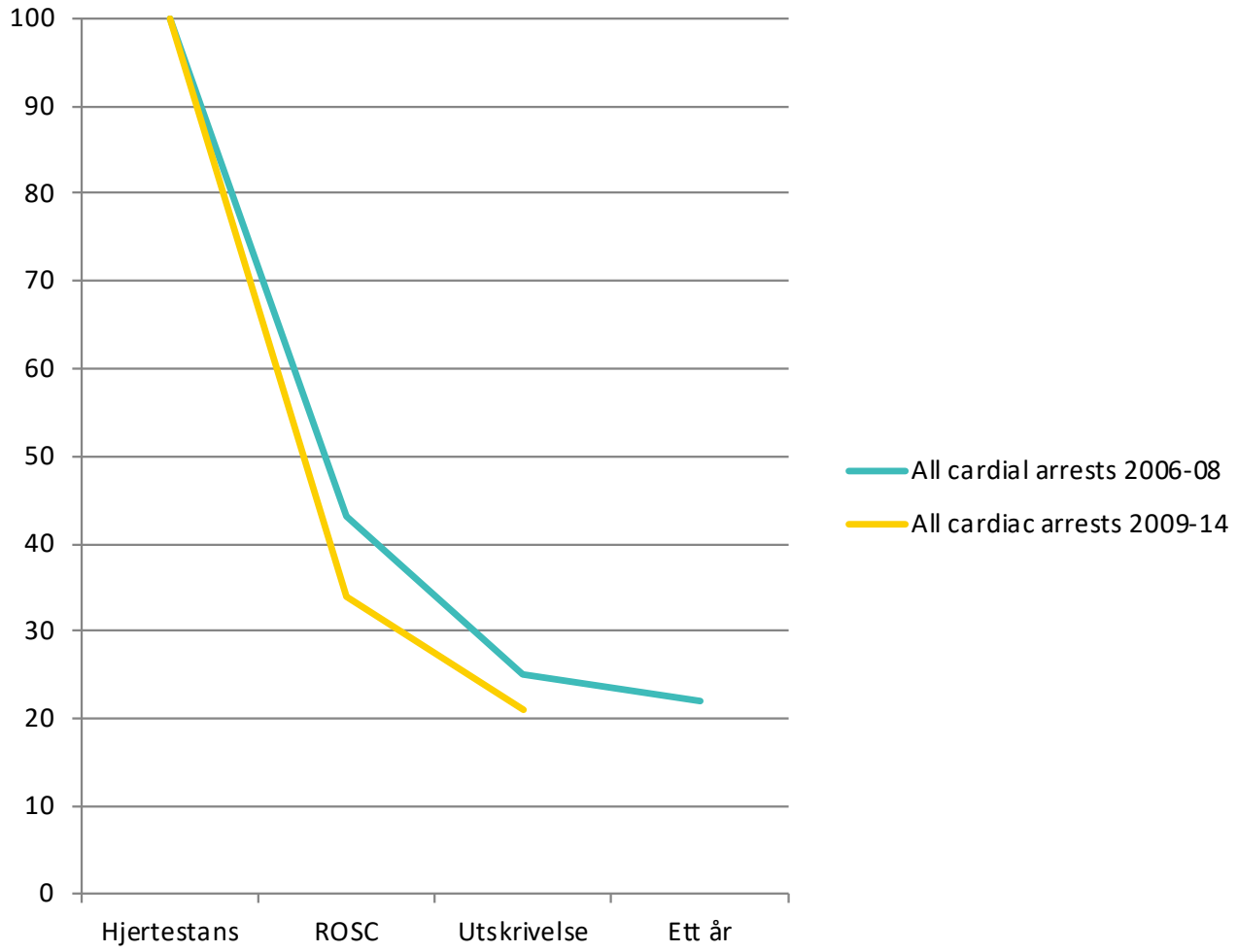
Helsedirektoratet

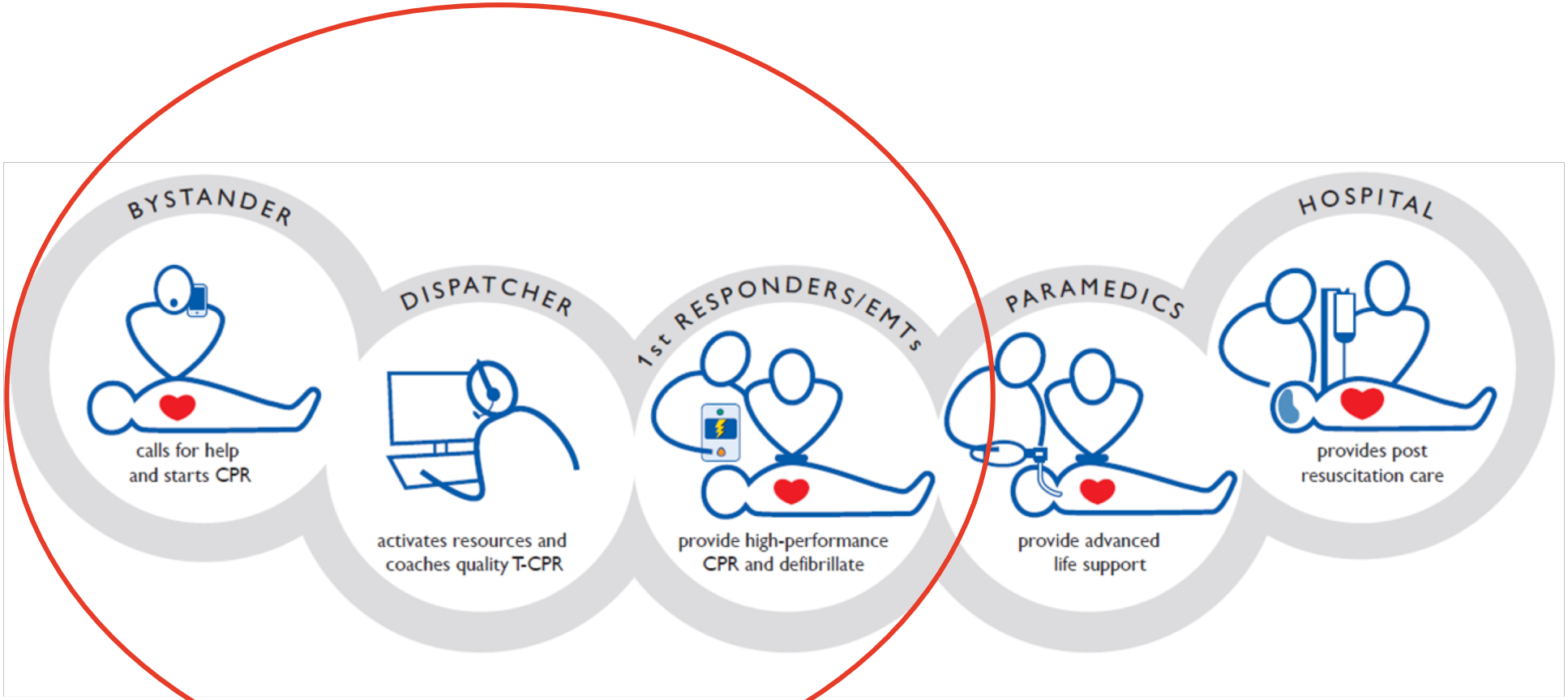
113 sammen redder vi liv

# 113 – Nå kan vi simulere i telefonen

Conrad Bjørshol og Helene Lund


100
90
80
70
60
50
40
30
20
10
0
Hjertestans
ROSC
Utskrivelse
Ett år
All cardial arrests 2006-08
All cardiac arrests 2009-14

# Kjeden som redder liv



*«It takes **a system** to save a life»*

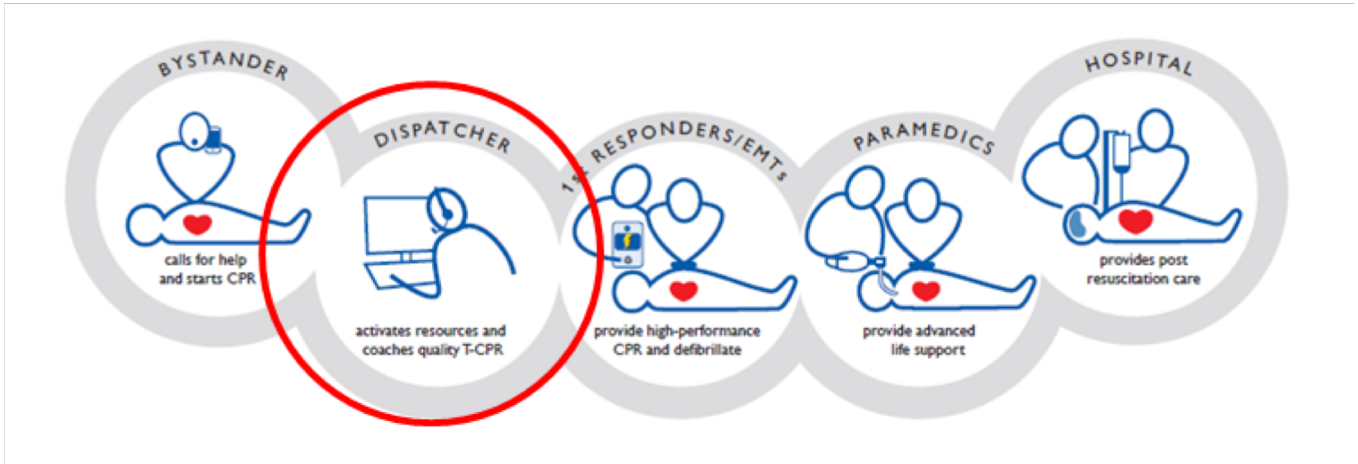
Mickey Eisenberg

# «***Measure*** *and improve*»

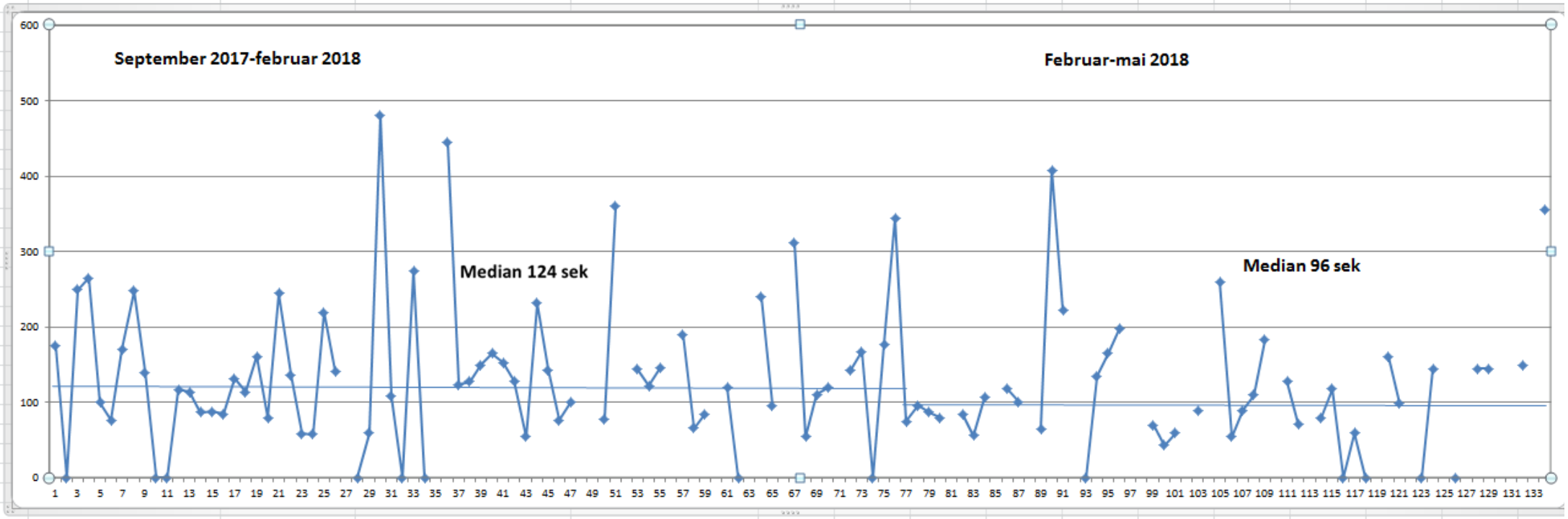
Global Resuscitation Academy

# Mål

- HLR **< 2 min**


BYSTANDER
calls for help and starts CPR
DISPATCHER
activates resources and coaches quality T-CPR
1st RESPONDERS/EMTs
provide high-performance CPR and defibrillate
PARAMEDICS
provide advanced life support
HOSPITAL
provides post resuscitation care

# Tid til kompresjon



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ORIGINAL RESEARCH:
EMPIRICAL RESEARCH – QUANTITATIVE

# Public knowledge and expectations about dispatcher assistance in out-of-hospital cardiac arrest

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## Abstract

**Aim:** To assess the factors associated with the knowledge and expectations among the general public about dispatcher assistance in out-of-hospital cardiac arrest incidents.

**Background:** In medical dispatch centres, emergency calls are frequently operated by specially trained nurses as dispatchers. In cardiac arrest incidents, efficient communication between the dispatcher and the caller is vital for prompt recognition and treatment of the cardiac arrest.

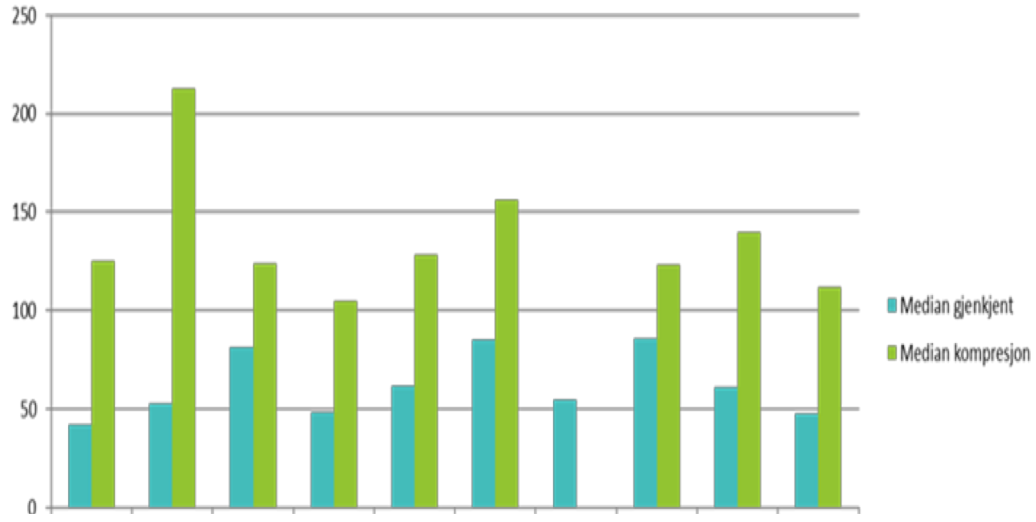
**Design:** A cross-sectional observational survey containing six questions and seven demographic items.

# Tiltak

- Lydlogg ved alle hjertestans

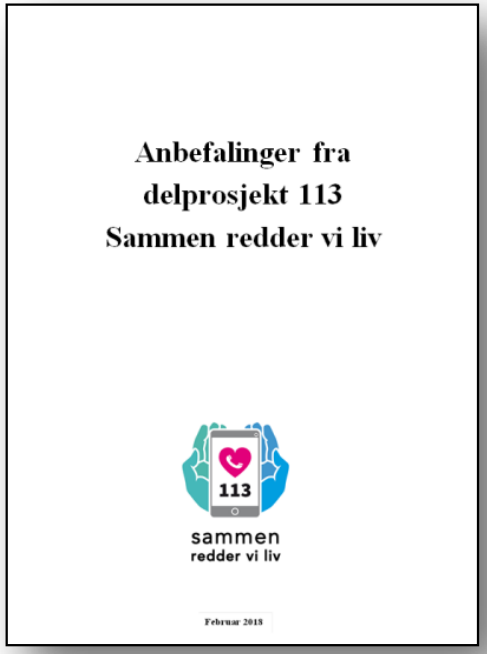
## Resultat

- Redusert tid til gjenkjenning av hjertestans med 35 sek
  - 20 liv



## Oppfølging

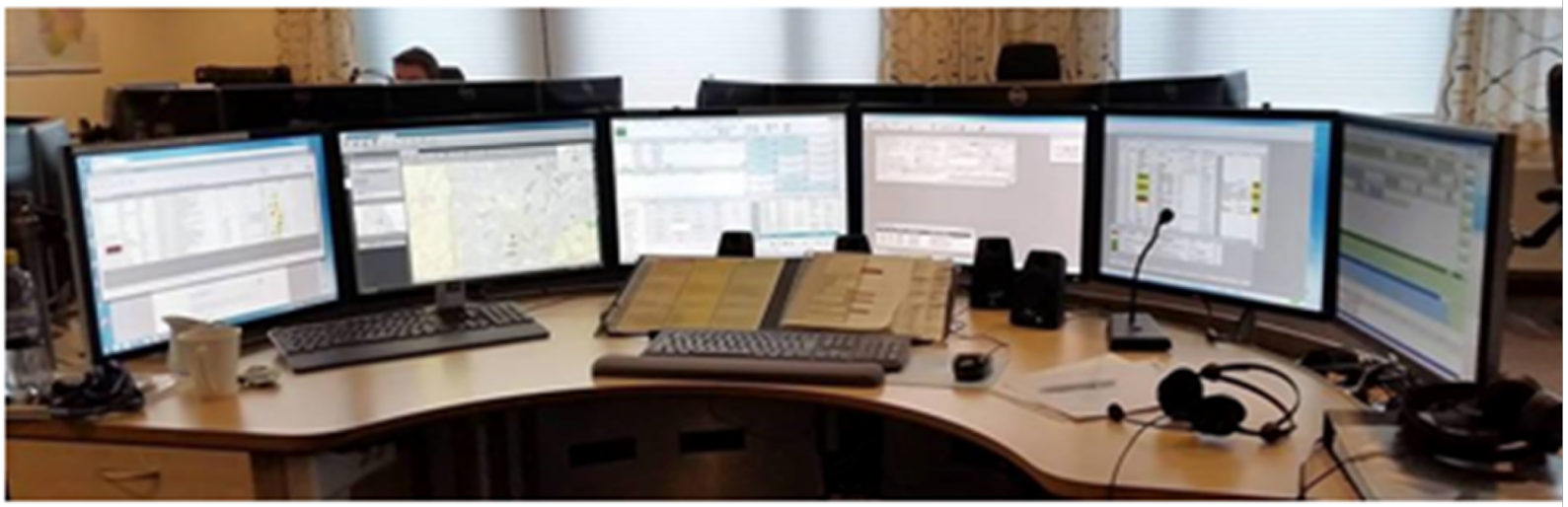
- **Lydlogg** ved alle hjertestans, og utvalg ved hjerneslag, hjerteinfarkt, skader
- Utdanne **fasilitatorer**
- **Anbefalinger** til RHFene
- Videreføring av **KOKOM**

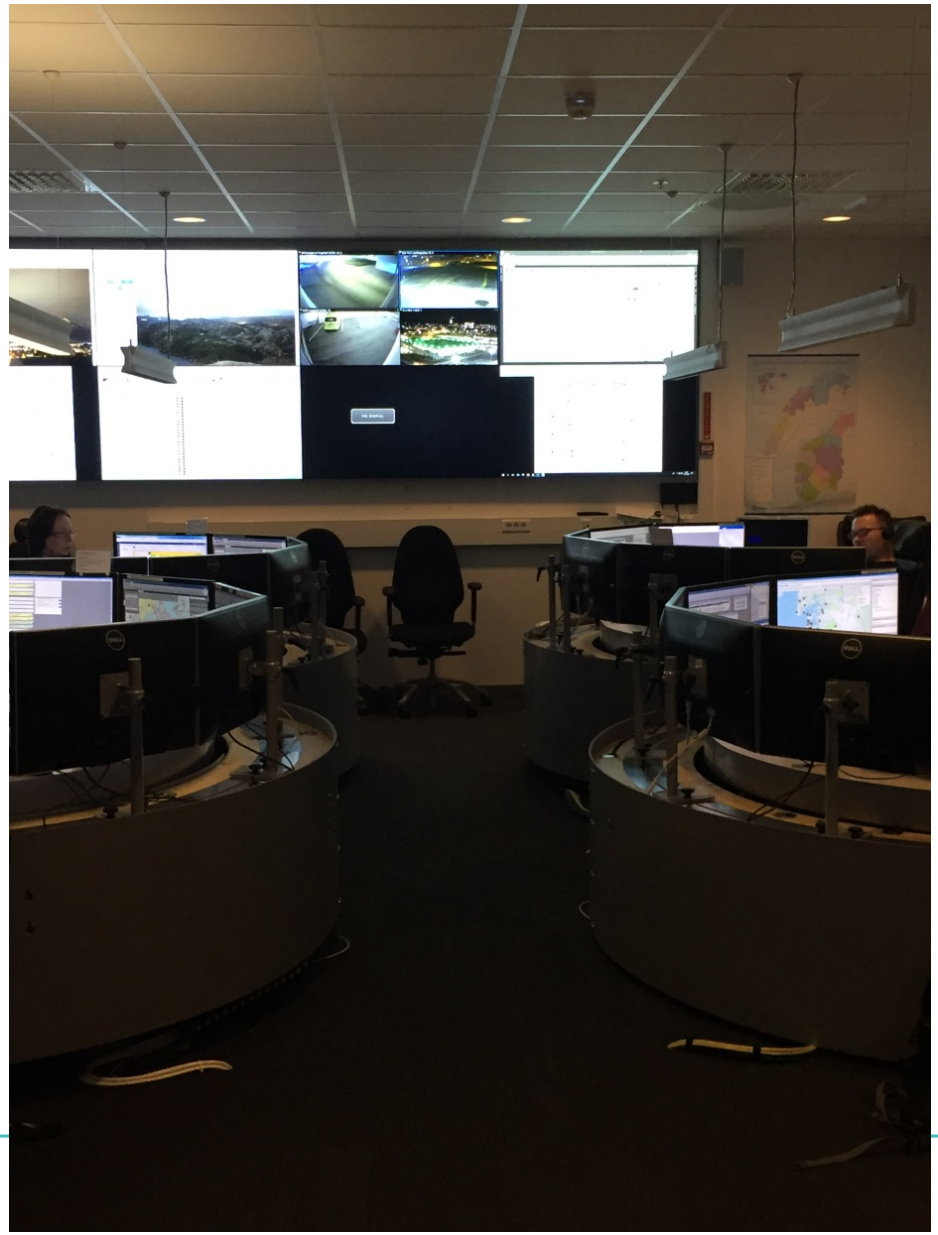

Anbefalinger fra
delprosjekt 113
Sammen redder vi liv

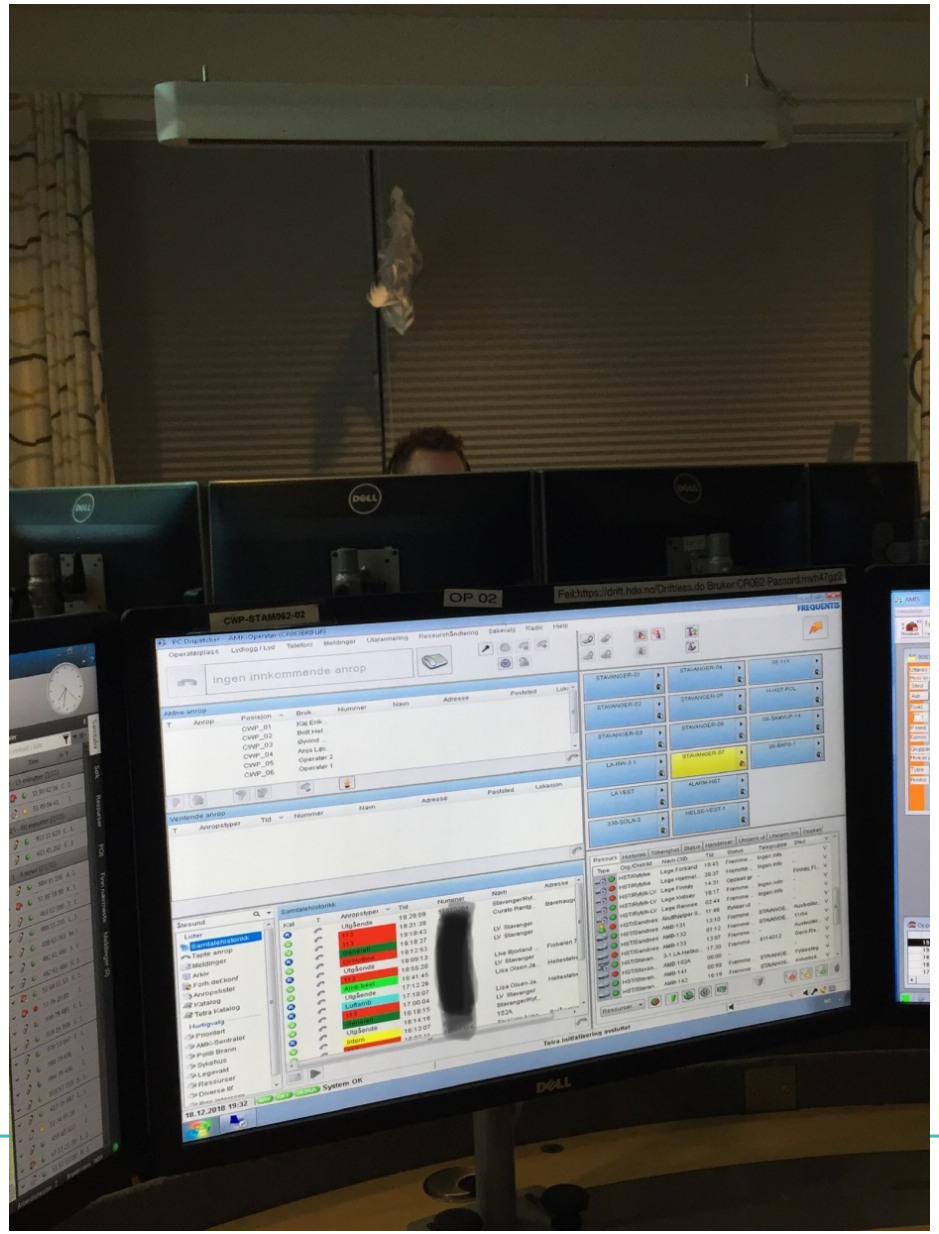
113
sammen
redder vi liv

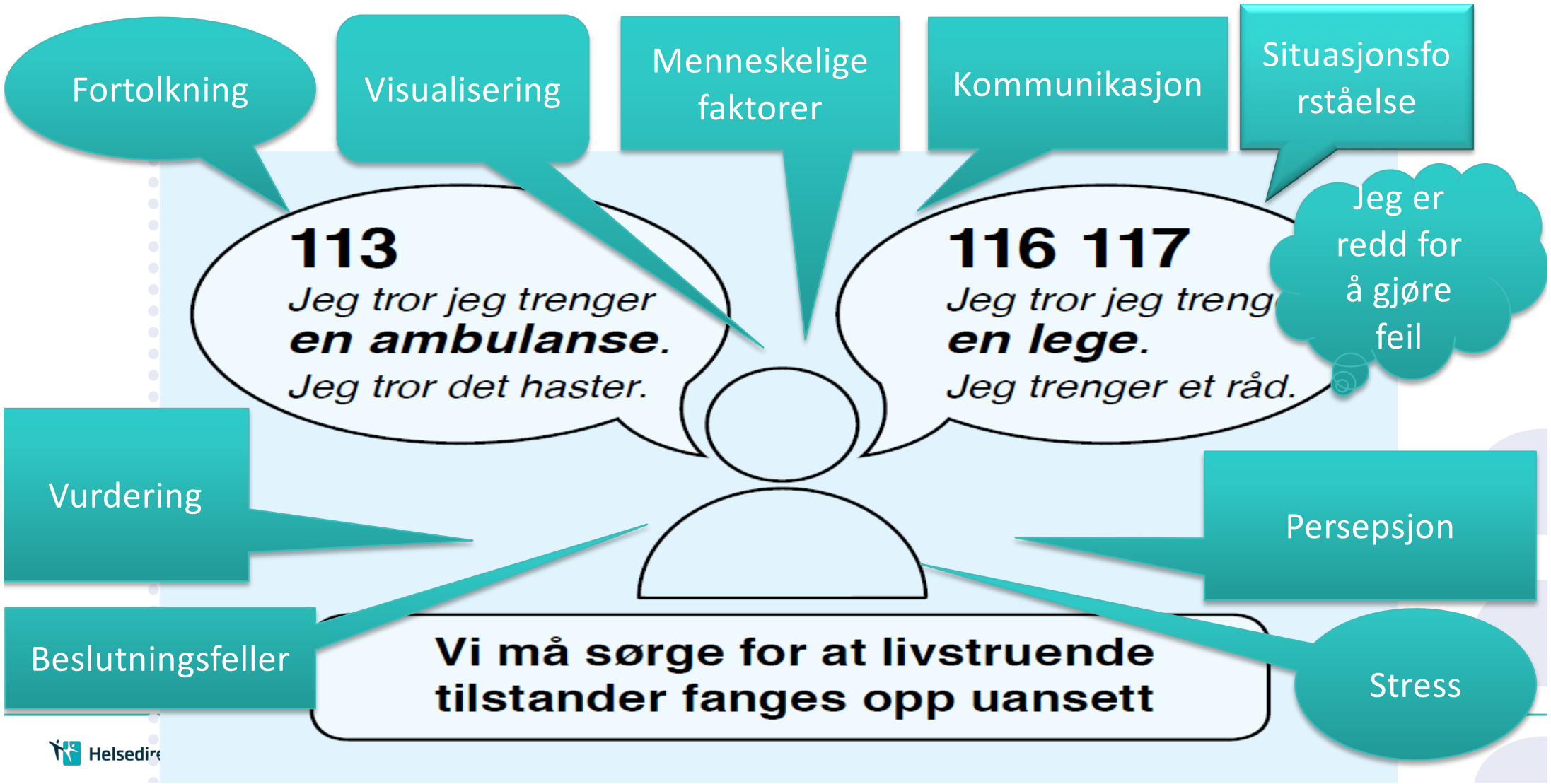
Februar 2018

# Vår utsikt på jobb

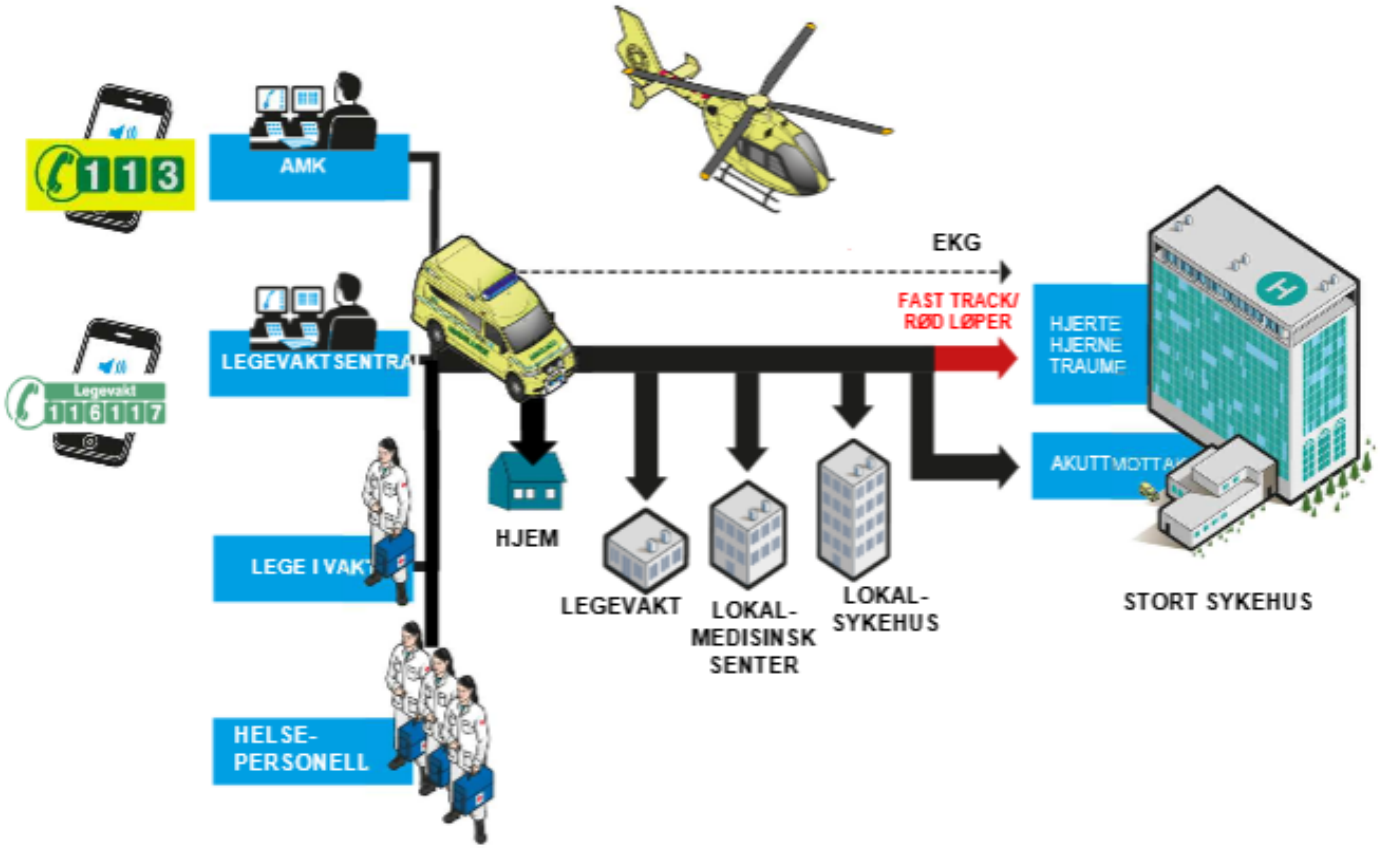





OP 02
CWP-STAM062-02
Ingen innkommende anrop
FREQUENTS
System OK


Fortolkning
Visualisering
Menneskelige faktorer
Kommunikasjon
Situasjonsforståelse
113
Jeg tror jeg trenger
en ambulanse.
Jeg tror det haster.
116 117
Jeg tror jeg trenger
en lege.
Jeg trenger et råd.
Jeg er redd for å gjøre feil
Vurdering
Persepsjon
Beslutningsfeller
Vi må sørge for at livstruende tilstander fanges opp uansett
Stress
Helsedir

# Den livreddende akuttkjeden




Illustrasjon: Helsedirektoratet

Pål Madsen 2014

# KIRKPATRIC EVALUATION MODEL

What?

Whether the training has affected process or outcomes, such as increased production, improved quality, reduced adverse events, decreased costs.

How?

**Level 4**
**RESULT**

- Customer satisfaction survey
- Process or practice changes
- Staff satisfaction survey

Whether participants change their behavior back in the workplace as a result of training.

**Level 3**
**TRANSFER**

- Observation of teamwork behaviors .

Whether the training results in an increase in knowledge, skills or attitudes.

**Level 2**
**LEARNING**

- Teamwork knowledge test.
- Survey of attitude towards teamwork.
- Survey of self-perceived communication skills

How did participants react to the training?

**Level 1**
**REACTION**

- Post-training reaction survey.

NRK TV
«Ring 113 – du e aldri aleina der ute»
Janne Martinsen
fagutviklingssykepleier, AMK-sentralen, Bodø
NORDLANDSSYKEHUSET
AMK
NRK Nyheter
18:48