

2010 PSAP Nebraska survey Results

Overall-71 respondents reported-Out of 75

Section 1-General systems of care

Question 4 Population of Service Center area-71-Using their estimate

Less than 2,500	4.2% (3)
2,500 to 5,000	12.7 % (9)
5,000 to 10,000	35.2% (25)
10,000 to 50,000	36.6% (26)
50,000 or more	7.0% (5)
Don't know	4.2% (3)

Population of Service Center area-71-Using my estimate

Less than 5,000	18.3 % (13)
5,000 to 10,000	43.7% (31)
10,000 to 50,000	32.4% (23)
50,000 or more	5.6% (4)

Question 5 For 2008-# of 911 calls dispatch center received-71

Less than 100 calls	4.2% (3)
100 to 500 calls	15.5% (11)
500 to 1,000 calls	4.2% (3)
1,000 to 1,500 calls	8.5% (6)
1,500 to 2,000 calls	11.3% (8)
2,000 to 2,500 calls	2.8% (2)
2,500 or more calls	39.4% (28)
Don't know	14.1% (10)

Question 6-What percent of all dispatch calls were for a medical emergency-69

Less than 25 percent	20.3% (14)
25 to 50 percent	27.5% (19)
50 to 75 percent	15.9% (11)
75 to 100 percent	10.1% (7)
Don't know	26.1% (18)

Question 7-During 2008, how many 911 calls did your center dispatch-71

Less than 100 calls	2.8% (2)
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100 to 500 calls	14.1% (10)
500 to 1,000 calls	9.9% (7)
1,000 to 1,500 calls	12.7% (9)
1,500 to 2,000 calls	7.0% (5)
2,000 to 2,500 calls	4.2% (3)
2,500 or more calls	29.6% (21)
Don't know	19.7% (14)

Question 8-What percent of all dispatches were for a medical emergency-69

Less than 25 percent	20.3% (14)
25 to 50 percent	31.9% (22)
50 to 75 percent	14.5% (10)
75 to 100 percent	7.2% (5)
Don't know	26.1% (18)

Question 9-Does dispatch center have access to BLS-70 responses

Yes	91.4% (64)
No	4.3% (3)
Don't know	4.3% (3)

Question 10-Does dispatch center have access to ACLS-70 responses

Yes	74.3% (52)
No	15.7% (11)
Don't know	10.0% (7)

Question 11-Does PSAP operate 24/7-70 responses

Yes-100%

Question 12-Does center have Enhanced 911 service-71 responses

Yes-	93.0%(66)
No-	7.0% (5)

Question 13-Does center have GPS capability-70 responses

Yes-	77.1% (54)
No-	18.6% (13)
Don't know	4.3% (3)

Question 14-What Emergency Medical Dispatch software program they use-71 responses

APSO 0%

MDPS	5.6% (4)
NESCA	62.0% (44)
Do not use software or cards	23.9% (17)
Don't know	2.8% (2)
Other	5.6% (4)

Question 15-What method of communication they use to dispatch EMS calls-71 responses

Telephone	1.4% (1)
Radio	76.1% (54)
Other	22.5% (16) (15 mentioned pagers)

Question 16-Do they utilize a computerized data collection system to track calls-71 responses

Yes-	57.7% (41)
No-	38.0% (27)
Don't know-	4.2% (3)

Question 17-During 2008, how many FTE dispatchers centers employed-71 responses

0	2.8% (2)
Less than 1	0%
1	1.4% (1)
2	0%
3	7.0% (5)
4	25.4% (18)
5+	63.4% (45)

Question 18-Number of FTE's that are online 24/7 in a center-68 responses

0	7.4% (5)
Less than 1	0%
1	44.1% (30)
2	23.5% (16)
3	8.8% (6)
4	7.4% (5)
5+	8.8% (6)

Question 19-Number of FTE's who receive a transferred call to their home-70 responses

0	100%
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Question 20-Percent of dispatchers who are Emergency Medical Dispatch certified-71 responses

None	15.5% (11)
Less than 25 percent	5.6% (4)
25 to 50 percent	5.6% (4)
50 to 75 percent	2.8% (2)
75 to 100 percent	67.6% (48)
Don't know	2.8% (2)

Question 21-Under which authority dispatch center operates(Note: centers may choose more than one so percentages may add up to more than 100%)-71 responses

911 Center	32.4% (23)
Police Department	19.7% (14)
Sheriff's Department	59.2% (42)
Tribal Office	0%
Don't know	0%
Other	2.8% (2)

Question 22-Does local physician provide medical oversight for PSAP-71 responses

Yes-	16.9% (12)
No-	71.8% (51)
Don't know-	11.3% (8)

Section 2-Training

Question 23-Number of initial training hours required for EMS dispatchers-71 responses

Less than 10 hours	5.6% (4)
11 to 20 hours	15.5% (11)
21 to 30 hours	12.7% (9)
More than 30 hours	56.3% (40)
None	4.2% (3)
Don't know	5.6% (4)

Question 24-Does initial training include-How to determine what type of response or help is needed?-68 responses

Yes-	95.6% (65)
No-	2.9% (2)
Don't know-	1.5% (1)

Question 25-Does initial training include-How to respond to a potential heart attack patient-66 responses

Yes- 86.4% (57)
No- 12.1% (8)
Don't know- 1.5% (1)

Question 26-Does initial training include-How to respond to a potential stroke patient-67 responses

Yes- 83.6% (56)
No- 13.4% (9)
Don't know- 3.0% (2)

Question 27-How often ongoing training is conducted for EMS dispatchers-67 responses

Quarterly 10.4% (7)
Semi-Annually 4.5% (3)
Annually 23.9% (16)
As needed 52.2% (35)
Never 4.5% (3)
Don't know 4.5% (3)

Question 28-Does center require dispatcher's to obtain annual continuing education-71 responses

Yes- 49.3% (35)
No- 47.9% (34)
Don't know- 2.8% (2)

Question 29-How many continuing education (CE) hours are required for EMS dispatchers annually-35 responses

Less than 10 hours 37.1% (13)
11 to 20 hours 28.6% (10)
21 to 30 hours 8.6% (3)
More than 30 hours 0%
None 11.4% (4)
Don't know 14.3% (5)

Question 30-Do PSAP's require dispatchers to successfully complete a program designed to provide pre-arrival instructions to callers requesting EMS assistance-71 responses

Yes- 67.6% (48)
No- 28.2% (20)
Don't know- 4.2% (3)

Question 31-During 2008, did center conduct QI for Emergency Medical Dispatch-69 responses

Yes-	27.5% (19)
No-	65.2% (45)
Don't know-	7.2% (5)

Section 3-Stroke care

Question 32-Do you have Emergency Medical Dispatch protocols for suspected stroke calls-71 responses

Yes-	59.2% (42)
No-	33.8% (24)
Don't know-	7.0% (5)

Question 33-During 2008 how many times have used the suspected stroke protocol-42 responses

0 times	19.0% (8)
1-5 times	52.4% (22)
6-10 times	7.1% (3)
10+ times	21.4% (9)

Question 34-Could they provide us with a copy of Emergency Medical Dispatch stroke protocol-40 responses

Yes-	60.0% (24)
No-	40.0% (16)

Question 35-Who developed their stroke protocol-39 responses

American Stroke Association	7.7% (3)
Medical Director	5.1% (2)
Supervisor	0%
Lead Dispatcher	0%
Don't know	25.6% (10)
Other	61.5% (24)-(13 mentioned NESCA)

Question 36-Was stroke protocol reviewed by the local EMS medical director-38 responses

Yes-	44.7% (17)
No-	28.9% (11)
Don't know-	26.3% (10)

Question 37-Does the stroke protocol include standard pre-arrival instructions for stroke calls-42 responses

Yes- 88.1% (37)
No- 0%
Don't know- 11.9% (5)

Question 38-With a suspected stroke patient calling in, do you have a specific dispatch time goal-71 responses

Yes- 38.0% (27)
No- 46.5% (33)
Don't know- 15.5% (11)

Question 39-What is the dispatch time goal for potential stroke patients

Question 40-If dispatcher suspects that the patient may be having a stroke, is EMS dispatched with lights/sirens-66 responses

Yes 31.8% (21)
No 1.5% (1)
Choice made by crew 51.5% (34)
Do not have authority to dispatch with lights/sirens 15.2% (10)

Question 41-If you receive multiple calls does PSAP prioritize stroke as the most emergent call-71 responses

Yes 28.2% (20)
No 29.6% (21)
Do not have authority to prioritize calls 42.3% (30)

Question 42-How do you prioritize a potential stroke call

Questions 43-46

Does level of dispatch depend on

Q43-Level of consciousness or breathing(20) 65.0% Yes 35.0% No
Q44-Related pertinent symptoms(20) 60.0% Yes 40.0% No
Q45-Previous medical history(20) 40.0% Yes 55.0% No 5.0% DK
Q46-Known diabetic patient or history of diabetes(20) 45.0% Yes 50.0% No 5.0% DK

Q47-Are there any other factors which affect the level of dispatch for stroke

Q48-Do dispatchers receive stroke-specific training and/or continuing education (71)

Yes-	28.2% (20)
No-	63.4% (45)
Don't know-	8.5% (6)

Section 4-Cardiac Care

Question 49-Do you have Emergency Medical Dispatch protocols for suspected heart attack calls-71 responses

Yes-	59.2% (42)
No-	35.2% (25)
Don't know-	5.6% (4)

Question 50-During 2008 how many times have used the suspected heart attack protocol-41 responses

0 times	2.4% (1)
1-5 times	41.5% (17)
6-10 times	17.1% (7)
10+ times	39.0% (16)

Question 51-Could they provide us with a copy of Emergency Medical Dispatch heart attack protocol-39 responses

Yes-	59.0% (23)
No-	41.0% (16)

Question 52-Who developed their heart attack protocol-39 responses

American Heart Association	15.4% (6)
Medical Director	5.1% (2)
Supervisor	0%
Lead Dispatcher	0%
Don't know	20.5% (8)
Other	59.0% (23)-(13 mentioned NESCA)

Question 53-Was heart attack protocol reviewed by the local EMS medical director-38 responses

Yes-	39.5% (15)
No-	34.2% (13)
Don't know-	26.3% (10)

Question 54-Does the heart attack protocol include standard pre-arrival instructions for chest pain or discomfort calls-42 responses

Yes- 90.5% (38)
No- 0%
Don't know- 9.5% (4)

Question 55-With a suspected heart attack patient calling in, do you have a specific dispatch time goal-71 responses

Yes- 38.0% (27)
No- 56.3% (40)
Don't know- 5.6% (4)

Question 56-What is the dispatch time goal for potential heart attack patients

Question 57-If dispatcher suspects that the patient may be having a heart attack, is EMS dispatched with lights/sirens-71 responses

Yes 28.2% (20)
No 4.2% (3)
Choice made by crew 52.1% (37)
Do not have authority to dispatch with lights/sirens 15.5% (11)

Question 58-If you receive multiple calls does PSAP prioritize heart attacks as the most emergent call-71 responses

Yes 32.4% (23)
No 29.6% (21)
Do not have authority to prioritize calls 38.0% (27)

Question 59-How do you prioritize a potential heart attack call

Questions 60-62

Does level of dispatch depend on

Q60-Level of consciousness or breathing(20) 65% Yes 35% No
Q61-Related pertinent symptoms(20) 65% Yes 35% No
Q62-Previous medical or surgical history 55% Yes 45% No

Question 63-Are there any other factors which affect the level of dispatch for heart attack

Question 64-Do dispatchers receive heart attack-specific training and/or continuing education-71 responses

Yes- 49.3% (35)
 No- 45.1% (32)
 Don't know- 5.6% (4)

Section 5-Types of training

Question 65-If stroke or cardiac training were offered, what would be your preferred mode of training-65 responses

Face to face 32.3% (21)
 Workshop 15.4% (10)
 Tele-health 0%
 Online education 20% (13)
 DVD or CD-rom 26.2% (17)
 Not interested in training 6.2% (4)

PSAP SIZE BREAKDOWN

Question 5 For 2008-# of 911 calls dispatch center received

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Less than 100 calls	15.4%	3.2%	0%	0%
100 to 500 calls	53.8%	9.7%	4.3%	0%
500 to 1000 calls	0%	6.5%	4.3%	0%
1000 to 1500 calls	7.7%	9.7%	8.7%	0%
1500 to 2000 calls	0%	22.6%	4.3%	0%
2000 to 2500 calls	7.7%	0%	4.3%	0%
2500 or more calls	7.7%	22.6%	69.6%	100%
Don't know	7.7%	25.8%	4.3%	0%

Question 6-What percent of all dispatch calls were for a medical emergency

	Less than 5K (13)	5K-10K (29)	10K-50K (23)	50K+ (4)
Less than 25 percent	15.4%	10.3%	21.7%	100%
25 to 50 percent	38.5%	20.7%	34.8%	0%
50 to 75 percent	15.4%	17.2%	17.4%	0%
75 to 100 percent	15.4%	13.8%	4.3%	0%
Don't know	15.4%	37.9%	21.7%	0%

Question 7-During 2008, how many 911 calls did your center dispatch

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Less than 100 calls	7.7%	0%	4.3%	0%
100 to 500 calls	53.8%	9.7%	0%	0%
500 to 1000 calls	0%	16.1%	8.7%	0%
1000 to 1500 calls	15.4%	12.9%	13%	0%

1500 to 2000 calls	0%	16.1%	0%	0%
2000 to 2500 calls	0%	9.7%	0%	0%
2500 or more calls	7.7%	6.5%	60.9%	100%
Don't know	15.4%	29%	13%	0%

Question 8-What percent of all dispatches were for a medical emergency

	Less than 5K (13)	5K-10K (29)	10K-50K (23)	50K+ (4)
Less than 25 percent	15.4%	6.9%	26.1%	100%
25 to 50 percent	46.2%	27.6%	34.8%	0%
50 to 75 percent	15.4%	17.2%	13%	0%
75 to 100 percent	7.7%	10.3%	4.3%	0%
Don't know	15.4%	37.9%	21.7%	0%

Question 9-Does dispatch center have access to BLS

	Less than 5K (13)	5K-10K (30)	10K-50K (23)	50K+ (4)
Yes	84.6%	86.7%	100%	100%
No	7.7%	6.7%	0%	0%
Don't know	7.7%	6.7%	0%	0%

Question 10-Does dispatch center have access to ACLS

	Less than 5K (13)	5K-10K (30)	10K-50K (23)	50K+ (4)
Yes	61.5%	63.3%	91.3%	100%
No	30.8%	20%	4.3%	0%
Don't know	7.7%	16.7%	4.3%	0%

Question 11-All 100%

Question 12-Does center have Enhanced 911 service

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	69.2%	96.8%	100%	100%
No	30.8%	3.2%	0%	0%
Don't know	0%	0%	0%	0%

Question 13-Does center have GPS capability

	Less than 5K (13)	5K-10K (30)	10K-50K (23)	50K+ (4)
Yes	61.5%	73.3%	87%	100%
No	30.85	20%	13%	0%
Don't know	7.7%	6.7%	0%	0%

Question 14-What Emergency Medical Dispatch software program they use

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
APSO	0%	0%	0%	0%
MDPS	0%	0%	0%	100%
NESCA	53.8%	64.5%	73.9%	0%
Do not use software or cards	46.2%	22.6%	17.4%	0%
Don't know	0%	6.5%	0%	0%
Other	0%	6.5%	8.7%	0%

Question 15-What method of communication they use to dispatch EMS calls

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Telephone	0%	3.2%	0%	0%
Radio	76.9%	71%	78.3%	100%
Other	23.1%	25.8%	21.7%	0%

Question 16-Do they utilize a computerized data collection system to track calls

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	53.8%	41.9%	73.9%	100%
No	46.2%	48.4%	26.1%	0%
Don't know	0%	9.7%	0%	0%

Question 17-During 2008, how many FTE dispatchers centers employed

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
0	0%	6.5%	0%	0%
Less than 1	0%	0%	0%	0%
1	7.7%	0%	0%	0%
2	0%	0%	0%	0%
3	15.4%	9.7%	0%	0%
4	53.8%	32.3%	4.3%	0%
5+	23.1%	51.6%	95.7%	100%

Question 18-Number of FTE's that are online 24/7 in a center

	Less than 5K (11)	5K-10K (30)	10K-50K (23)	50K+ (4)
0	0%	13.3%	0%	25%
Less than 1	0%	0%	0%	0%
1	45.5%	53.3%	39.1%	0%
2	18.2%	13.3%	43.5%	0%
3	18.2%	0%	13%	25%
4	18.2%	10%	0%	0%
5+	0%	10%	4.3%	50%

Question 19-0 is 100% among all areas

Question 20-Percent of dispatchers who are Emergency Medical Dispatch certified

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
None	30.8%	16.1%	8.7%	0%
Less than 25 percent	0%	6.5%	8.7%	0%
25 to 50 percent	7.7%	9.7%	0%	0%
50 to 75 percent	0%	3.2%	0%	25%
75 to 100 percent	53.8%	61.3%	82.6%	75%
Don't know	7.7%	3.2%	0%	0%

Question 21-Under which authority dispatch center operates(Note: centers may choose more than one so percentages may add up to more than 100%)-

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
911 Center	30.8% (4)	25.8% (8)	30.4% (7)	100% (4)
Police Department	7.7% (1)	16.1% (5)	34.8% (8)	0%
Sheriff's Department	92.3% (12)	71% (22)	34.8% (8)	0%
Tribal Office	0%	0%	0%	0%
Other	0%	0%	8.7% (2)	0%
Don't know	0%	0%	0%	0%

Question 22-Does local physician provide medical oversight for PSAP

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	7.7%	6.5%	21.7%	100%
No	92.3%	74.2%	69.6%	0%
Don't know	0%	19.4%	8.7%	0%

Question 23-Number of initial training hours required for EMS dispatchers

	Less than 5K (11)	5K-10K (31)	10K-50K (23)	50K+ (4)
Less than 10 hours	15.4%	3.2%	4.3%	0%
11-20 hours	15.4%	16.1%	17.4%	0%
21-30 hours	0%	9.7%	17.4%	50%
More than 30 hours	53.8%	58.1%	56.5%	50%
None	0%	6.5%	4.3%	0%
Don't know	15.4%	6.5%	0%	0%

Question 24-Does initial training include-How to determine what type of response or help is needed?

	Less than 5K (13)	5K-10K (28)	10K-50K (23)	50K+ (4)
Yes	92.3%	100%	91.3%	100%

No	0%	0%	8.7%	0%
Don't know	7.7%	0%	0%	0%

Question 25-Does initial training include-How to respond to a potential heart attack patient

	Less than 5K (12)	5K-10K (27)	10K-50K (23)	50K+ (4)
Yes	75%	88.9%	87%	100%
No	25%	7.4%	13%	0%
Don't know	0%	3.7%	0%	0%

Question 26-Does initial training include-How to respond to a potential stroke patient

	Less than 5K (12)	5K-10K (28)	10K-50K (23)	50K+ (4)
Yes	75%	82.1%	87%	100%
No	25%	10.7%	13%	0%
Don't know	0%	7.1%	0%	0%

Question 27-How often ongoing training is conducted for EMS dispatchers

	Less than 5K (12)	5K-10K (28)	10K-50K (23)	50K+ (4)
Quarterly	16.7%	3.6%	8.7%	50%
Semi-Annually	8.3%	3.6%	4.3%	0%
Annually	33.3%	14.3%	30.4%	25%
As needed	33.3%	67.9%	47.8%	25%
Never	8.3%	0%	8.7%	0%
Don't know	0%	10.7%	0%	0%

Question 28-Does center require dispatcher's to obtain annual continuing education

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	76.9%	54.8%	17.4%	100%
No	15.4%	41.9%	82.6%	0%
Don't know	7.7%	3.2%	0%	0%

Question 29-How many continuing education (CE) hours are required for EMS dispatchers annually

	Less than 5K (10)	5K-10K (17)	10K-50K (4)	50K+ (4)
Less than 10 hours	20%	47.1%	75%	0%
11-20 hours	40%	23.5%	0%	50%
21-30 hours	0%	5.9%	0%	50%
More than 30 hours	0%	0%	0%	0%
None	10%	11.8%	25%	0%
Don't know	30%	11.8%	0%	0%

Question 30-Do PSAP's require dispatchers to successfully complete a program designed to provide pre-arrival instructions to callers requesting EMS assistance

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	38.5%	74.2%	69.6%	100%
No	53.8%	19.4%	30.4%	0%
Don't know	7.7%	6.5%	0%	0%

Question 31-During 2008, did center conduct QI for Emergency Medical Dispatch

	Less than 5K (12)	5K-10K (30)	10K-50K (23)	50K+ (4)
Yes	25%	26.7%	17.4%	100%
No	58.3%	63.3%	82.6%	0%
Don't know	16.7%	10%	0%	0%

Question 32-Do you have Emergency Medical Dispatch protocols for suspected stroke calls

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	46.2%	54.8%	65.2%	100%
No	46.2%	32.3%	34.8%	0%
Don't know	7.7%	12.9%	0%	0%

Question 33-During 2008 how many times have used the suspected stroke protocol

	Less than 5K (6)	5K-10K (17)	10K-50K (15)	50K+ (4)
0 times	50%	17.6%	13.3%	0%
1-5 times	50%	70.6%	46.7%	0%
6-10 times	0%	0%	20%	0%
10+ times	0%	11.8%	20%	100%

Question 34-Could they provide us with a copy of Emergency Medical Dispatch stroke protocol-40 responses

	Less than 5K (6)	5K-10K (16)	10K-50K (14)	50K+ (4)
Yes	66.7%	56.3%	64.3%	50%
No	33.3%	43.8%	35.7%	50%

Question 35-Who developed their stroke protocol

	Less than 5K (6)	5K-10K (16)	10K-50K (13)	50K+ (4)
American Stroke Association	0%	12.5%	7.7%	0%
Medical Director	0%	0%	7.7%	25%

Supervisor	0%	0%	0%	0%
Lead Dispatcher	0%	0%	0%	0%
Other	50%	62.5%	61.5%	75%
Don't know	50%	25%	23.1%	0%

Question 36-Was stroke protocol reviewed by the local EMS medical director

	Less than 5K (6)	5K-10K (15)	10K-50K (13)	50K+ (4)
Yes	16.7%	46.7%	38.5%	100%
No	16.7%	33.3%	38.5%	0%
Don't know	66.7%	20%	23.1%	0%

Question 37-Does the stroke protocol include standard pre-arrival instructions for stroke calls

	Less than 5K (6)	5K-10K (17)	10K-50K (15)	50K+ (4)
Yes	50%	94.1%	93.3%	100%
No	0%	0%	0%	0%
Don't know	50%	5.9%	6.7%	0%

Question 38-With a suspected stroke patient calling in, do you have a specific dispatch time goal

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	38.5%	38.7%	34.8%	50%
No	38.5%	38.7%	60.9%	50%
Don't know	23.1%	22.6%	4.3%	0%

Question 40-If dispatcher suspects that the patient may be having a stroke, is EMS dispatched with lights/sirens

	Less than 5K (12)	5K-10K (29)	10K-50K (21)	50K+ (4)
Yes	8.3%	44.8%	19%	75%
No	0%	3.4%	0%	0%
Choice made by crew	75%	37.9%	66.7%	0%
Do not have authority to dispatch with light/sirens	16.7%	13.8%	14.3%	25%

Question 41-If you receive multiple calls does PSAP prioritize stroke as the most emergent call

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	23.1%	32.3%	21.7%	50%
No	46.2%	16.1%	34.8%	50%
Do not have authority to prioritize calls	30.8%	51.6%	43.5%	0%

Does level of dispatch depend on

Q43-Level of consciousness or breathing

	Less than 5K (3)	5K-10K (10)	10K-50K (5)	50K+ (2)
Yes	66.7%	60%	80%	50%
No	33.3%	40%	20%	50%
Don't know	0%	0%	0%	0%

Q44-Related pertinent symptoms

	Less than 5K (3)	5K-10K (10)	10K-50K (5)	50K+ (2)
Yes	66.7%	60%	60%	50%
No	33.3%	40%	40%	50%
Don't know	0%	0%	0%	0%

Q45-Previous medical history

	Less than 5K (3)	5K-10K (10)	10K-50K (5)	50K+ (2)
Yes	33.3%	50%	40%	0%
No	66.7%	50%	60%	50%
Don't know	0%	0%	0%	50%

Q46-Known diabetic patient or history of diabetes

	Less than 5K (3)	5K-10K (10)	10K-50K (5)	50K+ (2)
Yes	33.3%	50%	40%	50%
No	66.7%	40%	60%	50%
Don't know	0%	10%	0%	0%

Q48-Do dispatchers receive stroke-specific training and/or continuing education

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	23.1%	32.3%	17.4%	75%
No	69.2%	54.8%	78.3%	25%
Don't know	7.7%	12.9%	4.3%	0%

Section 4-Cardiac Care

Question 49-Do you have Emergency Medical Dispatch protocols for suspected heart attack calls

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	46.2%	54.8%	65.2%	100%
No	46.2%	35.5%	34.8%	0%
Don't know	7.7%	9.7%	0%	0%

Question 50-During 2008 how many times have used the suspected heart attack protocol

	Less than 5K (6)	5K-10K (17)	10K-50K (14)	50K+ (4)
0 times	0%	5.9%	0%	0%
1-5 times	83.3%	52.9%	21.4%	0%
6-10 times	16.7%	17.6%	21.4%	0%
10+ times	0%	23.5%	57.1%	100%

Question 51-Could they provide us with a copy of Emergency Medical Dispatch heart attack protocol

	Less than 5K (6)	5K-10K (16)	10K-50K (13)	50K+ (4)
Yes	50%	56.3%	69.2%	50%
No	50%	43.8%	30.8%	50%

Question 52-Who developed their heart attack protocol

	Less than 5K (6)	5K-10K (16)	10K-50K (13)	50K+ (4)
American Heart Association	16.7%	12.5%	23.1%	0%
Medical Director	0%	0%	7.7%	25%
Supervisor	0%	0%	0%	0%
Lead Dispatcher	0%	0%	0%	0%
Other	50%	62.5%	53.8%	75%
Don't know	33.3%	25%	15.4%	0%

Question 53-Was heart attack protocol reviewed by the local EMS medical director

	Less than 5K (6)	5K-10K (15)	10K-50K (13)	50K+ (4)
Yes	0%	40%	38.5%	100%
No	50%	26.7%	46.2%	0%
Don't know	50%	33.3%	15.4%	0%

Question 54-Does the heart attack protocol include standard pre-arrival instructions for chest pain or discomfort calls

	Less than 5K (6)	5K-10K (17)	10K-50K (15)	50K+ (4)
Yes	66.7%	94.1%	93.3%	100%
No	0%	0%	0%	0%
Don't know	33.3%	5.9%	6.7%	0%

Question 55-With a suspected heart attack patient calling in, do you have a specific dispatch time goal

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	30.8%	41.9%	34.8%	50%
No	53.8%	51.6%	65.2%	50%
Don't know	15.4%	6.5%	0%	0%

Question 57-If dispatcher suspects that the patient may be having a heart attack, is EMS dispatched with lights/sirens

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	7.7%	38.7%	17.4%	75%
No	7.7%	6.5%	0%	0%
Choice made by crew	69.2%	38.7%	69.6%	0%
Do not have authority to dispatch with light/sirens	15.4%	16.1%	13%	25%

Question 58-If you receive multiple calls does PSAP prioritize heart attacks as the most emergent call

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	23.1%	38.7%	26.1%	50%
No	46.2%	16.1%	34.8%	50%
Do not have authority to prioritize calls	30.8%	45.2%	39.1%	0%

Questions 60-62

Does level of dispatch depend on

Q60-Level of consciousness or breathing

	Less than 5K (3)	5K-10K (11)	10K-50K (4)	50K+ (2)
Yes	66.7%	63.6%	75%	50%
No	33.3%	36.4%	25%	50%
Don't know	0%	0%	0%	0%

Q61-Related pertinent symptoms

	Less than 5K (3)	5K-10K (11)	10K-50K (4)	50K+ (2)
Yes	100%	63.6%	50%	50%
No	0%	36.4%	50%	50%
Don't know	0%	0%	0%	0%

Q62-Previous medical or surgical history

	Less than 5K (3)	5K-10K (11)	10K-50K (4)	50K+ (2)
Yes	33.3%	63.6%	50%	50%
No	66.7%	36.4%	50%	50%
Don't know	0%	0%	0%	0%

Question 64-Do dispatchers receive heart attack-specific training and/or continuing education-71 responses

	Less than 5K (13)	5K-10K (31)	10K-50K (23)	50K+ (4)
Yes	23.1%	54.8%	52.5%	75%
No	69.2%	35.5%	47.8%	25%
Don't know	7.7%	9.7%	0%	0%

Section 5-Types of training

Question 65-If stroke or cardiac training were offered, what would be your preferred mode of training

	Less than 5K (12)	5K-10K (27)	10K-50K (22)	50K+ (4)
Face to face	8.3%	33.3%	50%	0%
Workshop	33.3%	7.4%	13.6%	25%
Tele-health	0%	0%	0%	0%
Online education	25%	29.6%	9.1%	0%
DVD or CD rom	25%	29.6%	18.2%	50%
Not interested in training	8.3%	0%	9.1%	25%

()-Indicates counties share a PSAP and populations were added together to form a category

Less than 5K- Chase County, Franklin County, Frontier County, Furnas County, Garden County, (Hitchcock and Hayes Counties), Keya Paha County, Kimball County, Morill County, Nance County, Nuckolls County, Dundy County, Perkins County,

5K or more but less than 10K-Cedar County, Antelope County, Boone County, County, Butler County, Cheyenne County, Clay County, Cuming County, Dixon County, Dodge County(separate from the city of Fremont), Webster County, Filmore County, Hamilton County, Howard County, Jefferson County, (Johnson and Pawnee Counties) Knox County, Merrick County, Sheridan County, Nemaha County, Pierce County, Polk County, Richardson County, Saline County(separate from the city of Crete), Stanton County, Thayer County, (Thomas, Blaine, Loup, Garfield, Wheeler, Valley, Greeley, and Sherman Counties), Thurston County, Wayne County, York County(separate from the city of York), City of Crete, City of York

10K or more but less than 50K-Adams County, Buffalo County, Box Butte(Sheriff) Box Butte (Police) (Boyd and Holt Counties), Cass County, Colfax County, Custer County, Dakota County, (Dawson and Gosper Counties), Gage County, (Keith, Deuel, Arthur Grant, Hooker, McPherson, and Logan Counties), Lincoln County, Madison County, Otoe County, (Phelps and Harlan Counties), Platte County, Red Willow County, (Scottsbluff, Sioux, and Banner Counties), Seward County, Washington County, City of Fremont

50K or more-Douglas County, Hall County, Lancaster County, Sarpy County

REGION BREAKDOWN

Region by county size percentage

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Less than 5K	4.2%	5.6%	16.7%	46.7%	37.5%
5K-10K	62.5%	61.1%	33.3%	6.7%	25%
10K to 50K	20.8%	33.3%	50%	40%	37.5%
50K+	12.5%	0%	0%	6.7%	0%

Question 5 For 2008-# of 911 calls dispatch center received

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Less than 100 calls	0%	5.6%	16.7%	6.7%	0%
100 to 500 calls	16.7%	0%	0%	26.7%	37.5%
500 to 1000 calls	4.2%	0%	0%	6.7%	12.5%
1000 to 1500 calls	12.5%	11.1%	0%	6.7%	0%
1500 to 2000	12.5%	16.7%	16.7%	0%	12.5%

calls					
2000 to 2500 calls	0%	11.1%	0%	0%	0%
2500 or more calls	37.5%	33.3%	66.7%	40%	37.5%
Don't know	16.7%	22.2%	0%	13%	0%

Question 6-What percent of all dispatch calls were for a medical emergency

	South Eastern (22)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Less than 25%	22.7%	11.1%	33.3%	33.3%	0%
25-50%	27.3%	22.2%	16.7%	26.7%	50%
50-75%	18.2%	16.7%	16.7%	6.7%	25%
75-100%	9.1%	11.1%	16.7%	0%	25%
Don't know	22.7%	38.9%	16.7%	33.3%	0%

Question 9-Does dispatch center have access to BLS

	South Eastern (23)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	87%	94.4%	100%	93.3%	87.5%
No	8.7%	0%	0%	0%	12.5%
Don't know	4.3%	5.6%	0%	6.7%	0%

Question 10-Does dispatch center have access to ACLS

	South Eastern (23)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	65.2%	66.7%	83.3%	80%	100%
No	26.1%	16.7%	16.7%	6.7%	0%
Don't know	8.7%	16.7%	0%	13.3%	0%

Question 11-All 100%

Question 12-Does center have Enhanced 911 service

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	95.8%	100%	83.3%	93.3%	75%
No	4.2%	0%	16.7%	6.7%	25%
Don't know	0%	0%	0%	0%	0%

Question 13-Does center have GPS capability

	South Eastern (23)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	73.9%	83.3%	83.3%	73.3%	75%
No	26.1%	5.6%	16.7%	20%	25%
Don't know	0%	11.1%	0%	6.7%	0%

Question 14-What Emergency Medical Dispatch software program they use

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
APSO	0%	0%	0%	0%	0%
MDPS	12.5%	0%	0%	6.7%	0%
NESCA	58.3%	66.7%	83.3%	46.7%	75%
Do not use software or cards	25%	22.2%	16.7%	40%	0%
Don't know	4.2%	0%	0%	0%	12.5%
Other	0%	11.1%	0%	6.7%	12.5%

Question 15-What method of communication they use to dispatch EMS calls

	South Eastern (23)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Telephone	4.2%	0%	0%	0%	0%
Radio	83.3%	55.6%	66.7%	86.7%	87.5%
Other	12.5%	44.4%	33.3%	13.3%	12.5%

Question 16-Do they utilize a computerized data collection system to track calls

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	66.7%	44.4%	50%	53.3%	75%
No	29.2%	44.4%	50%	46.7%	25%
Don't know	4.2%	11.1%	0%	0%	0%

Question 17-During 2008, how many FTE dispatchers centers employed

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
0	8.3%	0%	0%	0%	0%
Less than 1	0%	0%	0%	0%	0%
1	0%	0%	16.7%	0%	0%
2	0%	0%	0%	0%	0%
3	4.2%	5.6%	16.7%	13.3%	0%
4	20.8%	27.8%	0%	33.3%	37.5%
5+	66.7%	66.7%	66.7%	53.3%	62.5%

Question 18-Number of FTE's that are online 24/7 in a center

	South Eastern (24)	North Eastern (18)	North Central (5)	South Central (13)	Panhandle (8)
0	20.8%	0%	0%	0%	0%
Less than 1	0%	0%	0%	0%	0%
1	29.2%	50%	80%	53.8%	37.5%
2	16.7%	33.3%	20%	23.1%	25%
3	8.3%	0%	0%	23.1%	12.5%
4	8.3%	5.6%	0%	0%	25%
5+	16.7%	11.1%	0%	0%	0%

Question 19-0 is 100% among all areas

Question 20-Percent of dispatchers who are Emergency Medical Dispatch certified

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
None	16.7%	11.1%	16.7%	26.7%	0%
Less than 25 percent	8.3%	5.6%	0%	0%	12.5%
25 to 50 percent	4.2%	5.6%	16.7%	0%	12.5%
50 to 75 percent	4.2%	5.6%	0%	0%	0%
75 to 100 percent	62.5%	72.2%	66.7%	66.7%	75%
Don't know	4.2%	0%	0%	6.7%	0%

Question 21-Under which authority dispatch center operates(Note: centers may choose more than one so percentages may add up to more than 100%)-

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
911 Center	33.3% (8)	27.8% (5)	66.7% (4)	33.3% (5)	12.5% (1)
Police Department	16.7% (4)	22.2% (4)	16.7% (1)	26.7% (4)	12.5% (1)
Sheriff's Department	66.7% (16)	61.1% (11)	33.3% (2)	53.3% (8)	62.5% (5)
Tribal Office	0%	0%	0%	0%	0%
Other	0%	0%	16.7% (1)	0%	12.5% (1)
Don't know	0%	0%	0%	0%	0%

Question 22-Does local physician provide medical oversight for PSAP

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	20.8%	11.1%	0%	20%	25%
No	62.5%	77.8%	83.3%	73.3%	75%
Don't know	16.7%	11.1%	16.7%	6.7%	0%

Question 23-Number of initial training hours required for EMS dispatchers

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central	Panhandle (8)
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				(15)	
Less than 10 hours	4.2%	0%	33.3%	6.7%	0%
11-20 hours	12.5%	22.2%	0%	13.3%	25%
21-30 hours	16.7%	11.1%	16.7%	13.3%	0%
More than 30 hours	54.2%	61.1%	50%	46.7%	75%
None	8.3%	0%	0%	6.7%	0%
Don't know	4.2%	5.6%	0%	13.3%	0%

Question 24-Does initial training include-How to determine what type of response or help is needed?

	South Eastern (21)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	100%	94.4%	100%	86.7%	100%
No	0%	5.6%	0%	6.7%	0%
Don't know	0%	0%	0%	6.7%	0%

Question 25-Does initial training include-How to respond to a potential heart attack patient

	South Eastern (20)	North Eastern (18)	North Central (6)	South Central (14)	Panhandle (8)
Yes	90%	83.3%	83.3%	78.6%	100%
No	5%	16.7%	16.7%	21.4%	0%
Don't know	5%	0%	0%	0%	0%

Question 26-Does initial training include-How to respond to a potential stroke patient

	South Eastern (21)	North Eastern (18)	North Central (6)	South Central (14)	Panhandle (8)
Yes	90.5%	77.8%	66.7%	78.6%	100%
No	4.8%	22.2%	16.7%	21.4%	0%
Don't know	4.8%	0%	16.7%	0%	0%

Question 27-How often ongoing training is conducted for EMS dispatchers

	South Eastern (21)	North Eastern (18)	North Central (6)	South Central (14)	Panhandle (8)
Quarterly	4.8%	11.1%	0%	21.4%	12.5%
Semi- Annually	4.8%	0%	16.7%	7.1%	0%
Annually	28.6%	11.1%	16.7%	21.4%	50%
As needed	61.9%	66.7%	33.3%	35.7%	37.5%
Never	0%	0%	16.7%	14.3%	0%
Don't know	0%	11.1%	16.7%	0%	0%

Question 28-Does center require dispatcher's to obtain annual continuing education

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	50%	38.9%	50%	53.3%	62.5%
No	45.8%	61.1%	50%	40%	37.5%
Don't know	4.2%	0%	0%	6.7%	0%

Question 29-How many continuing education (CE) hours are required for EMS dispatchers annually

	South Eastern (12)	North Eastern (7)	North Central (3)	South Central (8)	Panhandle (5)
Less than 10 hours	41.7%	42.9%	66.7%	12.5%	40%
11-20 hours	16.7%	28.6%	0%	37.5%	60%
21-30 hours	25%	0%	0%	0%	0%
More than 30 hours	0%	0%	0%	0%	0%
None	8.3%	14.3%	33.3%	12.5%	0%
Don't know	8.3%	14.3%	0%	37.5%	0%

Question 30-Do PSAP's require dispatchers to successfully complete a program designed to provide pre-arrival instructions to callers requesting EMS assistance

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	75%	66.7%	83.3%	46.7%	75%

No	20.8%	27.8%	16.7%	46.7%	25%
Don't know	4.2%	5.6%	0%	6.7%	0%

Question 31-During 2008, did center conduct QI for Emergency Medical Dispatch

	South Eastern (23)	North Eastern (18)	North Central (6)	South Central (14)	Panhandle (8)
Yes	30.4%	22.2%	16.7%	28.6%	37.5%
No	56.5%	77.8%	83.3%	71.4%	37.5%
Don't know	13%	0%	0%	0%	25%

Question 32-Do you have Emergency Medical Dispatch protocols for suspected stroke calls

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	54.2%	72.2%	83.3%	46.7%	50%
No	33.3%	22.2%	16.7%	46.7%	50%
Don't know	12.5%	5.6%	0%	6.7%	0%

Question 33-During 2008 how many times have used the suspected stroke protocol

	South Eastern (13)	North Eastern (13)	North Central (5)	South Central (7)	Panhandle (4)
0 times	15.4%	23.1%	0%	42.9%	0%
1-5 times	46.2%	53.8%	60%	28.6%	100%
6-10 times	0%	15.4%	20%	0%	0%
10+ times	38.5%	7.7%	20%	28.6%	0%

Question 35-Who developed their stroke protocol

	South Eastern (13)	North Eastern (12)	North Central (5)	South Central (6)	Panhandle (3)
American Stroke Association	7.7%	8.3%	0%	0%	33.3%
Medical Director	7.7%	8.3%	0%	0%	0%
Supervisor	0%	0%	0%	0%	0%
Lead Dispatcher	0%	0%	0%	0%	0%
Other	61.5%	41.7%	80%	83.3%	66.7%
Don't know	23.1%	41.7%	20%	16.7%	0%

Question 36-Was stroke protocol reviewed by the local EMS medical director

	South Eastern (12)	North Eastern (12)	North Central (4)	South Central (7)	Panhandle (3)
Yes	58.3%	25%	25%	57.1%	66.7%
No	25%	50%	25%	14.3%	0%
Don't know	16.7%	25%	50%	28.6%	33.3%

Question 37-Does the stroke protocol include standard pre-arrival instructions for stroke calls

	South Eastern (13)	North Eastern (13)	North Central (5)	South Central (7)	Panhandle (4)
Yes	92.3%	84.6%	80%	85.7%	100%
No	0%	0%	0%	0%	0%
Don't know	7.7%	15.4%	20%	14.3%	0%

Question 38-With a suspected stroke patient calling in, do you have a specific dispatch time goal

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	20.8%	38.9%	83.3%	26.7%	75%
No	54.2%	50%	16.7%	53.3%	25%
Don't know	25%	11.1%	0%	20%	0%

Question 40-If dispatcher suspects that the patient may be having a stroke, is EMS dispatched with lights/sirens

	South Eastern (22)	North Eastern (18)	North Central (6)	South Central (13)	Panhandle (7)
Yes	36.4%	33.3%	16.7%	30.8%	28.6%
No	4.5%	0%	0%	0%	0%
Choice made by crew	45.5%	55.6%	66.7%	53.8%	42.9%
Do not have authority to dispatch with light/sirens	13.6%	11.1%	16.7%	15.4%	28.6%

Question 41-If you receive multiple calls does PSAP prioritize stroke as the most emergent call

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	25%	33.3%	50%	20%	25%
No	29.2%	16.7%	16.7%	53.3%	25%
Do not have authority to prioritize calls	45.8%	50%	33.3%	26.7%	50%

Does level of dispatch depend on

Q43-Level of consciousness or breathing

	South Eastern (6)	North Eastern (6)	North Central (3)	South Central (3)	Panhandle (2)
Yes	66.7%	50%	66.7%	66.7%	100%
No	33.3%	50%	33.3%	33.3%	0%
Don't know	0%	0%	0%	0%	0%

Q44-Related pertinent symptoms

	South Eastern (6)	North Eastern (6)	North Central (3)	South Central (3)	Panhandle (2)
Yes	66.7%	50%	66.7%	33.3%	100%
No	33.3%	50%	33.3%	66.7%	0%
Don't know	0%	0%	0%	0%	0%

Q45-Previous medical history

	South Eastern (6)	North Eastern (6)	North Central (3)	South Central (3)	Panhandle (2)
Yes	66.7%	0%	66.7%	0%	100%
No	33.3%	100%	33.3%	66.7%	0%
Don't know	0%	0%	0%	33.3%	0%

Q46-Known diabetic patient or history of diabetes

	South Eastern (6)	North Eastern (6)	North Central (3)	South Central (3)	Panhandle (2)
Yes	66.7%	0%	66.7%	33.3%	100%
No	33.3%	83.3%	33.3%	66.7%	0%
Don't know	0%	16.7%	0%	0%	0%

Q48-Do dispatchers receive stroke-specific training and/or continuing education

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	33.3%	22.2%	33.3%	20%	37.5%
No	62.5%	66.7%	50%	66.7%	62.5%
Don't know	4.2%	11.1%	16.7%	13.3%	0%

Section 4-Cardiac Care

Question 49-Do you have Emergency Medical Dispatch protocols for suspected heart attack calls

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	58.3%	66.7%	83.3%	46.7%	50%
No	33.3%	27.8%	16.7%	46.7%	50%

Don't know	8.3%	5.6%	0%	6.7%	0%
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Question 50-During 2008 how many times have used the suspected heart attack protocol

	South Eastern (14)	North Eastern (12)	North Central (5)	South Central (6)	Panhandle (4)
0 times	7.1%	0%	0%	0%	0%
1-5 times	42.9%	33.3%	60%	50%	25%
6-10 times	21.4%	16.7%	20%	0%	25%
10+ times	28.6%	50%	20%	50%	50%

Question 52-Who developed their heart attack protocol

	South Eastern (13)	North Eastern (12)	North Central (5)	South Central (6)	Panhandle (3)
American Heart Association	15.4%	16.7%	0%	0%	66.7%
Medical Director	7.7%	8.3%	0%	0%	0%
Supervisor	0%	0%	0%	0%	0%
Lead Dispatcher	0%	0%	0%	0%	0%
Other	61.5%	33.3%	100%	83.3%	33.3%
Don't know	15.4%	41.7%	0%	16.7%	0%

Question 53-Was heart attack protocol reviewed by the local EMS medical director

	South Eastern (13)	North Eastern (12)	North Central (4)	South Central (6)	Panhandle (3)
Yes	46.2%	25%	25%	66.7%	33.3%
No	30.8%	41.7%	50%	16.7%	33.3%
Don't know	23.1%	33.3%	25%	16.7%	33.3%

Question 54-Does the heart attack protocol include standard pre-arrival instructions for chest pain or discomfort calls

	South Eastern (14)	North Eastern (12)	North Central (5)	South Central (7)	Panhandle (4)
Yes	92.9%	91.7%	80%	100%	75%
No	0%	0%	0%	0%	0%
Don't know	7.1%	8.3%	20%	0%	25%

Question 55-With a suspected heart attack patient calling in, do you have a specific dispatch time goal

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	20.8%	44.4%	83.3%	26.7%	62.5%
No	70.8%	55.6%	16.7%	60%	37.5%
Don't know	8.3%	0%	0%	13.3%	0%

Question 57-If dispatcher suspects that the patient may be having a heart attack, is EMS dispatched with lights/sirens

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	33.3%	27.8%	16.7%	26.7%	25%
No	8.3%	0%	0%	6.7%	0%
Choice made by crew	41.7%	61.1%	66.7%	53.3%	50%
Do not have authority to dispatch with light/sirens	16.7%	11.1%	16.7%	13.3%	25%

Question 58-If you receive multiple calls does PSAP prioritize heart attacks as the most emergent call

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	29.2%	38.9%	50%	20%	37.5%
No	29.2%	16.7%	16.7%	53.3%	25%
Do not have authority to prioritize calls	41.7%	44.4%	33.3%	26.7%	37.5%

Questions 60-62

Does level of dispatch depend on

Q60-Level of consciousness or breathing

	South Eastern (6)	North Eastern (7)	North Central (3)	South Central (2)	Panhandle (2)
Yes	66.7%	57.1%	66.7%	50%	100%
No	33.3%	42.9%	33.3%	50%	0%
Don't know	0%	0%	0%	0%	0%

Q61-Related pertinent symptoms

	South Eastern (6)	North Eastern (7)	North Central (3)	South Central (2)	Panhandle (2)
Yes	50%	57.1%	66.7%	100%	100%
No	50%	42.9%	33.3%	0%	0%
Don't know	0%	0%	0%	0%	0%

Q62-Previous medical or surgical history

	South Eastern (6)	North Eastern (7)	North Central (3)	South Central (2)	Panhandle (2)
Yes	50%	42.9%	66.7%	50%	100%
No	50%	57.1%	33.3%	50%	0%
Don't know	0%	0%	0%	0%	0%

Question 64-Do dispatchers receive heart attack-specific training and/or continuing education-71 responses

	South Eastern (24)	North Eastern (18)	North Central (6)	South Central (15)	Panhandle (8)
Yes	50%	50%	50%	40%	62.5%
No	45.8%	44.4%	33.3%	53.3%	37.5%
Don't know	4.2%	5.6%	16.7%	6.7%	0%

Section 5-Types of training

Question 65-If stroke or cardiac training were offered, what would be your preferred mode of training

	South Eastern (20)	North Eastern (18)	North Central (5)	South Central (14)	Panhandle (8)
Face to face	25%	50%	40%	14.3%	37.5%
Workshop	20%	5.6%	20%	21.4%	12.5%
Tele-health	0%	0%	0%	0%	0%
Online education	15%	27.8%	20%	21.4%	12.5%
DVD or CD rom	35%	16.7%	20%	28.6%	25%
Not interested in training	5%	0%	0%	14.3%	12.5%

South Eastern-Douglas county, Sarpy county, Cass county, otoa county, Nemaha county, Richardson county, (Johnson and Pawnee counties), Saunders county, Lancaster county, Gage county, Butler county, Seward County, Saline County, City of Crete, Jefferson County, Polk county, York county, City of York, Fillmore county, Thayer county, Merrick county, Hamilton county, Clay county, Nuckolls county

North Eastern-Dakota county, Thurston county, Washington County, Dixon county, Wayne County, Cuming County, Dodge County, City of Fremont, Cedar County, Statton County, Colfax county, Pierce County, Madison county, Platte County, Knox county, Antelope county, Boone county, Nance county

North Central-Keya Paha county, (Boyd and Holt counties), Howard county, (Thomas, Blaine, Loup, Garfield, Wheeler, Valley, Greeley, Sherman counties), Custer county, (Grant, Hooker, Arthur, McPherson, Logan, Keith and Deuel counties)

South Central-Hall county, Adams county, Webster county, Buffalo county, Franklin county, (Dawson and Gosper counties), (Phelps and Harlan counties) Furnas county, Lincoln county, Frontier county, Red Willow county, (Hayes and Hitchcock counties) Perkins county, Chase county, Dundy county

Panhandle-Sheridan county, Garden county, Box Butte county, Morill county, Cheyenne county, (Scotts Bluff, Sioux, Banner counties) Kimball county