

# Online Universal Telecommunication Essentials Course (OUTEC) v1

## Objectives and Outline

### Introduction to Structured Calltaking

#### Objectives:

1. Identify four essential call processing objectives.
2. Identify five benefits of structured calltaking and protocol use.
3. Explain the roles and responsibilities of an Emergency Dispatcher
4. Explain the IAED Code of Ethics and Code of Conduct.
5. Identify the following Dispatch Danger Zones.
  - a. No protocol to follow
  - b. Omission of DLS

#### Contents:

- Development of Structured Calltaking
  - The International Academies of Emergency Dispatch® (IAED™)
  - Protocols vs Guidelines
  - Essential Call Processing Objectives
  - Benefits of Structured Calltaking and Protocol Use
- Dispatch Danger Zone: No Protocol to Follow
- Modern Emergency Dispatch
  - Modern Emergency Dispatch
  - Evolving Community Expectations
  - The First, First Responder
  - Distribution of Duties
  - Roles and responsibilities of the Modern Emergency Dispatcher
  - The IAED Code of Ethics and Code of Conduct
- Dispatch Danger Zone: Omission of DLS

### Focus on the Caller

#### Objectives:

1. Explain several effective techniques for maintaining focus on the caller.
2. Identify the following Dispatch Danger Zones.
  - a. Preconceived notions
  - b. Problems at shift change

#### Contents:

- Prepare to Focus on the Caller
  - Be Mentally Prepared for Each Call
  - Accept All Emergency Calls
  - Remain Objective
- Dispatch Danger Zone: Preconceived Notions
- Focusing During the Call
  - Answer Calls Promptly
  - Assure Callers They Have Reached the Right Place
  - Use the Caller's Name
  - Provide Alternatives
  - Active Listening
- Dispatch Danger Zone: Problems at Shift Change

## Effective Communication Strategies

### Objectives:

1. Explain several effective telecommunication techniques.
2. Identify the following Dispatch Danger Zones.
  - a. Requiring the caller's permission

### Contents:

- Conveying Your Point
  - Use Appropriate Vocal Mechanics
  - Use Appropriate Vocabulary
  - Use Simple, Direct Sentences
  - Language Matters
- Understanding the Caller
  - Use Active Listening Skills
  - Elicit Feedback
- Dispatch Danger Zone: Requiring the Caller's Permission

## Special Callers

### Objectives:

1. Explain effective techniques for communicating with elderly callers.
2. Explain effective techniques for communicating with child callers.
3. Explain effective techniques for communicating with callers suffering from mental illness.
4. Explain effective techniques for communicating with foreign-language callers.
5. Explain effective techniques for communicating with speech- and hearing-impaired callers.
6. Identify the following Dispatch Danger Zones.
  - a. First-party gone-on-arrival situations
  - b. Misinterpretation of the caller's complaint

### Contents:

- Special Caller Situations
  - Elderly Callers
  - Child Callers
  - Callers with Mental Illness
  - Callers with Biases
  - First-, Third-, and Fourth-Party Callers
- Dispatch Danger Zone: First-Party Gone-on-Arrival Situations
- Communication Barriers
  - Foreign-Language Callers
  - Text-to-9-1-1
  - Speech- and Hearing-Impaired Callers
- Dispatch Danger Zone: Misinterpretation of the Caller's Complaint

## Emotional Callers and the Emergency Dispatcher

### Objectives:

1. Define the hysteria threshold and describe situations that may cause emotional spikes.
2. Identify the following Dispatch Danger Zones.
  - a. Multiple calls for help
  - b. Delayed response

## **Contents:**

- Emotional Callers
  - Misconceptions about Emotional Callers
  - Hysteria
  - The Emotional Content and Cooperation Score (ECCS)
- The Emergency Dispatcher's Role in Hysteria
  - The Hysteria Threshold
  - Predictable Emotional Spikes
  - How Emergency Dispatchers Can Help
- Dispatch Danger Zone: Multiple Calls for Help
- Dispatch Danger Zone: Delayed Response

## **Calming Techniques**

### **Objectives:**

1. Identify causes of call-processing gaps and describe techniques to minimize their negative effects.
2. Explain effective techniques for communicating with emotional callers.
3. Identify the following Dispatch Danger Zones.
  - a. Attitude problems

### **Contents:**

- Keeping Callers Calm
  - Keeping Callers Calm
  - The Gap Theory
- Calming Callers Down
  - Use Calming Techniques Throughout the Call
  - Repetitive Persistence
- Dispatch Danger Zone: Attitude Problems

## **Legal Issues**

### **Objectives:**

1. Explain the differences between criminal and civil law.
2. Define the legal terms listed in this unit.
3. Explain how the Priority Dispatch System™ helps reduce the potential for Emergency Vehicle Collisions.
4. Explain the “standard of care, practice, or service.”
5. Explain the importance of confidentiality in emergency communications.
6. Identify the following Dispatch Danger Zones.
  - a. Asking to talk to the patient/victim

### **Contents:**

- Legal Concepts and Terminology
  - Criminal and Civil Law
  - Legal Terms
  - Emergency Vehicle Collisions
- Legal Obligations
  - Standard of Care, Practice, or Service
  - Confidentiality
  - Dispatch Danger Zone: Asking to Talk to the Patient/Victim

## **Negligence**

### **Objectives:**

1. Identify the four essential elements of negligence.
2. Explain the costs of negligence.
3. Identify the following Dispatch Danger Zones.
  - a. No-send or no-help policies and dispatch diagnosis
  - b. Failure to verify

### **Contents:**

- Negligence
  - The Four Essential Elements of Negligence
  - Costs of Negligence
- Dispatch Danger Zone: No-Send or No-Help Policies and Dispatch Diagnosis
- Dispatch Danger Zone: Failure to Verify

## **Equipment and Technologies**

### **Objectives:**

1. Briefly describe equipment and technologies used in modern emergency communication centers.

### **Contents:**

- Communicating with Callers
  - Telephone Equipment
  - Mobile Phones and Emergency Calling
  - Next Generation 9-1-1 (NG9-1-1)
  - Vehicle Telematics
  - Alerting Systems
- Communicating with Responders
  - Computer-Aided Dispatch (CAD) Systems
  - Mobile Data Computers (MDCs)
  - Radio Equipment
  - Radio Broadcasting Rules and Regulations
  - Beware of Equipment Problems and Limitations

## **Quality Improvement**

### **Objectives:**

1. Define quality improvement.
2. Identify the Priority Dispatch System™ components evaluated during case review.
3. Identify elements of effective case review feedback.
4. Identify the objectives of an effective continuing dispatch education program.
5. Identify the following Dispatch Danger Zones.
  - a. Staffing problems
  - b. Failure to follow protocol

### **Contents:**

- Quality Improvement Programs
  - Quality, Quality Improvement, and Quality Assurance
  - Case Review and Feedback
  - Certification and Recertification
  - Continuing Dispatch Education
- Dispatch Danger Zone: Staffing Problems
- Dispatch Danger Zone: Failure to Follow Protocol