

**State 9-1-1 Program/APCO/NENA Agenda
Salishan, OR
December 4-6, 2018**

Quarterly 9-1-1/APCO/NENA Meeting:

Tuesday

1200-1300 Registration

1300-1700: Resuscitation Academy (see below)

Wednesday

0800-1130– OEM UPDATE

1130-1200 – NENA – Charles Cullen

1200--1300 Lunch - provided

1300-1430 –Rapid SOS – William LePoidevin

1430-1500 -- PSAP overview - METCOM – Gina

1500-1515 - Break

1515-1615 – 911 QA Best Practices – First Line Business – Della Mauler

1615-1700 – First Net

Thursday

0730-0830 – Breakfast - provided

0800-0830 – Committee Meetings

0830-1030 – APCO/NENA Business Meeting

1030 – 1200 – Advisory Board Meeting

TOPIC OVERVIEW

The Resuscitation Academy, along with our partners the American Heart Association and Laerdal Medical, are pleased to bring you our first Discover Symposium series, *Discover Telephone CPR*. Every day in the United States, close to 1,000 people will suffer from an out of hospital cardiac arrest (OHCA). 70% - 90% of those people will die before ever reaching the hospital. A patient's first and greatest chance of survival lies with the Public Safety Telecommunicator. In this symposium we will explore the critical role of your telecommunicators within your EMS system and in handling OHCA, the barriers impeding performance and impacting survival, and solutions to improve patient outcomes in your system.

RapidSOS is an advanced emergency technology company that brings more accurate caller location and additional data to 9-1-1 and first responders. RapidSOS provides a direct data pipeline from smartphones and other connected devices to Public Safety through the Next Generation 9-1-1 (NG911) Clearinghouse. The NG911 Clearinghouse is a NG911 standards compliant Location Information Server and Additional Data Repository that is accessible to authorized PSAPs through integrations into all major call-taking equipment, mapping software & CAD products. Through the NG911 Clearinghouse, PSAPs can securely access fast and accurate device location from millions of iPhones and Android devices, without the need for the caller to use an app. The NG911 Clearinghouse also offers additional data from user profiles, smartphone apps, wearable devices, connected cars and homes – all in one place and compliant with the NENA i3 standard. The RapidSOS data service is free to Public Safety.

911 Quality Assurance Best Practices - All the training in the world is useless without standards to train to and metrics to measure against to drive continuous improvement. These ideas are the driving force behind the APCO/NENA standard for Quality Assurance/Improvement (QA/QI). Whether our 911 center is still trying to get a QA program off the ground, or you simply feel you can do better, you won't want to miss this session. We'll share 911 QA best practices that align with the APCO/NENA standard for Quality Assurance/Improvement (QA/QI).