

# Communication

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Bern, Switzerland, 23.11.2020



## Aim

- Why are good communications important?
- What methods of communication can be used at a major incident?
- What is needed to establish a communication structure?



**Communication  
Cross**



## Introduction

Poor communication is the commonest failing in major incident management



"...police on the scene failed to report or even liaise with fire chiefs, instead they established a separate command post three blocks away..."

Report into 9/11  
Aug 2002



### Communication Cross





### Causes of Poor Communication

- Lack of Information
- Lack of Confirmation
- Lack of Coordination

Poor discipline and poor liaison



## Methods of Communication

- Face to Face
- Radio
- Telephone
- Runners
- Other methods



## Face to Face



## Analogue Radio Net

- Single frequency simplex
- Duplex
- Frequencies
  - HF
  - VHF
  - UHF



## TETRA

- Improved geographical coverage
- Improved voice quality
- Increased capacity
- Reliability and functionality
- Voice and data
- Greater security of information with encryption built in
- Emergency calls enabling an open microphone on the talkgroup
- Multiple talkgroups



## Requirements

- On site
- Off site
  - Vehicles in transit, ground and air
- Command Post/ Headquarters



## Critical Message Structure

### METHANE

- METHANE
  - To send information regarding scene situation and resource requirements

### 9 Liner

- 9 - Liner
  - To request SH casualty retrieval

### MIST

- MIST
  - To summarize clinical information on individual casualties

# METHANE

M  
E  
T  
H  
A  
N  
E





# 9 Liner

## 9 LINE CLOSE AIR SUPPORT BRIEF

FAC: " , this is , standing by for aircraft check-in"

Pilot Callsign / Mission #			
Number and type of aircraft			
Position and altitude			
Ordinance			
Time on station			
Abort Code			
Additional Remarks			

Provide friendly, enemy situation and game plan to pilot

FAC: "Stand by for 9 line, I am not a JTAC"

1 IP / BP	Initial point (IP) or battle position (BP)		
2 Heading	Degrees Magnetic, IP / BP to Tgt	Offset	Left / Right
3 Distance	IP / BP to Tgt in nautical miles for F/W, Center of BP to Tgt in meters for F/W		
4 Target Elevation	Feet MSL (Lowest 1 3 3 = best)		
5 Target Description	How many, what it is, degree of protection		
6 Target Location	Include 100,000 meter grid identification		
7 Type Mark	IP, Bm, Laser, IP pointer	Laser Code	(1111, 1000)
8 Friendlies	From Target, cardinal direction and distance in meters		
9 EGRESS "EGRESS"	Cardinal, subcardinal direction and location (IP / BP) as required		

FAC: "Say when ready to copy remarks"

Remarks	Say above, below, No Fly Areas		
Final Attack Heading	Degrees magnetic	Laser Target Line	Degrees magnetic
Threats	Description, cardinal direction from target, distance in meters, type of suppression		
Active Gun Target Line	TOT / TTT	or	"PUSH ASAP"

FAC: "Say when ready for amplifying information". Give pilot talk-on to TGT, big to small



## MIST

A Age

T Time

M Mechanism of Injury

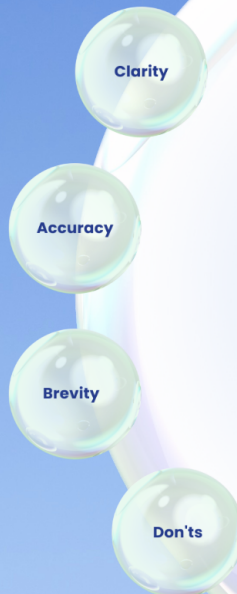
I Injuries

S Signs and Symptoms

T Treatment



## Voice Procedures



- Clarity
- Accuracy
- Brevity



## Clarity

- Rhythm
- Speed
- Volume
- Pitch



## Accuracy

- NATO phonetic alphabet
- Number pronunciation
- Long messages procedures

**NATO Phonetic Alphabet**

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliett	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

## Brevity

- Over
- Out
- OK, Roger
- Acknowledge
- Say again



## Don'ts

- Swearing
- Comedy
- Please/ thank you
- Do not talk for more than 30 seconds at a time. This allows others to interrupt if they have an important message.



## Cellular Telephone

Where available to the site of an MCI, what are the advantages and disadvantages?

**Disadvantages**





## Disadvantages

- Limited Cells may rapidly be swamped
- Lack of central co-ordination of communications will cause problems
- Cellular telephones (and radios) in an operational environment are insecure (and often unreliable).



## Other means

- Landlines
- Runners
- Hand signals
- Loud hailer
- Tannoy
- Whistle
- Light Stick
- Public announcements
- Television and Radio broadcasts
- Video downlink
- Data transmission
- Telemedicine



# Questions

