

Ocean City Department of Emergency Services
Communications Division
6501 Coastal Highway
Ocean City, Maryland 21842

Incident Report

Date: October 6, 2009

Date of Incident: October 3, 2009
Type of Incident: EMS Call for Service
Employees Involved: PCO III Jo Ann Burbage, PCO II Anna Blue
Submitted By: Janet Guiton, Division Supervisor
Reviewed By: Joseph Theobald, Director
Case Number: OCES Communications Division CI 09 005

Summary:

On October 3, 2009 I received a telephone call on my personal cell phone from PCO III Jo Ann Burbage to advise me of a CPR call that was handled by her shift. Burbage stated that the reason for the call was to advise me that the times recorded on the CAD report were not correct and the reasons for this mistake. Additionally, she was concerned about PCO II Anna Blue, her inexperience with the EMD protocols and said that Blue "froze" when directed to speak with the complainant to provide CPR instructions.

When I arrived at work on October 5, 2009 Assistant Chief Chris Shaffer contacted me in reference to the call on October 3rd. He was informed that the call was not dispatched for thirteen or fourteen minutes after it was received and that the recorded CAD times did not accurately reflect the times associated with the call. He asked me to look into the matter.

The facts of the case are as follows:

- The initial call for service was received at 17:21:17 hours. Burbage answered the incoming call and stayed on the line with the caller for 7 minutes 10 seconds obtaining information before turning the call over to Blue to handle CPR instruction. The complainant was not able to provide a correct address for her location for a period of two minutes. Once an accurate location was provided questions concerning the patient were then asked. The complainant reported that her brother-in-law was unconscious in his boat docked in back of the residence. She did advise that he was breathing but unconscious.
- At 17:25:43 hours Burbage announced the Emergency Medical Call for an unconscious subject and dispatched Paramedic 1 or 1-1 and C47 to the call.
- At 17:26:07 Paramedic 1 and C47 acknowledged the call.

- At 17:26:09 the complainant advised that the patient was not breathing and asked Burbage to tell her what to do. Burbage advised her to get him out of the boat and flat on his back. Until Blue takes control of the call the complainant continues to request information to help the patient and tells Burbage to hurry.
- At 17:26:24 Burbage advises Paramedic 1-1 and C47 that she is upgrading the call to CPR in Progress and the subject has stopped breathing.
- 17:26:56 Paramedic 1 advises they are responding.
- 17:27:22 Paramedic 1-1 advises they are responding
- At 17:27:25 can hear Burbage telling Blue to take over the call to provide CPR instruction to the caller.
- Engine 16 announces that they are on 4 at 17:27:50 hours.
- At 17:28:02 Chief 51 tells Burbage that the call is a Silent Alarm response. Burbage replies with, "10-4. I'm trying to get it now, she's screamin' in my ear so we're transferring call takers."
- At 17:28:22 Blue takes over the call and provides CPR instruction.
- 17:28:39 Burbage announces the call as a silent alarm for CPR in Progress.
- Paramedic 1 arrives at 17:29:33
- Paramedic 1-1 arrives at 17:29:37
- Chief 51 advises that he is responding at 17:29:55
- At 17:30:32 the telephone call is terminated.
- At 17:32:32 C47 advises that he has Command and Engine 16 is on scene
- Chief 51 is on scene at 17:33:58
- At 17:44:52 Command advises that everything is under control and the patient is being transported to Atlantic.

Outcome: