



Erasmus+

Erasmus+ Programme, KA2, Vocational, Education and Training - Cooperation for innovation and the exchange of good practices - Strategic Partnerships for vocational education and training

“One Minute may save a Life”

Financed by: European Commission acting through A.N.P.C.D.E.F.P.

Contract No. : 2015-1-RO01-KA202-014982

Duration: 1 October 2015 - 30 September 2017

Parteners:

Zivac Group Central SRL - Romania

Forensics Group - Italy

Universite Européenne LLP - United Kingdom

Fundația pentru SMURD - Romania

Rivensco Consulting Limited - Cyprus



Erasmus+ Programme – Strategic Partnership

Project Nr:
2015-1-RO01-KA202-014982
ONE MINUTE MAY SAVE A LIFE



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RESULTS of QUESTIONNAIRE for EMERGENCY DISPATCHERS - U.K

QUESTIONNAIRE

Name initials.....

Université Européenne LLP - OC38422

« Project Reference : ONE Minute may save a Life , - 2015-1-RO01-KA202-014982

Age
Profession
Occupation

Please, answer the following questions. Using the scale of values from 1 to 5, please choose the most suitable figure for you, considering 1 as the minimum and 5 as maximum.

- 1- Completely false to me
- 2- More false than true for me
- 3- Neither true nor false (neutral) for me
- 4- More true than false to me
- 5- Completely true for me

I. Job perception

1. I am stressed at work
1 2 3 4 5

2. I feel tired at work
1 2 3 4 5

3. What I do at work helps society I live in
1 2 3 4 5

4. I feel that what I do is important
1 2 3 4 5

5. What I do at work makes me feel good
1 2 3 4 5

6. I feel like the life of those who call the emergency line , also depends on me
1 2 3 4 5

7. I believe that the operators who take the emergency calls must be very empathetic people (to understand the caller)
1 2 3 4 5

8. I think teamwork and collaboration with colleagues is very important
1 2 3 4 5

9. The most efficient schedule for a ISU-SMURD dispatcher is in shifts of :

- a) 6 hours
- b) 8 hours
- c) 12 hours
- d) 24 hours

II. Difficulties / Requirements

1. What are the major difficulties at your workplace

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2. What is the biggest challenge you met at work

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3. How often are you in difficulty to communicate with callers?

1 2 3 4 5

4. My work process and organizing needs improvement

1 2 3 4 5

5. Continuous training of the operators answering the emergency call would be very useful

1 2 3 4 5

6. I think that psychological training for operators who respond to the emergency calls would be necessary

1 2 3 4 5

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

9. Answering calls should be made:

- a) After a strict algorithm of questions for the caller**
- b) Through open questions adapted by each dispatcher according to the situation**

III. How useful do you think would be a training that will address the following :

Write down a Number from 1 to 5

- 1- not helpful**
- 2- a little helpful**
- 3 – neutral**
- 4 – pretty useful**
- 5 – very useful**

a) Learning to prioritize emergency calls

1 2 3 4 5

b) To recognize fake calls

1 2 3 4 5

c) Making a caller's profile

1 2 3 4 5

d) Learning to ask the suitable questions

1 2 3 4 5

e) To receive information about emergency psychology

1 2 3 4 5

f) To receive information about the psychology of security (eg. protecting the caller / patients of the immediate dangers, securing the area where the incident occurred , managing persons involved or closeby)

1 2 3 4 5

g) To receive information about psychotraumatology (psychic injuries as "sorrow", psychological trauma, stress from contact with people who go through dangerous events)

1 2 3 4 5

h) Learning to communicate with the caller

1 2 3 4 5

i) To receive information on ways to assist the caller in providing first aid measures

1 2 3 4 5

IV. Statistics

1. On average, how many times do you receive fake calls in a week?

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.....

2. How many calls that turn out to be jokes, do you get in a day?

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3. How many calls that turn out to be wrong number, do you get in a day?

.....
.....

4. What is the subject of the most frequent calls in a week?

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5. What is your perception of the accuracy of classification of incoming calls in the cases index?

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V. Supervision

1. I believe that continuous electronic monitoring of the dispatcher's activity (recording of radio communications, telephone, all actions) is

a) Useful

b) Useless

c) I don't know

2. I believe that the dispatcher's activity is more effective in
- a) The presence of a supervisor to make decisions instead of him.
 - b) The absence of a supervisor to make decisions instead of him.
 - c) I don't know

VI. Stress factors

1. I think I'm ready to interact with people in situations of extreme crisis (eg dead child, people shot, incidents with multiple victims etc.)

- a) Yes
- b) No
- c) I don't know

2. I think I'm ready to interact with angry people expressing their displeasure to me, although I'm not responsible of this discontent.

- a) Yes
- b) No
- c) I don't know

3. I am aware that if I take a wrong decision, it could have negative consequences for human life or property.

- a) Yes
- b) No
- c) I don't know

VII. Reward

1. I believe that the dispatcher job gives me satisfaction to help save people's lives and their property

- a) Yes
- b) No
- c) I don't know

VIII. Emergency Dispatch - recognition of trade

1. I think that would be useful to know "emergency dispatcher" as a distinct profession in the context of integrated operational emergency dispatchers.

- a) Yes
- b) No
- c) I don't know

2. I think that would be helpful to set up an institution (schools) for training / preparation for the "emergency dispatcher" job

- a) Yes
- b) No

c) I don't know

3. I think that the selection of "emergency dispatchers" must follow established criteria to be included in the job description

a) Yes

b) No

c) I don't know

4. I consider that in the context of integrated operational emergency dispatchers, "over-specialization" is needed ,depending on the specifics of the various agencies involved in the response to emergencies (eg firefighter dispatcher , medical dispatcher, police dispatcher, the gendarmerie dispatcher etc..)

a) Yes

b) No

c) I don't know

5. I believe that the emergency dispatcher must be trained to understand, manage and integrate the emergency response of all agencies involved under direct supervision by their representatives (fireman supervisor , doctor supervisor, supervisor policeman, gendarme supervisor etc..)

a) Yes

b) No

c) I don't know

6. I believe that the main five skills / qualities of "emergency dispatcher" are:

1.....

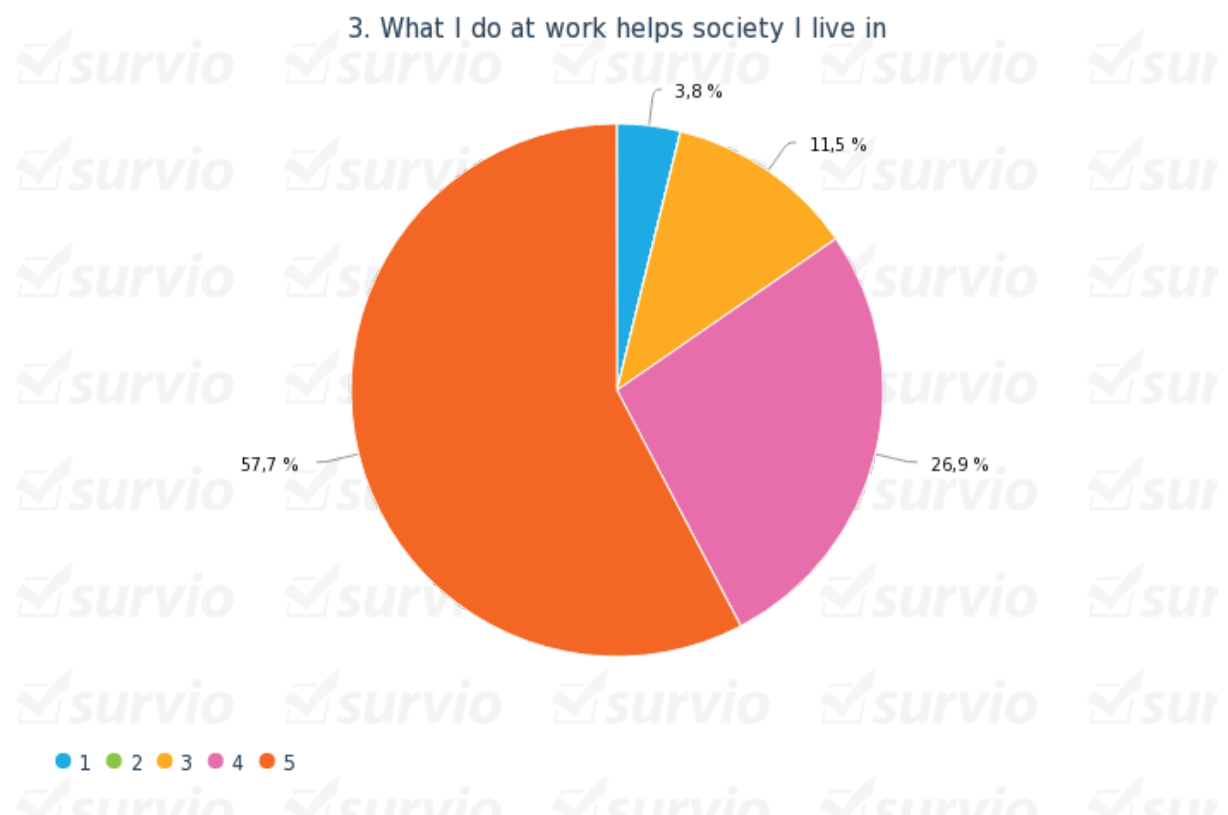
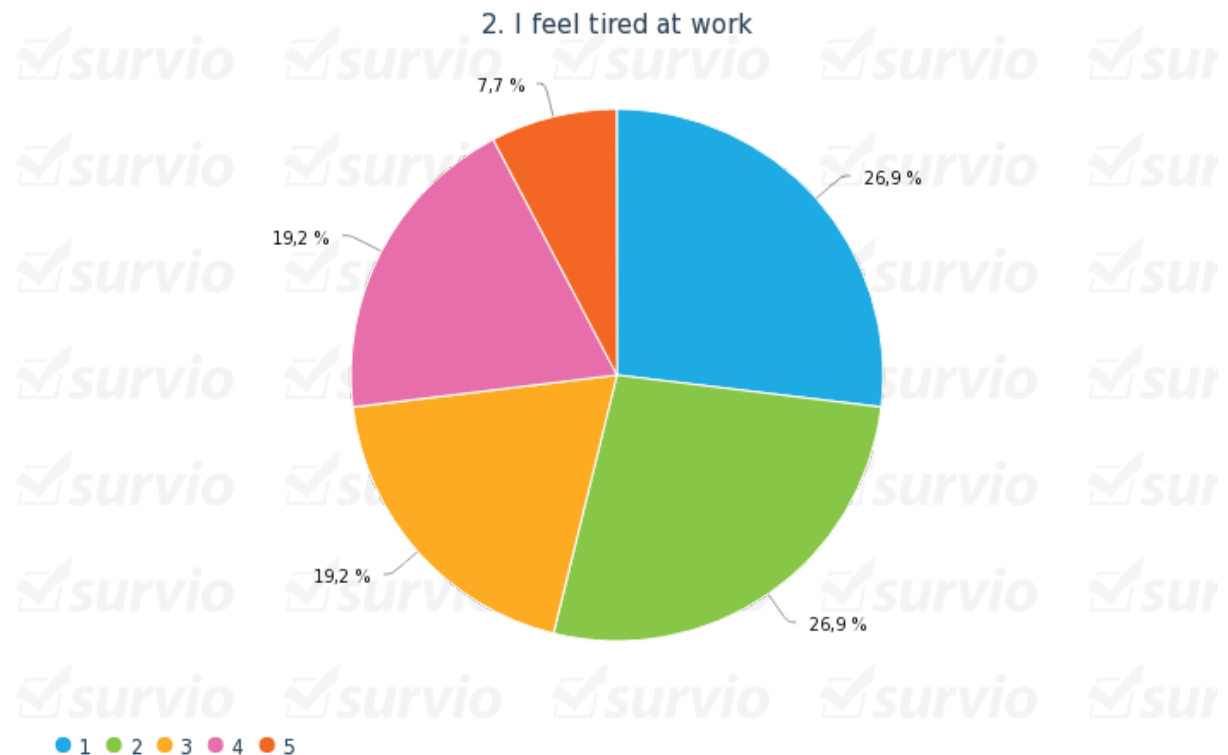
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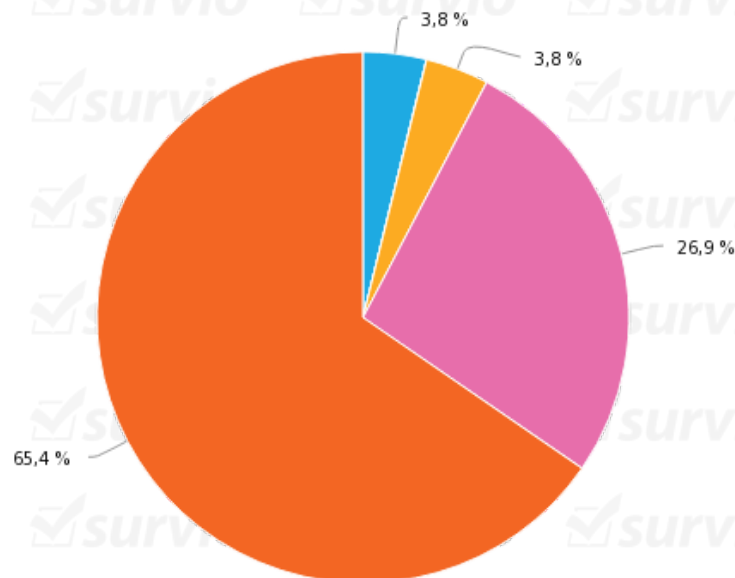
4.....

5.....

I. Job perception

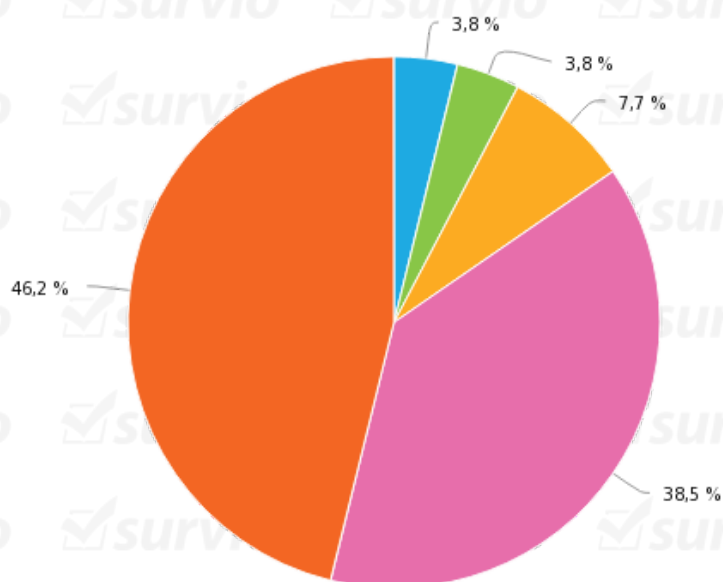


4. I feel that what I do is important



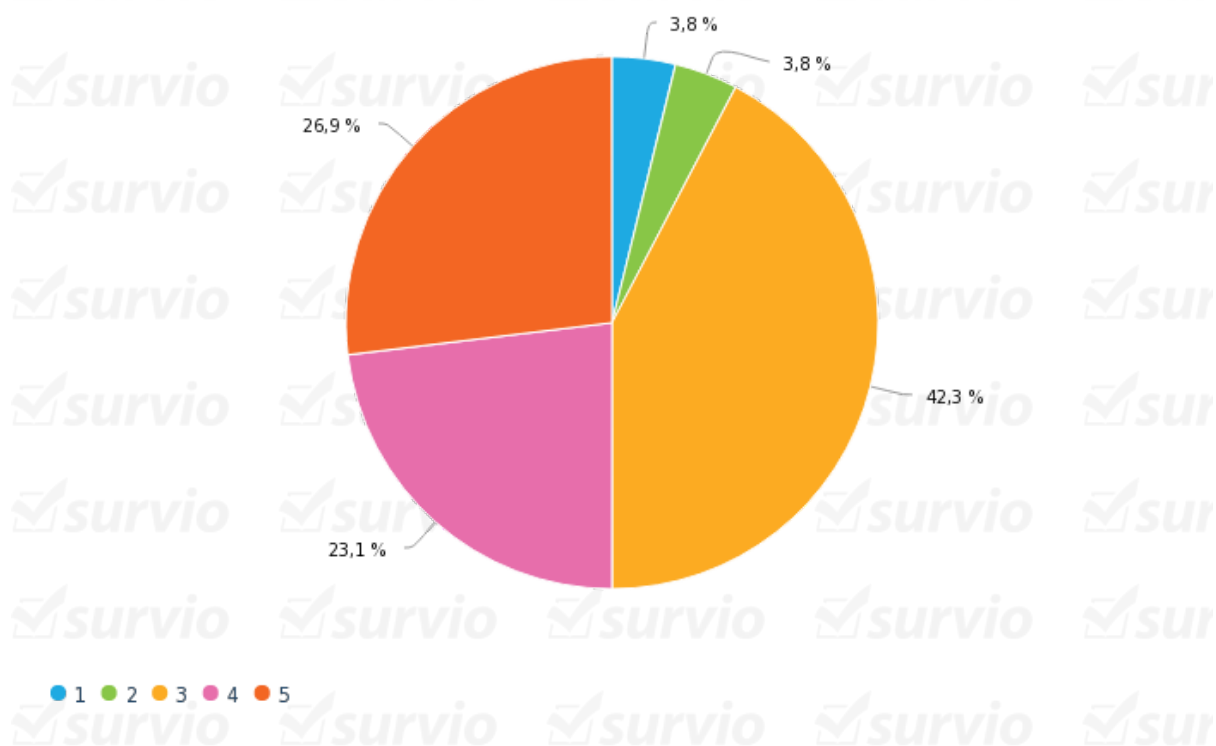
1 2 3 4 5

5. What I do at work makes me feel good

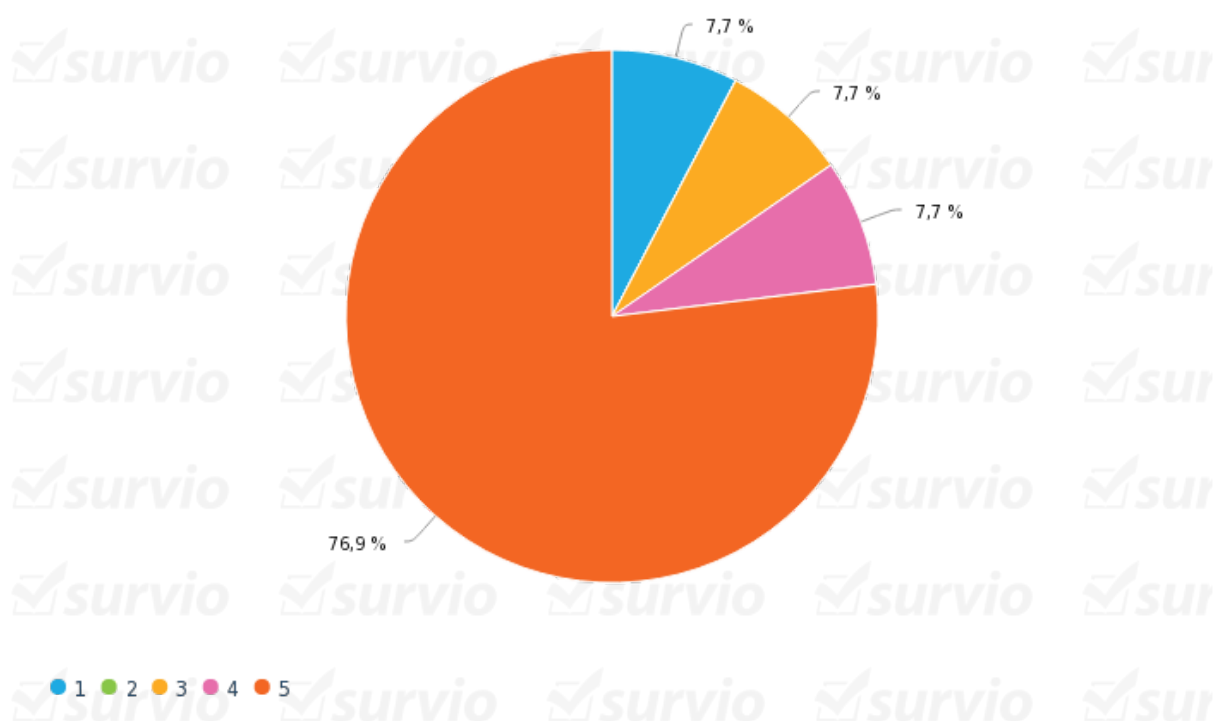


1 2 3 4 5

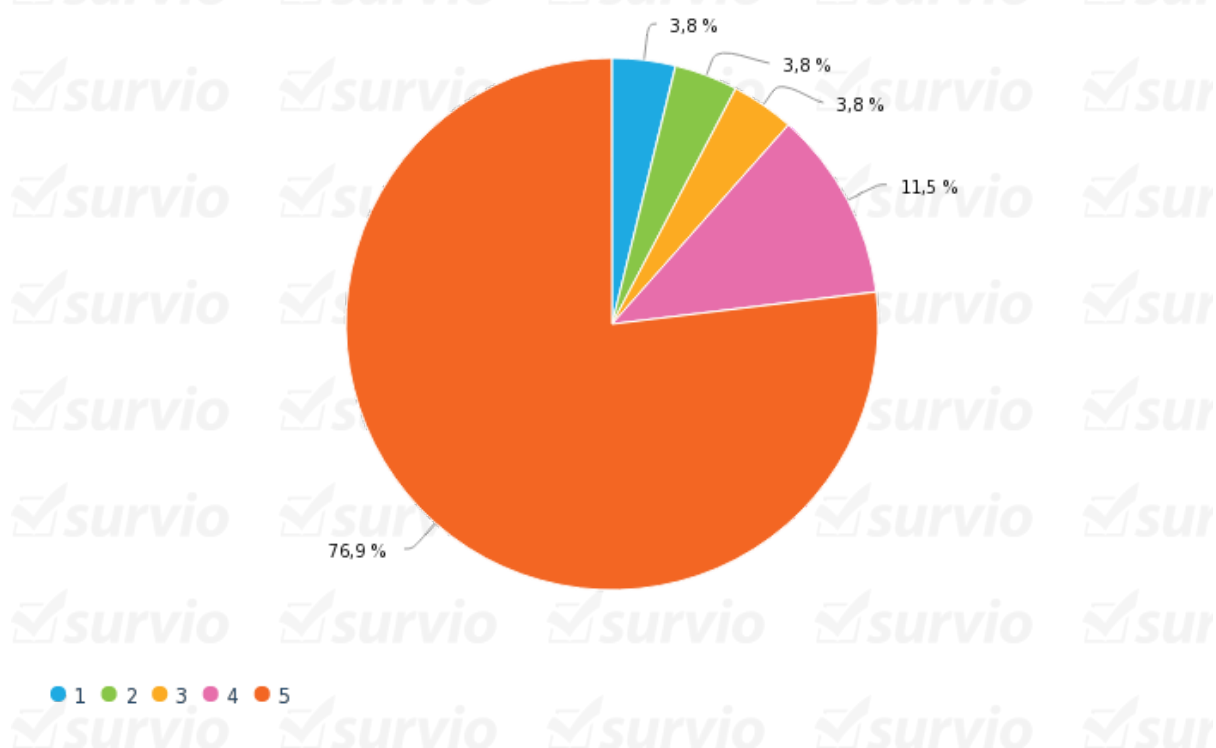
6. I feel like the life of those who call the emergency line, also depends on me



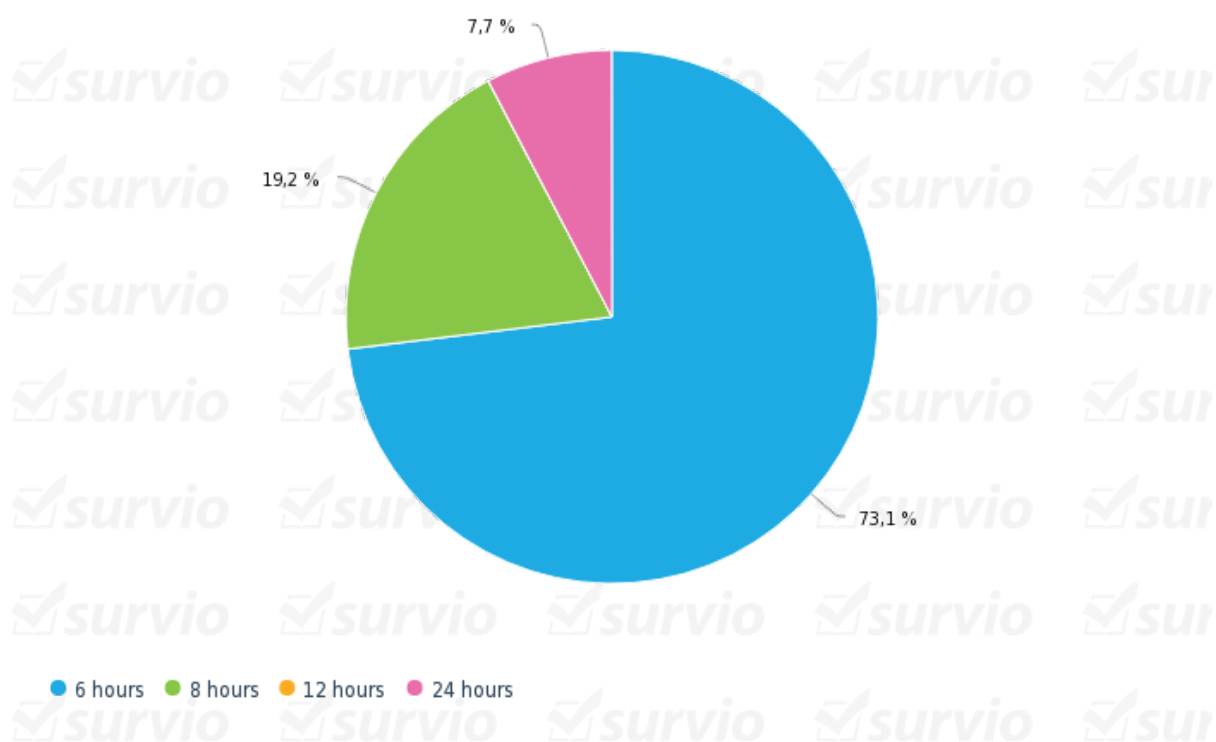
7. I believe that the operators who take the emergency calls must be very empathetic people (to understand the caller)



8. I think teamwork and collaboration with colleagues is very important



9. The most efficient schedule for an emergency dispatcher is in shifts of :



II. Difficulties / Requirements

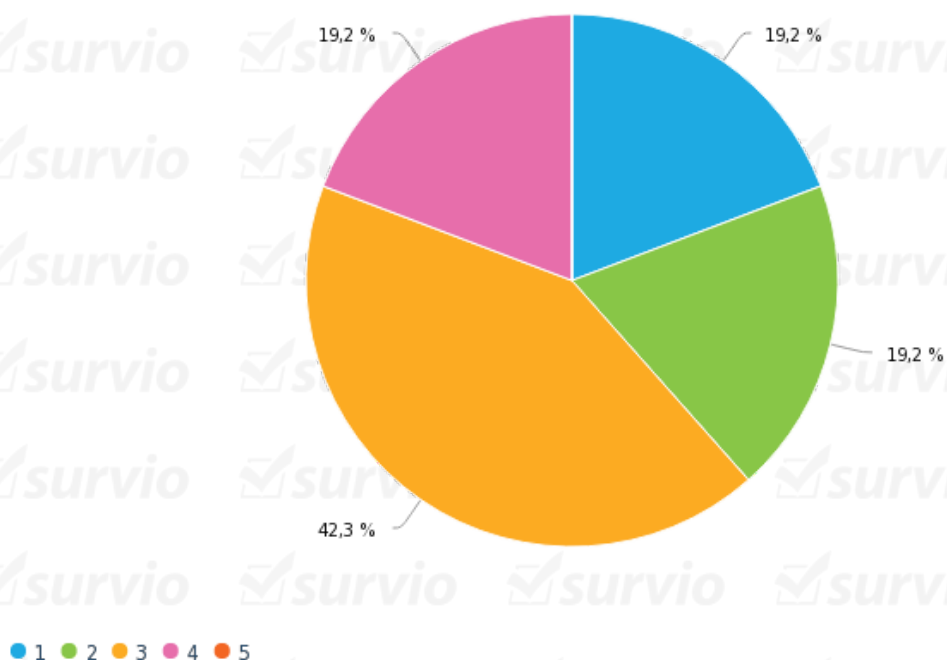
15 1. What are the major difficulties at your workplace

Dissemination of information	None	Keeping up to date with the legal aspects	Coordinazione tra colleghi
The burocracy	None in particular.		
Accident for Old peoples	redundancy causing high stress, suicide, depression and burn-out for colleagues "left behind" in the departments being off-shored - I work for a certain french telephony company	Chaotic organization, confusion in parts (recent many changes in high management, it's very difficult knowing "who does what"), staff shortage	Advertismet
I have no real difficulties, maybe my long time-work make me feel sometimes upset.		the time	Communicating with different people and there problems while serving their needs.
Response times	Manage colloque	I feel fine, sometimes it is difficult to help the person to find the resources necessary for that situation	Coordination, maditate about many points of view, being sensible toward the person who asks help. The importance of paying attention.
communication, availability of resources and materials, organizational efficiency, shifts, sometimes excessive ego	Incomprensione	Fast communication	Communication (3x)
	I do not find any difficulty	Stay patient and not get angry	Listening
	Organization (2x)		

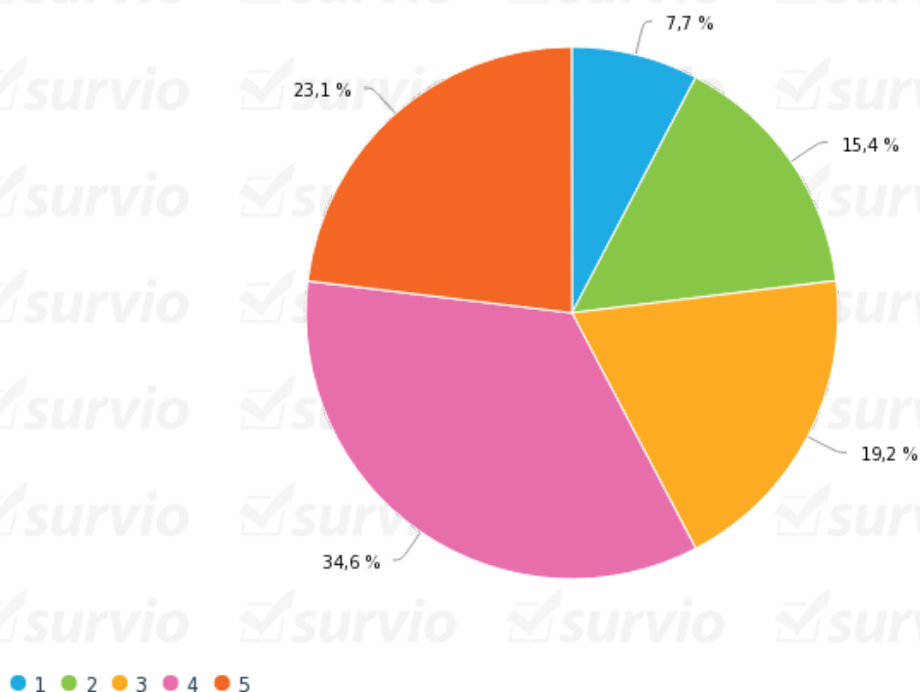
16 2. What is the biggest challenge you met at work

Streamline of procedures	Finance	Mentally disassociating with caller conversations	Organizzazione
staff motivation, staff disagreeing mediation	Practising the art of leadership and tackling emergencies effectively.	To advertize my business	Help people
Accidents of Old peoples	Helping a single mother dissolves a dispute with her son that has a mental issue. It got physical and was very intense.	The biggest challenge I meet everyday at work is when I am able to satisfy unbelievable people.	helping colleagues and customers find a better balance between their job, stress and their private life
To menege an argument/fight.		make simple complicated things	return to normal life after attending traumatic events with more injuries and deaths
Giving flexibility to the mental, help to find immediate solutions and activate the inner resources.	Find new opportunities	the perception of time to carry out rescue in severe cases, perceive the rescue impossibility, the loss of life	Patience (3x)
The Beginning	La guarigione totale del cliente		Stay proactive and lucid in a panic situation
Post stress disorder	Work without stress and disorder		
	Oraganization (2x)		

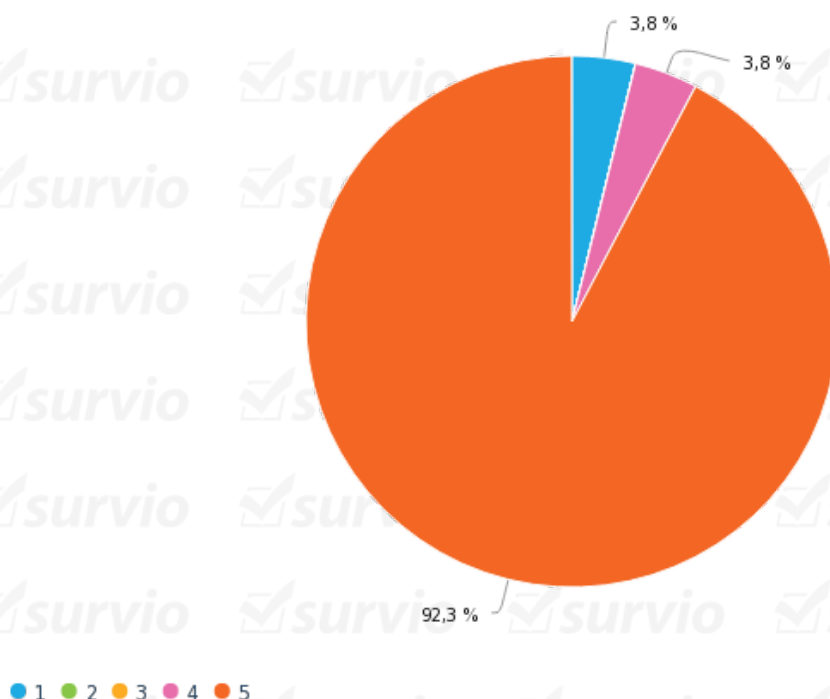
3. How often are you in difficulty to communicate with callers?



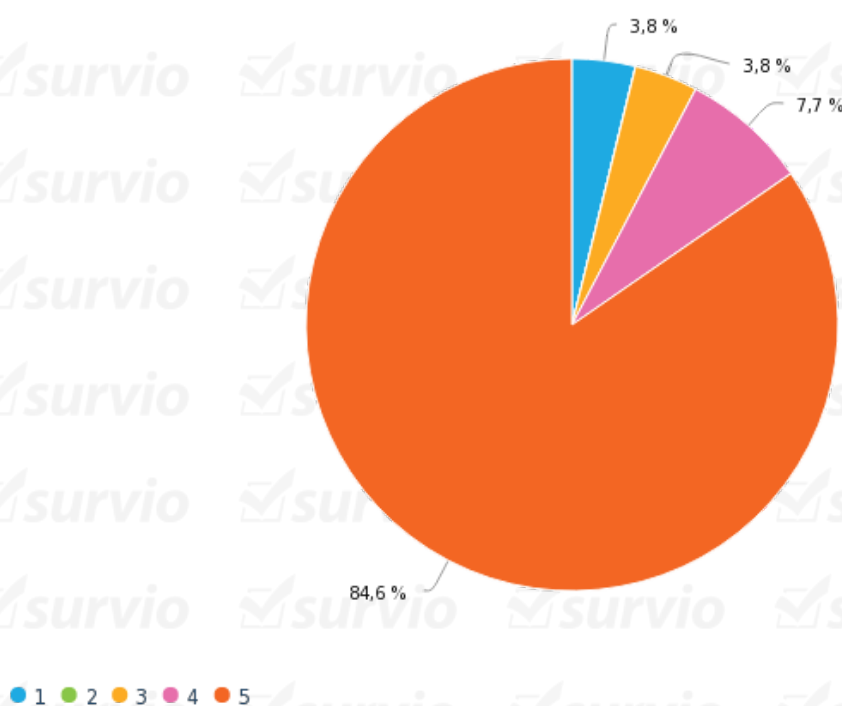
4. My work process and organizing needs improvement



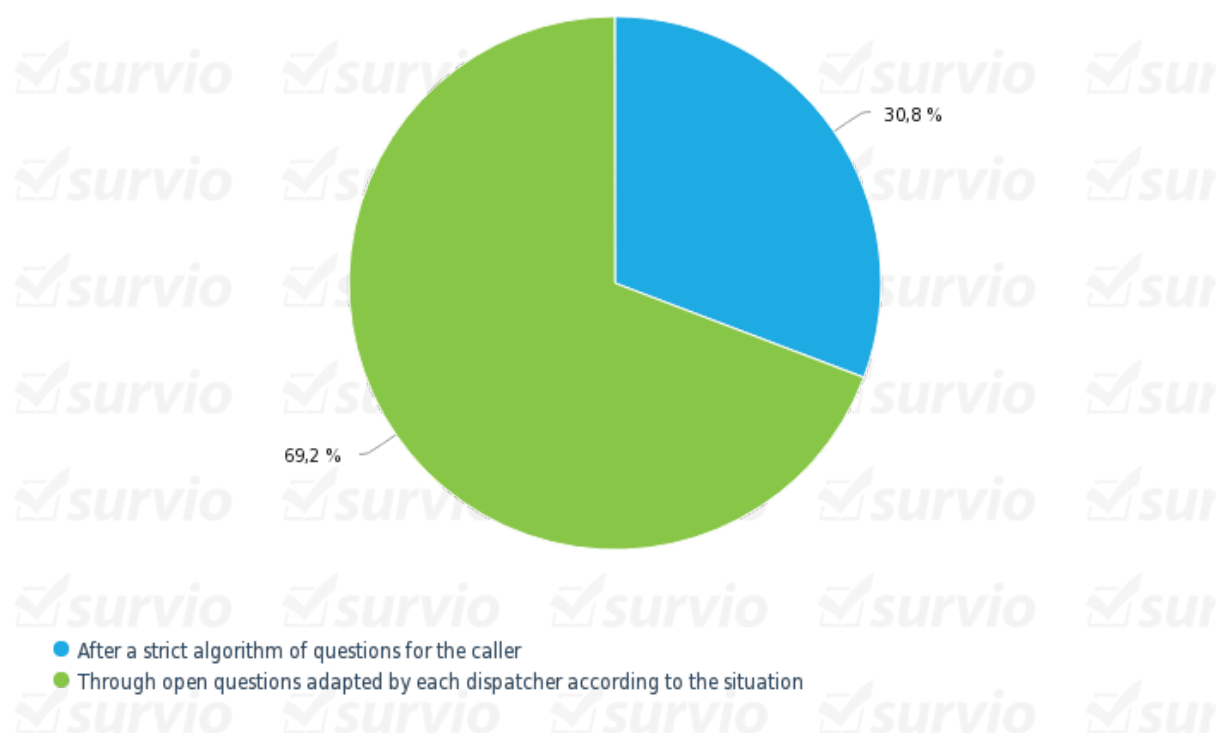
5. Continuous training of the operators answering the emergency call would be very useful



6. I think that psychological training for operators who respond to the emergency calls would be necessary



7. Answering calls should be made:

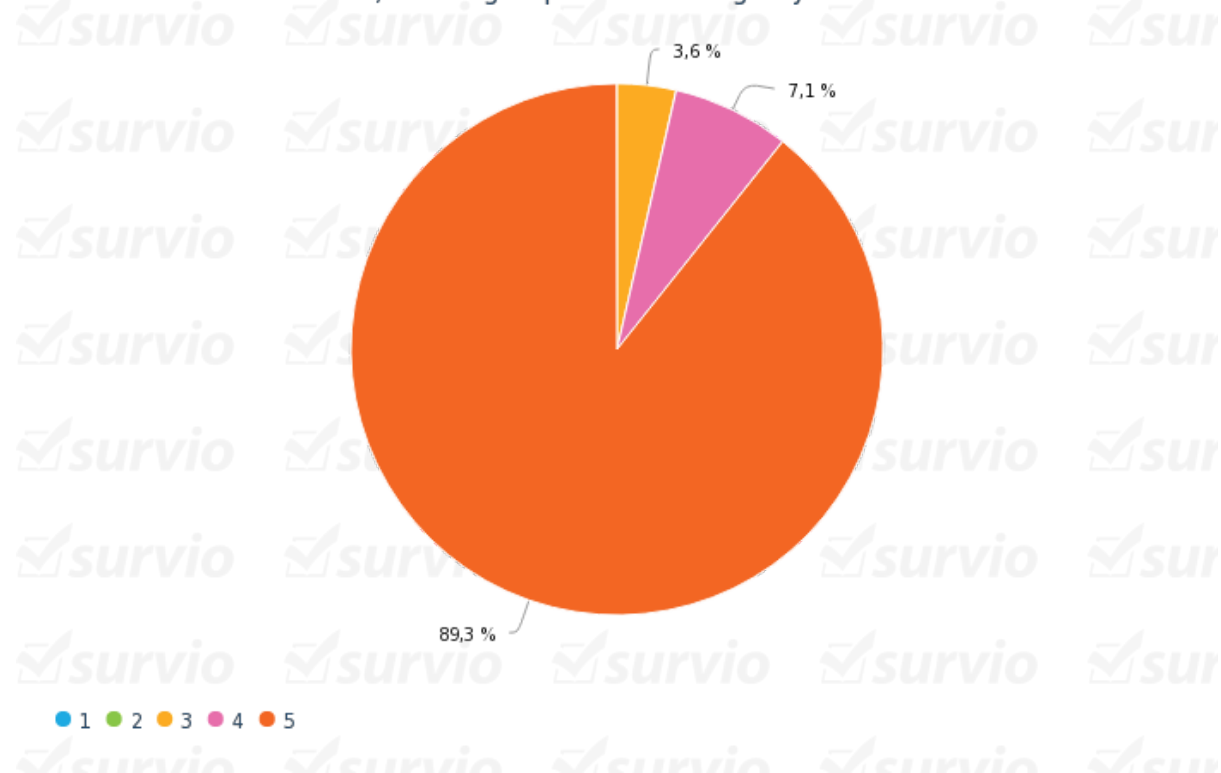


III. How useful do you think would be a training that will address the following :

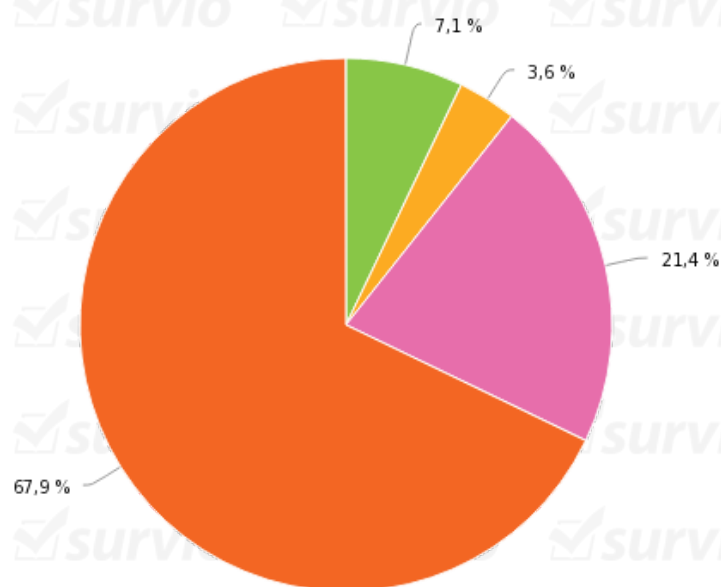
Write down a Number from 1 to 5

- 1- not helpful
- 2- a little helpful
- 3 – neutral
- 4 – pretty useful
- 5 – very useful

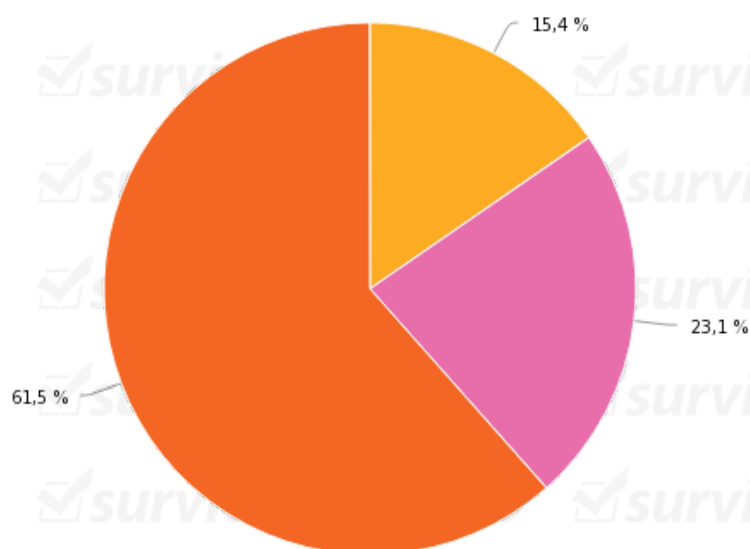
a) Learning to prioritize emergency calls



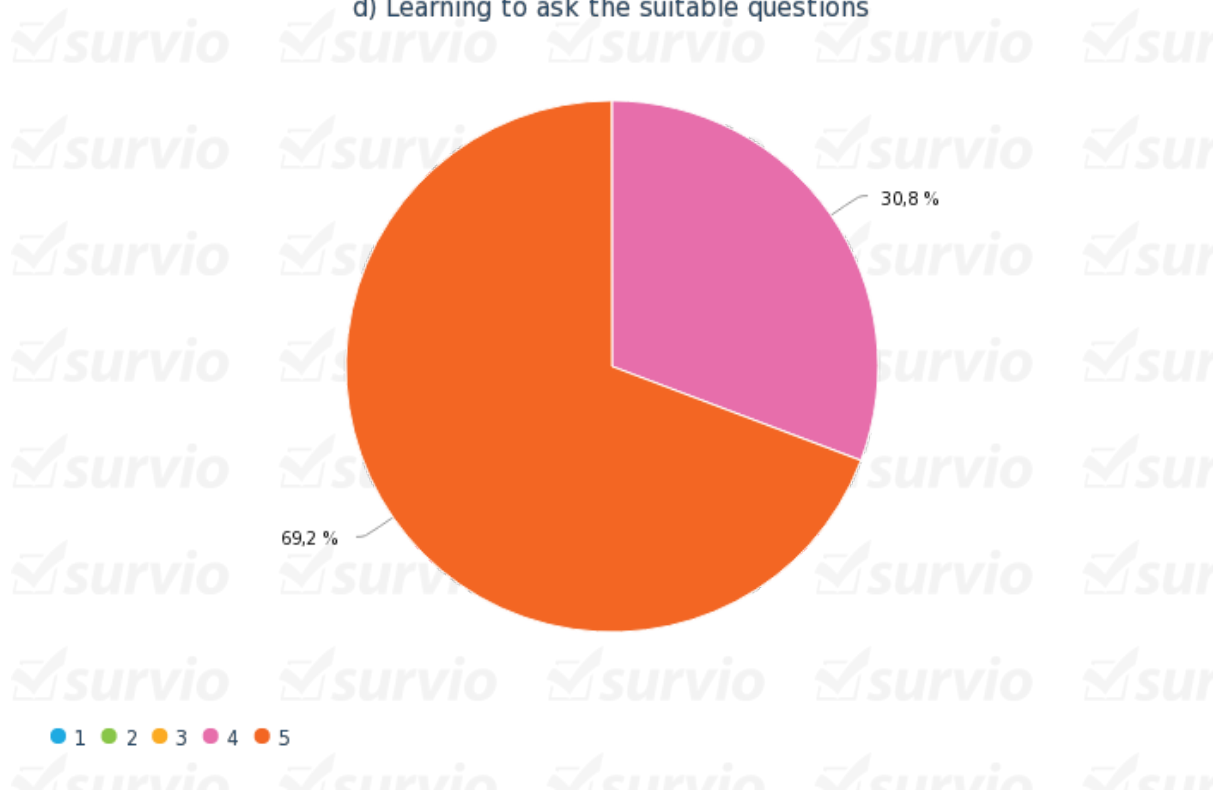
b) To recognize fake calls



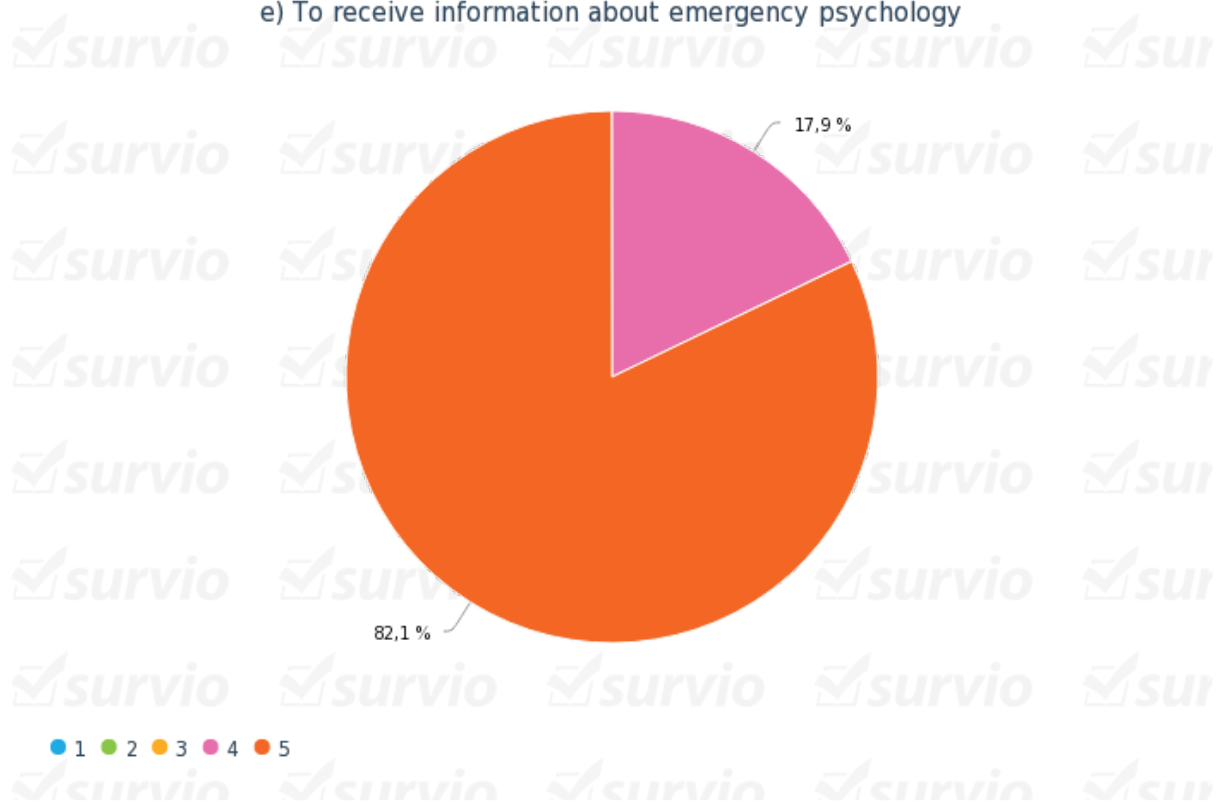
c) Making a caller's profile



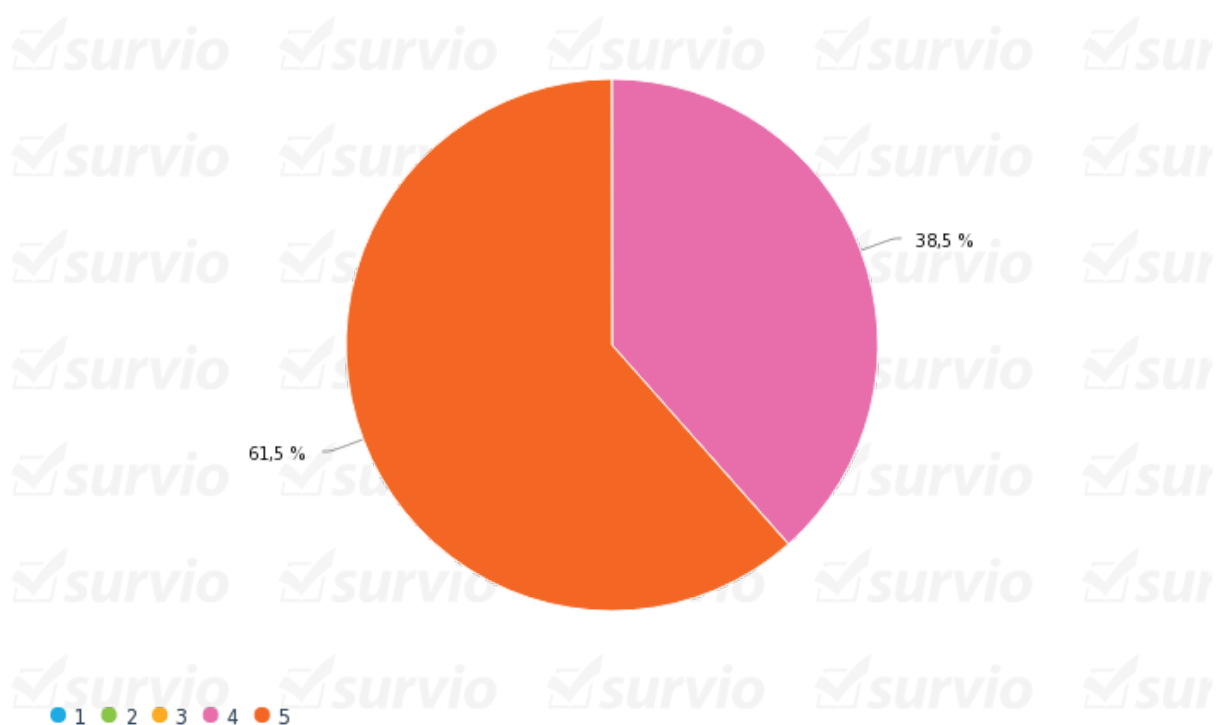
d) Learning to ask the suitable questions



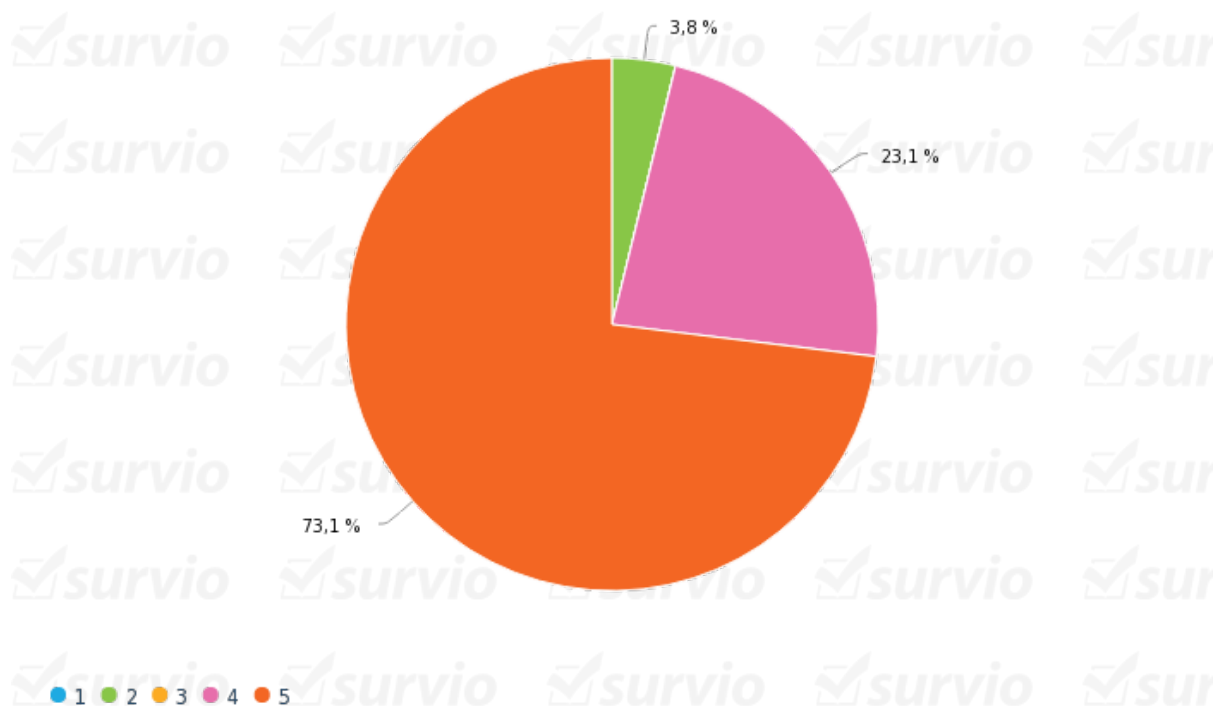
e) To receive information about emergency psychology



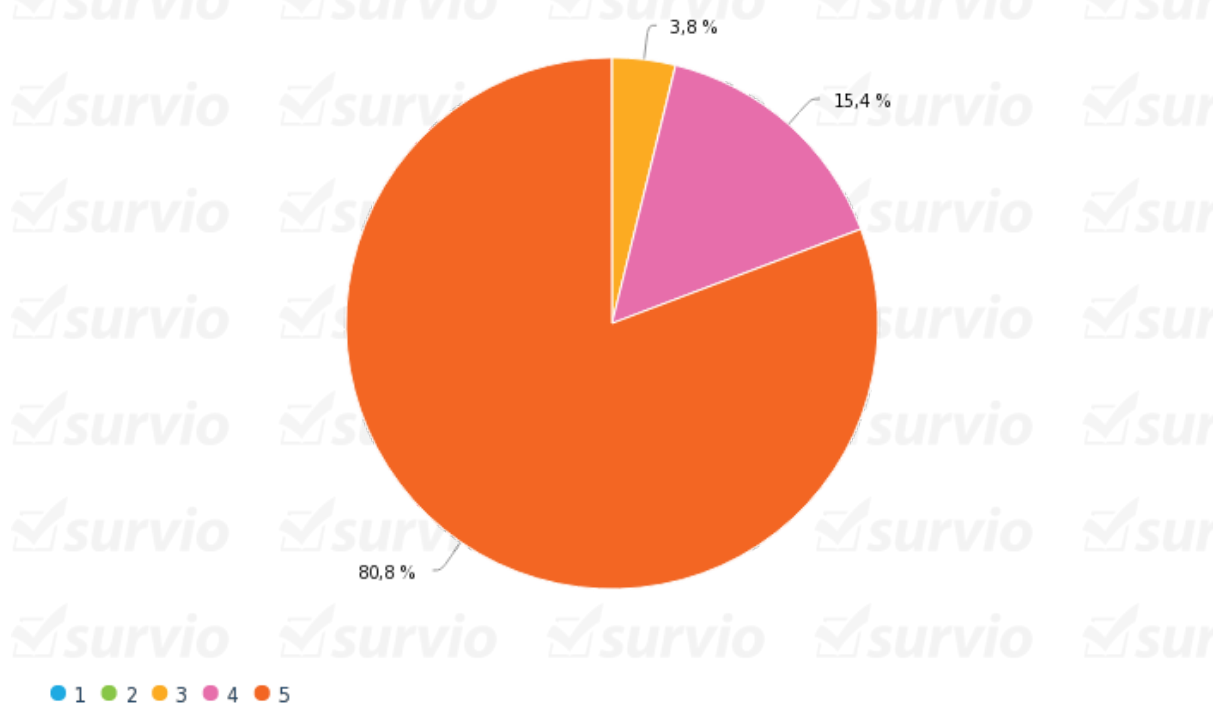
f) To receive information about the psychology of security (eg. protecting the caller / patients of the immediate dangers, securing the area where the incident occurred , managing persons involved or closeby)

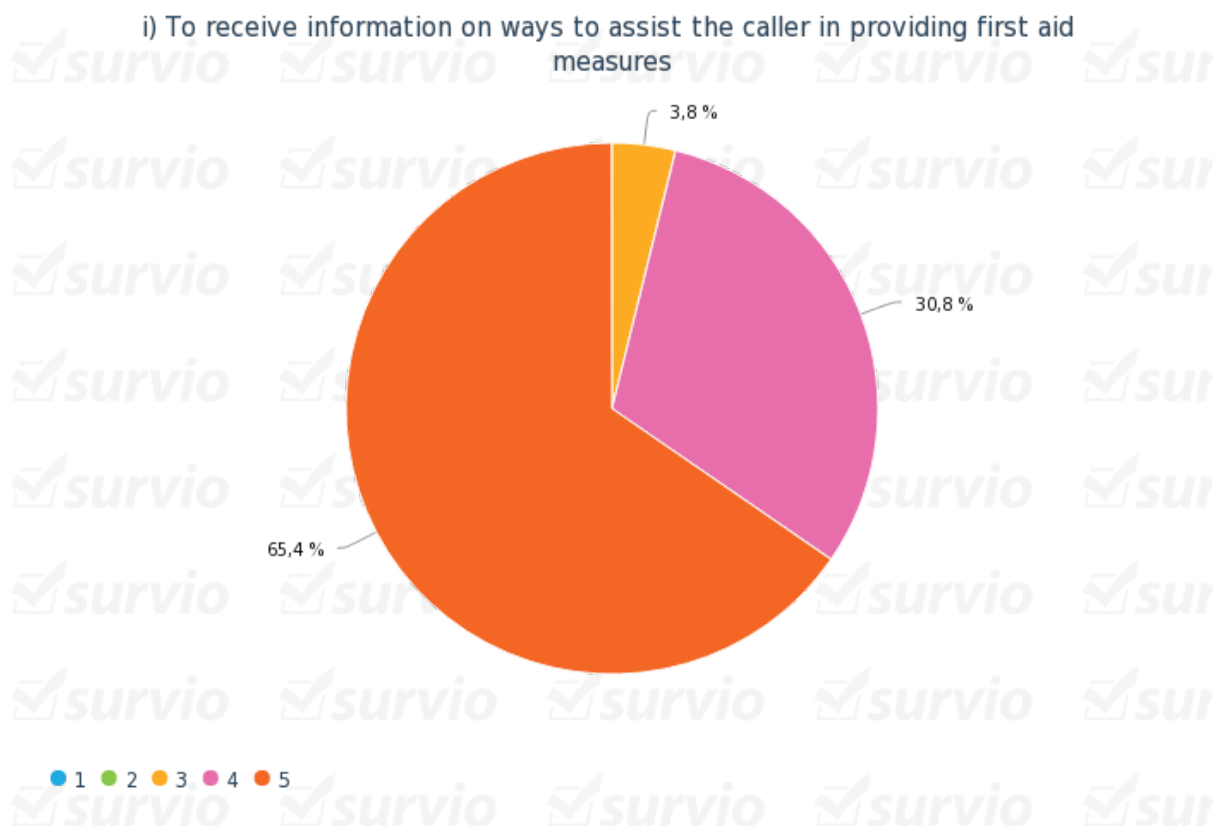


g) To receive information about psychotraumatology (psychic injuries as "sorrow", psychological trauma, stress from contact with people who go through dangerous events)



h) Learning to communicate with the caller





IV. Statistics

31 1. On average, how many times do you receive fake calls in a week?

Zero	0 (2x)	50	NA
3	2 (3x)	1 (2x)	none
I don't know now	2 time	20	6
8	-----	a few drops	10 times a week (2x)
20 times a week	Noone	14	16
10			

32 2. How many calls that turn out to be jokes, do you get in a day?

Zero (2x)	0 (4x)	15	NA
3	2 (4x)	none	I don't know now
1 (4x)	4	-----	every so often, stupidity is decreasing
5 calls a day (2x)	10 calls a day	Few	50 (2x)

33 3. How many calls that turn out to be wrong number, do you get in a day?

Zero (2x)	0 (3x)	3rel	00
NA	3 (5x)	1 (5x)	I don't know now
5	2	_____	few, no
I don't know (3x)	Few	4	

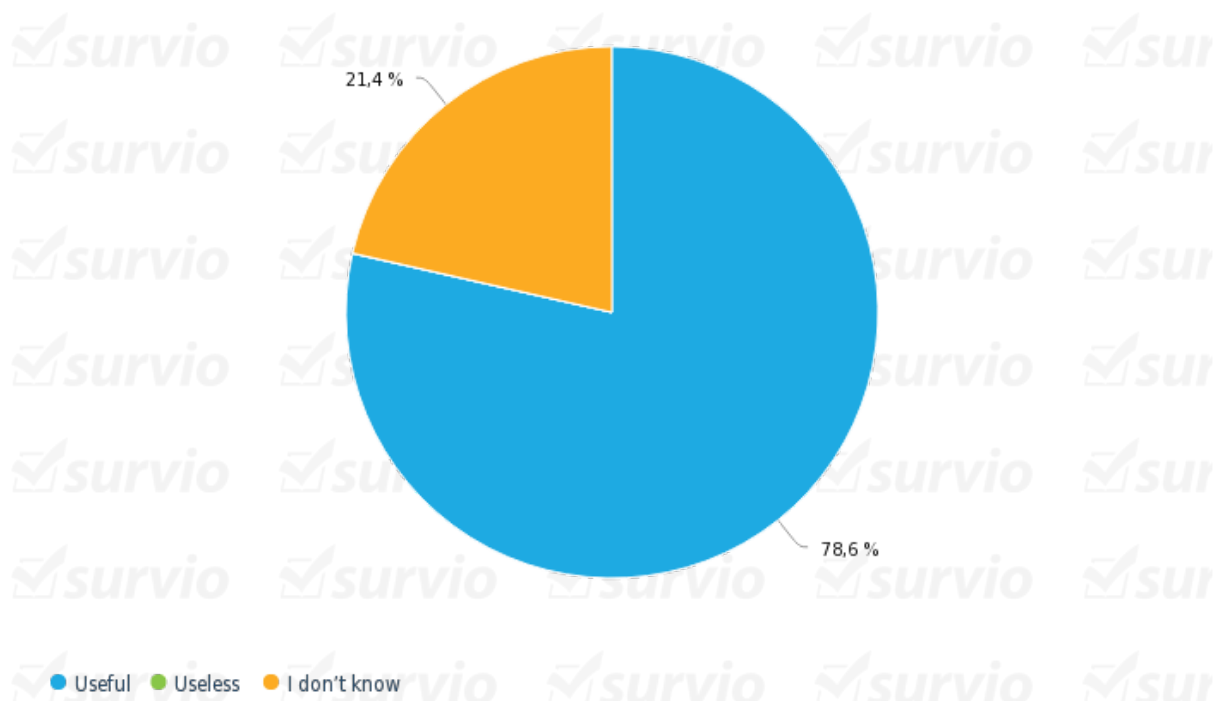
34 4. What is the subject of the most frequent calls in a week?

Anxiety, depression, family conflict	0 (2x)	Relationship issues	NA
burn-out/stress	3	post-operating emorrhage, fractures, tendinous lesions, surgical wounds dehiscences, infections	Hypnothérapie sessions
I don't know now	Need help to go up		sickness
Anxiety	Arguments	Joke	crash auto moto
road accidents, fall of the elderly, heart problems	fear	trauma	Chiamate di aiuto e/o supporto emotivo
Panic attack	car accident (2x)	Fear	Regarding my work
	Help in privacy		Parents (2x)

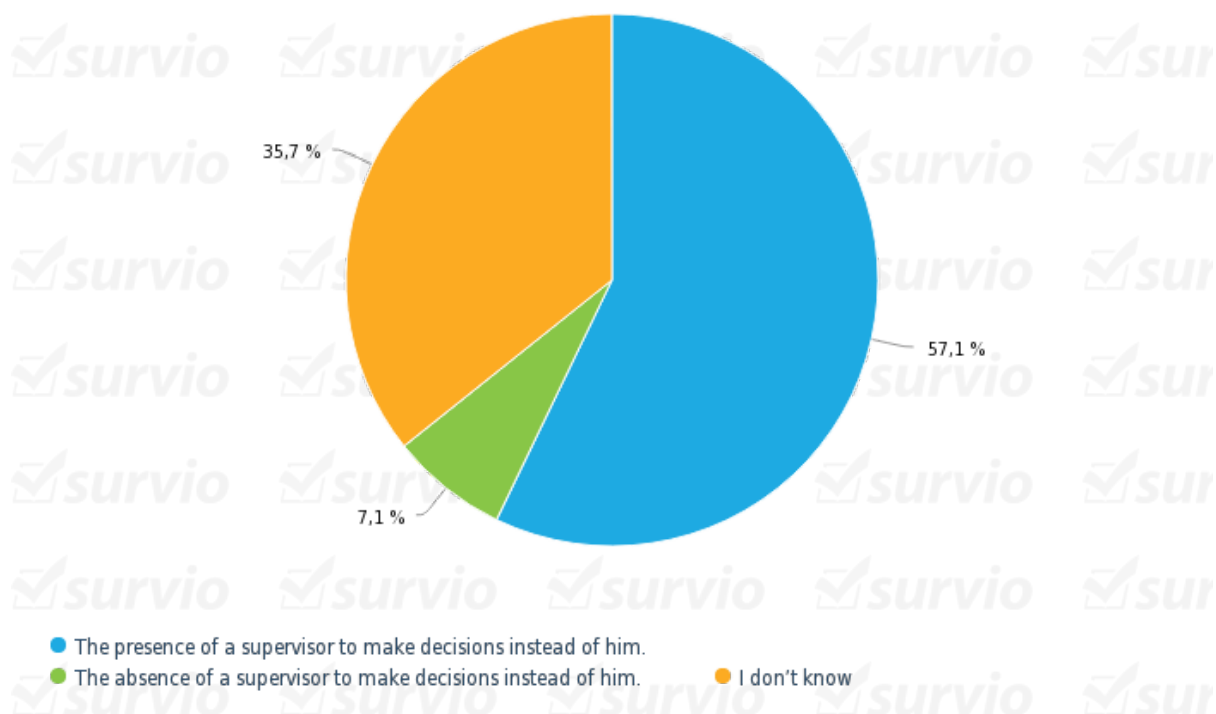
35 5. What is your perception of the accuracy of classification of incoming calls in the cases index?			
Unsure	No comment	0 (3x)	NA
3	no accuracy at all (there is no calling system for the arguments above in our hospital: only national number of emergency is functioning)	I dont know	no idea
Don t know		Some what accurate	I don't know now
I think every call is true		Correspondents not to the actual situation	Medium
I Think are not valid			unreliable
there is lot of vagueness for lack of jurisdiction (2x)	fairly accurate, sometimes the caller speaks of illness without being able to specify		i dont know
Bad		Ottimal	Medium accuracy
		Low	

V. Supervision

1. I believe that continuous electronic monitoring of the dispatcher's activity (recording of radio communications, telephone, all actions) is

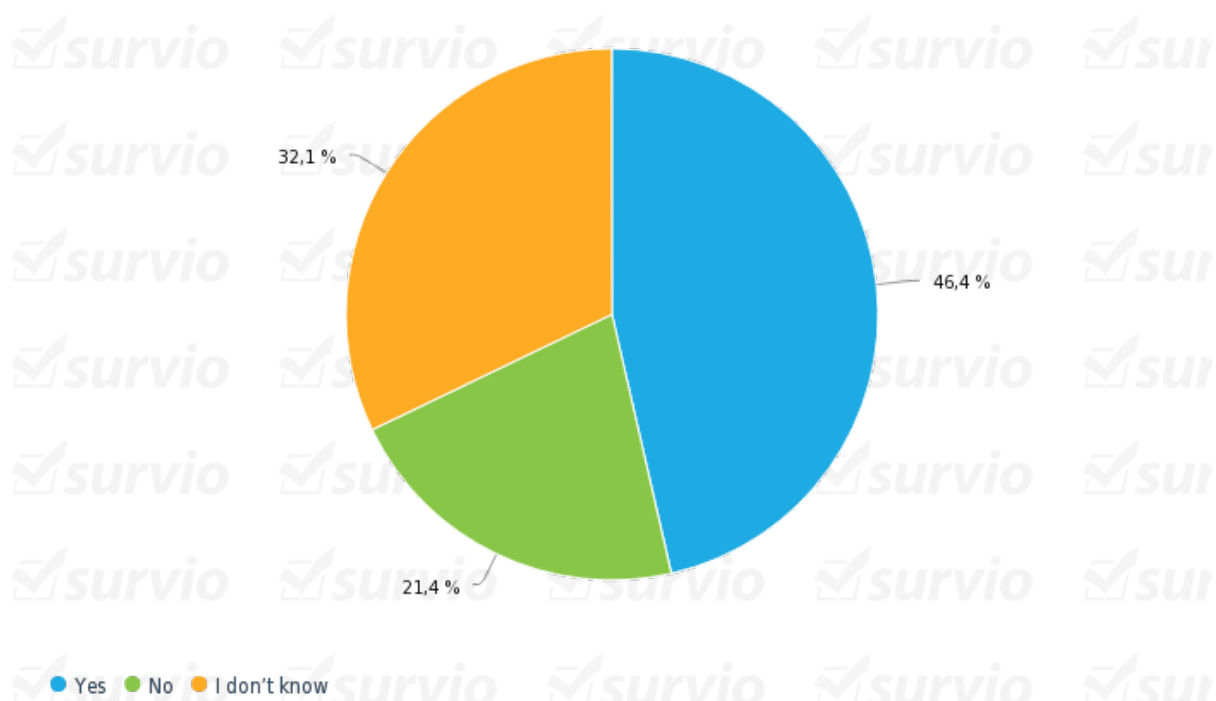


2. I believe that the dispatcher's activity is more effective in

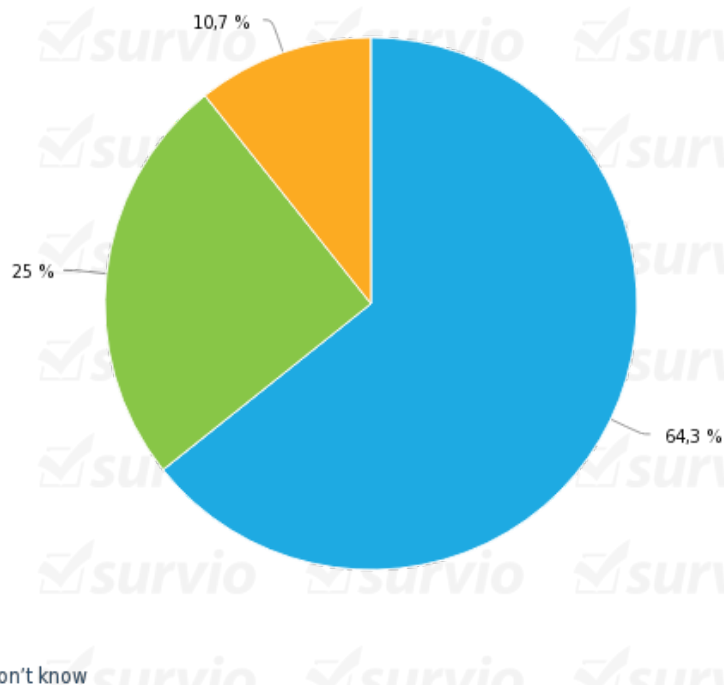


VI. Stress factors

1. I think I'm ready to interact with people in situations of extreme crisis (eg dead child, people shot, incidents with multiple victims etc.)

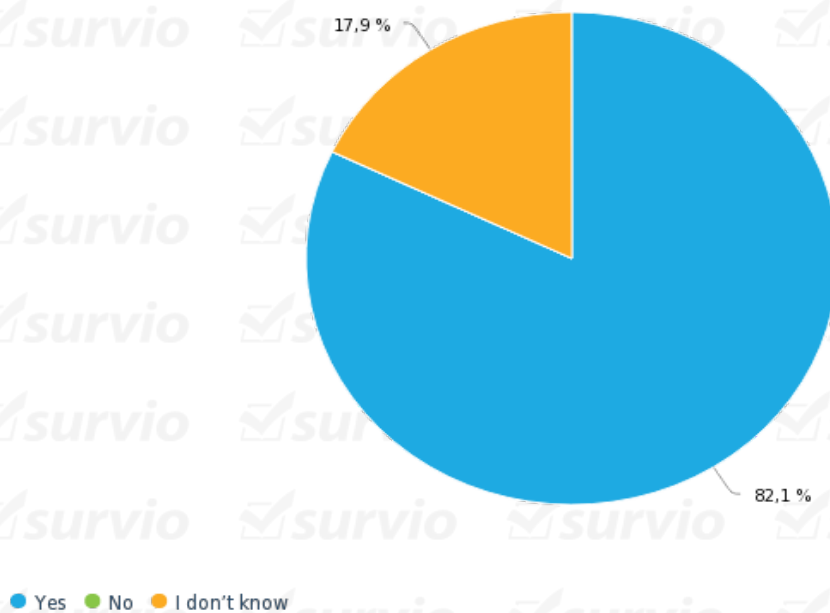


2. I think I'm ready to interact with angry people expressing their displeasure to me, although I'm not responsible of this discontent.



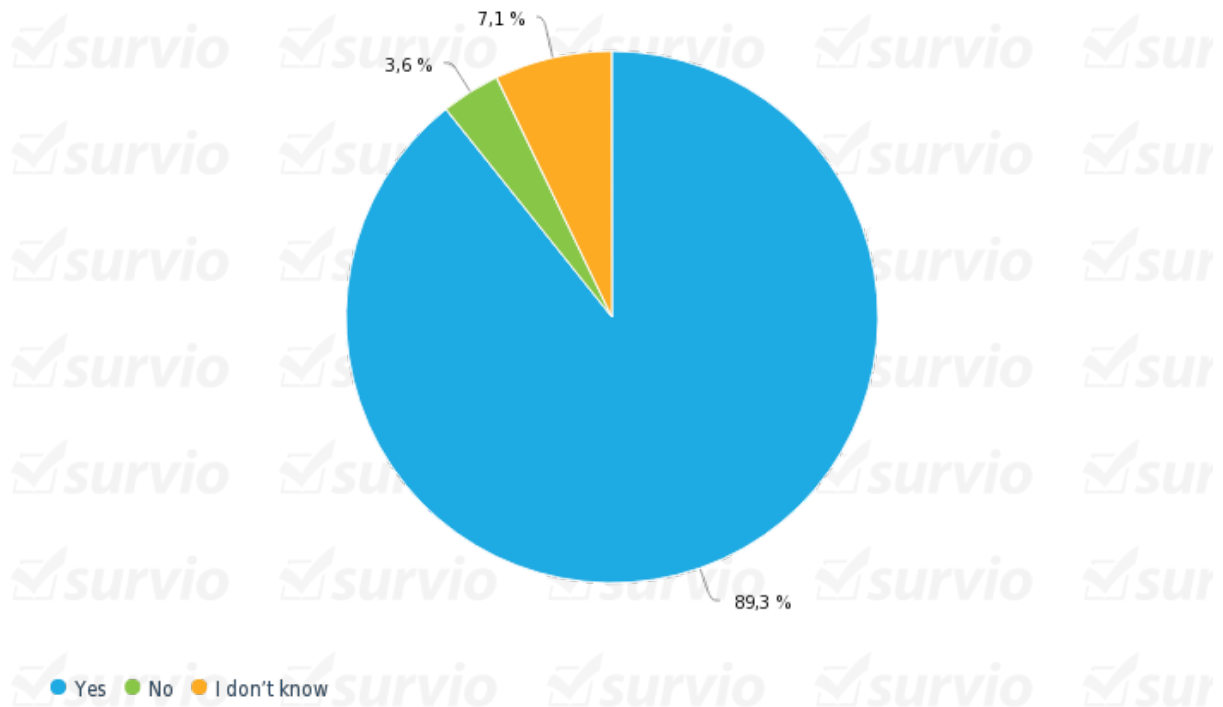
VII. Reward

1. I believe that the dispatcher job gives me satisfaction to help save people's lives and their property

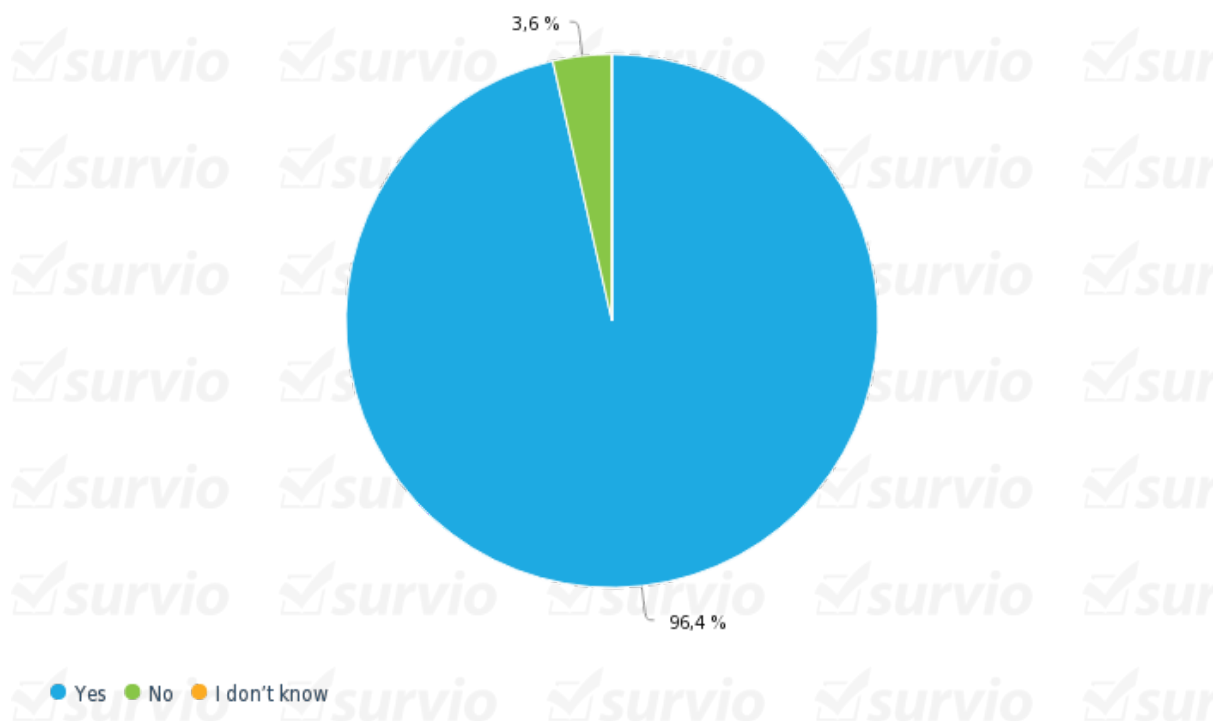


VIII. Emergency Dispatch - recognition of trade

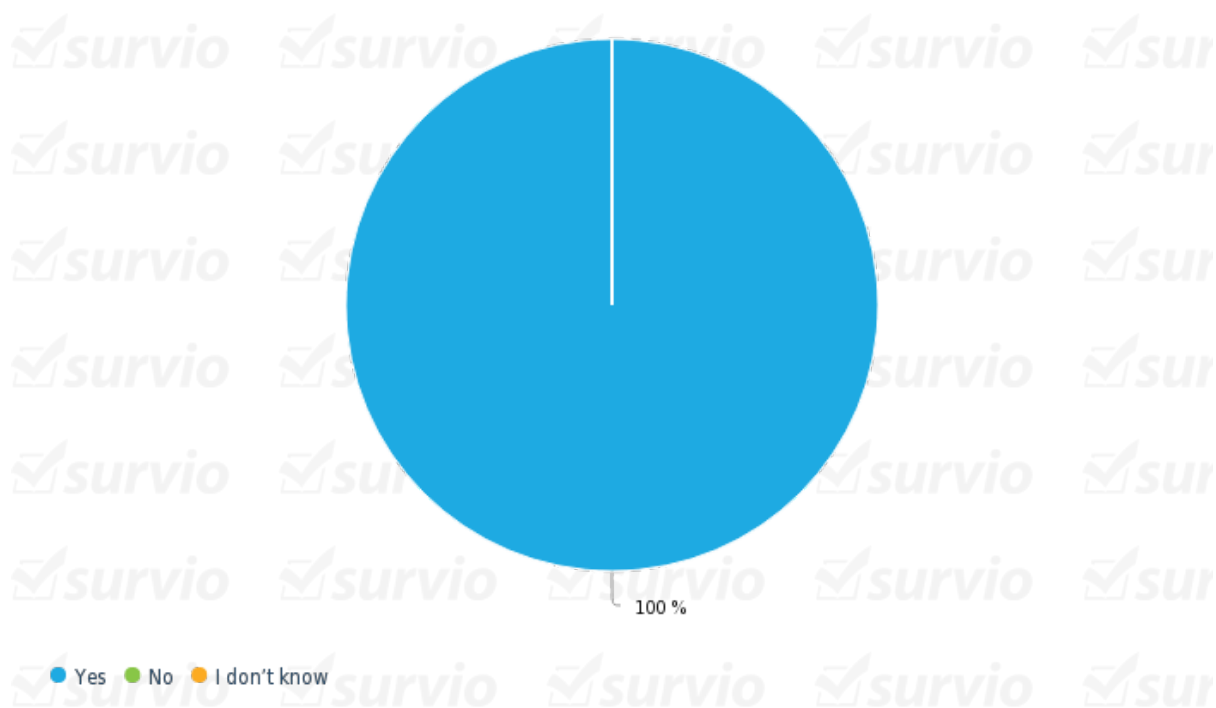
1. I think that would be useful to know "emergency dispatcher" as a distinct profession in the context of integrated operational emergency dispatchers.



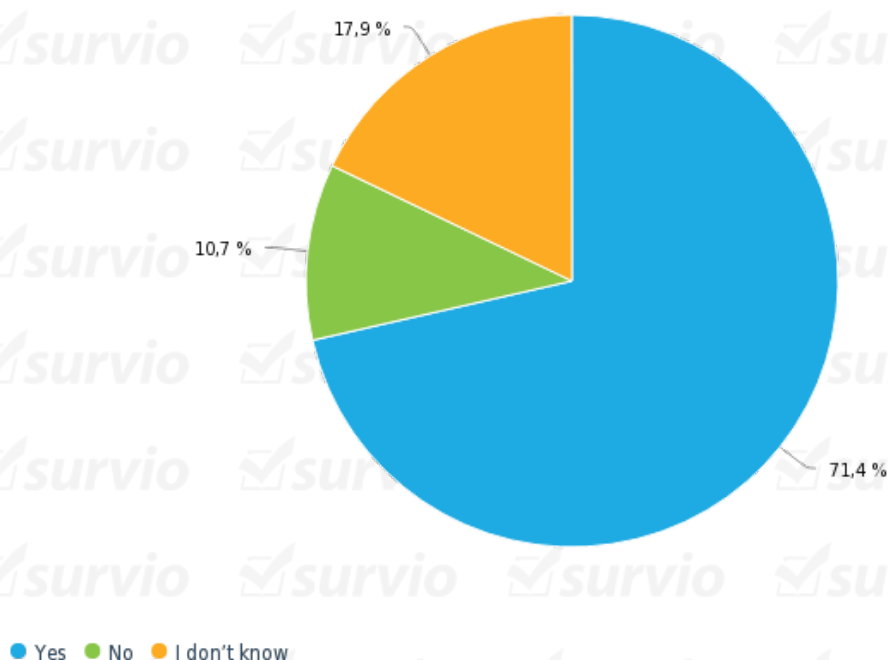
2. I think that would be helpful to set up an institution (schools) for training / preparation for the "emergency dispatcher" job



3. I think that the selection of "emergency dispatchers" must follow established criteria to be included in the job description



4.I consider that in the context of integrated operational emergency dispatchers, "over-specialization" is needed ,depending on the specifics of the various agencies involved in the response to emergencies (eg firefighter dispatcher , medical dispatcher, police dispatcher, the gendarmerie dispatcher etc..)



5. I believe that the emergency dispatcher must be trained to understand, manage and integrate the emergency response of all agencies involved under direct supervision by their representatives (fireman supervisor , doctor supervisor, supervisor policeman, gendarme supervisor etc..)

