Childbirth Calls

This course prepares 911 telecommunicators to manage emergency childbirth calls when an expectant mother is unable to reach a hospital before delivery. Learners review pregnancy and labor terminology, recognize signs and stages of labor, identify normal and abnormal delivery presentations, assess whether birth is imminent, and provide appropriate pre-arrival instructions. The course also addresses childbirth complications, post-delivery care, newborn assessment considerations, and the telecommunicator's responsibility to provide reassurance and clear guidance until responders arrive.

Learning Objectives

Upon completion of this course, learners will be able to:

1. Discuss the role of the telecommunicator during a childbirth call to 911.
2. Identify the signs and stages of labor.
3. Describe different delivery presentations of an infant during childbirth.
4. Explain the childbirth delivery process and the instructions that should be provided to callers.
5. Recognize potential childbirth complications and identify appropriate pre-arrival guidance until responders arrive.

Module 1: Introduction

This module introduces the telecommunicator's role during a childbirth call and reviews the stages of pregnancy. Learners examine how determining the stage of pregnancy can help distinguish a childbirth emergency from other pregnancy-related complications. The module also emphasizes the importance of providing reassurance, encouragement, and clear guidance throughout the call.

Module Objectives

Upon completion of this module, learners will be able to:

1. Explain the telecommunicator's role during an emergency childbirth call.
2. Identify the three trimesters of pregnancy and the approximate weeks associated with each.
3. Describe major fetal-development milestones that occur during pregnancy.
4. Differentiate among pre-term, early-term, and full-term pregnancy.
5. Explain the importance of providing reassurance and continuous communication during childbirth calls.

Content/Activities

- The Telecommunicator's Role
- Identifying the Stage of Pregnancy
- First Trimester: Weeks 1–12
- Second Trimester: Weeks 13–28
- Third Trimester: Weeks 29–40
- Pre-Term, Early-Term, and Full-Term Birth
- Providing Support and Guidance
- Embryonic Development Visual

Module 2: Signs of Labor

This module examines the physical signs that indicate labor may be beginning and helps learners distinguish true labor from false labor. Learners review contractions, persistent lower-back pain, mucus-plug discharge, bowel changes, rupture of the amniotic sac, and Braxton Hicks contractions.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify common physical signs that labor may soon begin.
2. Describe the characteristics of contractions associated with true labor.
3. Explain what occurs when the amniotic sac ruptures and the mother's "water breaks."
4. Recognize the significance of mucus-plug discharge and other pre-labor changes.
5. Differentiate true labor contractions from Braxton Hicks contractions.

Content/Activities

- Signs That Labor Is Beginning
- Increasingly Strong and Frequent Contractions
- Persistent Lower-Back Pain and Cramping
- Loss of the Mucus Plug
- Bowel Changes
- Did the Water Break?
- Amniotic Sac/"Bag of Waters"
- False Labor and Braxton Hicks Contractions

Module 3: Childbirth

This module introduces the three stages of labor and childbirth. Learners review cervical dilation, pushing and birth, crowning, delivery of the placenta, and factors that may help a telecommunicator estimate how quickly delivery may occur.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify and describe the three stages of labor.
2. Explain what occurs during cervical dilation in the first stage of labor.
3. Describe the pushing, crowning, and birth process associated with the second stage.
4. Explain the delivery of the placenta during the third stage of labor.
5. Identify factors that can help estimate the possible timeframe for delivery.

Content/Activities

- Stages of Labor Visual
- Stage One: Labor
- Cervical Dilation
- Stage Two: Pushing and Birth
- Crowning
- Stage Three: Delivery of the Placenta
- Gauging the Timeframe for Delivery
- First Pregnancy vs. Previous Deliveries

Module 4: Delivery Presentations

This module examines the position of the baby in the birth canal and the effect that presentation can have on delivery. Learners review normal anterior presentation as well as potentially dangerous presentations and complications, including breech birth, transverse lie, prolapsed umbilical cord, and en caul delivery.

Module Objectives

Upon completion of this module, learners will be able to:

1. Define delivery presentation and explain why fetal position is important during childbirth.
2. Identify the characteristics of a normal anterior presentation.
3. Recognize the signs and risks associated with breech and transverse presentations.
4. Explain how a prolapsed umbilical cord may affect blood flow to the baby.
5. Distinguish between caul and en caul deliveries.

Content/Activities

- Delivery Presentation
- Normal Presentation: Anterior Position
- Breech Presentation
- Transverse Lie
- Prolapsed Umbilical Cord
- En Caul Delivery
- Delivery Presentation Diagrams

Module 5: Check Your Knowledge

This module provides an opportunity for learners to apply concepts from the first four modules. Questions reinforce recognition of labor, stages of childbirth, imminent birth, and delivery presentations.

Module Objectives

Upon completion of this module, learners will be able to:

1. Interpret common caller descriptions associated with labor and childbirth.
2. Recognize signs indicating that delivery may be imminent.
3. Identify the stages of labor from scenario-based descriptions.
4. Differentiate normal and abnormal delivery presentations.

Content/Activities

- Knowledge Check: Rupture of the Amniotic Sac
- Knowledge Check: Signs of Imminent Birth
- Knowledge Check: Longest Stage of Labor
- Knowledge Check: Anterior Presentation

Module 6: Delivering a Baby

This module prepares telecommunicators to guide callers through an imminent delivery before responders arrive. Learners examine how to determine whether delivery is occurring, recognize complications, manage excessive bleeding and shock, and provide step-by-step delivery instructions.

Module Objectives

Upon completion of this module, learners will be able to:

1. Determine whether delivery is imminent based on the caller's observations and the mother's condition.
2. Recognize common childbirth complications and communicate relevant information to responding units.
3. Identify signs of excessive blood loss, supine hypotensive syndrome, placenta previa, and shock.
4. Provide appropriate instructions for positioning and supporting the mother during delivery.
5. Guide a caller through the major steps of an emergency childbirth delivery until responders arrive.

Content/Activities

- Managing Two Patients
- Determining Whether Any Part of the Baby Is Visible
- Recognizing Imminent Delivery
- Normal vs. Abnormal Presentation
- Childbirth Complications
- Blood Loss
- Uterine Atony
- Supine Hypotensive Syndrome
- Placenta Previa
- Signs of Shock
- Delivery Instructions
- Gather Clean Towels and Cord-Tying Materials
- Tend to the Mother
- Instructions When the Baby's Head Is Not Showing
- Continue Checking for Presentation

- Support the Baby's Head as It Appears
- Wipe the Baby's Mouth and Nose
- Check the Umbilical Cord
- Support the Baby's Head and Body
- Stimulate Breathing if Necessary
- Position the Baby to Avoid Pulling on the Cord
- Check the Umbilical Cord for Pulsing
- Umbilical Cord Tying and Cutting Guidance

Module 7: After Delivery

This module addresses the immediate period following birth. Learners review the normal appearance of a newborn, the need to continue monitoring both patients, and the importance of prompt medical evaluation after delivery.

Module Objectives

Upon completion of this module, learners will be able to:

1. Describe common physical characteristics of newborns immediately after vaginal delivery.
2. Explain the purpose of the protective coating and fine hair that may be present on a newborn.
3. Reassure callers about newborn characteristics that may appear unusual but can be normal after birth.
4. Explain why medical evaluation remains urgent after the baby has been delivered.
5. Describe the purpose and timing of the Apgar assessment.

Content/Activities

- Normal Newborn Appearance
- Bluish Coloration, Bruising, and Head Shape
- Vernix Caseosa
- Fine Newborn Hair
- Skin Marks and Other Normal Characteristics
- Medical Care After Birth
- Apgar Assessment
- Importance of Rapid Medical Evaluation

Module 8: Check Your Knowledge

This module reinforces the delivery and post-delivery concepts presented in Modules 6 and 7. Learners apply appropriate telecommunicator actions to scenarios involving abnormal presentation, umbilical-cord concerns, emergency delivery, and newborn care.

Module Objectives

Upon completion of this module, learners will be able to:

1. Apply appropriate instructions to childbirth scenarios involving abnormal presentation.
2. Identify actions required when umbilical-cord complications occur.
3. Sequence important emergency-delivery instructions correctly.
4. Recognize appropriate actions for monitoring and supporting the newborn after delivery.
5. Apply complication-recognition principles to realistic childbirth-call scenarios.

Content/Activities

- Scenario-Based Childbirth Knowledge Checks
- Breech Presentation Knowledge Check
- Emergency Delivery Decision-Making
- Umbilical Cord Knowledge Check
- Maternal Complication Review
- Newborn Care Knowledge Check
- Post-Delivery Response Review

Module 9: Conclusion

This module reviews the major responsibilities of the 911 telecommunicator during an emergency childbirth call. Learners consolidate their understanding of pregnancy, labor, delivery presentations, complications, delivery instructions, and post-delivery care while reinforcing the importance of calm communication and adherence to approved pre-arrival protocols.

Module Objectives

Upon completion of this module, learners will be able to:

1. Summarize the telecommunicator's responsibilities during an emergency childbirth call.
2. Recognize key indicators of labor and imminent birth.
3. Distinguish normal delivery from presentations and complications requiring urgent intervention.
4. Summarize the essential instructions used to guide callers through childbirth and immediate newborn care.
5. Explain the importance of reassurance, responder coordination, and continued monitoring of both mother and baby.

Content/Activities

- Review of the Telecommunicator's Role
- Review of Signs and Stages of Labor
- Review of Delivery Presentations
- Review of Emergency Delivery Instructions
- Review of Complications and Post-Delivery Care
- Course Conclusion and Key Takeaways

Course Completion Criteria

To successfully complete this course and earn continuing education hours, learners must achieve a minimum score of 75%. The quiz must be completed within one hour.

- CE hours awarded: 1
- Certificate duration: 12 Months

Technical Requirements

- Desktop, laptop, or mobile device
- Speakers or headphones
- High-speed Internet access
- A current web browser