

DATE: 05/21/2020
TO: 911 Emergency Response Advisory Committee
FROM: Rishma Khimji, Director of Technology, City of Reno Department of Information Technology, khimjir@reno.gov, 775-334-2026
SUBJECT: REQUEST FOR FUNDING FOR THE CITY OF RENO PUBLIC SAFETY (PS) DISPATCH PSAP - A review, discussion and possible action to approve, deny or otherwise modify a request for funding for PS Dispatch for ProQA for Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing a robust Emergency Medical Dispatch (EMD) services for a cost not to exceed \$151,000.00

SUMMARY

The City of Reno PS Dispatch PSAP is requesting funding to implement the EMD process and software through our vendor, ProQA. Per the directive of the Reno Fire Department and the City of Reno City Council, it was recommended that Reno's Public Safety Dispatch implement EMD processes to ensure a robust triage of incoming 911 calls requesting medical assistance.

EMD is the process by which a call requesting emergency medical assistance is handled by the PSAP. EMD is to accurately query the caller, select an appropriate method of response, provide pertinent information to responders and give appropriate aid and direction for patients through the caller.

EMD is the careful application and reference to a written, medically approved, emergency medical dispatch protocol for handling 911 call for medical assistance. EMD uses sound decisions concerning EMS responses that can be made in a safe, reproducible, and non-arbitrary manner. The benefits are realized because appropriate implementation, sound medical management and quality assurance/quality improvement (QA/QI) at dispatch are provided within the EMS system.

EMD is just one component of an efficient and quality EMS process. EMD is the first step in the process by allowing the dispatcher to triage the incoming request for assistance to match the level of medical assistance and resources required based on the specific needs of the patient. EMD is designed to maximize effectiveness and efficiency by sending the right resources to the right person in the right way at the right time.

The result will be that life threatening and serious emergencies will receive the highest level of response, which may include both a fire truck and an ambulance with lights and sirens activated. While a less serious and non-emergent medical needs that require assistance will be dispatched with a single EMS unit without lights or sirens and at the normal speed of traffic. This method will allow critical equipment to remain available for life threatening emergencies, while still allowing the fire department to respond effectively to all types of calls.

