPLE questions
- Conduct a head-to-toe check.
- Roll the person onto his or her side into a recovery position if there are no obvious signs of injury.

- 5** If the person is NOT breathing:

- Send someone to call 911 or the designated emergency number and obtain an AED and first aid kit.
- Ensure that the person is face-up on a firm, flat surface such as the floor or ground.
- Begin CPR (starting with compressions) or use an AED if one is immediately available, if you are trained in giving CPR and using an AED.
- Continue administering CPR until the person exhibits signs of life, such as breathing, an AED becomes available, or EMS or trained medical responders arrive on scene.

Note: End CPR if the scene becomes unsafe or you cannot continue due to exhaustion.

Reference

The American Red Cross (2019). First aid steps, performing first aid. Retrieved from <https://www.redcross.org/take-a-class/first-aid/performance-first-aid/first-aid-steps>

If your organization is not receiving the newsletter please contact:
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Still Have Questions?



Please contact:

**The Virginia Department of
Behavioral Health and
Developmental Disability
(DBHDS)**

**Office of Integrated Health
(OIH)**



Thank You !