

Emergency Medical Priority Dispatch and Alternative EMS Apparatus Responses

Steve Parker, Fire Chief

November 5, 2013

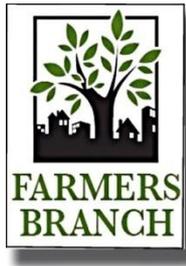


EMPD: What is it & How does it work?



- Emergency Medical Priority Dispatch (EMPD)
 - Attempts to match the 911 emergency or non-emergency calls - based on the severity of the patient - to the appropriate resource
 - Ambulance
 - Fire Engine
 - Both
 - The “right care will be sent in the right way to the right patient at the right time.” – Jeff Clawson, M.D., 1988
<http://www.emergencydispatch.org/articles/EMDarticle.pdf>

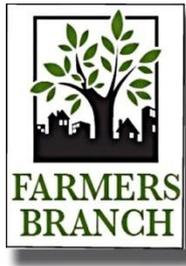




Priority Dispatching: Current System



- What call gets **BOTH** Fire Apparatus & Ambulance **WITH** Lights/Sirens?
 - Life-threatening Emergencies
 - Heart Attacks, Cardiac Arrest
 - Difficulty Breathing
 - Trauma
 - Jail calls*
- What call gets an Ambulance **only** or Fire Apparatus **only** with **NO** lights/sirens?
 - Non-Life-threatening Emergencies
 - Assist invalid
 - Jail calls**
 - Unlock of home or vehicle
 - *If inmate complains of life-threat: ambulance & fire apparatus **with** lights/sirens
 - **If inmate complains of a non-life-threat: ambulance only **with** lights/sirens



EMPD APPLIED TO FY 2013



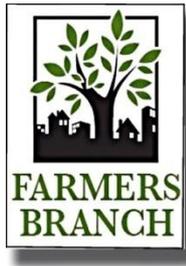
FY 2013 NATURE OF CALL	FREQUENCY	PERCENTAGE
Assist Invalid	11	0.44%
Breathing Difficulty	141	5.65%
Heart Attack	117	4.69%
Injured Person	389	15.58%
Major Accident	253	10.13%
Medical Emergency: Non-specific	1379	55.23%
Suicide / Suicide Attempt	4	0.16%
Unconscious Person	64	2.56%
Unknown	29	1.16%
Other	110	4.41%
Total	2497	

FY 2013 EMS responses to FB Jail: 5.37%

- Code 3 responses: 134
- Code 3 transports: 10

• Approximately 50% of responses to jail resulted in transport to hospital

- FY 2013: 4,022 Calls
 - EMS Calls: 2,497 62%
 - Fire Calls: 1,525 38%
- If EMPD in place: potentially affected 55.23% of EMS responses
 - Med Emergency: Non-specific
 - Of those 1379 calls, **IF** 50% of calls were classified as Low Priority = 689 responses or **27.59%**
 - Therefore, **72.40%** of EMS calls required **both** Fire Apparatus & Ambulance **with** Lights & Sirens
 - Plano FD EMPD Protocol identified Low Priority calls at: **20%**

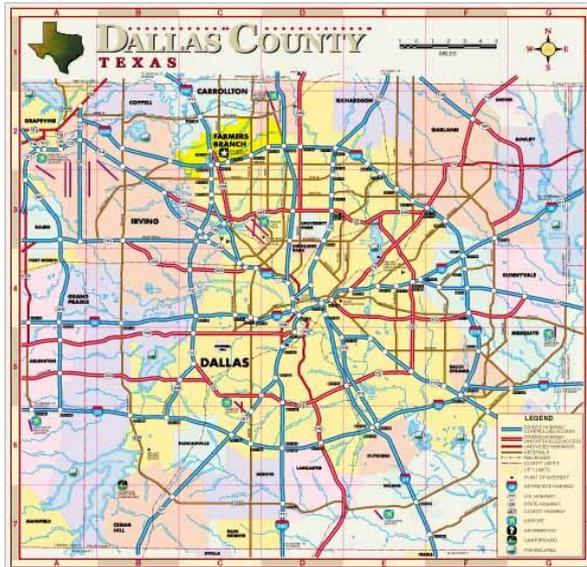


Current Best Practices: EMPD & Alternative EMS Response



- Dallas County

- Biotel - Medical Control for FBFD - has no agencies using EMPD or non-MICU response (“Paramedic Squads”) to EMS calls
- No Fire Departments in Dallas County are using EMPD or Paramedic Squads



- Tarrant County

- MedStar EMS, Fort Worth, Texas
 - 3rd City Service
 - True EMPD for approximately 15 yrs.
 - 112,000 EMS calls/year
 - 2013 Estimated: 400-450 /day
 - Advanced Practice Paramedic (APP)
 - Similar to Paramedic Squads
 - Loyal Customer Service
 - Community Health Paramedic (CHP)
 - Mobile Community Health Program
 - John Peter Smith Hospital & Clinics
- Arlington EMS, Arlington, Texas
 - Arlington EMS – Private Contractor (AMR)
 - AFD: EMPD for approximately 10-15 yrs.
 - 2011: Arlington FD
 - Fire calls: 37,717
 - EMS calls: 39,253
 - 2010: FD Paramedic Squads
 - (3) Squads, 24/7/365



Alternative EMS Response



Collin County: Plano, Texas

- Plano Fire Department: ISO #1
 - 270,000 population
 - 13 Fire Stations
 - 2012: Total Calls: 21,034
 - 2012 EMS Calls: 13,622
 - 335 personnel
 - 12 Engines*
 - 4 Trucks
 - 6 Ambulances

 - *Station 8 staffed with Truck 8 only
 - Split Engine 8 personnel to Squads:
 - (1) Lt./Paramedic
 - (1) Paramedic
 - (2) Paramedic Squads In-Service
 - Promoted personnel to Squad Lieutenants

 - “Fire Engines are not the best way to provide growing EMS service demands.”

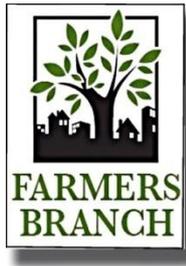
Crawford, Plano FD



While the rescue squads were created first and foremost with public safety in mind, they will also save the city money. Over the next three years, the city had planned on adding two fire engines and a ladder truck, as well as 45 firefighters...the original plan may not be the best use of limited resources.

-Chief Crawford, Plano FD

http://www.lewisvilleleader.com/articles/2013/10/16/plano_star-courier/news/1062.txt



Prospective Approach



- Public Safety is Core Value #1-The current FD response to EMS calls has resulted in continuous positive feedback from the community:
 - In 2008: 80% excellent rating
 - In 2010: 87.8% excellent rating
 - In 2012: 91.3% excellent rating

* We treat the whole family!
- In FY 2014 the Fire Department will review and adjust our response procedures to the Jail
- Fire response resources currently assigned to the Fire Department allows the City to maintain an ISO rating of 2:
 - FY 2014-15: ISO #1 Survey?
- Fire Station #1 does not currently have an Ambulance assigned to it:
 - First response to 863 EMS calls in District #1 in FY 2013 was by a Fire Apparatus (E-131 or Q-131)
 - FY 2013, M-131 staffed 937 hours or 10.7%
 - The FY 2014 goal is to have M-131 staffed 30% of shifts based on current staffing & fleet availability
 - Once M-131 is staffed at 100%, alternate response procedures can be reviewed.
- Emergency Medical Priority Dispatch should be incorporated with the New Combined Dispatch Center
- Alternate response procedures can provide a pathway to implementation of a Community Health Paramedic (CHP) program