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EMS Dispatch Change – August 15, 2018

At 0800 hours on August 15, 2018, we will implement a significant change in EMS Dispatching: **Bravo calls will be dispatched as Priority 2 responses.** This trend, implemented by many major municipal departments over the past two years, has improved safety and significantly decreased wear and tear on vehicles without impacting patient outcomes. Our new response grid will be:

| Saratoga County EMS Dispatch rev. 8-2018 | | | |
|---|--------------------|------------------|---|
| Priority Code | Response Level | Who | Suggested Response Mode |
| 3 | Standby/xpt | BLS | COLD |
| 2 | A (Alpha) | BLS ¹ | COLD |
| 2 | B (Bravo) | BLS ¹ | COLD |
| 1 | C (Charlie) | ALS ² | Closest BLS – HOT ALS – HOT All other units/ambulance – COLD ³ |
| 1 | D (Delta) | ALS ² | All units – HOT |
| 1 | E (Echo) | ALS ² | All units – HOT |
| NOTE: Omega response not used in Saratoga County (Dispatch any Ω determinant as Alpha) ¹ Fire assist applies to C, D, and E calls. Fire also goes to <u>all</u> traffic accidents (A-E). ² Response levels Charlie, Delta, and Echo require ALS, if available. ³ if the ambulance carries ALS gear or ALS provider, response mode should be HOT. For questions, contact Mike McEvoy, EMS-1 at (518) 383-8608 | | | |

From an operational perspective, fire departments will no longer be sent to Bravo responses except, as in the past, they will continue to be sent to ALL traffic accidents. While the suggested response mode for Bravo calls is cold, there are obviously situations such as a congested roadway encountered when arriving at a motor vehicle crash, when crews will need to use discretion on activating lights and sirens.

Prior to deciding that we could safely change the Bravo response mode, we looked at calls dispatched as Bravo responses in Saratoga County between January 1, 2001 through June 30, 2018 (18+ years). Using multiple databases including NEMSIS, emsCharts, DOH, and a hospital patient link database, we examined 59,970 Bravo responses. The chart on the following page shows the numbers and dispositions of those calls.

EMS Dispatch Change – August 15th, 2018 (continued)

| N= | Disposition | % |
|---------------|---|---------------|
| 2,910 | Assistance Call (Lift or Other) | 4.9% |
| 3,940 | Cancelled | 6.6% |
| 740 | Dead at Scene, NO Resuscitation Initiated | 1.2% |
| 4,670 | No Patient Found | 7.8% |
| 10,670 | RMA BLS or ALS Treatment, NO Transport | 17.8% |
| 16,630 | Treated, Transported ALS - No Lights / Sirens | 27.7% |
| 3,550 | Treated, Transported ALS - Lights / Sirens | 5.9% |
| 16,860 | Treated, Transported BLS - No Lights / Sirens | 28.1% |
| 59,970 | | 100.0% |

More than a third of these responses did not result in a transport (38.2%). Of the 37,040 patients that were transported, a very small number of them were admitted to a hospital (565) and of those admitted, only 3 patients required ICU beds. These data strongly suggest that responder and public safety benefits as well as reduced costs from wear and tear on response vehicles FAR outweigh any potential risks to patients. Obviously, we will continue to monitor these calls after implementation of the dispatch change.

At present, we have targeted implementation of this change for August 15, 2018 however, it is highly dependent on necessary reprogramming of our Medical Priority Dispatch software. Once the actual implementation date and time are certain, we will notify everyone through the iAR system.

Please contact me if you have any questions.



Mike McEvoy
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