



Joni Hayes Photography

Pursuing
WELLNESS
& *PEAK*
PERFORMANCE
IN THE
NG911 PSAP

National 911 Program *State of 911* Webinar

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*The 911 Wellness Foundation (911WF) is a Non-Profit Organization

INTRODUCTION

Optimizing The HUMAN/Machine Interface



- **The National 911 Program** coordinates private & public stakeholders at the local, state and federal with the goal of optimal 911 service to the nation.
- **911 Wellness Foundation** lends expertise to help all 911 stakeholders in their coordinated efforts to advance 911, specifically in strategic planning to assure psychological wellbeing of 911 Pros and peak performance of our telecommunicators

INTRODUCTION **911Wf**



...Our Mission

Partnering with 911 stakeholders
in strategic long-term planning and
support to assure 911 wellness
in the Next Generation PSAP.

INTRODUCTION **911Wf**

Four Streams of Activity...

1. RESEARCH

...to identify health challenges facing 911 Professionals and create solutions boosting resilience and PSAP performance

2. EDUCATION...

for all 911 stakeholders to boost science-driven planning and local PSAP practices securing wellness and peak performance

INTRODUCTION **911Wf**

Four Streams of Activity...

3. ADVOCACY...

*to shape local, state and federal policy, and industry standards
for best practice in PSAP operations and health care*

4. PREVENTION & INTERVENTION

*Maximizing 911 access to evidence-based therapy and
training to address 911 Stress and foster Resilience*

Facing 911 Stress Related Challenges Research is Helping...

Michelle Lilly, NIU

Preliminary **experienced** participant Demographics:

808 experienced TCs: 73.5% female, 26.4% male

Mean age = 39.81 (SD = 9.74); Years of experience = 12.39 (SD = 8.14)

■ **Probable PTSD in experienced TCs:**

- $n = 199$, 24.6% using a civilian cut-off score
- $n = 142$, 17.6% using a military cut-off score

■ **Depressive symptom scores**

- $n = 193$, 24% with moderate to severe symptoms

■ **Body Mass Index**

- 15.7% normal, 29.6% overweight, 54.7% obese
- 88.5% of experienced TCs reported a desire to lose weight
- 52.9% reported having gained weight in just the last three months alone

Addressing 911 Stress Challenges **NENA STANDARD**

On Acute, Traumatic & Chronic Stress*

“All PSAPs shall develop... Comprehensive Stress Management Programs to include:



- Training in Stress Management
- Onsite Educational Material
- Critical Incident Stress Management
- I.D. local trauma therapists
- Employee Assistance Programs
- PSAP Peer Support Programs
- Ongoing certification training
- Personal health incentivizing programs (option)

*See Standard: http://c.ymcdn.com/sites/www.nena.org/resource/collection/88EE0630-CA27-4000-BAA7-24FFA3F9029A/NENA-STA-002_9-1-1_AcuteTraumatic_&_ChronicStressMgmt.pdf

Addressing 911 Stress Challenges

New Initiatives

To promote strategic planning...



- Contributions to two 2014 issues of NENA's journal *The Call* dedicated to 911 Wellness
- NENA Alliance with 911WF
- Alliance with International Academies of Emergency Dispatch (IAED)
- Alliance with Institute of HeartMath

Addressing 911 Stress Challenges

New Initiatives

leading to...

...Crucial Benefits

*Assuring the future viability of PSAP
Operations, including Optimal...*

- 911 Risk Management
- 911 Retention of Qualified Pros
- 911 Morale & Adaptation to Change
- 911 Cost Effectiveness



Addressing 911 Stress Challenges

New Initiatives

STRATEGIC PLANNING TOWARD A...



BLUEPRINT

***For 911 Wellness
in the NG911 PSAP***

- WF** “911 Console SMEs” (frontliners, working supervisors)
- WF** **Public & Private Sector** Local, state and national **911 leaders**
- WF** **911 Vendors** of Technology and Operations Support Services
- WF** **Health Sciences Experts** (researchers and practitioners)
- WF** **Organizational Leadership & Behavior Experts**

Addressing 911 Stress Challenges

New Initiatives

STRATEGIC PLANNING TOWARD A...



BLUEPRINT

***For 911 Wellness
in the NG911 PSAP***

- Identifying current and future 911 stressors to provide science-based prevention/solutions
- Defining training needs to equip the 911Pro
- Identifying optimal PSAP processes and practices

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For more info...

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