

Background

Louisville's E911 communications department, MetroSafe, is a service that utilizes a collection of mission critical systems and services with many integrated components that serve a total of (8) public safety answering points (PSAP) in the Louisville Metro area.

MetroSafe receives approximately 1.4MM calls per year with at least 10% of those calls medical in nature. Medical calls must be coded for appropriate response by a MetroSafe call taker. To assist, MetroSafe uses an EMD [Emergency Medical Dispatch] protocol application, which presents a series of medical questions to facilitate consistent, directed, and informed medical coding of the call. Currently, MetroSafe uses PowerPhone as its EMD.

Like so many other US cities, Louisville's public safety infrastructure is under strain for a variety of reasons, from an increase in public need to a decrease in available personnel.

To maximize the appropriate use of Fire and EMS resources, MetroSafe plans to [re]launch the Nurse Triage program in the 911 communications center. Creation of this program is a response to ambulance/fire units frequently being dispatched to 911 medical calls that ultimately are not an emergency [e.g earaches, sore throats, toothaches, skin rashes, anxiety]. These calls tie up already strained resources and personnel making them unavailable to respond to higher priority, potentially life-and-death medical calls for service.

MetroSafe intends to use nurses, trained in both emergency medicine and emergency medical dispatch, in the 911 communications center to help decide which medical calls require a true emergency response and which ones don't. This effort will not only require extensive planning and collaboration with local hospitals, urgent care clinics, the county's medical director, but also an approved EMD protocol system that will facilitate redirection of eligible calls to the nurse triage.

Under the program, nurses will be transferred 'eligible' calls from MetroSafe call takers and decide which ones can be re-directed to a non-emergency response. Those responses can include nurse provided home care instructions or a recommendation that the patient visit an urgent care clinic. If a patient insists on an ambulance, one is dispatched. For patients who aren't sent an ambulance, a nurse follows up with a phone call to check on them.

Solution and Business Justification

Please consider this request to Sole Source ProQA EMD/ECNS and LowCode [Nurse Triage] from Priority Dispatch Corporation.

MetroSafe's non-medically trained call takers will need assistance in determining which medical calls are eligible for nurse triage. Therefore, MetroSafe is seeking to replace the current EMD [Emergency Medical Dispatch] Protocol software with a clinically approved and accredited EMD with integrated ECNS [Emergency Communications Nurse System]. This unique combination is only provided by Priority Dispatch Corporation. Additionally:

- Priority Dispatch Corporation is the only existing provider of comprehensive, integrated ECNS and Nurse Triage [LowCode] software
- Priority Dispatch Corporation is the only provider of fully two-way CAD integrated Nurse Triage software system, streamlining the nurse triage process within the 911 Communications Center
- Priority Dispatch Corporation software integrates with both Hexagon Computer Aided Dispatch software
- Priority Dispatch Corporation (PDC) is the only contracted provider of the International Academies of Emergency Dispatch (IAED) evidence-based protocols. PDC protocols are developed and supported by the research division of the non-profit IAED. All protocols are vetted against the latest medical practices, NFPA recommendations, and Law Enforcement criteria. They are analyzed through clinical study and reviewed by the IAED's College of Fellows.
- Other vendors of Emergency Medical, Fire, and Law Enforcement protocols only offer accreditation in their product and against standards set by the individual agency. They do not have a means of measuring a center's performance against a world-wide standard and offering accreditation at that level.
- Finally, Priority Dispatch Corporation has expressed interest in partnering with MetroSafe to create a comprehensive, accredited workflow and protocol to support Metro's new Deflections Program. A certified IAED Deflections program would benefit both Louisville Metro and Priority Dispatch Corporation by providing a certified crisis intervention framework and future business opportunity, respectively.