1989 International Conference

Dr. Heimlich tells philosophy, thanks EMDs

Emergency Medical Dispatchers have proven that the Heimlich Maneuver is simple enough to be taught to an untrained emergency caller (even children) over the telephone. Because of this, Dr. Henry Heimlich, developer of the technique, has a special appreciation for EMDs and for the Medical Priority Dispatch System. The two have together proved the technique’s universal applicability.

Dr. Heimlich was one of the featured speakers at the Second International Conference of Emergency Medical Dispatch, held December 4 and 5, 1989 in Orlando, Florida.

William Shatner, host of the popular CBS television program, Rescue 911, was coached in the intricacies of the Heimlich Maneuver by Dr. Heimlich at the EMD Conference and was also on hand for a special press conference prior to the banquet.

In emphasizing the vital role of EMDs, Dr. Heimlich noted that the typical lay person, even when properly trained in EMS procedures (such as the Heimlich Maneuver and CPR) loses much applicable recall of these techniques within 12 months of the training. On-line coaching via 9-1-1 makes them much more confident and effective in providing assistance.

Dr. Heimlich told the conference group of his efforts to promote broader acceptance of a variation of the Heimlich Maneuver which is given to drowning victims.

The victim is placed on the floor, with the head turned to the side. The Heimlich Maneuver is then administered in the normal manner, which effectively forces water from the lungs. Dr. Heimlich noted that modern resuscitation techniques are made much more effective and efficient if the Maneuver is used first.

Dr. Heimlich next turned to his theories on creative thinking and application. (He teaches a course on the subject at Xavier University in Cincinnati, Ohio.) He developed

(Continued on Page 2)

William Shatner, Arnold Shapiro, Dr. Jeff Clawson, & Dr. Henry Heimlich discuss modern Emergency Medical Dispatch at the EMD Conference.
Dr. Heimlich addresses EMDs.

(continued from Page 1)

these ideas after decades of effective work to gain medical acceptance for the Heimlich Maneuver, the Heimlich Micro Trache (for patients with respiratory problems and complications) and the Heimlich operation for constructing a new esophagus with a reversed gastric tube.

Heimlich warned his audience to be prepared for rejection and ridicule when working with new projects. Heimlich’s innovative ideas were all initially met in that way, which is probably typical of most innovative creative thought, he said. The most obvious examples of breakthrough thinking and development were initially rejected and ridiculed (i.e. Franklin, Edison, Land, and Pons/Fleischman, for example).

Heimlich recognized that some very useful criticism comes from this process. It serves to identify flaws and contributes to eventual perfecting of the idea. Dr. Heimlich observed that “if your peers initially understand and accept your idea, it’s not really very new nor creative.”

Concurring in this thought, Dr. Jeff Clawson quoted H.G. Wells: “New and stirring things are belittled because, if they are not belittled, the humiliating question arises: Why, then, are you not taking part in them?”

Dr. Heimlich makes no money on the Heimlich Maneuver. He has refused to participate in (or allow the trademarked name, “Heimlich Maneuver,” to be associated with) numerous schemes for profit.

From the President’s Desk:

Dear Fellow Dispatchers:

It is with great pleasure that I welcome you, to our promised official newsletter and to the information-sharing world of the National Academy of Emergency Medical Dispatch. Each quarter, we will bring you up-to-date information on issues, opinions and news relevant to the often overlooked world of the EMD.

Membership of the National Academy has grown tremendously in 1989 as we near our first one thousand certified members. The Academy represents the highest standard of professional medical dispatching in the world today. You should be very proud of your contribution to that excellence in dispatch.

As the Medical Priority Dispatch program passed its tenth anniversary in 1989, it gave me pause to reflect on the battles won and lost (mostly won) in establishing emergency medical dispatch as the last major component of the total EMS system. During the first five years the initial foundation was laid and the definition of vital training issues, roles and responsibilities has inevitably followed.

Many agencies, regions and even states are accepting emergency medical dispatch concepts more and more. However, they perform at various levels of efficiency or incorporate only some elements of medical dispatch. Few of them, unfortunately, can claim a well-functioning comprehensive medical priority dispatch system with its vital quality assurance program components. For dispatch and emergency medical services in general, the 1990s will be an era of quality assurance.

It is my sincere desire that this initial newsletter will grow to meet the growing needs of our new and dynamic profession. The sharing of information that we hope can be provided through this forum is a prime goal of the Academy. Please share with us your cases, experiences, thoughts, ideas, and expectations so we may share them with others herein.

Jeff J. Clawson, M.D. 
President, NAEMD

WORD TO THE WISE: Remember that the expert knowledge built into dispatch protocols can’t help you unless you use them. To ad lib at the console is just a nice way of saying, “arbitrary decision-maker at work.”

1989 Conference Evaluations:

A special thanks to those of you who attended the Second Annual EMD Conference and turned in your evaluation forms. Your comments and suggestions are very valuable to help us plan upcoming conferences and events. The majority of evaluations were very positive, in fact, 98% of you would consider attending again and/or would recommend the conference to others! On the evaluation scale from 1 to 4 (1.0 being a poor “D”, and 4.0 being excellent, an “A”), you rated the overall conference at a 3.47, the faculty and staff at 3.53 and the usefulness of the information at 3.40. For your information, the most popular speakers/instructors (rated extremely high overall) were Arnold Shapiro, Marge Duchano, Richard Lazar, George Evely, Dave Godfrey, Jeff Clawson, Fred Hurtado, Scott Hauert and Jim Page. Feel free to contact us with any suggestions for 1990’s EMD Conference.

1989–90 Academy Directory

As promised, the new National Academy of EMD — Directory of Certified Members is now available. Anyone who is currently certified with the Academy can request a FREE COPY of this directory by calling or writing.
1989 EMD Recognition Awards:

Several special recognition awards for 1989 were presented at the annual awards banquet of the National Academy of Emergency Medical Dispatch; held at the Altamont Springs Hilton and Towers, near Orlando, Florida, the evening of December 4, 1989. Conference attendance represented thirty-two states, Canada, and Guam.

Carl Van Cott, No. Carolina EMS, was singled out as recipient of the James O. Page Award, for the year’s most significant contribution to the further advancement and enhancement of EMD.

The Central Net Dispatch Center of Huntington Beach, California, was honored as the National Dispatch Center of the year with the Dr. Jeff Clawson Award for outstanding performance in Emergency Medical Dispatching.

Key people behind the television program, “Rescue 911” were recognized with special President’s Awards for enhancing public awareness of the importance of EMDs in the EMS world. CBS Television, and William Shatner, the host of the program, and Arnold Shapiro, the producer, were so honored. Mr. Shapiro was also the keynote speaker for the banquet.

Several EMDs were involved in cases of outstanding dispatch performance during 1989. From the many recommendations that were received by the Academy, three were specifically recognized with Merit Awards. Joyce Highfill of AmCare, Oklahoma City, Oklahoma was presented her framed certificate at the banquet. Ms. Highfill was recently promoted to Unit Hour Utilization Manager at her agency.

Nancy L. Adams of the Bureau of Emerg. Comm. for Richmond, Virginia and Jerilyn Maughan of the Weber Communications Center, Ogden, Utah were also awarded merit certificates.

Appreciation is especially due to Gary Kaiser, Chris Grasso, Norm Miller, Frank Kirk, and all their staff at Seminole County EMS for their excellent support as co-sponsors of the EMD Conference. Without their invaluable assistance, the Conference could never have been presented as well.

1990 Regional EMD Certification Courses

Please Note: The list shown is current, and reflects changes since last publication. Additional courses may be added later and/or individual agencies may be considering sponsoring an Academy on-site certification course in your area. Don’t forget to include upcoming EMD training and certification in your 1990-91 budget. If you have questions regarding scheduling of an on-site course, contact Scott Hawert, National Director of Training.

DENVER, COLORADO
February 27-March 1

BUFFALO, NEW YORK
March 8-10

PHOENIX, ARIZONA
April 4-6

FAIRFIELD, CONNECTICUT
April 12-14

GREENSBORO, NO. CAROLINA
May 1-3

ANCHORAGE, ALASKA
May 4-7

SEATTLE, WASHINGTON
May 19-21

ANNAPOLIS, MARYLAND
June 6-8

PITTSBURGH, PENNSYLVANIA
June 11-13

POCATELLO, IDAHO
June 12-14

NASHVILLE, TENNESSEE
July 19-21

MINNEAPOLIS, MINNESOTA
August 8-10

CHICAGO, ILLINOIS
September 13-15

SANFORD, FLORIDA
October 18-20

SAN DIEGO, CALIFORNIA
October 25-27

KANSAS CITY, MISSOURI
November 6-8

ATLANTA, GEORGIA
December 3-5

Academy Dispatcher saves dog’s life!

“9-1-1 works for dogs too!” Just ask Stephanie Brooks Bryan, of Naples, Florida. She is currently the Communications Supervisor and Training Coordinator for the Sheriff’s office in Collier County. Ms. Bryan recently attended the EMD certification course held by the NAEMD in Florida, just prior to her attending the International Conference. The Academy office received a letter from Ms. Bryan which read, in part, “It is with great pride that I enclose a copy of a newspaper article detailing my first ‘save’ as an EMD”.

The article recounted that on Christmas night, Brandy, a 2-year-old chow chow, received some injuries from an encounter with a pit bull. A veterinarian gave the dog’s owner, some antibiotic pills to give Brandy so the dog wouldn’t become infected from the bites.

At 7:45 a.m., Jan. 10th, the Sheriff’s office received a 9-1-1 call from the panicked owner. Brandy had choked on two of the pills and had stopped breathing.

Stephanie Bryan took the call and remembering the EMD training she had received, relayed information on the Heimlich Maneuver.

“I grabbed Brandy, picked him up and squeezed and he spit out his two antibiotic pills,” said the dog’s owner. Later that day he brought a poster into the 9-1-1 office with pictures of Brandy and the words, “Thank you for saving my life”.

Ms. Bryan said, “After returning to my agency from the terrific conference in Orlando and spreading the good word on EMD and how it works, the communications personnel are most anxious to undergo certification and expand the service we now offer our community.”
Conference Comments:

"If all conferences were as well prepared as the 2nd Annual EMD Conference, EMS personnel would not be as hesitant to attend for fear of being a waste of money and time. Out of all the conferences I have attended, none compared with the quality. It was very well prepared and extremely informative... I now have a new respect for medical dispatchers and an enthusiasm for this training in my area."

-Michael E. Rader, EMS Instructor
University of South Alabama

Anonymous comments from two 1989 conference evaluations:

"The attention instructors & others gave in class and anytime questions arose was excellent. This was without a doubt the most stimulating class I have ever attended, everything was covered completely and in depth. The class is stunning - the time is gone before you realize it. It seems as though you just can't get enough. I can hardly wait to put what I learned to use."

"Would like to see tapes used in the course available for purchase... I would recommend a quarterly newsletter with saves, training seminars, etc. and patches for uniform wear."

Info. on how to order patches, pins and other materials will be included in our next issue. Check out our upcoming 1990 Catalog for new tapes soon available.

NOMINATIONS for 1990 EMD of the Year Awards

Academy-certified EMDs are urged to nominate their co-workers whose professionalism is worthy of consideration by the Academy for one of the 1990 "EMD of the Year" Awards. Please keep these awards in mind as you work this year.

You may submit a recording of any call you feel is particularly instructive, that illustrates information and/or techniques useful in professional EMD. Submit the best quality cassette reproduction available of any case with a cover letter explaining the reasons for its nomination as an EMD "Case of the Year". The awards will be presented at a special ceremony at the upcoming Conference in San Diego, CA.

SPECIAL BULLETIN to ACADEMY CERTIFIED EMERGENCY MEDICAL DISPATCHERS:

The NAEMD is currently making appropriate arrangements with producers of quality personal products (hats, sweatshirts, T's, mugs, pins, patches, pens, etc.) to apply the trademarked logotypes of the National Academy and Medical Priority to certain promotional items.

For more information write to the NAEMD, or call 801-363-9127. These items should be available in April. All currently certified Academy EMDs will receive an Academy patch free of charge when they become available. Additional patches, pins, and etc. will be available for purchase through the Dispatch Resource Center. Check your upcoming new 1990 catalog for more new product information.

The Third Annual EMD Conference

The Third International Emergency Medical Dispatch Conference will be held OCTOBER 28TH and 29TH in SAN DIEGO, CALIFORNIA. Mark your calendars now and plan on attending this special event. Further details, as they become available, will be announced via direct mail brochures and future issues of this Newsletter.

The National Academy of EMD
139 E. South Temple, Suite 6000
Salt Lake City, UT 84111