

Welcome Message from the Editor-in-Chief

One of the most rewarding parts of being involved with the world's first-ever peer-reviewed journal of emergency dispatch is that we get to work with a lot of new researchers. Working with those who are just entering the field helps us remember how important—and how exciting—research is. When we do research, we get to be on the very forefront of knowledge. We're no longer only learning at second hand, but actually creating new knowledge ourselves, and that's something we love to share.

Science has always been an effort of generations, with every new researcher building on and expanding what came before. Developing and publishing the work of new researchers in emergency dispatch ensures that we are part of that ever-expanding story.

For these reasons, we are very proud to showcase the work of several new researchers in this issue.

Sherry Stigler, of Waukesha County Communications in Wisconsin, was the winner of the 2017 IAED Research Poster award for her poster, "Providing Dispatchers 'The Rest of the Story,'" in which she describes a new process by which Waukesha County is providing outcome information about STEMI patients to the Emergency Medical Dispatchers (EMDs) who handled their calls. Her pilot study (outlined in our Abstracts section) shows that EMDs have responded very positively to the approach and have shown an increased understanding of their critical role in the Chain of Survival.

Two other new researchers who also presented their posters at Navigator 2017 are included in this issue as well. Anthony Guido, although far from new to the field of emergency dispatching or the use of data to make decisions, presented

his first full scientific research study this year, detailing the percentage of cases for which the EMD selection of Protocol 26: Sick Person (Specific Diagnosis) was in line with paramedic findings on scene. Jamie Baltrosky and her colleagues from Montgomery County, Maryland presented a study in which they partnered with local social service agencies to better serve so-called "super-users," or regular users of the 911 system.

Another young researcher we are proud to include in this issue is Madeline Marks, whose work is featured in the "Research Spotlight" section. A graduate student in the Clinical Psychology program at the University of Central Florida, Madeline studies the psychological effects of emergency communications work on EMDs, EFDs, and EPDs. An EMT as well as a doctoral student, Madeline definitely brings new a new perspective to our research community.

As always, our thanks go out to all of those who are building the science of emergency dispatch one study at a time, especially those who are taking their first steps into this exciting new world.



Isabel Gardett, PhD
Editor-in-Chief