




# EMD Call Review

## Chain of Survival

### Trauma Calls

#### Part 1



### How To Use

EMD programs differ throughout the country and world. We have provided you with a collection of EMD 911 calls that may or may not match your chosen system.

If you find a call that does not meet your standards, the highest learning experience is to 1) compare and contrast 2) analyze what tool, best practice, skill, or knowledge may be missing.

Most call takers performed in the most skilled, compassionate and professional manner.



### What is the First Priority?

Send information 1<sup>st</sup>

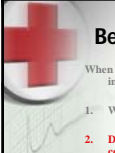
**Location to send**

- House or apartment
- Business
- Cross streets

**Phone number**

- Caller information
- Caller on scene / # inside

**EMD is after send**



### Best Use of Calls?


When reviewing the calls several items to notice are helpful in developing the trainee's understanding.

1. Was SEND information first.
2. **Did the EMD stay online with the caller – vital when conditions can change.**
3. Were transfers handled properly?
4. Was the EMD able to determine the correct call type and priority and offer the caller assistance.



### Trauma Injuries Calls

- ANIMAL BITES
- ASSAULT / SEXUAL ASSAULT
- BLEEDING / LACERATION
- BURNS
- HEAT / COLD EXPOSURE
- INDUSTRIAL ACCIDENT
- STABBING / GUNSHOT VICTIM
- VEHICULAR RELATED INJURIES



### Animal Bites Injury From


To determine severity - identification of severe bleeding, the site of the bite and the level of consciousness of the patient.

It is important to determine the type of animal and where the animal is at the time of the call.



### Chimp Attack


This call is regarding a 200 pound chimp in a home. The call is long and the radio of the call follows the phone call. The patient survived but lost her hands and face. Notice that the safety of the caller was considered by the call taker as well.

 12 min  
Animal EMD



### Fox Bite

 3 min  
AnimalBite.mp3



### Assault / Sexual Assault

All assaults and rape calls require a police response. Determine time delay, or in progress, suspect information.


Rape calls often just occurred and may not require a response if there are no traumatic injuries. The victim may have the choice of the response.

Domestic violence assaults require two officers and although the abuser may not be present assume they may return and pose a threat to responders.



## Domestic Assault In Progress

2 min  
Domestic911.mp3



## Bleeding / Laceration

Signs and symptoms – signs what you can see and symptoms what the patient feels.


External bleeding due to trauma seen can often be controlled with EMD PreArrival.

Internal bleeding symptoms of what the patient feels.



## Laceration / Bleed

7 min  
Lac.wav



## Burns

The severity is determined by the patient's condition and the size and extent of injuries.

The source of the burn should be determined.

Another important factor is breathing compromised (i.e. smoke inhalation).



## Burns

3.28 min  
BurnsCTHungUp.mp3

5.22 min  
BurnFoot.mp3



## Heat / Cold Exposure

Heat exhaustion or heat stroke, differing signs and symptoms – check your EMD protocol.

Cold frost bite or hypothermia.



## Cold

6 min  
SnowCave.mp3


On January 4, 2005, Janice Hornickel and her boyfriend, Michael Wamsley, both 20, were heading home to their apartment in Omaha, Nebraska. The truck they were driving got stuck in a snowstorm. It was a desperate and frustrating search for the 911 operator. The authorities struggled to locate them. They died of hypothermia. These are most of the cell calls, in audio (some language and personal info are still bleeped) and text transcripts from the early morning of January 5th.

12:45 am

1:05 am

1:30 am

1:45 am



## Sweatlodge

4 min  
Sweatlodge.mp3

**SWEATLODGE HEAT DEATHS:** People were vomiting in the stifling heat, gasping for air, and lying lifeless on the sand and gravel floor beneath them. One man was burned when he crawled into the rocks, seemingly unaware of what he was doing, she said.

When participants exhibited weakness, Ray urged them to push past it and chided those who wanted to leave, she said. "I can't get her to move. I can't get her to wake up," Bunn recalls hearing from two sides of the 415-square-foot sweat lodge. Ray's response: "Leave her alone, she'll be dealt with in the next round."

More than 50 people has been inside the lodge at a resort run by self-help guru James Arthur Ray. Twenty-one people were taken to hospitals with illnesses ranging from dehydration to kidney failure. Three died.