



Northwest Central Dispatch System

1975 E. Davis Street
Arlington Heights, IL 60005

Press Release

July 17, 2020

Illinois Heart Rescue (ILHR) Awards Northwest Central Dispatch System (NWCDS) PSAP of the Year for 2019

Illinois Heart Rescue in conjunction with CARES (Cardiac Arrest Registry to Enhance Survival) gave NWCDS the first ever PSAP of the year award for 2019 due to their consistent effectiveness at delivering CPR instructions to 9-1-1 callers. Matthew Jordan, the Medical Director from Northwest Community Hospital, worked with NWCDS to enter cardiac arrest data into the CARES system.

In a bulletin to area fire departments, Doctor Jordan said the national average of someone calling 9-1-1, receiving pre-arrival instructions, and actually performing CPR is 49% in 2019. NWCDS' average was 70.1%. He also pointed out that NWCDS Telecommunicators properly classified cardiac arrest 97% of the time.

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The CARES website can be found here: <https://mycares.net/sitepages/aboutcares.jsp>

Illinois Heart Rescue website can be found here: <http://illinoisheartrescue.com/>

NWCDS has been a model for consolidated government and shared services since 1972. The multi-jurisdictional 9-1-1 center serves 11 northwest suburban communities outside of Chicago, Illinois, with a population of about 500,000 people. More information can be learned about NWCDS on its website: www.nwcds.org