EMS DISPATCH COMPUTERIZED TRIAGE SYSTEM

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NYC Emergency Medical Dispatch

- 4000+ calls daily
- 450 assigned personnel
- 75 members per 24-hour time period
- 63 Call Types – Segment 1 through 8
- Segments 1 through 3 are high priority potentially life-threatening calls
- Segments 4 through 8 are considered non-life-threatening calls

Most Recent Dispatch System

Old Cardex System

- Most ARDs (Assignment Receiving Dispatchers) knew the system well
- Some thought they knew the system better than they actually did
- Discrepancies to get to one of the 63 Dispatch Call Types

Computerized Triage System

- 2 year development of software – beginning in late 2015
- British Company – experience with Large Corporations in the past but no previous EMS experience
- Built system from the ground up
- Piloted to several terminals, incrementally in 2017
- Re-training of emergency medical dispatchers
- System-wide late 2017

Computerized Triage System

- So far so good
- Allows for ARDs to stay on script – to follow algorithm – cannot deviate
- Accuracy of call typing more consistent
- Processing times and accuracy improved
- The new system allows for algorithm changes in real time – can add questions to identify a specific medical condition (FC Fever Cough during the current influenza epidemic)
- Continuing the QA of the system
- Call processing times have actually decreased

Questions?