“Doc in Dispatch”
a mother-of-invention program

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Eagles 2011
"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

<table>
<thead>
<tr>
<th></th>
<th>AMPDS</th>
<th>Alpha</th>
<th>Alpha/Omega Q</th>
<th>Physician review</th>
<th># Mitigated</th>
</tr>
</thead>
<tbody>
<tr>
<td># of calls</td>
<td>8225</td>
<td>2077</td>
<td>2080</td>
<td>425</td>
<td>120</td>
</tr>
<tr>
<td>Percent mitigated</td>
<td>1.5%</td>
<td>0</td>
<td>5.8%</td>
<td>28.2%</td>
<td></td>
</tr>
</tbody>
</table>
Fun days

<table>
<thead>
<tr>
<th>Time of day</th>
<th>All AMPDS</th>
<th>Alpha/Omega-Q</th>
<th>Physician review (PR)</th>
<th>PR Eligible for Mitigation</th>
<th>Mitigated</th>
<th>% Eligible PR mitigated</th>
<th>% Alpha/OQ Mitigated</th>
<th>% AMPDS mitigated</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00-16:00</td>
<td>292</td>
<td>76</td>
<td>40</td>
<td>38</td>
<td>11</td>
<td>29%</td>
<td>14.5%</td>
<td>3.8%</td>
</tr>
<tr>
<td>16:00-23:59</td>
<td>238</td>
<td>58</td>
<td>22</td>
<td>19</td>
<td>10</td>
<td>53%</td>
<td>17.2%</td>
<td>4.2%</td>
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<tr>
<td>Total</td>
<td>530</td>
<td>134</td>
<td>62</td>
<td>57</td>
<td>21</td>
<td>37%</td>
<td>16%</td>
<td>3.4%</td>
</tr>
<tr>
<td>00:00-02:00</td>
<td>U/K</td>
<td>U/K</td>
<td>10</td>
<td>10</td>
<td>9</td>
<td>90%</td>
<td>U/K</td>
<td>U/K</td>
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<tr>
<td>19th</td>
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<td></td>
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<td>Mitigated</td>
<td>% Eligible PR mitigated</td>
<td>% Alpha/Omega-Q Mitigated</td>
<td>% AMPDS mitigated</td>
</tr>
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</tr>
<tr>
<td>08:00-16:00</td>
<td>259</td>
<td>60</td>
<td>33</td>
<td>33</td>
<td>8</td>
<td>24%</td>
<td>13.3%</td>
<td>3.1%</td>
</tr>
<tr>
<td>16:00-23:59</td>
<td>303</td>
<td>74</td>
<td>41</td>
<td>38</td>
<td>22</td>
<td>58%</td>
<td>29.7%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Total</td>
<td>562</td>
<td>134</td>
<td>74</td>
<td>71</td>
<td>30</td>
<td>42%</td>
<td>22%</td>
<td>5.3%</td>
</tr>
</tbody>
</table>
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-transports 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!