



# FIRE QA/POLICY REVIEW COMMITTEE

## Meeting Minutes

**September 7, 2016**

**Present:**

Jay Alley, Sherry Bensema, Greg Dyke, Gordy Jensen, Brad McKenzie, Dan Mullen, Scott Shepherd

Physician Advisor: Mark Zeitzer

METCOM: Gina Audritsh, Louise Funk, Wendy Patterson, Sarah Smith, John Thompson

**Next meeting:**

Monday, November 14, 2016 @ 0900 hours - Location TBD

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Meeting called to order at 0900.

### I. COMMITTEE DISCUSSION

**Reviewed Meeting Minutes:**

No meeting minutes were presented for review.

### II. Calls Reviewed

The following calls were reviewed by the committee.

**CFS: 7869**

Call Type: MVA HEAVY

Agency: SPF

See attached QA review form.

Discussion:

- There were many layers to this call with the potential for several different call types to have been used.
- The IC asked to upgrade to a 2<sup>nd</sup> alarm and add tenders. There was no communication back from the dispatcher to confirm that additional tenders were added.
- There were a few occasions where IC did not receive an answer/reply from the METCOM dispatcher; this occurred when command asked if the tank was empty as well as a few other occurrences when units went enroute.
- No comments were brought forward regarding the call taking for this incident.
- It should be noted that the dispatcher was also the primary call taker for this incident.

**CFS: 7006**

Call Type: Cardiac

Agency: MAF

See attached QA review form.

Discussion:

- The call taker did a good job, although it is not necessary to spend a lot of time determining the age of the patient. Overall no issues.
- Law enforcement arrived on scene quickly and was able to start CPR.

**CFS: 3379**

Call Type: OD

Agency: SVF

See attached QA review form.

Discussion:

- Call taking was performed well.
- The call taker did an excellent job of directing the calling party to assess the patient to find the patient was not breathing.
- Doctor Zeitzer made note that the CODE issue was not addressed and in the future it should be looked at to address if patient is a "full code" or not further up in the call taking questions.

**CFS: 7342**

Call Type: Cardiac

Agency: AAF

See attached QA review form.

Discussion:

- Call taker did not pass on inform the dispatcher of information that was received from the calling party regarding the patient taking sleeping pills.

**CFS: 7605**

Call Type: MVA INJURY

Agency: AAF

Discussion:

- Call taker did well in a difficult and usually phone call.
- Caller was calling from a Sprint phone, which was not mapping correctly. This is why more than one agency was initially dispatched. The mapping issue with Sprint is being addressed.

**CFS: 5484**

Call Type: BIRTH / GSW / SHOTS FIRED

Agency: MAF / MOF

Did not review due to call still under investigation. Will review at later date.

**CFS: 8424**  
Call Type: HIGH RISK GRASS FIRE  
Agency: JFF  
See attached QA review form.

Discussion:

- Question regarding advising a caller or private citizen to protect the structure. What the call taker did was advise the caller that if he felt safe to do that, it was up to him. The call taker covered METCOM for potential liability.
- Louise suggested reviewing your agencies boxes to ensure they are set up according to how you would like your response to be. This would include additional alarms and tender response.
- A question was posed as to what a 1<sup>st</sup> alarm box should look like for wildland fires. At last discussion, South County has boxes similar to:
  - 3 Brush
  - 2 Tenders
  - 1 Structure Engine
- Agencies have removed GRASS units and replaced with BRUSH units. Occasionally when busy some people are still asking for GRASS units rather than BRUSH units. This becomes confusing for the dispatcher as GRASS units are no longer listed in CAD.
- Currently the two wildland call types are: LOW RISK and HIGH RISK.
- LOW RISK in CAD is currently used for fires with low risk or no/low threat such as smoldering bark dust fires, fires not growing, fires that appear to be out, and possibly back yard burn piles.

**General Discussion:**

Agencies are still experiencing that initial tap out is not uniform. Units should only be said once. Often dispatcher will list units twice. It was agreed that dispatchers should follow the procedures currently in place.

Louise reminded the group that any agency can request call information at any time from the dispatcher.

CAD Webview does not allow for fire personnel to see vehicle plates in the vehicle tab.

Call benchmarks are either not being noted in the call narrative and is very inconsistent (i.e. extrication time, time arrived with patient, etc.) Louise will send current guidelines for benchmark narrative to the QA group for review. This will be discussed at the next meeting to update the SOP if needed.

Meeting adjourned: 1040 hours