



EDWARD FITZGERALD
Cuyahoga County Executive

Public Safety & Justice Services

Cuyahoga County
EMD Committee
Meeting Minutes

May 14, 2012 – Brecksville Fire Department

1. Welcome and introductions

- In attendance: Chief Ed Egut, Nancy Kolcan, Lisa Mariola, Marybeth Terwilliger, Nick Pishnery, Dan Reinholz, Maureen Germano, Angela Ricci, Chief Bob Chegan, Lisa Raffurty, Laura Hays.

2. Overview and objectives

- Identify current uses of EMD.
 - 38% of Cuyahoga County currently without any EMD in place
 - Jurisdictions vary widely in EMD product usage and in-house training
- Examine opportunities for training and standardization of protocol
 - Our goal at this point is to make some form of training available to all emergency dispatchers in the county. The county's intention is to provide support in the implementation of this training. We need to keep in mind that whatever choices we make, they need to be affordable to sustain and training needs to be available despite mitigating circumstances within different agencies.
 - On the Federal level, the National Highway Transportation Safety Administration has published a National Standard Curriculum and an EMD Program Implementation and Administration Guide. They have also published an Administrative Code. They have not issued any mandates regarding EMD at this point.
 - The State of Ohio currently has in place "Voluntary Standards" as defined in ORC 4742.01 – 4742.06; Emergency Service Telecommunicators; which became effective in 1997 and was revised in 2003. Ohio Administrative Code (OAC) 3301-61-17; Emergency Service Telecommunicators Training, was put into place in 2008 and was designed to amplify the ORC.
 - House Bill 223 was written by State Rep. Bill Patmon of Cleveland and introduced on 5/10/11. Its purpose is to amend ORC 4742.02 – 306 and to enact a new section 4742.02 of the ORC to require certification of Emergency Service Telecommunicators and modify training requirements. The proposed change to ORC 4742.02 reads as follows: "No emergency service provider shall employ an emergency service telecommunicator who is not certified under section 4742.04, 4742.05, or 474207 or the ORC." The Bill has been assigned to the House Transportation, Public-Safety and Homeland Security Committee and apparently has not gone anywhere since being assigned there.
 - Ohio Department of Public Safety; State Board of EMS approved a motion to form an ad hoc committee to look into emergency medicine dispatcher criteria and certification on May 18, 2011. There appears to be no further information available on this motion at this time.
- Investigate options through various vendors.
 - We will be focusing on three providers of this training and certification (APCO, PowerPhone and Priority Dispatch). All three are very similar in some respects but very different in others.
 - We need to keep a few key things in mind as we go forward; Is it accessible?; Is it affordable?; Is it sustainable? and; Is it versatile?



EDWARD FITZGERALD
Cuyahoga County Executive

Public Safety & Justice Services

3. Presentation by Chief Brian Dale, Deputy Chief, Salt Lake City Fire Department; Consultant for Priority Dispatch
 - People expect emergency dispatchers to send help and give help
 - Program based on system consistency, oversight process and what treatments your emergency dispatchers provide.
 - Appropriate Concerns
 - Failure to provide appropriate instruction
 - Inadequate training
 - Inadequate professional oversight
 - Misallocation of resources
 - There are two distinct organizations that make up this program
 - NAED which validates and improves protocol
 - Priority Dispatch is the parent organization
 - The Academy's role is to act as the system advocate, the emergency dispatchers advocate, oversee change and advocate universal protocol.
 - The Council of Standards maintains protocol; employs scientific processes and proposals for change.
 - Program based on structured call process and prioritization of response.
 - 5 standard benefits of protocol usage
 - Reduce liability
 - Certification and accreditation
 - Quality Assurance
 - Safe prioritization of response
 - Established standard of service
 - Changing standards of care
 - Safety for everyone
 - Determine proper response, including no response
 - Determine presence of conditions requiring pre-arrival instructions
 - Helps responders address call more efficiently
 - Flip cards cover all types of possible questions or situations
 - Situational responses based on answers to questions
 - Software coding matrix designed to work with any CAD
 - Still up to each department what response protocol to use and manage their response
 - Standard of care and pre-arrival instruction maintained by N=Priority Dispatch
 - No changes to cards or software. No medical oversight needed.
 - Elements and components
 - Value of "zero minute response"
 - Determination of critical and non-critical protocol
 - Time delayed or "right now"
 - Designed to stabilize scene
 - Includes information to keep caller occupied and focused
 - DOES interface with CAD (Craven)



EDWARD FITZGERALD
Cuyahoga County Executive

Public Safety & Justice Services

- CAD only shows one instruction at a time. No littering of screen. Easy to follow.
- Ability to interface with MDT. Information relayed is customizable
- On-going training is imperative
 - CPR prerequisite required
 - Initial 3 day (24 hour) training
 - 12 hours continuing education credits required every two years
 - Recertification every two years.

4. Brief overview of PowerPhone

- Software and tablets integrate police/fire/EMS protocols into each call. Created to handle all calls, not just EMS and pre-arrival. All protocols and scripts are customizable to reflect real world and situational standards. Customization is available for software and tablets and is customizable with regard to each agency and not just for the county as a whole to ensure that each agency's system meets their specific needs.
- Courses offered through 3-day in-service training that are instructor led or via on-line "University" which is scheduled to go live sometime in 2012. On-line University is interactive on-line 24 hour EMD training.
- Online recertification is available.
- No prerequisites
- No continuing education
- Company support during set up and installation. 1-2 day private training; assistance with protocol building; script writing; graphic interface and implementation
- After launch, 3 custom protocol change per year permitted (changes to software and/or flipcards)
- Liability guarantee and agency accreditation.

Brief overview of APCO

- Program based on NHTSA National Standard curriculum for EMD
- Software and guidecards set up for medical only but police and fire can be incorporated at an additional cost
- Allows for "on-staff" APCO Institute certified instructors through APCO EMD Instructor course.
- Requires completion of formal basic telecommunicator training and CPR certification of all dispatchers prior to enrollment in EMD courses (documentation required).
- Requires 12 hours per year of continuing education and recertification every two years (with 24 hours of CDE and CPR).
- Each agency required to have a medical director who would provide management and accountability for medical care aspects of EMD program including participation in the direction and oversight of communications personnel training and aid in customization of guidecards.
- An EMD Guidance Committee would need to be formed and would be responsible for program implementation and overall maintenance.
- All administrative and advisory functions must be established and in place before implementation can begin.
- Implementation requires several steps and procedures and usually takes 3-6 months to complete. Process includes APCO approved customization of EMD guidecards/software; creation/review of QA committees; training of employees and resolution of logistical matters and public education.



EDWARD FITZGERALD
Cuyahoga County Executive

Public Safety & Justice Services

Questions and comments:

- Continuing education ideas
 - Coroner's office visit
 - Ride along with EMS
 - APCO magazine quizzes
 - Visit to Cleveland dispatch or CECOMS
- Much interest in CECOMS being trained as back up for EMD.
- 5. Development of monthly meeting schedule
 - Committee will meet on the second Monday of each month at 1:00 p.m. Meeting place will be at Brecksville Fire Department.
 - Next meeting scheduled for June 11, 2012 at 1:00 p.m.
- 6. Objectives for next meeting
 - Efforts will be made to have PowerPhone in attendance to give a presentation.
 - Will continue to attempt to make contact with APCO and try to get a presenter in. If unable to do this, Dan Reinholz (APCO trainer for WESTCOM) is willing to give a short presentation.

Meeting adjourned at 3:50 p.m.