

QA
GUIDE

AQUA

Priority
Dispatch



 **FPDS**[®]

FIRE PRIORITY DISPATCH SYSTEM™

FPDS

Fire Priority Dispatch System

GET THE RIGHT INFORMATION

AT THE RIGHT TIME TO THE RIGHT PEOPLE EVERY CALL

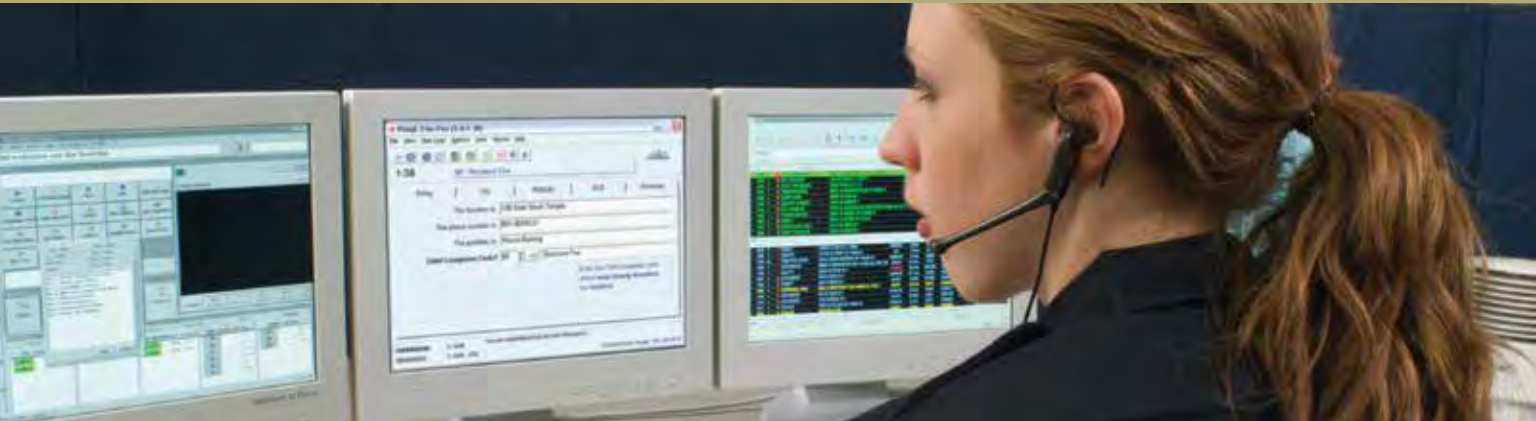


“Information is the reduction of uncertainty.”

ProQA[®] Paramount Dispatch Software—reducing uncertainty since 1987.



“I’m in a burning building. Please help me, I’m going to die!” This woman lay trapped in her office building but was able to provide the dispatcher the necessary information to effect her rescue. Unfortunately, the responders arrived too late. Her family sued the city, citing the dispatcher’s failure to provide her with the necessary information and instructions to protect herself from serious injury and death. The city responded simply: No pre-arrival instructions exist for someone trapped in a burning building ... until now. Cases like this one and millions of others are why the FPDS is the most widely used and respected calltaking protocol worldwide. Shouldn’t you be using it?



Features of the Fire Priority Dispatch System include:

- **Use of a Case Entry system:** The FPDS Protocol provides a standardized method for answering each call. Event location and callback numbers are verified and the appropriate Chief Complaint is selected.
- **Identification and ordering of Key Questions:** The protocol identifies and prompts the dispatcher to ask the right questions for each Chief Complaint. The questions and information are logically ordered with scene safety first, followed by other essential information.
- **Logic-based selection of Response Determinants:** Recommendations for response codes are driven by on-scene event information provided by the caller. The response codes ensure that calls are triaged according to designated agency-defined response policy.
- **Provides Pre-Arrival Instructions for life-threatening situations:** Based on the information provided by the caller, the protocol helps calltakers recognize specific, life-threatening situations such as HAZMAT, sinking vehicle, trapped in a fire, and others that can benefit from a Zero-Minute Response. In these incidents, the protocol prompts the calltaker to give easy-to-follow, step-by-step Pre-Arrival Instructions to the caller to support life until field responders arrive.
- **Provides Post-Dispatch Instructions for callers and calltakers:** These important instructions help the calltaker direct the caller to improve scene safety and the effectiveness of the overall response, while providing direction to the calltaker in sending notification to additional agencies.



**“The FPDS,
with its intensive training courses,
allows us to send
the appropriate response
to every call.”**

– Battalion Chief Kriss Garcia
SALT LAKE CITY FIRE DEPARTMENT

TRAINING

EFD Certification Course

Provides 24 hours of the best fire dispatch training on the planet. Students will receive background information related to calltaking and dispatch functions including in-depth, hands-on practice with the International Academies of Emergency Dispatch® (IAED™) protocol in preparation for immediate on-line use. This training is applicable for dispatch personnel, supervisors, and communication center managers.

EFD-Q™ Certification Course

This 16-hour course highlights the essential principles of case review for FPDS calls. This training is applicable for supervisors and communication center managers and essential for all quality improvement personnel. This certification, when combined with AQUA® Evolution quality improvement software, can dramatically cut the time spent on case review. On-location software training is available, providing the intensive hands-on experience needed for quick results.

EFD Leadership Training

A one-day seminar that provides managers and supervisors with the concepts, theory, and best practices they need to make important decisions about improving and maintaining the vital processes of their respective communication centers.

BENEFITS OF THE FPDS INCLUDE:

ESTABLISHMENT OF A UNIFIED STANDARD helps ensure that each caller receives comparable levels of service regardless of the Chief Fire Complaint or the calltaker's experience. A unified standard also facilitates quality improvement procedures because each dispatcher's performance is objectively evaluated.

SAFE PRIORITIZATION OF RESPONSES enables agencies to triage responses according to the seriousness of the incident and local needs. This process maximizes resource utility while minimizing the potential for emergency fire vehicle collisions and resource depletion.

CERTIFICATION OF EMERGENCY FIRE DISPATCHERS (EFDs) builds confidence in the community and efficiency in the communication center. Appropriate training always provides the highest level of return when using the FPDS.

QUALITY IMPROVEMENT PROCEDURES measure individual performance against a defined standard. QI ensures a high standard of service for every call regardless of any variable in the calltaker's experience.

REDUCTION OF LIABILITY results when agencies work from a recognized standard of best practices, prioritize responses, certify calltakers, and maintain a robust QI program. All of this is available through the use of FPDS, which provides the most complete package in liability protection for fire dispatch.

ACCREDITED CENTER OF EXCELLENCE recognition is achieved by maintaining the highest level of excellence at the dispatch and communication center operations levels. This accreditation by the International Academies of Emergency Dispatch is only given to the very best communication centers and ensures their communities that they are receiving the best possible emergency services.



SOFTWARE

ProQA Paramount Dispatch Software integrates the power of the IAED protocols with today's critical computer technologies. It helps emergency dispatchers move smoothly through Case Entry and Key Questioning, assisting calltakers in quickly determining the appropriate response code for each case and clearly displaying the response configuration specifically assigned to the code by their local agency authorities. ProQA Paramount then guides calltakers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process for your quality improvement (QI) staff. Everything from data entry, compliance scoring, record keeping, reporting, and more can be done quickly and accurately. AQUA Evolution helps you quantify that the emergency calltakers in your agency are providing quality service in compliance with all standards established by the International Academies of Emergency Dispatch. Pinpoint specific training needs and liability risks and document your continuous improvement efforts. In today's world, public safety agencies simply must have a defensible quality improvement program to help protect them from liability lawsuits. AQUA Evolution is a powerful tool that helps you meet this need with minimal commitments of time and personnel.

Software Training offered by Priority Dispatch Corp.™ provides an excellent hands-on experience with ProQA Paramount and AQUA Evolution software. This course is designed for both communication center managers and emergency dispatchers.

The Extended Service Plan (ESP) is a must for all ProQA Paramount and AQUA Evolution users who want to stay at the forefront of the protocol system. An extended 12 months of access to technical support is included. ESP guarantees free updates to your current version and discounts on future versions of software.

Technical Support is available in a variety of options allowing you maximum flexibility. We provide outstanding advanced technical support for all of our software products. The friendly and knowledgeable technical support staff can be reached via phone and email. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help you every step of the way.

technical.support@prioritydispatch.net

www.prioritydispatch.net/support

1-800-363-9127 or 801-363-9127

CARDSETS

The cardset delivers the FPDS in a durable 18" x 10" flip file format with individual protective card pockets. Cardsets allow dispatchers to quickly move through Case Entry and Key Questioning. Determinants clearly display the response configuration specifically assigned to the code by local agency authorities. Additional Information and Pre-Arrival and Post-Dispatch Instruction cards are clearly linked and easy to access, as well as important case completion and DLS information.



QUALITY IMPROVEMENT

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process, assisting with everything from data entry, compliance scoring, record keeping, reporting, and more. It provides a defendable QI program that pinpoints and documents QI needs and areas for improvement.

The EFD-Q Course is the first comprehensive QI training course designed specifically for EFD centers. This in-depth, hands-on training course is designed to help you establish an effective QI process using your in-house experts to do a professional review of your center's emergency dispatch cases.



The QA Guide™ is a spiral-bound 7 1/2" x 5 3/4" full-color flip book that provides communication supervisors, managers, and QI officers easy access to the protocols. Essential for case review and dispatch performance evaluation, it is the perfect companion for AQUA Evolution QI software.

The Case Evaluation Pad provides the form QI officers use for consistent case review when evaluating emergency dispatcher performance. The completed Case Evaluation form becomes the official Case Evaluation Record. Written to correlate with the Fire Protocol, this 8 1/2" x 11" notepad has 50 sheets and an easy-tear spine.



SUPPORT PRODUCTS



The Field Responder Guide™ provides a response code interpretation reference for field use on-line during responses and for completing incident reports. This spiral-bound 5" x 3" flip book has a waterproof, tearproof cover and convenient incident tabs.

The Case Entry Pad provides a convenient format for taking case notes during training or on-line dispatching. Written in protocol format, this 5 1/2" by 8 1/2" notepad has 100 sheets and an easy-tear spine.



Continuing Dispatch Education CDs provide interactive multimedia lessons focused on the protocol Chief Complaints. These lessons are great training tools and each one counts as two hours of Continuing Dispatch Education credit for recertification.

WWW.PRIORITYDISPATCH.NET



FOR ADDITIONAL INFORMATION PLEASE VISIT OUR WEBSITE.



110 SOUTH REGENT STREET, SUITE 500 • SALT LAKE CITY, UTAH 84111 USA • 1-800-363-9127 • INTL 801-363-9127 • FAX 801-363-9144 • EMAIL sales@prioritydispatch.net



+MPDS[®]

**Priority
Dispatch**

MEDICAL PRIORITY DISPATCH SYSTEM™

MPDS

MEDICAL PRIORITY DISPATCH SYSTEM

GET THE RIGHT INFORMATION AT THE RIGHT TIME TO THE RIGHT PEOPLE EVERY CALL.



“Information is the reduction of uncertainty.”

ProQA® Paramount Dispatch Software—reducing uncertainty since 1987.



“Help me! My baby has stopped breathing, tell me what to do!” This caller’s 9-1-1 communication center could tell her exactly what to do because they were using MPDS. The certified calltaker was able to quickly gather the crucial information needed to dispatch responders and then, working together with the mother using over-the-phone Pre-Arrival Instructions, they helped her baby begin breathing again on his own, even before the paramedics arrived. The baby made a complete and healthy recovery. Cases like this one and millions of others are why the MPDS is the most widely used and respected calltaking protocol worldwide. Shouldn’t you be using it?



Features of the Medical Priority Dispatch System include:

- **Use of a Case Entry system:** The MPDS Protocol provides a standardized method for answering each call. Event location and callback numbers are verified and the appropriate Chief Complaint is selected.
- **Identification and ordering of Key Questions:** The protocol identifies and prompts the dispatcher to ask the right questions for each Chief Complaint. The questions and information are logically ordered with scene safety first, followed by other essential information.
- **Logic-based selection of Response Determinants:** Recommendations for response codes are driven by on-scene event information provided by the caller. The response codes ensure that calls are triaged according to designated agency-defined response policy.
- **Provides Pre-Arrival Instructions for life-threatening situations:** Based on the information provided by the caller, the protocol helps calltakers recognize specific, life-threatening situations such as choking, childbirth, airway arrest, and others that can benefit from a Zero-Minute Response. In these incidents, the protocol prompts the calltaker to give easy-to-follow, step-by-step Pre-Arrival Instructions to the caller to support life until field responders arrive.
- **Provides Post-Dispatch Instructions for callers and calltakers:** These important instructions help the calltaker direct the caller to improve scene safety and the effectiveness of the overall response, while providing direction to the calltaker in sending notification to additional agencies.



“I can’t imagine working without
MPDS.
When used properly, it
protects both the citizens
and responders!”

– Carole Morey, Manager
Medical Transport Coordination Center

TRAINING

EMD Certification Course

Provides 24 hours of the best medical dispatch training on the planet. Students will receive background information related to calltaking and dispatch functions including in-depth, hands-on practice with the International Academies of Emergency Dispatch® (IAED™) protocol in preparation for immediate on-line use. This training is applicable for dispatch personnel, supervisors, and communication center managers.

EMD-Q® Certification Course

This 16-hour course highlights the essential principles of case review for MPDS calls. This training is applicable for supervisors and communication center managers and essential for all quality improvement personnel. This certification, when combined with AQUA® Evolution quality improvement software, can dramatically cut the time spent on case review. On-location software training is available, providing the intensive hands-on experience needed for quick results.

EMD Leadership Training

A one-day seminar that provides managers and supervisors with the concepts, theory, and best practices they need to make important decisions about improving and maintaining the vital processes of their respective communication centers.

BENEFITS OF THE MPDS INCLUDE:

ESTABLISHMENT OF A UNIFIED STANDARD helps ensure that each caller receives comparable levels of service regardless of the Chief Medical Complaint or the calltaker’s experience. A unified standard also facilitates quality improvement procedures because each dispatcher’s performance is objectively evaluated.

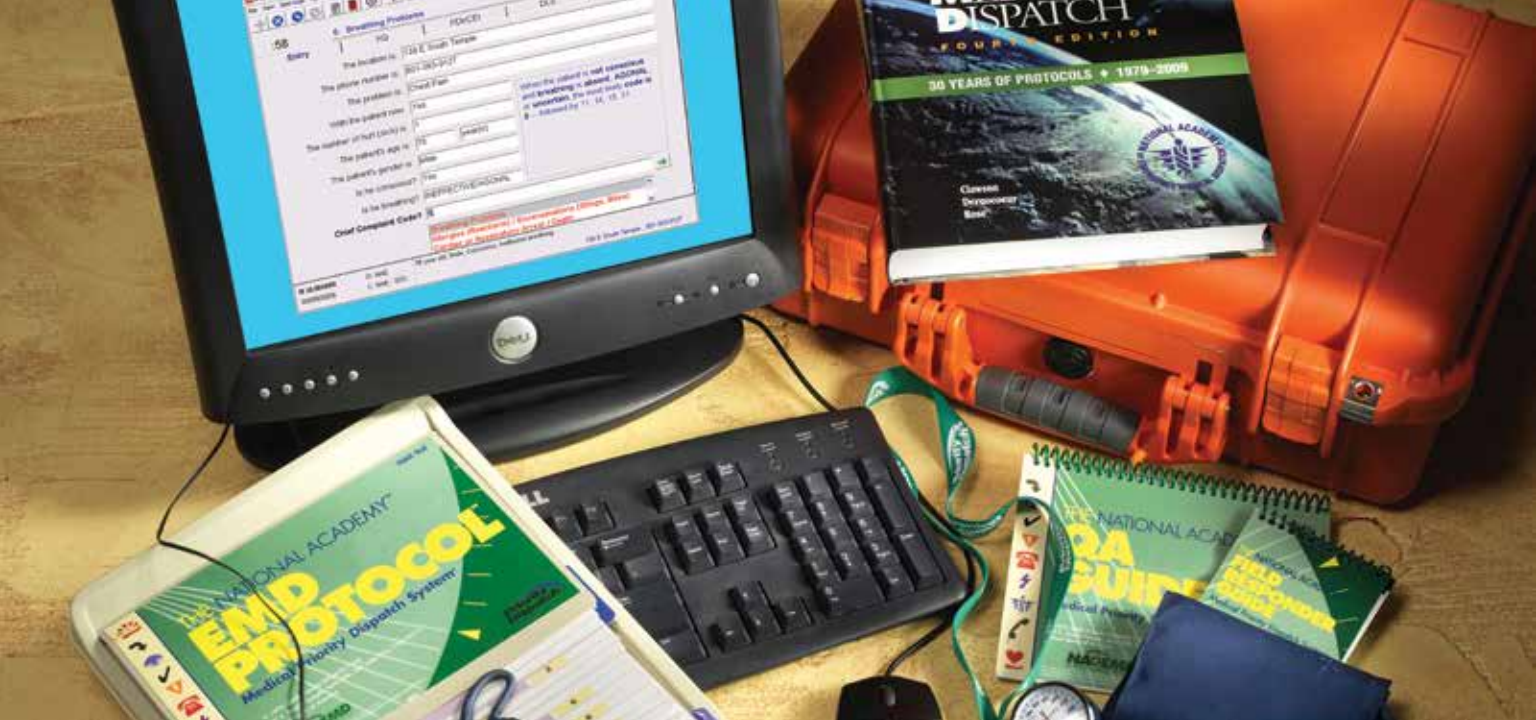
SAFE PRIORITIZATION OF RESPONSES enables agencies to triage responses according to the seriousness of the incident and local needs. This process maximizes resource utility while minimizing the potential for emergency medical vehicle collisions and resource depletion.

CERTIFICATION OF EMERGENCY MEDICAL DISPATCHERS (EMDs) ensures that competent calltakers are taking the community’s emergency calls, building trust in those they serve. Appropriate training always provides the highest level of return when using the MPDS.

QUALITY IMPROVEMENT PROCEDURES measure individual performance against a defined standard. QI ensures a high standard of service for every call regardless of any variable in the calltaker’s experience.

REDUCTION OF LIABILITY results when agencies work from a recognized standard of best practices, prioritize responses, certify calltakers, and maintain a robust QI program. All of this is available through the use of MPDS, which provides the most complete package in liability protection for medical dispatch.

ACCREDITED CENTER OF EXCELLENCE recognition is achieved by maintaining the highest level of excellence at the dispatch and communication center operations levels. This accreditation by the International Academies of Emergency Dispatch is only given to the very best communication centers and ensures their communities that they are receiving the best possible emergency services.



SOFTWARE

ProQA Paramount Dispatch Software integrates the power of the IAED protocols with today's critical computer technologies. It helps emergency dispatchers move smoothly through **Case Entry** and **Key Questioning**, assisting calltakers in quickly determining the appropriate response code for each case and clearly displaying the response configuration specifically assigned to the code by their local agency authorities. ProQA Paramount then guides calltakers in providing all relevant **Post-Dispatch** and **Pre-Arrival Instructions**, as well as important case completion information.

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process for your quality improvement (QI) staff. Everything from data entry, compliance scoring, record keeping, reporting, and more can be done quickly and accurately. AQUA Evolution helps you quantify that the emergency calltakers in your agency are providing quality service in compliance with all standards established by the International Academies of Emergency Dispatch. Pinpoint specific training needs and liability risks and document your continuous improvement efforts. In today's world, public safety agencies simply must have a defensible quality improvement program to help protect them from liability lawsuits. AQUA Evolution is a powerful tool that helps you meet this need with minimal commitments of time and personnel.

Software Training offered by Priority Dispatch Corp.™ provides an excellent hands-on experience with ProQA Paramount and AQUA Evolution software. This course is designed for both communication center managers and emergency dispatchers.

The Extended Service Plan (ESP) is a must for all ProQA Paramount and AQUA Evolution users who want to stay at the forefront of the protocol system. An extended **12 months of access** to technical support is included. ESP guarantees free updates to your current version and discounts on future versions of software.

Technical Support is available in a variety of options allowing you maximum flexibility. We provide outstanding advanced technical support for all of our software products. The friendly and knowledgeable technical support staff can be reached via phone and email. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help you every step of the way.

technical.support@prioritydispatch.net
www.prioritydispatch.net/support
1-800-363-9127 or 801-363-9127

CARDSETS

The cardset delivers the MPDS in a durable 18" x 10" flip file format with individual protective card pockets. Cardsets allow dispatchers to quickly move through Case Entry and Key Questioning. Determinants clearly display the response configuration specifically assigned to the code by local agency authorities. Additional Information and Pre-Arrival and Post-Dispatch Instruction cards are clearly linked and easy to access, as well as important case completion and DLS information.



QUALITY IMPROVEMENT

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process, assisting with everything from data entry, compliance scoring, record keeping, reporting, and more. It provides a defensible QI program that pinpoints and documents QI needs and areas for improvement.

The EMD-Q Course is the first comprehensive QI training course designed specifically for EMD centers. This in-depth, hands-on training course is designed to help you establish an effective QI process using your in-house experts to do a professional review of your center's emergency dispatch cases.



The QA Guide™ is a spiral-bound 7 1/2" x 5 3/4" full-color flip book that provides communication supervisors, managers, and QI officers easy access to the protocols. Essential for case review and dispatch performance evaluation, it is the perfect companion for AQUA Evolution QI software.

The Case Evaluation Pad provides the form QI officers use for consistent case review when evaluating emergency dispatcher performance. The completed Case Evaluation form becomes the official Case Evaluation Record. Written to correlate with the Medical Protocol, this 8 1/2" x 11" notepad has 50 sheets and an easy-tear spine.



SUPPORT PRODUCTS



The Field Responder Guide™ provides a response code interpretation reference for field use on-line during responses and for completing incident reports. This spiral-bound 5" x 3" flip book has a waterproof, tearproof cover and convenient incident tabs.

The Case Entry Pad provides a convenient format for taking case notes during training or on-line dispatching. Written in protocol format, this 5 1/2" x 8 1/2" notepad has 100 sheets and an easy-tear spine.



Continuing Dispatch Education CDs provide interactive multimedia lessons focused on the protocol Chief Complaints. These lessons are great training tools and each one counts as two hours of Continuing Dispatch Education credit for recertification.

WWW.PRIORITYDISPATCH.NET



FOR ADDITIONAL INFORMATION PLEASE VISIT OUR WEBSITE.



110 SOUTH REGENT STREET, SUITE 500 • SALT LAKE CITY, UTAH 84111 USA • 1-800-363-9127 • INTL 801-363-9127 • FAX 801-363-9144 • EMAIL sales@prioritydispatch.net



 **PPDS**[®]

**Priority
Dispatch**

POLICE PRIORITY DISPATCH SYSTEM[™]
911 CALLTAKING

PPDS

POLICE PRIORITY DISPATCH SYSTEM

GET THE RIGHT INFORMATION

AT THE RIGHT TIME TO THE RIGHT PEOPLE EVERY CALL



“Information is the reduction of uncertainty”
ProQA[®] Paramount Dispatch Software—reducing uncertainty for 35 years



“I heard a window break and there are noises coming from downstairs; send the police now! I’m so scared. What should I do?” The woman making this 9-1-1 call was trapped in her home by intruders with a gun. Unfortunately, her communication center didn’t offer the calltaker the tools to help the caller stay safe and out of danger while collecting all the crucial information responding officers needed to protect themselves and the caller. No Pre-Arrival Instructions existed for callers in danger—until now. Cases like this one and millions of others are why the PPDS is the most widely used and respected calltaking protocol worldwide. Shouldn’t you be using it?



Features of the Police Priority Dispatch System include:

- **Use of a Case Entry system:** The PPDS Protocol provides a standardized method for answering each call. Event location and callback numbers are verified and the appropriate Chief Complaint is selected.
- **Identification and ordering of Key Questions:** The protocol identifies and prompts the dispatcher to ask the necessary questions for each Chief Complaint. The questions and information are logically ordered with scene safety first, followed by other essential information.
- **Logic-based selection of dispatch codes:** Recommendations for dispatch codes are driven by on-scene event information provided by the caller. The dispatch codes ensure that calls are triaged according to designated agency-defined response policy.
- **Provides Pre-Arrival Instructions to callers:** Based on the information provided by the caller, the protocol alerts dispatchers of specific life-threatening situations such as: Active Assailant (Shooter), sinking vehicles, hostage situations, bomb threats, and other caller-in-danger situations. It then helps calltakers provide a Zero-Minute Response by giving easy-to-follow, step-by-step Pre-Arrival Instructions to the caller so that help can be given immediately while responders are on the way.
- **Provides Post-Dispatch Instructions:** Using the information provided by the caller, Post-Dispatch Instructions can help improve scene safety and the effectiveness of the overall response.
- **Collects detailed multiple descriptions:** As the incident unfolds, descriptions of suspects, vehicles, weapons, victims, and witnesses are recorded in detail while they are still fresh in the minds of those on the scene. This information is quickly relayed to the responders en route and all descriptions are saved in the call file, becoming a permanent part of the case data archive.
- **Constant flow of scene information to responders:** Dispatchers are able to quickly send the right on-scene information to responding officers and update it in real time. Both new and veteran dispatchers will be able to immediately provide responding officers with the crucial information they need to protect themselves and the citizens around them.



“PPDS is a critical

component in providing safety and
consistent service;
it's not about us, it's about who
we serve!”

–Jason Barbour, ENP
Johnston County E9-1-1 Director

TRAINING

EPD Certification Course

Twenty-four hours of the best police dispatch training on the planet. Students will receive background information related to calltaking and dispatch functions including in-depth, hands-on practice with the International Academies of Emergency Dispatch® (IAED™) protocols in preparation for immediate on-line use. This training is applicable for dispatch personnel, supervisors, and communication center managers.

EPD-Q™ Certification Course

This 16-hour course highlights the essential principles of case review for PPDS calls. This training is applicable for supervisors and communication center managers and essential for all quality improvement personnel. This certification, when combined with AQUA® Evolution quality improvement software, can dramatically cut the time spent on case review. On-location software training is available, providing the intensive hands-on experience needed for quick results.

EPD Leadership Training

A one-day seminar that provides managers and supervisors with the concepts, theory, and best practices they need to make important decisions about improving and maintaining the vital processes of their respective communication centers.

BENEFITS OF THE PPDS INCLUDE:

ESTABLISHMENT OF A UNIFIED STANDARD helps ensure that each caller receives comparable levels of service regardless of the Chief Complaint or the calltaker's experience. A unified standard also facilitates quality improvement procedures because each dispatcher's performance is objectively evaluated.

SAFE PRIORITIZATION OF RESPONSES enables agencies to triage responses according to the seriousness of the incident and local needs. This process maximizes resource utility while minimizing the potential for emergency police vehicle collisions and resource depletion.

CERTIFICATION OF EMERGENCY POLICE DISPATCHERS (EPDs) ensures that competent dispatchers are taking the community's emergency calls, building trust in those they serve. Appropriate training always provides the highest level of return when using the PPDS.

QUALITY IMPROVEMENT PROCEDURES measure individual performance against a defined standard. QI ensures a high standard of service for every call regardless of any variable in the calltaker's experience.

REDUCTION OF LIABILITY results when agencies work from a recognized standard of best practices, prioritize responses, certify calltakers, and maintain a robust QI program. All of this is available through the use of the PPDS, which provides the most complete package in liability protection for police dispatch.

ACCREDITED CENTER OF EXCELLENCE status is achieved by maintaining the highest level of excellence at the dispatch and communication center operations levels. This recognition by the International Academies of Emergency Dispatch is only given to the very best communication centers and ensures their communities that they are receiving the best possible emergency services.



SOFTWARE

ProQA Paramount Dispatch Software integrates the power of the IAED protocols with today's critical computer technologies. It helps emergency dispatchers move smoothly through Case Entry and Key Questioning, assists calltakers in quickly determining the appropriate dispatch code for each case, and clearly displays the correct response as assigned to that code by their local agency authorities. ProQA Paramount then guides calltakers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process for your quality improvement (QI) staff. Everything from data entry, compliance scoring, record keeping, reporting, and more can be done quickly and accurately. AQUA Evolution helps you quantify that the emergency calltakers in your agency are providing quality service in compliance with all standards established by the International Academies of Emergency Dispatch. Pinpoint specific training needs and liability risks and document your continuous improvement efforts. In today's world, public safety agencies simply must have a defensible quality improvement program to help protect them from liability lawsuits. AQUA Evolution is a powerful tool that helps you meet this need with minimal commitments of time and personnel.

Software Training offered by Priority Dispatch Corp.™ provides an excellent hands-on experience with ProQA Paramount or AQUA Evolution software. These courses are designed for emergency dispatchers, supervisors, and communication center managers.

The Extended Service Plan (ESP) is a must for all ProQA Paramount and AQUA Evolution users who want to stay at the forefront of the protocol system. An extended 12 months of access to technical support is included. ESP guarantees free updates to your current version and discounts on future versions of software.

Technical Support is available in a variety of options allowing you maximum flexibility. We provide outstanding advanced technical support for all of our software products. The friendly and knowledgeable Technical Support staff can be reached via phone, e-mail, Web, FTP, and dial-in. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help you every step of the way.

support@prioritydispatch.net
www.prioritydispatch.net/support
800-363-9127 or 801-363-9127

CARDSETS

The cardsets are primarily used for training and back-up purposes. They come in a durable 18" x 10" flip file format with individual protective card pockets. Cardsets allow dispatchers to quickly move through Case Entry and Key Questioning. Additional Information and Pre-Arrival and Post-Dispatch Instruction cards are clearly linked and easy to access, as well as important case completion and DLS information.



QUALITY IMPROVEMENT

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process, assisting with everything from data entry, compliance scoring, record keeping, reporting, and more. It provides a defensible QI program that pinpoints and documents QI needs and areas for improvement.

The EPD-Q Course is the first comprehensive QI training course designed specifically for EPD centers. This in-depth, hands-on training course is designed to help you establish an effective QI process using your in-house experts to do a professional review of your center's emergency dispatch cases.



The QA Guide™ is a spiral-bound 7 1/2" x 5 3/4" full-color flip book that provides communication supervisors, managers, and QI officers easy access to the protocols. Essential for case review and dispatch performance evaluation, it is the perfect companion for AQUA Evolution QI software.

The Case Evaluation Pad provides the form QI officers use for consistent case review when evaluating emergency dispatcher performance. The completed Case Evaluation form becomes the official Case Evaluation Record. Written to correlate with the Police Protocol, this 8 1/2" x 11" notepad has 50 sheets and an easy-tear spine.



SUPPORT PRODUCTS



The Field Responder Guide™ provides a dispatch code interpretation reference for field use on-line during responses and for completing incident reports. This spiral-bound 5" x 3" flip book has a waterproof, tearproof cover and convenient incident tabs.

The Case Entry Pad provides a convenient format for taking case notes during training or on-line dispatching. Written in protocol format this 5 1/2" x 8 1/2" notepad has 100 sheets and an easy-tear spine.



Continuing Dispatch Education CDs provide interactive multimedia lessons focused on the protocol Chief Complaints. These lessons are great training tools and each one counts as two hours of Continuing Dispatch Education credit for recertification.

WWW.PRIORITYDISPATCH.NET



FOR ADDITIONAL INFORMATION PLEASE VISIT OUR WEBSITE.



110 SOUTH REGENT STREET, SUITE 500 • SALT LAKE CITY, UTAH 84111 USA • 1-800-363-9127 • INTL 801-363-9127 • FAX 801-363-9144 • E-MAIL sales@prioritydispatch.net



MTPS™



MEDICAL TRANSFER PROTOCOL SUITE

and Emerging Infectious Diseases

BACKGROUND

Emergency communication centers often field calls requesting transportation for patients from one care facility to another. Transferring patients between facilities can be frustrating for nearly everyone, including care facility staff, emergency dispatchers, communication center leaders, and responders. Inaccurate and incomplete information can result in the dispatching of inappropriate resources and potential dangers to responders without sufficient information. For example, conventional medical transfer services do not recommend field apparatuses, vehicle types, acuity of care, medical equipment, or medications. As such, a vehicle may arrive that is not equipped to accommodate the patient, or a vehicle may arrive with more equipment than is needed. Responders without proper information about a patient who is experiencing COVID-19 symptoms may be put at risk and the patient may be at risk of delay of services without the proper equipment. At times, responders are over, or under-utilized, resources become scarce, and miscommunication leads to a lack of trust between parties. Additionally, payment from insurance companies may be delayed due to incorrect or incomplete information.

SOLUTION

The MTPS is a patent pending solution designed to help emergency dispatchers optimize and streamline the patient transfer process by gathering accurate and complete information in such cases as Mental Health Transfer, high risk patients in need of specialty care and patients who may be carriers of an infectious disease. The MTPS directs safe, efficient, and more cost-effective patient transfers between facilities. It consists of three separate protocols:

- **Protocol 45 - Upcare** For use when a patient has an acute complaint and requires a higher level of care.
- **Protocol 46 - Scheduled or Routine** For use when a patient is routinely transported to another facility with a similar level of care.
- **Protocol 47 - Mental Health** For use when a patient with a mental illness or substance use disorder is transferred to a specific facility.



BENEFITS

1. Enhanced Billing and Reimbursement

Capabilities. The MTPS is the only transfer product where billing codes (ICD) can be confirmed at dispatch, and are attached to the dispatch code, which enhances return on investment and eliminates the need to pour over ICD codes for reimbursement. This increases the bottom line simply because the ICD code is confirmed at dispatch.

2. Communication and Resources. The MTPS informs all parties of the patient's condition, equipment or apparatus needed, optimal transfer vehicle, appropriate personnel, and medications. This includes such needs as higher level PPE and need for additional responders. This eliminates wasted resources that would be better served elsewhere and improves communication between all parties involved.

3. Emergency Communication Center. The MTPS benefits emergency communication managers by allowing them to manage resources more efficiently, leading to eliminating wear and tear on resources, and provides increased trust from first responders and care facilities.

4. Dispatchers. The MTPS benefits emergency dispatchers directly by streamlining questions and allowing them to send the right resources for the right situation. Fewer questions asked by the dispatcher will decrease call processing times and allow them to be available for other 9-1-1 calls. The MTPS questions are specifically tailored toward a health care professional which allows more accurate information to be obtained and specific instructions can be

given relative to the health care environment. This also ensures that vital information is not overlooked, rather it ensures that this information is obtained and disseminated to the responders.

5. Facility Relations. Working relationships with health care professionals and facilities will improve due to the increase in trust because of the MTPS. Dispatchers are able to trust and respect the judgment and medical training of the health care professional and able to pass this information along to the responding units. The MTPS eliminates under sourced and over sourced transport vehicles.

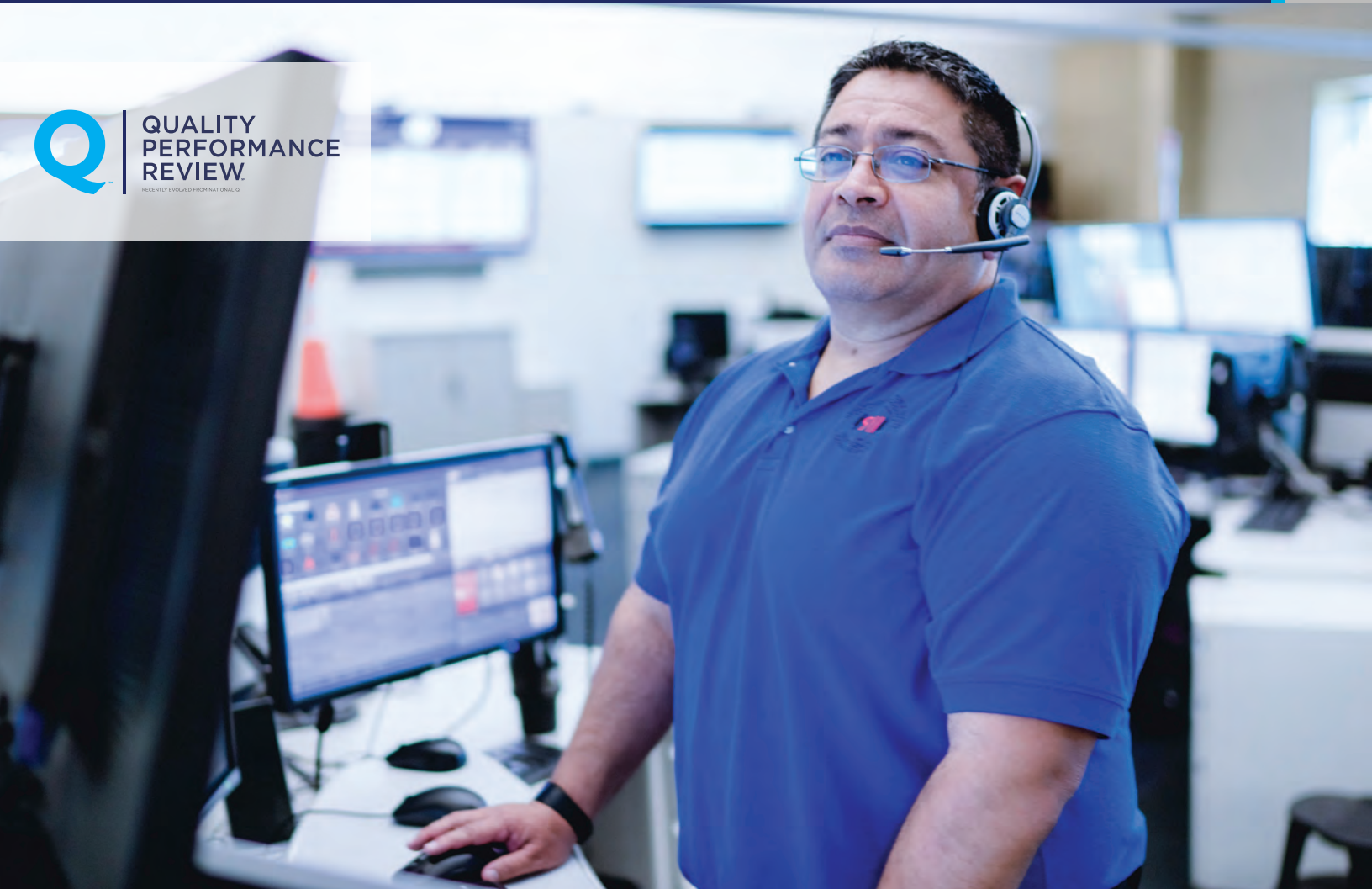
6. Safety. The MTPS decreases units responding unnecessarily due to better questions that asks the correct information. MTPS Protocol 47 provides specific scene safety questions regarding mental health patients that do not exist in any other dispatch protocols. MTPS Protocols 45 and 46 can ensure questions are asked that could lead to the identification of COVID symptoms or diagnosis that needs specialty care transport and information relay to accepting facilities.

7. Patient. The MTPS benefits the actual patient by providing the right resources and care matching the exact needs of the patient. The early identification of a patient's needs during a transfer situation are vital to their survival. This leads to better relationships with the communities whom you serve.



QUALITY
PERFORMANCE
REVIEW

RECENTLY EVOLVED FROM NATIONAL Q



QUALITY PERFORMANCE REVIEW

Initial Case Review—Conducted by Experienced ED-Qs

Quality Performance Review (QPR™) gives you immediate support for implementing an effective structured quality assurance (QA) program. It includes case review, quality assurance, and weekly mentoring feedback that is backed and supported by the International Academies of Emergency Dispatch® (IAED™) using certified Emergency Dispatch Quality Assurance (ED-Q™) faculty.

EQUIP QA: Our ED-Qs initially handle all case review while training your ED-Qs. We review and train (up to 91 days) until your ED-Qs are ready to handle their entire caseload.

Q PLUS: Our ED-Qs audit a sampling of your ED-Q cases monthly and coach your ED-Qs through a weekly meeting to improve their skills.

Q VIEW: Our certified ED-Q faculty provides you with visibility into the performance of your ED-Qs by reviewing a percentage of their cases and reporting results to you.

Q CHECK: a sampling of your reviewed calls, identifying areas for additional training to ensure compliance.



WHAT ARE THE BENEFITS OF QPR?

- Keep budget costs down by eliminating the need to hire additional staff.
- Decrease your liability by having seasoned, certified Qs completing the initial case review.
- Avoid internal conflicts between supervisory staff and emergency dispatchers on appropriate application of IAED standards.
- Focus agency efforts on compliance for Accredited Center of Excellence status.

WHAT'S IN QPR FOR ME?

Department Stakeholders: Confidence that QA best practices are being adhered to right after implementation and beyond.

Emergency Dispatchers: Timely feedback on calls and awareness of areas where training is needed.

Supervisors, Managers, Trainers: Less conflict in the agency surrounding case review and emergency dispatcher performance.

The Community: Callers enjoy a high level of care that continues to improve because agency calls are being held to the highest standards.

KEY FEATURES OF QPR

A single point of contact to conduct weekly meetings on case review findings and to discuss protocols and standards in depth.

The ONLY supported outsource of case review that meets the IAED's accreditation requirements and Priority Dispatch's licensing requirements.

Detailed review provided so your supervisory staff can focus on quality improvement and meeting with staff individually.

Ensures the most recent IAED Standards are applied to all call reviews.



Academy Analytics™

Powered by
FIRST WATCH™



www.academyanalytics.info

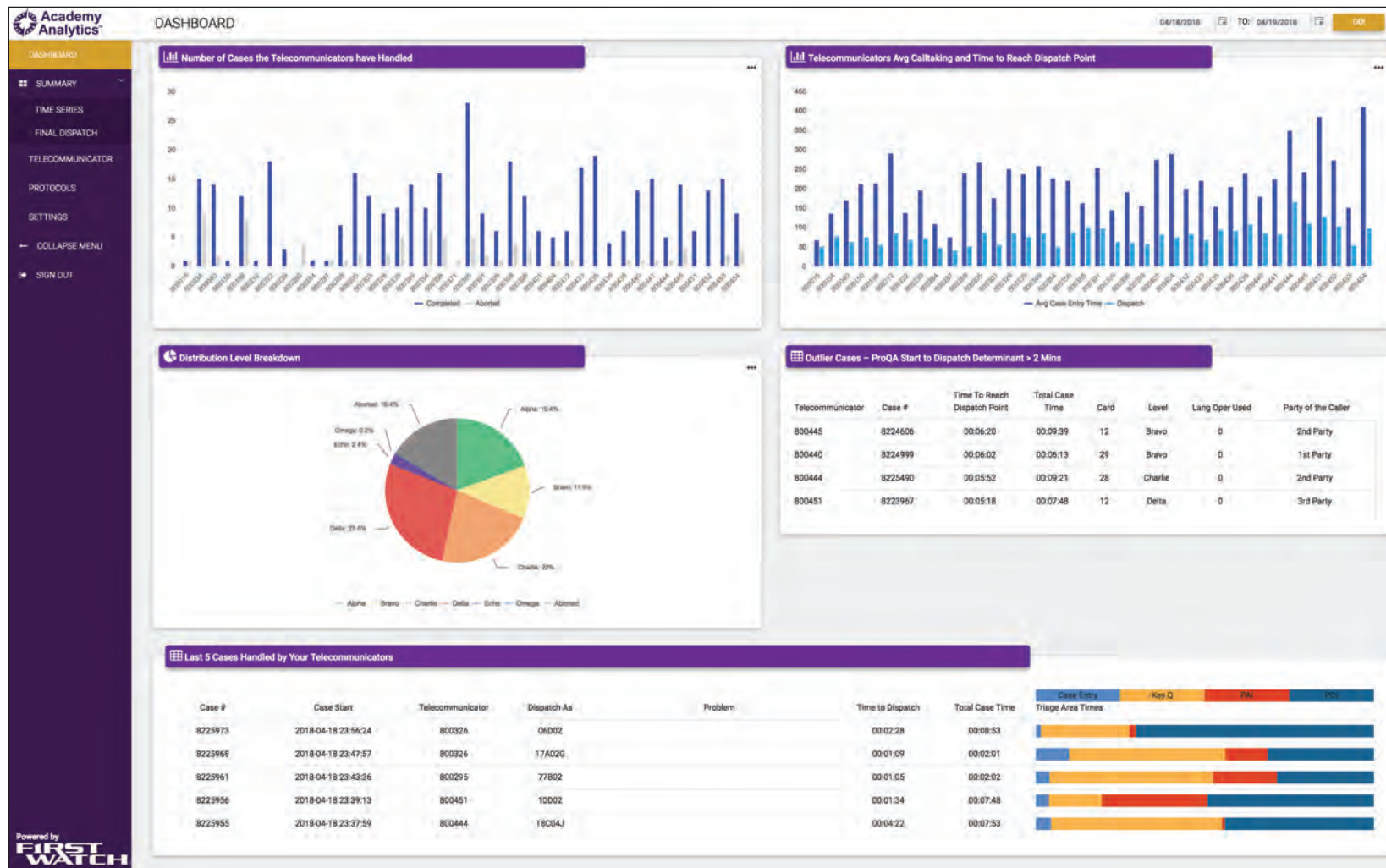
Academy Analytics™

With Academy Analytics you can:

- Monitor your center's performance in real time.
- Instantly identify outlier cases for review.
- Provide teammates with a dashboard that shows how they are doing on the things that matter.
- Know when there is an increase in aborted calls.
- Balance the workload to manage employee stress.
- Coach your folks to optimal performance with easy to understand charts.
- Potentially increase the number of cardiac arrest patients that survive.

FREE
to full FirstWatch
System Users

ALSO SOLD SEPARATELY



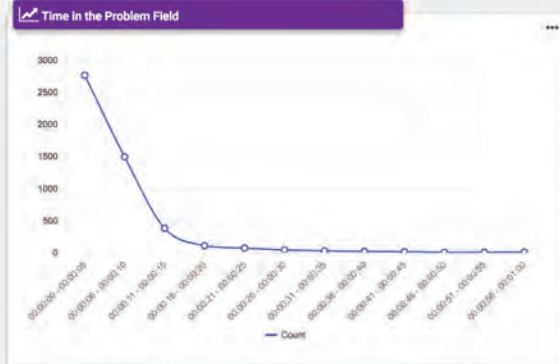
Academy Analytics™



TIME SERIES

04/18/2017 TO: 04/19/2018 GO

- DASHBOARD
- SUMMARY
- TIME SERIES**
- FINAL DISPATCH
- TELECOMMUNICATOR
- PROTOCOLS
- SETTINGS
- COLLAPSE MENU
- SIGN OUT



Academy Analytics™



PROTOCOLS

03/20/2018 TO: 04/19/2018 GO

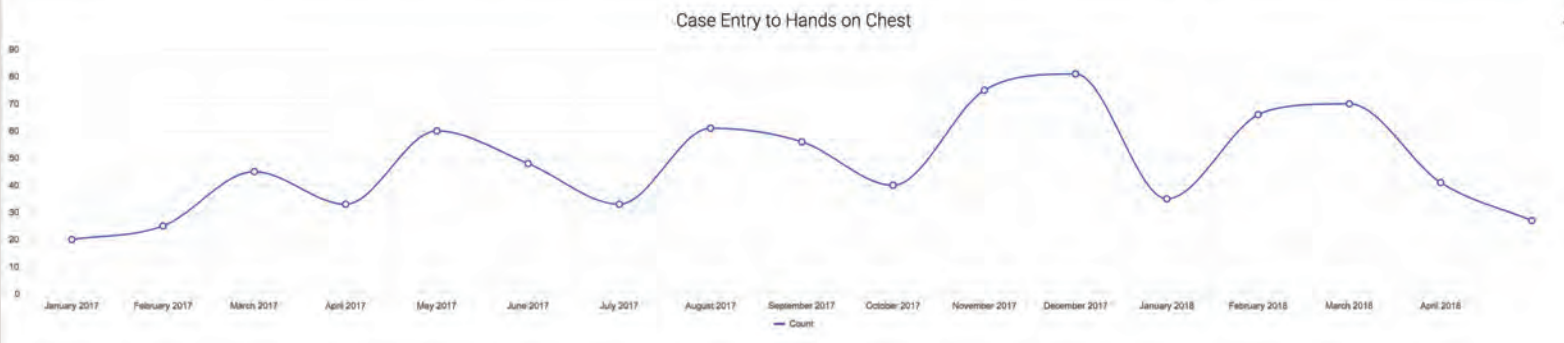
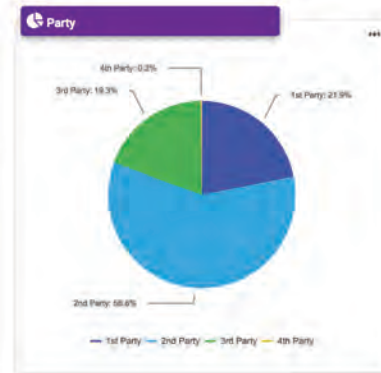
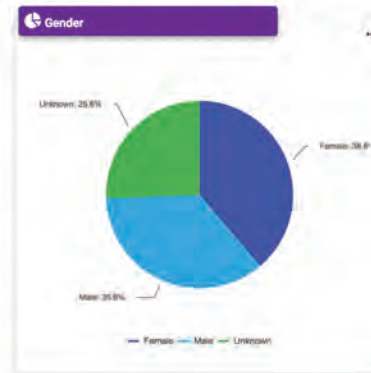
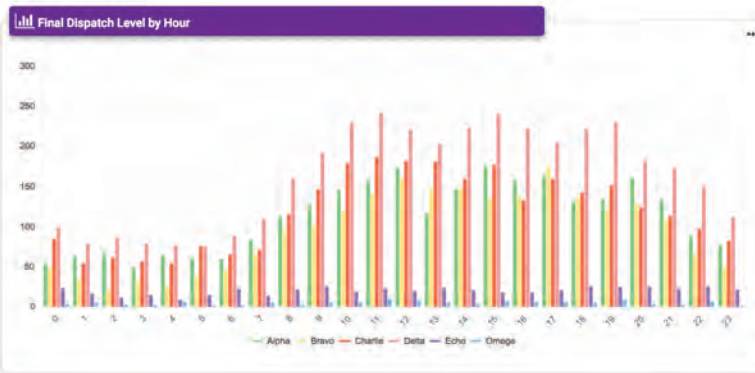
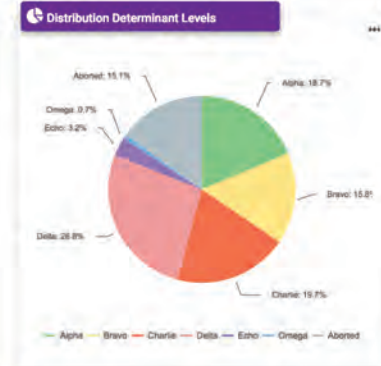
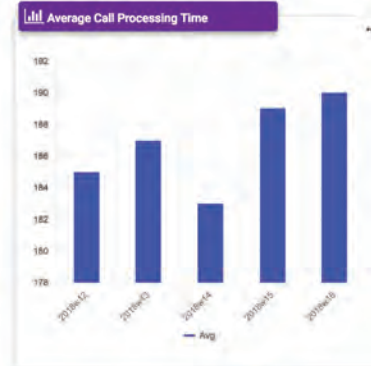
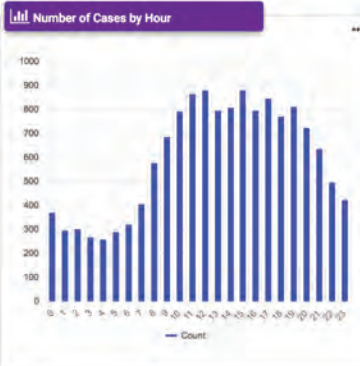
- DASHBOARD
- SUMMARY
- TELECOMMUNICATOR
- PROTOCOLS**
- SETTINGS
- COLLAPSE MENU
- SIGN OUT

Protocols

- Cardiac or Respirato...
PROTOCOL: 9
- Stroke (CVA)/TransL...
PROTOCOL: 28
- Unknown Problem (...
PROTOCOL: 32



Cardiac or Respiratory Arrest/Death
Protocol 9



Academy Analytics™



TELECOMMUNICATOR

03/20/2018 TO: 04/19/2018 GO!

- DASHBOARD
- SUMMARY
- TELECOMMUNICATOR**
- PROTOCOLS
- SETTINGS
- COLLAPSE MENU
- SIGN OUT

Telecommunicators

- 800015
- 800034
- 800040
- 800150



800015

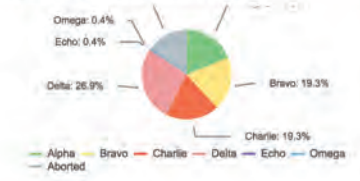
Number of Cases by Hour
##



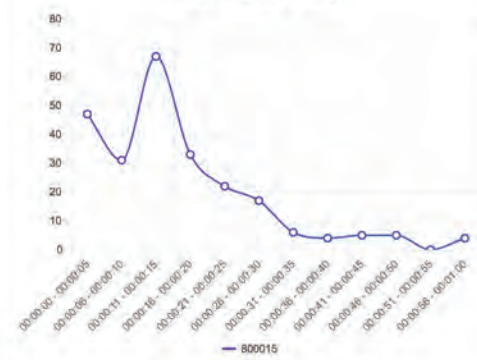
Average Call Processing Time
##



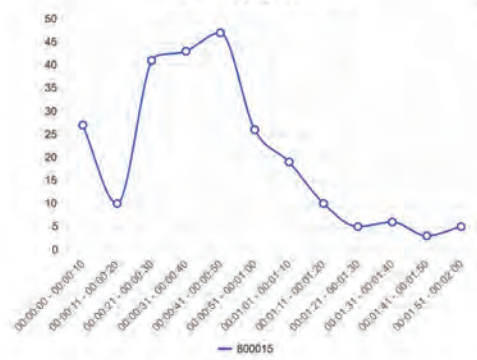
Distribution Determinant Levels



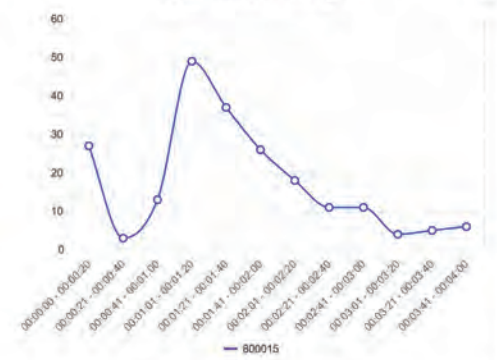
Time in Case Entry



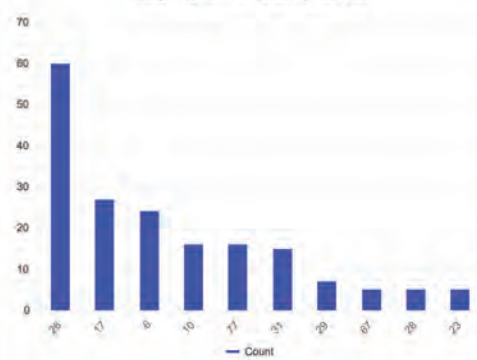
Time in Key Questions



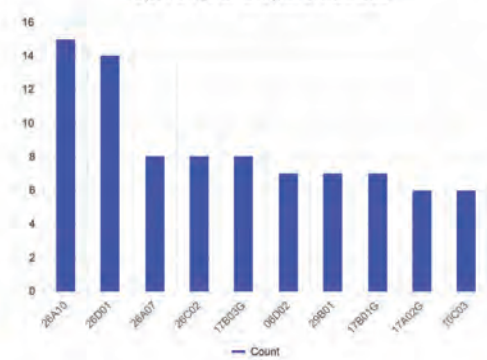
Total Time in ProQA



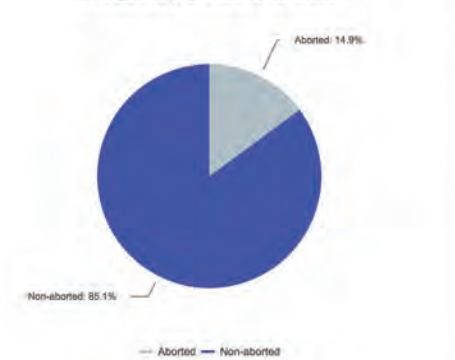
Top 10 Chief Complaints



Top 10 Final Dispatch Codes



Frequency of Aborted Calls



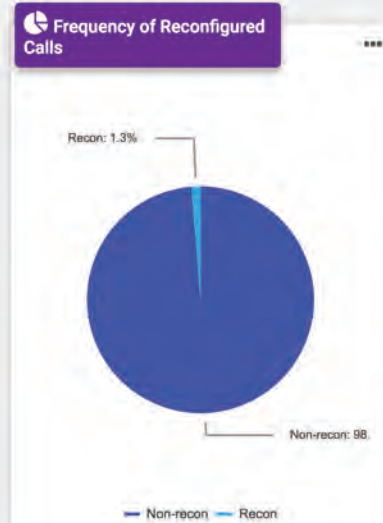
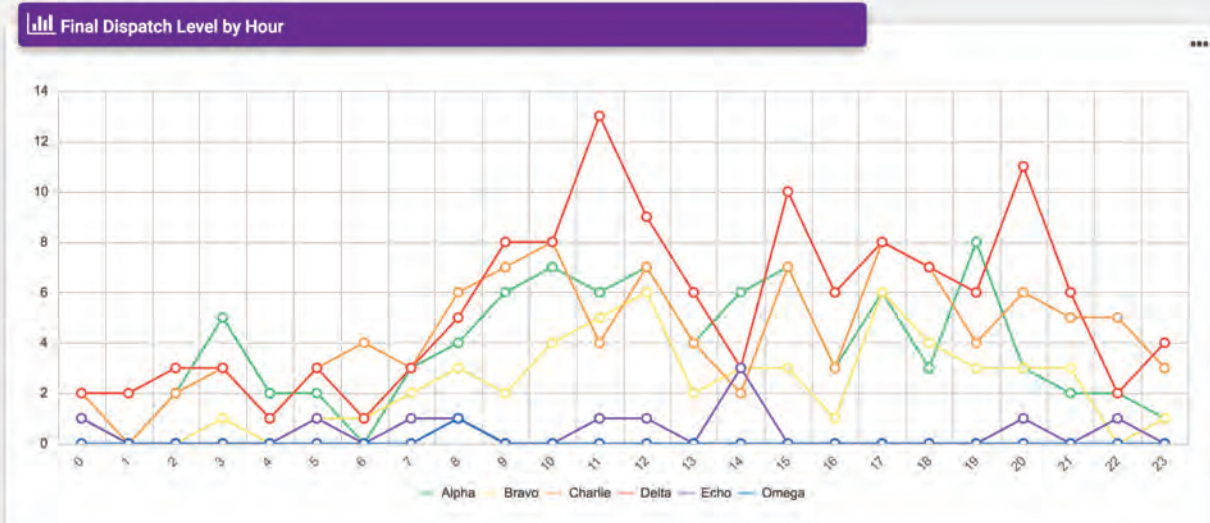
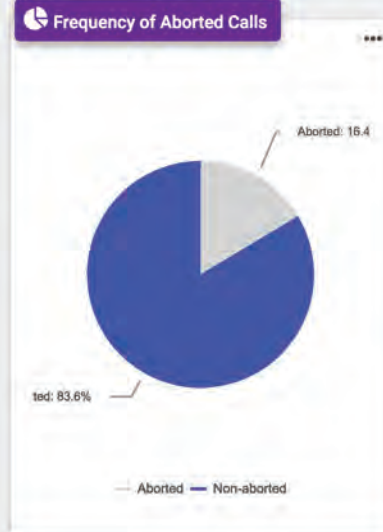
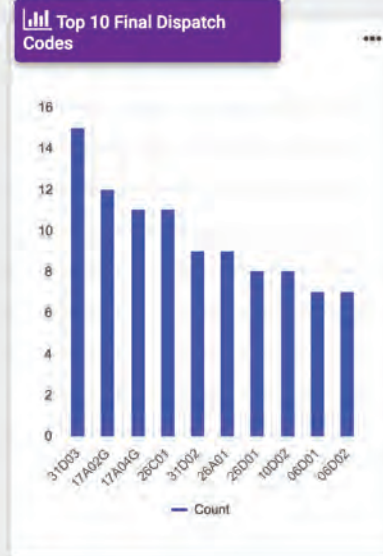
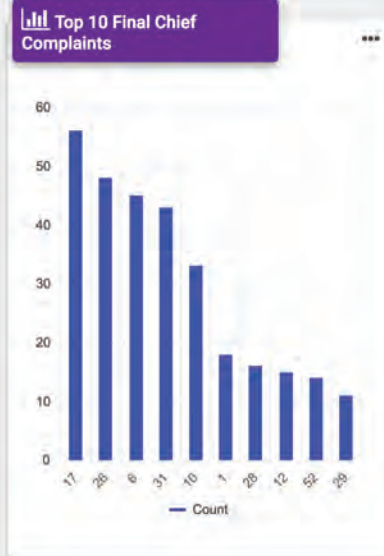
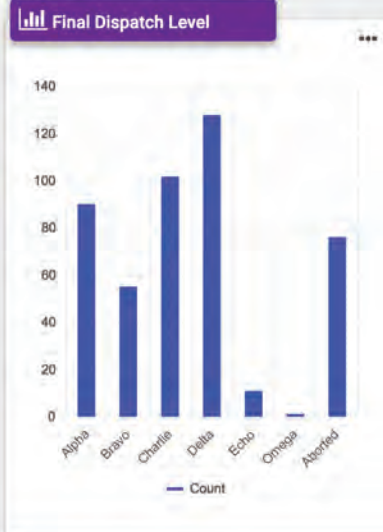
Academy Analytics™



FINAL DISPATCH

04/18/2018 TO: 04/19/2018 GO!

- DASHBOARD
- SUMMARY
- TIME SERIES
- FINAL DISPATCH**
- TELECOMMUNICATOR
- PROTOCOLS
- SETTINGS
- ← COLLAPSE MENU
- SIGN OUT



Academy Analytics™

Number of Cases the Telecommunicators have Handled / 800436

Case #	Case Start	Telecommunicator	Problem	Final Determinant	Case Entry	Key Q	PDI	PAI	Total Case Time
8225110	2018-04-18 15:47:19	800436		10D01	00:00:32	00:01:54	00:02:43		00:05:10
8225221	2018-04-18 16:40:54	800436		31D03	00:00:16	00:01:02	00:00:14	00:02:20	00:03:54
8225213	2018-04-18 17:18:06	800436		26A00	00:00:14	00:00:45	00:00:07	00:01:28	00:02:36
8225214	2018-04-18 17:18:06	800436		26A00	00:00:14	00:00:45	00:00:07	00:01:28	00:02:04
Total R									00:03:26

Drilldown

Determinant (Dispatch)

12B01

Case Info

fwCust_ID	10
INCIDENT	8224606
PROBLEM	
CALLERNAME	
START TIME	4/18/2018 11:50:49 AM
DISPATCH TIME	4/18/2018 11:57:09 AM
CASEENTRY TIME	12/30/1899 12:01:53 AM
KQ INIT TIME	4/18/2018 11:52:42 AM
KQ TIME	12/30/1899 12:04:27 AM
PDI INIT TIME	4/18/2018 11:57:09 AM

Drilldown

17	4/18/2018 11:52:58 AM	Has she had more than one seizure in a row?	It's not known if she has had more than one seizure in a row.	Unknown
18	4/18/2018 11:53:13 AM	Is she pregnant?	It's not known if she is pregnant.	Unknown
19	4/18/2018 11:53:18 AM	Is she diabetic?	She is not diabetic.	No
20	4/18/2018 11:53:18 AM	Additional Information displayed		
21	4/18/2018 11:53:23 AM	Is she an epileptic (diagnosed with a seizure disorder)?	She is not an epileptic (not diagnosed with a seizure disorder).	No
22	4/18/2018 11:53:35 AM	Does she have a history of STROKE or brain tumor?	It's not known if she has a history of STROKE or brain tumor.	Unknown
23	4/18/2018 11:53:36 AM	Additional Information displayed		
24	4/18/2018 11:55:16 AM	Has the jerking (twitching) stopped yet?	The jerking (twitching) has stopped.	Yes
25	4/18/2018 11:55:21 AM	Okay, is she breathing right now?	She is breathing now.	Yes
26	4/18/2018 11:55:21 AM	Additional Information displayed		
27	4/18/2018 11:55:21 AM	General Diagnostic		
28	4/18/2018 11:55:39 AM	Breathing Diagnostic:		

CLOSE

CLOSE



Academy Analytics™ powered by FirstWatch® is the result of a collaboration between FirstWatch and the International Academies of Emergency Dispatch (IAED – www.emergencydispatch.org) to provide near-real-time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED.

FirstWatch has been partners with the IAED and Priority Dispatch since 2002, and we have monitored more than 15 million ProQA calls in real time for our customers since then. Now, agencies using ProQA can benefit from near-real-time analytics quickly and easily by adding Academy Analytics to their ProQA system.

To learn more about Academy Analytics, visit www.AcademyAnalytics.info where you can watch a video tour and sign up for email updates. Then contact your Priority Dispatch Account Manager at: www.prioritydispatch.net/united-states-client-services/ to learn about your next steps.

Who We Are...

We are a 20+ years strong, public safety software company whose 45+ staff have over 350 years of public safety experience and another 300+ years of public safety software experience. We help 9-1-1 Agencies, Law Enforcement, EMS Systems, Fire Departments, and Public Health, transform raw data into meaningful information in real-time. We have monitored over 200 million 9-1-1, ProQA, CAD, ePCR, and RMS records in real-time, and add more than 100,000 new records to that total each day. Our 400+ customers serve over 1/3 of the population of the US and Canada.

We're all about doing the right things for the right reasons, for our customers, their patients, the citizens they serve – and each other.

