



FIRE QA/POLICY REVIEW COMMITTEE

Meeting Minutes

November 14, 2016

Present: Jay Alley, Sherry Bensema, Gordy Jensen

Physician Advisor: Not in attendance

METCOM: Louise Funk, Wendy Patterson, Sarah Smith

Next meeting: Time and Location TBD

Meeting called to order at 0904.

I. COMMITTEE DISCUSSION

Reviewed Meeting Minutes: The September 7, 2016 meeting minutes were approved without comment.

II. Agenda Items

PAI Cards: Doctor Mark Zeitzer has approved the newly updated PAI cards. Dispatchers have been trained on the new PAI card format and the cards have been implemented.

High Blood Pressure Calls: When dispatch receives a call for service with the chief complaint being high blood pressure issues with no other associated chief complaints should the call be coded as "SICK" or "Chest Pain"? The members in attendance advised these calls should be coded with the call type of "SICK."

Radio Identifiers: Louise asked fire departments to remind staff to use their full radio identifiers and not just numerical identifiers. An example would be Rescue 123 should identify themselves during radio traffic as Rescue 123 and not just 123. This will assist the dispatcher in being able to correctly identify the unit and in a timely manner.

Fire "RED BOOK": Jay Alley and METCOM have been working on a draft copy of a Fire "Red Book." The Red Book is a reference guide intended to provide a better understanding of METCOM and dispatch procedures for fire agencies in the field. It is the intent the Red Book would assist in consistency and communication between agencies and dispatch. Jay Alley asked why METCOM was unable to provide information to responders if they provide the dispatcher with a vehicle plate number at an incident. Louise advised this is due to CJIS/LEDS requirements. After group discussion, a section referencing CODE 0 will be added to the book. CODE 0 is to be used in the event of a firefighter/medic safety issue. Louise will send the draft copy of the Red Book via email to the fire agencies for review and feedback. Upon final completion of the Red Book, METCOM will introduce and review the Red Book with fire agencies through communication at Fire Chief Meetings or visiting individual departments as needed. It is

the intent that each agency will carry a copy of the Red Book in their command and/or first on scene apparatus for easy reference if needed.

III. Calls Reviewed

The following calls were reviewed by the committee.

CFS: 3140

Call Type: MVA

Agency: SYF

See attached QA review form.

Discussion:

- The call taker gathered all information that was possible from the caller.
- Dispatch review: After this call, METCOM updated its policy to reflect all safety information will be provided to all responding units, not just the first units going enroute. On this particular call, responding units were using two different towers. This resulted in the safety information not being received or heard by all the units.
- Additional discussion addressed the need for a dispatcher who is dispatching a call with safety information and/or high priority calls should be dedicated to the dispatching and radio traffic of that specific call. They should not be answering other incoming phone calls, making outgoing phone calls or radio traffic on unrelated calls for service. This would allow the dispatcher to be dedicated to the high priority or safety sensitive call and mitigate issues with missed radio traffic. Louise and John will review related procedures in addition clarify what constitutes a safety issue. Bottom line, if in doubt, relay the safety information to responders.
- Sherry Bensema noted a decrease in stage requests. She questioned if the changes made to STAGE Policy the past year has caused the decrease. Louise will provide the current STAGE Police for review at the next QA meeting.

CFS: 4221

Call Type: MVA

Agency: SVF

See attached QA review form.

Discussion:

- The call taker did a good job with a caller that was able to provide only limited information. The call take used the cell phone Phase 2 information and was able to locate the location of the motor vehicle accident.
- Dispatch – no issues.
- Louise noted that she would like each fire department to provide a list of pre-determined landing zones for Life Flight. These landing zones can be entered into the CAD allowing METCOM to provide landing zone information to Life Flight in a timelier manner. These landing zones would be only for landing zones that will most likely not change and will always be available (i.e. schools, hospitals, etc.). This would not take away the ability for fire departments to utilize other landing zones that would be used in rural areas in the proximity of a current call for service.

- Louise asked if there was a need/want for a CAD command that would note when responders were "with the patient" or "out with the patient." The group confirmed yes; there is a need for this CAD command and information. Louise will work on implementing an "at patient" command.

CFS: 1782

Call Type: OD

Agency: WBF

See attached QA review form.

Discussion:

- Call taking was performed well.
- Dispatch – no issues
- The group confirmed that "OD" is the correct call type to use when a caller is reporting a possible OD or issue with a person who has ingested marijuana edibles.

CFS: 1123

Call Type: Cardiac

Agency: DCF

See attached QA review form.

Discussion:

- Call taker did a good job with a difficult juvenile caller with disabilities.
- Dispatch – no issues

General Discussion:

A Doodle Poll has been emailed to committee members. Please complete the Doodle Poll as soon as possible so that QA meeting dates can be set for the 2017 calendar year.

Sherry Bensema has not been receiving emails from Louise with QA meeting information. Louise will check the email that she has listed for Sherry. Sherry also did not receiving the Doodle Poll information. Wendy will resend the Doodle Poll email to Sherry.

Jay Alley asked if METCOM had noticed an issue with CAD mapping calls receiving on the North Fork mapping to the correct agency (i.e. Drakes Crossing rather than Stayton or vice versa). This has not been a noted issue with METCOM CAD. Jay will follow up with Active 911.

Calls that require a change to the call type or call status are not being updated. Dispatchers are re-toning for more units but not updating the call type or status in CAD. Louise asked that fire agencies notify John and Louise with the call information when this occurs. This would be an individual dispatcher training that needs to be addressed. Unless John and Louise receive the call information, they do not know which dispatcher needs to receive additional training.

Meeting adjourned: 1051 hours