

ABSTRACT

The main task of providing dispatcher-assisted first aid is to guide bystanders to giving the first aid to the victim directly in the situation where the incident happened according to the possibilities and conditions. It's one of the basic roles of medical dispatch centre and each dispatcher working on dispatch centre has to manage this role. These basic instructions should be provided in many different situations. One of these situations is pre-hospital cardiac arrest. When the dispatcher detects cardiac arrest during the emergency call, he/she should start providing dispatcher-assisted cardiopulmonary resuscitation (DA-CPR) immediately. It means telephone assistance and guidance of bystander to perform cardiopulmonary resuscitation on the place of incident.

The main aim of the research is to find out, whether the dispatchers are able to detect cardiac arrest in time and respond to it appropriately. It means initiate the bystander to begin cardiopulmonary resuscitation, motivate him/her, instruct him/her correctly and easily, calm the situation and guide the bystander till the ambulance arrives. There are also set three sectional goals. Their task is to apprise with the work of the medical dispatch centre, with the dispatcher's job description and with dispatcher-assisted cardiopulmonary resuscitation. Selected method of empirical part is quality research which is processed as overwritten emergency call followed by detailed analysis. There is overwritten eight real calls from emergency number. They were chosen to reflect wide range of situations, which may the dispatcher experience. The research sample are nurses in the role of emergency service dispatcher.

Results of the research show, that dispatchers are able to detect cardiac arrest in time. They can also relay instructions to bystander clearly and comprehensibly, they give him/her emotional support and they proceed in accordance with the recommended professional practices. In the case of a conflict situation they manage assertive communication and calming the bystander and the situation. Minor failures can be remedied by regular systematic education of dispatchers, which also deepens their existing knowledge and skills. An important part to improve efficiency of providing dispatcher-assisted cardiopulmonary resuscitation is the feedback from management. In the end of the thesis is designed a special table, according to which could be dispatchers re-evaluated. There is also a draft of an educational leaflet for the general public, which contains basic information how to contact the emergency medical service.

keywords: Dispatcher-assisted cardiopulmonary resuscitation, emergency call, emergency medical service, dispatch center, first responder