EMS System Redesign

Technology Group

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https://www.ems.gov/projects/ems-agenda-2050.html

911.gov

Next Generation 911

▶ Initiative aimed at updating the <u>9-1-1</u> service infrastructure to improve public emergency communications services in a growingly wireless mobile society. It will enable the public to transmit via phone, text, images, video and data to the 9-1-1 center (PSAP). ACRECC is on the cusp of rolling this out.

Medical Priority Dispatch System (MPDS) and TeleHealth in the Dispatch Center

IAED

- Skilled, certified dispatchers already utilize cutting-edge MPDS tools to accurately prioritize the nature of the caller's complaint or emergency

- Staffing a fulltime MD or RN with specific ED and MPDS training (either REMOTELY or WITHIN the dispatch center) to further assist with triaging responses (comparable to an RN Advice Line)

- Continue to allow EMS field personnel's sound discretion to assess and refer low-acuity patients to alternate destinations or assist with follow-up through Community Paramedicine.

Behavior Health Patients: Destinations Based on Patient Needs

- ▶ Creation of an App to access the Community Health Records and link the assigned caregiver to track patient in real-time.

- ▶ Allow the CATT team or other EMS resource to alert the caregiver to arrange for alternative treatment or destination.

- ▶ Integrate the App to allow EMS personnel to schedule appts for BH patients with BH facilities for follow-up.

9-1-1 Patients: Destinations Based on Patient Needs

- "Triage-System" for Hospital Emergency Departments
- RED   YELLOW   GREEN   BLACK
- Give the transport ambulances the ability to see real-time bed availability
- Allows EMS personnel to use sound, clinical judgment on which hospital the patient can best be served while allowing the ambulance resource back into the EMS System in the most efficient time domain

Foundations

- HDE/Data Sharing
  - Creating A-Z throughput from initial dispatch to hospital discharge (Jacobs)
  - NEMSIS Data Collection: EHR, CAD, CFIRS, and Hospital Platforms
  - Ability for all EMS Managers to have real-time data access for Quality Improvement/Quality Assurance

…there's more

- East Bay Regional Communications System Authority (EBRCSA)
    - All ALCO resources have interoperability
- On-scene tablet-based device using WI-FI with the ability for the FD, ambulance, and the ED to securely share data
- Automatic Vehicle Location (AVL) for all resources, including BLS/IFT resources (for surge and MCI, etc)

Questions...

We appreciate the ability to contribute to this process.