



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

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Communication Gap: Linking First Responders and First Receivers

Instructor: Amy Vinturella, ScD

Course Description

This course hopes to bridge the communication gap between first responders (e.g., EMS staff in the field) and first receivers (e.g., emergency room personnel at a hospital) in the event of a terrorist attack. Some topics that will be covered include: orientation to duties and expectations of first responders and first receivers, channels and methods of communication, responder information collection at scene and clear communication guidelines during handoff at a hospital.

Learning Objectives

- Identify the differences between first responders and first receivers
- Identify the differences between information needed by the responders (from the hospital) and by the receivers (from the responders)
- List examples of information that a first responder would request from the hospital and assess the capacity of first receivers to give it
- List examples of information that a first receiver would request from the first responder and assess the capacity of first responders to give it
- Define plain (or common) language and demonstrate an understanding of its importance within Incident Command System
- Explain the pros and cons of triage pre- and post-decon in the field and at the hospital
- Define START and explain how both first responders and first receivers fit into its protocol
- Recognize the major parts of a triage tag and demonstrate familiarity with both creating and reading one
- Describe decontamination procedures
- List the types of information that the first responder should be able to collect at the scene and convey to the first receivers
- Identify the questions that first responders may need answers to when calling from the field

Preparedness & Response Core Competencies **Public Health Preparedness & Response Core Competency Model*

- 2.1: Manage information related to an emergency.
- 2.2: Use principles of crisis and risk communication.

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