



# Public Safety Communications

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Priority Dispatch Corporation

Medical Priority Dispatch System

# Public Safety Communications

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## The *first*, first responders

- Answer 9-1-1 and non-emergency calls for assistance
  - Provide assistance to the community
  - 19,626 emergency 9-1-1 calls received in 2022
- Operate Computer-Aided Dispatch (CAD) system
  - Dispatching of Police and Fire units via radio
  - 37,381 total calls for service processed in 2022
- Ensure safety of fellow first responders
  - Maintain status of Police and Fire units
  - Communicate and provide vital information
- Operate National Crime Information Center (NCIC) terminals

# Fire-based Emergency Medical Services

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Burleson Fire Department will staff ambulances

- Respond to calls for service
- Transport patients to medical facilities

Public Safety Communications

- We have a vital role in this transition
- Our Department will implement an Emergency Medical Dispatch (EMD) protocol
  - We will utilize the protocol to provide life-saving pre-arrival instructions to bystanders
  - All Public Safety Communications personnel will become certified EMDs

# What is EMD?

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Emergency Medical Dispatch incorporates a protocol for emergency call takers to quickly gather the right information, dispatch the right help and, when necessary, provide lifesaving support. The protocol provides guidance for a broad range of field and triage responses such as:

- Active Assailant (Shooter)
- Breathing Problems
- Cardiac or Respiratory Arrest
- Choking
- Seizures
- Diabetic Problems
- Drowning
- Falls
- Heart Problems/A.I.C.D.
- Heat/Cold Exposure
- Hemorrhage/Lacerations
- Overdose/Poisoning
- Pregnancy/Childbirth/Miscarriage
- Psychiatric/Abnormal Behavior/Suicide Attempt
- Stab/Gunshot/Penetrating Trauma
- Stroke
- Traffic/Transportation Incidents
- Unconscious/Fainting
- Transfer/Interfacility/Palliative Care

# Medical Priority Dispatch System

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The Medical Priority Dispatch System (MPDS) is an Emergency Medical Dispatch (EMD) protocol which was developed by the International Academies of Emergency Dispatch (IAED)

- Priority Dispatch Corporation is the sole provider of the protocol which is incorporated in their ProQA automated call taking software

Training, Certification and Continuing Education

- Ongoing education to stay up-to-date
- Ensures our community receives the highest level of care possible

Quality Assurance / Quality Improvement Program

- Case review program will allow us to measure performance and continuously improve

Implementation and maintenance of products and services

# Benefits of MPDS

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## Higher confidence

- Confident dispatchers provide expert customer service to our community

## Reduced risk

- Lowered liability by meeting the established standard of care and practice

## Customization

- Prioritized responses set by our Medical Director will allow locally-defined inputs

## Guides call takers to bypass case entry questions and go directly to pre-arrival lifesaving instructions for critical patients

- For example, if a patient is determined to be not breathing the protocol will immediately direct the call taker to provide instructions for CPR

## Higher accuracy

- Accurate, consistent and concise information for first responders and callers

## Easy to use

- MPDS is built into ProQA software which interfaces with the Computer-Aided Dispatch (CAD) system

# ProQA

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Priority Dispatch Corporation is the sole provider of ProQA medical call taking software which utilizes the Medical Priority Dispatch System (MPDS) to guide emergency dispatchers seamlessly through the process of gathering essential information and dispatching the right resources

- Directs emergency call takers to gather information tailored to the chief complaint
- Responses obtained by the call taker are automatically populated into the CAD system
- Guides call takers to provide lifesaving support in accordance with the MPDS

Allows complete control

- We will determine the response for each chief complaint / condition

Decreased liability

- No successful litigation against a protocol-compliant call has been brought against Priority Dispatch or its customers in over 40 years

Faster response

- Structured to gather critical information quickly with no extra questions or detours

Reduced human error

# ProQA Highlights

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## Stroke Diagnostic Tool

- Provides early and accurate stroke identification for responders and hospitals

## Childbirth-Delivery

- Encompasses every possible childbirth scenario

## Tourniquets Protocol

- Dispatcher-instructed use for bleeding control

## CPR Compression Tracker

- Functions as a compression monitor and helps emergency dispatchers guide callers in administering CPR until emergency responders arrive

## Breathing Verification Tool

- Helps emergency dispatchers assess a patient's breathing and identify patterns consistent with sudden cardiac arrest

## Active Assailant

- Provide inbound officers the most appropriate information possible
- Relay life-saving instructions to citizens



# Our impact

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Emergency Medical Dispatchers utilizing the Medical Priority Dispatch System have a significant and positive influence in the following areas:

- The quality of patient care
  - Patient care while responders are en route
  - No gap in patient care between the time the call is received and responders arrive on scene
- The performance of prehospital EMS providers
  - Informed dispatching of EMS responders
- The community's EMS experience
  - Enhanced customer service to the caller

# Priority Dispatch Corporation

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Sole source provider of ProQA call taking software which utilizes International Academies of Emergency Dispatch (IAED) protocols

- IAED is considered the “gold standard” for Emergency Medical Dispatch protocols
- IAED’s Emergency Priority Dispatch System is the most studied, scientifically validated, updated and dynamic response system in the world

ProQA utilizes the Medical Priority Dispatch System (MPDS) which includes 39 protocols

- Protocols are built by experts, backed by science and tested over time to reduce complexity and risk

This system is utilized by leading organizations worldwide, including many in the DFW area

- Allen, CareFlite, Dallas, Denton, Flower Mound, Frisco, Grand Prairie, Mansfield, MedStar, Mesquite, Midlothian, North Texas Emergency Communications Center (NTECC), Richardson, Roanoke, Sachse, Sherman, The Colony, University Park

Protocol is endorsed by Burleson’s Medical Director

- Joseph Cordova, MD

# What is included

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ProQA medical automated call taking software licenses

- Training and backup software licenses

AQUA case review software

EMD protocol training and certification

ProQA software training

ED-Q (Quality Assurance) training and certification

Call taking training simulator

Backup card sets

# CAD Integration

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CentralSquare will permit access to the CAD database to interface with ProQA Medical automated call taking software

- The interface will allow responses gathered in ProQA to be populated into CAD call notes
- The incident type may be automatically upgraded if ProQA determines a greater response is required

Existing contract with CentralSquare will be amended

- There will be a minimal charge for the purchase of the interface which will be processed administratively, pending approval of the agreement with Priority Dispatch Corporation
- ProQA will interface with the future CAD system
  - Costs will be factored into that implementation

# Budget

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Costs associated with Emergency Medical Dispatch protocol implementation were incorporated with the City's EMS services

- Expenditures are within budget
  - Budgeted 5-year cost: \$234,500
  - Actual 5-year cost: \$188,537
- The difference between budgeted and actual costs provides contingency in the event of staffing changes and the potential need to train additional staff members

# Timeline

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Implementation Agreement executed February 2023

Project kick-off April 2023

Software install; equipment delivery June 2023

System Administration training July 2023

EMD training begin August 2023

- All Public Safety Communications staff will receive training prior to go-live
  - Multiple training sessions will be conducted to arrange for continuity of operations
- Staff must receive training and pass a test to become certified EMDs
- Training and certification will be conducted as close to go-live as possible
  - Allows information learned to be quickly put into practice
  - This is the most efficient way for our staff to achieve success with the program

Training for Quality Assurance staff September 2023

- Priority Dispatch provides implementation support and quality management program development

# Recommendation

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Approve the contract with Priority Dispatch Corporation for the purchase of the Medical Priority Dispatch System (MPDS)

# Questions / Comments