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File Date: 3/5/2021

Notice of Rulemaking Hearing

Hearings will be conducted in the manner prescribed by the Uniform Administrative Procedures Act, T.C.A. § 4-5-204. For questions and copies of the notice, contact the person listed below.

Agency/Board/Commission:	Department of Commerce & Insurance
Division:	Tennessee Emergency Communications Board
Contact Person:	Benjamin Glover
Address:	500 James Robertson Parkway, Nashville, TN 37243
Phone:	615-770-3849
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Any Individuals with disabilities who wish to participate in these proceedings (to review these filings) and may require aid to facilitate such participation should contact the following at least 10 days prior to the hearing:

ADA Contact:	Vanessa Williams
Address:	500 James Robertson Parkway, Nashville, TN 37243
Phone:	
Email:	vanessa.williams@tn.gov

Hearing Location(s) (for additional locations, copy and paste table)

Address 1:	Davy Crockett Tower		
Address 2:	500 James Robertson Parkway		
City:	Nashville, TN		
Zip:	37243		
Hearing Date:	04/28/2021		
Hearing Time:	10:00 AM	<input checked="" type="checkbox"/> CST/CDT	<input type="checkbox"/> EST/EDT

Additional Hearing Information:

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Revision Type (check all that apply):

- Amendment
 New
 Repeal

Rule(s) (ALL chapters and rules contained in filing must be listed. If needed, copy and paste additional tables to accommodate more than one chapter. Please enter only **ONE** Rule Number/Rule Title per row.)

Chapter Number	Chapter Title
0780-06-02	Dispatcher Training Regulations
Rule Number	Rule Title
0780-06-02-.03	Minimum Training Requirements
0780-06-02-.04	Minimum Course of Study Requirements
0780-06-02-.06	Telecommunicator Cardiopulmonary Resuscitation

Place substance of rules and other info here. Statutory authority must be given for each rule change. For information on formatting rules go to <https://sos.tn.gov/products/division-publications/rulemaking-guidelines>.

AMENDED RULES

Rule 0780-06-02-.03 MINIMUM TRAINING REQUIREMENTS, paragraph (1) is amended by replacing the first instance of the word “911”, between “Each” and “or”, with the words “emergency call taker” so that, as amended, the paragraph shall read:

Each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall be subject to the following minimum training requirements.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1).

Rule 0780-06-02-.04 MINIMUM COURSE OF STUDY REQUIREMENTS, paragraph (1) is amended by replacing the first instance of the word “911”, between “each” and “or”, with the words “emergency call taker” so that, as amended, the paragraph shall read:

The minimum course of study requirements for each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include course work of:

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1).

Rule 0780-06-02-.06 WAIVER is amended by renumbering it as Rule 0780-06-02-.07 WAIVER, and replacing current Rule 0780-06-02-.06 with the below language, so that the rules shall read as follows:

0780-06-02-.06 TELECOMMUNICATOR CARDIOPULMONARY RESUSCITATION

- (1) Every 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall have successfully completed a training course in emergency cardiovascular care guidelines for telecommunicator cardiopulmonary resuscitation (T-CPR) pursuant to T.C.A. § 7-86-205(a)(2)(E).
- (2) T-CPR training shall identify common barriers to assessing patient consciousness and breathing status during a call and provide strategies to overcome those barriers. Training shall define Out-of-Hospital Cardiac Arrests (OHCA), its signs and symptoms, and barriers to recognition. Training shall also ensure that telecommunicators can provide instructions for cardiac arrest victims via TTY/TDD and Next Generation 911 technologies, such as texting
- (3) Any hours of T-CPR training or course work may count towards satisfying the Minimum Training Requirements from 0780-06-02-.03 or the Minimum Course of Study Requirements from 0780-06-02-.04.
- (4)
 - (a) Every emergency communications district (ECD) shall establish and administer an ongoing quality assurance program to measure and improve T-CPR adherence by each 911 or public safety dispatcher in the ECD who receives an initial or transferred 911 call from the public in Tennessee. At a minimum, the program shall:
 1. Verify that each 911 or public safety dispatcher in the ECD that receives an initial or transferred 911 call at any point successfully completes a T-CPR program;
 2. Monitor emergency call taker and public safety adherence to and performance of T-CPR training requirements;
 3. Provide any corrective measures or actions taken to improve the provision of OHCA

protocols and T-CPR instructions; and

4. Include defined metrics being used to assess quality assurance of T-CPR, such as:
 - i. The total number of recognizable OHCA's;
 - ii. The median time interval between 911 call connect and OHCA recognition; and
 - iii. The median time interval between 911 call connect and the first telecommunicator directed compressions.

- (b) By April 1st of each year, each ECD shall submit a copy of the current T-CPR quality assurance program and a report to the TECB on/of the results of the program from the previous calendar year.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1).

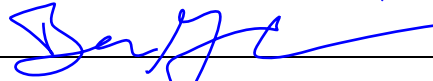
0780-06-02-.07 WAIVER.

In the event of a natural or manmade disaster which renders local emergency communications unable to remain operational without the assistance of individuals who have not completed the requirements included herein, said requirements are waived.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1).

I certify that the information included in this filing is an accurate and complete representation of the intent and scope of rulemaking proposed by the agency.

Date: 3/5/2021

Signature: 

Name of Officer: Benjamin Paul Glover

Title of Officer: Assistant Director & General Counsel, TECB

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Filed with the Department of State on: 3/5/2021


Tre Hargett
Secretary of State

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