

"Doc in Dispatch" a mother-of-invention program

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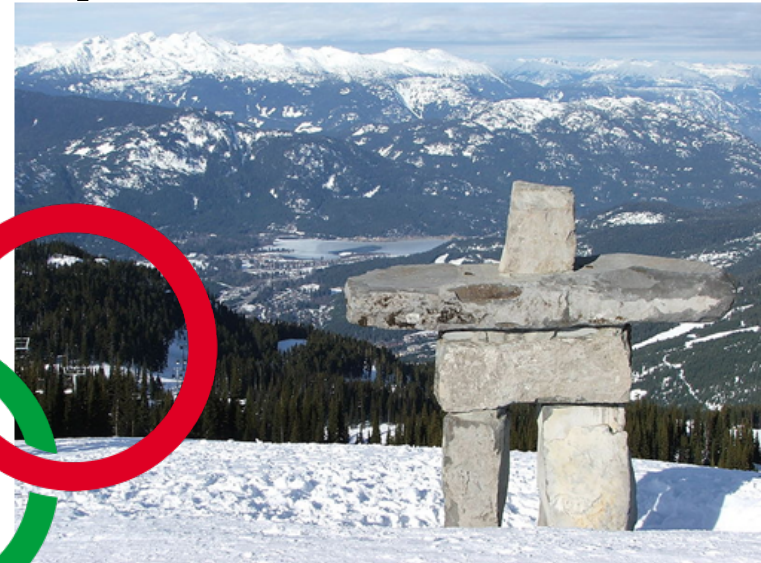
A/Vice President Medical Programs

BC Emergency and Health Services Commission

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"Doc in Dispatch"

Last year.....



Go Canada Go!

Doc in Dispatch

The necessity part: April 1 – Nov 7, 2009



July 2009

- Friday night – 40% last minute book offs
- 2 cars in the Fraser Valley

“Doc” LMRACC

- Call back to all Alpha (and Bravo when necessary) to discuss other options.
 - Screened all transfers (except D/E)
- It worked



Dilemma and Solution

- EMS physician link to REOC
- Located in Communications Centre – available for call mitigation as proof of concept
- 0800-0000 in 8hr shifts

Doc in LMRACC - Job description

- Primary task - Low acuity call mitigation
- Support for EMD/EMCT and Supervisory
- Transfer management as necessary
- Whatever else comes up
- Ice cream

Call mitigation

- Alpha-Q
- “physician review”
- Call back
- Self care at home, visit to FP, hospital via other route, or ambulance dispatched

What happened

Overall results

Total events 08:00-23:59 February 12-28, 2010

	AMPDS	Alpha	Alpha/Omega Q	Physician review	# Mitigated
# of calls	8225	2077	2080	425	120
Percent mitigated	1.5%	0	5.8%	28.2%	



Fun days

FEBRUARY 18, 2010

Time of day	All AMPDS	Alpha/Omega-Q	Physician review (PR)	PR Eligible for Mitigation	Mitigated	% Eligible PR mitigated	% Alpha/O Q Mitigated	% AMPDS mitigated
08:00-16:00	292	76	40	38	11	29%	14.5%	3.8%
16:00-23:59	238	58	22	19	10	53%	17.2%	4.2%
Total	530	134	62	57	21	37%	16%	3.4%
00:00-02:00 19th	U/K	U/K	10	10	9	90%	U/K	U/K



FEBRUARY 28, 2010

Time of day	All AMPDS	Alpha/Omega-Q	Physician review (PR)	PR Eligible for Mitigation	Mitigated	% Eligible PR mitigated	% Alpha/Omega Q Mitigated	% AMPDS mitigated
08:00-16:00	259	60	33	33	8	24%	13.3%	3.1%
16:00-23:59	303	74	41	38	22	58%	29.7%	7.3%
Total	562	134	74	71	30	42%	22%	5.3%

Other stuff

- Transfer support
- Call upgrades
 - 60 yo 'dizzy'
- The non-transport discovery
 - ALTE

Follow up

- Call backs - AM physician task
- Dispatch – survey

Doc in Dispatch

- It worked so well that:
- Doc in Dispatch for non-transport is now on the table and in planning 24/7...stay tuned
- Call mitigation as required
- Please help me find a better title



Thank you!