

Dispatcher-Assisted CPR User Guide

Cardiac Arrest Registry to Enhance Survival (CARES)



Entering Dispatcher Assisted-CPR Data as an EMS Agency User

Please contact your CARES representative to request that the Dispatcher-Assisted CPR (DA-CPR) module be activated for your agency. To enter data, log in to the CARES website with your unique username and password.

Once the module has been activated, the DA-CPR section is accessed by clicking on “Add New” under the “eCARES” tab. If your EMS Agency uses ePCR upload, use “CARES Search” to select a date range to manually enter dispatch data. Please see the “Searching” section of this document for additional information.

The screenshot displays the CARES software interface for entering Dispatcher Assisted-CPR (DA-CPR) data. The top navigation bar includes links for Home, Setup, eCares, Reports, and Log Out, along with icons for Dashboard Builder, Print, and Help. The main menu shows options like myDash, myDashbc, Cares Search, and Cares Advanced Search, with 'myDashbc' and 'Add New' highlighted. The 'Add New' button is also highlighted with a red box.

Dispatch: Preliminary

Fields include:

- Dispatch Agency: dropdown menu
- Date/Time of Call: text input
- Incident #: text input
- Was this a cardiac arrest before arrival of EMS?: radio buttons (Yes, No, Unknown)
- CPR already in progress?: radio buttons (Yes, No, Unknown)
- Did Dispatch recognize need for CPR?: radio buttons (Yes, No, Unknown)
- CPR instructions started?: radio buttons (Yes, No, Unknown)
- Were compressions started?: radio buttons (Yes, No, Unknown)
- Barriers to CPR (Check all that apply): checkboxes (Hang up phone, Caller left phone, Caller refused, Caller not with patient, Language barrier, Overly distraught, Couldn't move patient, Patient's status changed, Difficult patient access, Other (please specify), Not Applicable)

Dispatch: Patient

Fields include:

- Transfer Call?: radio buttons (Yes, No, Unknown)
- Conscious?: radio buttons (Yes, No, Unknown)
- Breathing Normally?: radio buttons (Yes, No, Unknown)
- Minutes: dropdown, Seconds: dropdown
- Unknown checkbox

Dispatch: Time Measures

Fields include:

- Transfer Call?: radio buttons (Yes, No, Unknown)
- If yes, time elapsed before dispatcher first addressed caller?: Minutes: dropdown, Seconds: dropdown
- Dispatcher Recognizes Need for CPR?: Minutes: dropdown, Seconds: dropdown
- Dispatcher Began Instructions?: Minutes: dropdown, Seconds: dropdown
- Time to First Compression?: Minutes: dropdown, Seconds: dropdown
- Unknown checkbox

Dispatch: Comments

Fields include:

- Coaching or compliments for dispatcher?: large text area
- Other Comments?: large text area

Save Dispatch

The DA-CPR section is located at bottom of the CARES form, below the required and supplemental CARES questions. Please refer to the CARES DA-CPR Data Dictionary for data definitions and coding examples. After you have completed the form, click the “Save Dispatch” button at the end of the module section.

DA-CPR User Setup

Any CARES EMS agency user that has System Administrator privileges may enter dispatch data for this module. If an external contact at a dispatch center will be entering DA-CPR data for an EMS agency, your CARES Coordinator can set up a "Dispatch Only" user account. Please contact your CARES representative to setup a "Dispatch Multi-Agency User" account for a contact entering dispatch data for multiple EMS agencies.

Lastly, if a new dispatch agency needs to be added to the "Dispatch Agency" pull-down menu, please contact your CARES Coordinator so that they can customize your choices for this field.

Searching

Dispatch data can be accessed via the CARES Search page. The search page is found under the "eCARES" tab in the blue header bar. The user may search by date of arrest, Incident #, or other applicable CARES field(s). Once a date range has been selected, click "Search" in the upper left-hand side of the page.

The screenshot shows the "Cares Search" page. At the top, there is a navigation bar with links for Home, Setup, eCARES, Reports, and Log Out. On the right, it says "Cares Demo". Below the navigation is a search bar with a "Filter: Default" dropdown and a "Search" button, which is highlighted with a red box. The main search area contains various fields for filtering search results, including "Service Date" (with a "Custom" dropdown), "Booklet ID", "Patient First Name", "Race/Ethnicity", "Incident Address", "Patient Last Name", "Incident #", "Date of Birth", "Incident City", "Patient's Age (in years)", "# of AED Shocks", "Incident Zip Code", "Patient's Gender", and "# of Manual Shocks".

The Search Results page includes an "Add Dispatch" column. A green plus sign in this column indicates that no DA-CPR data has been entered for a record. Click on the green plus sign to add dispatch data. Once dispatch data is entered into the form, the plus sign disappears.

The screenshot shows the "Search Results" page. At the top, there is a navigation bar with links for Home, Setup, eCARES, Reports, and Log Out. On the right, it says "Cares Demo". Below the navigation is a search bar with a "Filter: Default" dropdown and a "Search" button. To the right of the search bar are options to "Send results to" with checkboxes for "Printable version of the results below", "Image Viewer", "Excel export of results below", and "Excel export of dispatch data". Below the search bar is a message "[Search Again]". Underneath, it says "Records found: 2 Click column headers to sort." A note states "The + icon indicates there is no dispatch information entered for this form." A table follows, with columns for "Incident Number", "Booklet ID", "Date of Arrest", "Patient", "View Image", "Edit Form", and "Add Dispatch". The "Add Dispatch" column for the second row is highlighted with a red box. At the bottom, it says "Records found: 2".

NOTE: The dispatch form is not applicable in the following scenarios:

- Arrest Etiology = Trauma
- Resuscitation not attempted by 911 Responder
- Arrest witnessed by 911 Responder
- Location Type = Nursing Home or Healthcare Facility

Therefore, the green plus sign will not appear if any of these criteria are met.

Exporting Data

DA-CPR data is exportable into Microsoft Excel. Select “Excel export of dispatch data” from the “Send results to” pull-down menu and select “Go”. Please ensure that your browser’s pop-up blocker is turned off.

The screenshot shows the 'Search Results' page of the CARES system. At the top, there's a navigation bar with links for Home, Setup, eCares, Reports, and Log Out, followed by the text 'Cares Demo' and a 'GO' button. Below the navigation is a search bar labeled 'Search Again'. A message indicates 'Records found: 2 Click column headers to sort.' The main area displays a table with two rows of data:

Incident Number	Booklet ID	Date of Arrest	Patient	View Image	Edit Form	Add Dispatch
20144587		2014-12-17	Flintstone, Fred			
243		2014-12-19	Doe, John			

A tooltip above the 'Add Dispatch' icons says: 'The green + icon indicates there is no dispatch information entered for this form.' To the right of the table, there's a 'Send results to' dropdown menu with options: 'Printable version of the results below', 'Image Viewer', 'Excel export of results below', and 'Excel export of dispatch data'. The 'Excel export of dispatch data' option is highlighted with a red box. A note at the bottom right says 'The green + icon indicates there is no dispatch information entered for this form.'

Entering DA-CPR Data as a Dispatch Multi-Agency User

Once a multi-agency user logs in to the CARES website, they can access their agency list from the main page by using the pull-down menu in the upper right-hand corner. The user should select the EMS agency they are entering DA-CPR data for and then click Emulate.

The screenshot shows the main page of the CARES system. At the top, there's a navigation bar with links for Home, Setup, eCares, Reports, and Log Out. Below the navigation is a search bar with fields for 'Sort Agencies By' (Agency Name) and 'Select Agency' (with options for 'Cares Demo' and 'DemoAlaska'). There are also 'Edit' and 'Emulate' buttons. A link 'myDashboard' is visible. A red box highlights the 'Emulate' button.

Once the EMS agency is emulated, the user can access records using the “CARES Search” page and then clicking the green “Add Dispatch” plus sign icon.