

OLD SAYBROOK POLICE COMMISSION
Regular Meeting
February 27, 2012
MINUTES

A regular meeting of the Old Saybrook Police Commission was held on Monday, February 27, 2012, at the Old Saybrook Town Hall.

Present: Chairman Burnham, Vice Chairman Metsack, Commissioners Sparaco, Dunlap and Finch. Chief Spera and Lieutenant Roche were also present from the Department of Police Services.

I. Call to Order

The meeting was called to order at 7:00pm by Chairman Burnham

II. Minutes

A. January 23, 2012 Special Meeting

A motion was made by Vice Chairman Metsack to approve the January 23, 2012 Special Meeting Minutes. The motion was seconded by Commissioner Sparaco.

Commissioner Finch asked that under Commissioners Present on page 1, Commissioner Dunlap's name be corrected from "Dunn" to "Dunlap".

The motion passed with a vote of 5 in favor and 0 against.

III. Comments from the Public

There were no comments from the public.

IV. Executive Reports

A. Financial

1. 11-12 Operating / Contractual Budgets

Chief Spera commented that the bottom line for the expenses and supplies budget is still strong and he anticipates this budget will end the fiscal year in the black. Chief Spera also reminded the Police Commission that the Police Commission that the state of the Contractual portion of the budget is more expended than expected because of the \$21,000 incurred in the Legal line item for arbitration costs.

Commissioner Finch asked Chief Spera if he anticipated any further expenditures from the legal line item. Chief Spera responded that he could not predict whether or not there would be any future legal issues but that there was nothing currently pending that would be taken from this line item other than the cost of attorney fees incurred by the Commission. He also informed the Police Commission that the First Selectman had advised him that the cost of Dispatch negotiations would be taken from labor and personnel, not the legal line item.

Commissioner Dunlap inquired as to the status of the phone line item and the computer support and upgrade line item saying that they were both, "up against the rails." Chief Spera acknowledged this and said that he was going to try to hold the line items at or below current budget expectations as best he can. Commissioner Dunlap asked a follow up question regarding an expectation for a linear overrun in the phone line item based on monthly rates. Chief Spera agreed that the monthly rates will be incurred through the fiscal year leading to an eventual overrun but he again stated that the overall budget for Expenses and Supplies is predicted to finish at or below the budgeted amount. Chief Spera added that the budget is currently frozen meaning that only he can authorize the purchase of materials for the department and that he only authorizes what is essential to the operation of the facility and essential to the performance and safety of the officers and the police operation.

2. 12-13 Budget Process

Chief Spera reported that he had been informally told by Selectman Giegerich that the Board of Selectman is passing on all municipal budgets to the Board of Finance by March 1st and that the Police Operational Budget would be kept in its entirety but the Capital Budget would be reduced from the \$109,880.00 request to \$66,000.00. Chief Spera also reported that he had recently met with the Board of Finance to entertain any general questions about the operation of the police department. He informed the Commission that at the conclusion of the budget season he will be giving the Board of Finance a workshop encompassing the entire scope of Police Department operations.

Commissioner Finch asked if the reduction in the Capital Budget was a specific amount such as the cost of a police vehicle. Chief Spera responded that there had been no formal communication about the proposed cut but he plans to go through the process and evaluate how to best use whatever amount is left. Chief Spera also expressed that he believes there is confusion about why the Police Department is asking for three vehicles next fiscal year when the department is receiving four this year. He reminded the Commission that funds from the 2010-2011 Capital Budget had been rolled over into this year's budget so really four cars are coming in over two fiscal years, not one.

3. Asset Forfeiture

Account Balance is \$20,396.51

4. Capital Sinking Fund

Account Balance is \$56,840.82

5. Traffic Safety Fund

Account Balance is \$36,409.76

6. Law Enforcement Fund

Account Balance is \$46,393.75

Vice Chairman Metsack notified the Commission that the group had not yet met and that he was waiting for a response from the Attorney General about how and where money from this fund can be spent. Chairman Burnham

replied that an opinion already existed from Attorney Escalera that stated the money from the Law Enforcement Fund could be spent on whatever the committee felt was appropriate and that she would have the Chief give him a copy of the opinion. Chief Spera added that Selectman Gernhardt had been appointed to this committee from the Board of Selectmen and that Detective Perrotti also serves on this committee as the President of the Police Union. Chief Spera also noted that he does not serve on the committee.

7. Old Saybrook Police Fund

Account Balance is \$245.00

8. Police Explorer Fund

Commissioner Dunlap asked about how the balances on these accounts are determined from month to month. Chief Spera responded that a printout on the account balances comes from the town Treasurer each month and these account balances reflect any withdraws or deposits into the accounts from the previous month.

Commissioner Finch asked where the money for the Police Explorer program came from. Chief Spera responded that money for this program comes exclusively from donations and fundraisers. The funds brought in go into an off budget account that is used to keep the program running.

B. Administrative

1. Contract Negotiations Update –Dispatch Union

Chief Spera reported that two formal meetings had been conducted with ground rules for the process being exchanged at the first meeting and the first formal proposals being exchanged at the second meeting. The next formal meeting has been canceled due to scheduling conflicts.

2. New Vehicle – Update

Chief Spera reported that the Ford Explorer had come in and was waiting to be outfitted. The three new cruisers are due to arrive the week of March 5th. Chairman Burnham asked how long it typically takes to equip a new vehicle. Chief Spera replied that it typically takes four to six weeks. Chief Spera also reminded the Commission that once the new vehicles are equipped and ready for use he will make a decision about which current fleet vehicles should be retired. Chief Spera also informed the Commission that Car 8 has been rendered unusable and the vehicle is currently being used for spare parts to be put into other fleet vehicles experiencing maintenance issues.

V. **Workshop – Emergency Medical Dispatching – Accreditation Program**

Chief Spera began by expressing his excitement for the progress made within the Old Saybrook Police Department towards becoming the first Nationally Accredited Emergency Medical Dispatching 911 Public Safety Answering Point (PSAP) in the state of Connecticut. Chief Spera told the Commission that when he first took over as Chief the department was not strictly adhering to standard medical dispatching protocol and there were no quality assurance or quality control measures in place to evaluate our dispatching performance. He continued that with the introduction of Phil Coco and a migration to a computerized dispatching system, the department's dispatching performance has not only improved in standardized quality but

also has helped with department efficiency. Through the generation of extensive reports for each phone call requesting medical assistance that comes into the Emergency Center, data has been collected that has helped each dispatcher breakdown every aspect of his or her performance so that success or shortcomings could be evaluated immediately against a National Standard. Chief Spera concluded by saying that the Department's accreditation visit will be on March 6th and the successful implementation of these medical protocols will eventually lead to implementation of a similar system for police services. Chief Spera informed the Commission that one step towards accreditation is to ensure that the policy makers are given a presentation on the new system. With that, Chief Spera introduced EMS Director Phil Coco.

Director Coco gave an Emergency Medical Dispatching Presentation that covered the following Old Saybrook Police Department Goals:

- Improve cardiac arrest survival rate
- Maximize response for time life priority patients
- Optimize efficiency and cost effectiveness of available EMS resources
- Improve the quality of pre-hospital care
- Insure safety of responders

Director Coco expressed that the Police Department is currently engaged in or has already completed the following activities:

- Become an American Heart Association Training Site
- Be Designated as a "Heart Safe Community"
- Complete a First Responder Training Upgrade
- Implement an Emergency Medical Dispatch Program
- Create a Quality Improvement Oversight Position/Committee
- Install a Computer Aided Dispatch System
- Improve Paramedic Availability
- Change our Sponsor Hospital

Director Coco was asked the following questions about the Emergency Medical Dispatching project:

Commissioner Dunlap asked if he could get a copy of the presentation. Director Coco responded that copies of the presentation could be made available upon request.

Commissioner Dunlap asked if becoming an American Heart Association Training Site would offset any medical costs. Director Coco responded that we have already been designated as an American Heart Association Training Site and the next step is to train instructors for the courses. Chief Spera added that once we begin teaching CPR and First Aid classes, the money

brought in will be used to help fund the medical supplies line item in the Operational Budget.

Commissioner Dunlap asked how it is possible that Old Saybrook residents receive a paramedic over 99% of the time if there are only a maximum of 4 paramedics working at one time for the entire county. Director Coco responded that the shoreline has two paramedics while the rest of the county shares the other two because they are closer to hospital locations.

Commissioner Dunlap clarified that prior to the upgrade, only an EMT on the responding ambulance could deliver epinephrine or similar levels of care. Director Coco confirmed this statement and added that an ambulance averages 15 – 20 minutes arrival time to a scene while local officers average 3 – 5 minutes. Therefore, officers voluntarily took a 90 hour training class to upgrade their medical certification level so that people in need of life saving medicine can receive it on an average of 10 – 15 minutes sooner than they would have at this same time last year.

Commissioner Finch asked if we currently send an ambulance to all cases. Director Coco responded that we do always send an ambulance currently but a “no send” protocol is currently being developed for appropriate cases.

Chairman Burnham asked if the Computer Aided Dispatching (CAD) system would work for every call and be able to generate the same data for every call. Director Coco responded that the CAD System would not only be able to consistently generate data for every call but eventually, the system will be able to standardize information for police service calls as well.

Commissioner Finch asked where the current dispatching information is stored. Director Coco responded that all the data is currently stored within the software or at the local dispatching station.

Commissioner Dunlap asked how much flexibility the department has to customize the system once they are accredited. Director Coco responded that flexibility for customization exists if you have a steering committee and a physician that can analyze, approve and track the performance of any proposed changes.

Chairman Burnham asked how often paramedics are not able to get where they are needed because they are responding to another call. Director Coco responded that the community with the lowest response rate is at 71%.

Commissioner Dunlap asked if Old Saybrook would be the smallest Nationally Accredited site in the world. Director Coco responded that some accredited sites have only one employee and that many sites do not seek accreditation because the process is so difficult to achieve. He continued in saying that the reason this process has been so successful in Old Saybrook is because it has been embraced fully by the dispatchers who want to improve their level of service. Department leadership has set minimum performance levels at National Accreditation Standards.

Chief Spera asked Director Coco to give the Commission more information about his full time work. Director Coco informed the Commission that he does system design work for emergency centers across the country and his centers range from 2 to 42 employees.

Chairman Burnham asked how implementing this new system will affect Dispatcher retention. Dispatcher Rob Dahlstrom expressed that the current dispatchers have fully embraced the new system and when it comes to the

success of the program he says that each dispatcher is his or her own harshest critic because they all want to do what's best for the community. Dispatcher James Shake added that training dispatchers will become easier because everything will be standardized. Once a dispatcher is trained in Old Saybrook, they will be the best at what they do, working with others with the same high level of training and using the best level of equipment. He said that all of these factors will lead to a high level of retention.

Chief Spera concluded with praise for Director Coco and his tireless efforts and the efforts of the department's dispatchers who have embraced the changes and are ready to be recognized as an accredited center for Emergency Medical Dispatch. Chief Spera added that once the accreditation visit is completed on March 6th, the department will begin to look at migrating the CAD system to police service protocols.

A copy of the full Emergency Medical Dispatching presentation by Phil Coco will be attached to the meeting minutes document.

VI. Field Operations - Reports

A. Activity Report

1. January 19, 2012 – February 22, 2012

In reference to reoccurring incidents at specific locations in town, Chairman Burnham asked Chief Spera if certain areas of town are policed or require service more often than other areas. Chief Spera responded that some places in town are more popular than others especially for out of town visitors. Chief Spera added that the department tries to recognize which areas tend to frequent the most attention and respond to any incidents that arise. Chief Spera also noted that problems at these locations are rarely caused by Old Saybrook residents.

VII. Correspondence

Chairman Burnham shared a letter with the Commission from a citizen requesting more speed limit signs in Otter Cove. She informed the Commission that the Chief will investigate the situation and come back to the Commission with a recommendation.

Chief Spera also informed the Commission of a proposal for a new subdivision in town on Route 166. He said the subdivision is still in its initial stages but that he would remain diligent and informed of any developments in the situation. Chief Spera added that half of the subdivision is located in Old Saybrook and the other half is located in Westbrook.

VIII. Old Business

A. Discussion and possible action regarding a proposal to amend the Police Commission By-Laws, specifically the authority of the "Executive Committee"

Chairman Burnham read the proposed amendment as follows, "The Executive Board under extraordinary or emergency situations may meet on behalf of the Police Commission and shall meet as often as necessary to effectively discuss and propose a resolution to the situation before them. Once the Executive Board has agreed upon a proposal, they will present it at the

next regularly scheduled Police Commission meeting or special Police Commission meeting. No action will be taken until the Executive Board proposal is discussed and voted on by the Commission," **A motion was made by Vice Chairman Metsack to adopt the proposed amendment as stated. Commissioner Sparaco seconded the motion.** Commissioner Finch asked if the proposed amendment covered areas of business that were not considered extraordinary or an emergency. Chairman Burnham expressed that her understanding was the amendment was designed to prevent the Executive Committee from meeting about anything that wasn't extraordinary or an emergency. Chief Spera added that the purpose of the amendment is simply to say that in an extraordinary circumstance the Executive Committee can meet and discuss but not act on a situation without first meeting with the entire Commission. The motion passed with a vote of 5 in favor and 0 against. Chief Spera informed the Commission that he will update the Commission bylaws and provide and update copy of the bylaws at the next regularly scheduled meeting as well as the Town Clerk's office.

IX. Discussion of Ad Hoc Committee to Develop an Evaluation Instrument for the Chief of Police

Commissioner Finch asked for clarification as to who was heading the committee and what the group's exact charge was. Chairman Burnham responded that the group was charged with gathering information about various evaluation instruments available and to make a recommendation or two to the Commission about what they feel is appropriate for the Town of Old Saybrook and position of Chief of Police. Commissioner Finch expressed that with the help of Chief Spera, he had begun contacting other local police agencies about their various evaluation tools and that the group was still in the information gathering phase. Commissioner Finch added that whatever tool the Commission ended up deciding on must ultimately meet the language already established in Chief Spera's contract. Chief Spera inquired as to whether the subcommittee had to post scheduled meetings and hold them in a public forum. Chairman Burnham replied that she believed that all meetings must be posted with an agenda and be made public but that she would check with Freedom of Information officials.

X. Comments from the Public

Board of Finance (BOF) Vice Chairman Grant Westerson asked for clarification about the status of the next Dispatcher Union meeting. Rob Dahlstrom responded that the next meeting had been cancelled and had not yet been re-scheduled. BOF Vice Chairman Westerson also raised a concern about data from traffic stops not being reported as mandated. Chief Spera responded that he has assigned a sergeant to investigate with state officials, a more efficient manner of reporting required data from traffic stops. Vice Chairman Westerson responded that it sounds like there is more emphasis on recording actions than performing actions. Chief Spera responded that with the installation of the new CAD system he will be able to evaluate exactly how an officer spends his time and will hopefully be able to streamline some processes so that procedures can be more efficient in the future.

BOF member Thorpe commented that Stonington had just reviewed their Chief of Police. He also added that CIRMA might be another agency to retrieve information about evaluations methods. Chief Spera responded that CIRMA currently does nothing with personnel evaluations, only pre-employment screening, accident investigation and risk management seminars.

BOF member Thorpe also recommended that the Police Commission consult Dr. Mario Gaboury.

Chief Spera added that he looks forward to the evaluation process saying that he welcomes anything that will help him serve the community.

XI. Comments from the Chief of Police

No comments

XII. Comment and/or Concerns from Commissioners

Commissioner Finch expressed concern about the unknown status of the town's Building Committee. Chairman Burnham shared the sentiment and added that the Police Department is starting to run short on time with the current rental agreement. Chief Spera added that another issue is personnel safety. The current facilities are not completely up to code and our insurance providers will not let us operate under these conditions for much longer than a 4 year period. Chief Spera also noted that a member of the public had suggested that North Cove Outfitters be used as a new facility but Commissioners Finch and Sparaco both expressed concern that bringing an already existing building up to code might cost more than building a new facility. Commissioner Sparaco also reminded the Commission that North Cove Outfitters also suffered water damage from the flood in 2010. Chief Spera concluded that he did not know if the Building Committee even existed anymore.

Commissioner Finch asked for a status update on Patrolman Miller. Chief Spera informed the Commission that she has had surgery and hopefully will be returning to full duty in the spring.

Commissioner Dunlap informed the Commission that he will be attending the next meeting via teleconference.

Commissioner Dunlap asked for an update to an email he sent in regards to workshops for the Commission. Chairman Burnham expressed that the workshops would happen at some point but there were no firm dates yet established. Chief Spera recommended that a comprehensive workshop on individual police department operations be held first followed by a workshop on manpower and resource allocation so that the Commission can first gain an understanding of exactly what the police department does before deciding how many people it takes to accomplish established tasks and workloads.

Commissioner Dunlap asked Chief Spera if he could schedule a ride along sometime at the end of March. Chief Spera responded that he would put Lieutenant Roche in touch with him to schedule the ride along.

Commissioner Dunlap shared a concern about emails he had received with regards to how officers have been interacting with youth in the community. He stated that this was one of the main reasons he ran for a position on the Police Commission. Chief Spera responded that any information collected by the Commissioner should be forwarded to the Chief immediately so he can evaluate the situation and determine if an investigation is needed in accordance with department policies. He also expressed that the Commission would understand more about how the police interact with the youth in town once they received more information about the School Resource Officers and the Youth Services Program. Chief Spera cautioned Commissioner Dunlap

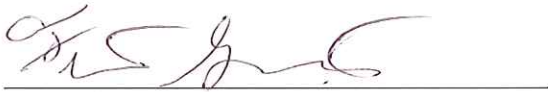
about having detailed discussions with civilians about complaints regarding Police Department personnel. He stated that if an investigation into an employee's actions resulted in discipline and a matter that would appear before the Commission, he would have to recuse himself from the process.

XIII. Adjournment

Chairman Burnham made a motion to adjourn the meeting. The motion was seconded by Commissioner Finch. The motion passed with a vote of 5 in favor and 0 against.

The next regular Police Commission meeting is scheduled for March 26, 2012 at 7:00 p.m. in the First Floor Conference Room, Old Saybrook Town Hall.

The meeting minutes for February 27, 2012 were prepared and respectfully submitted by:



Trent Gerbers
Records Clerk for the Old Saybrook Police Commission



OLD SAYBROOK DEPARTMENT OF POLICE SERVICES

Emergency Medical Services Program





Goal of Our Programs

- Improve cardiac arrest survival rate.
- Maximize response for time life priority patients.
- Optimize efficiency and cost effectiveness of available EMS resources.
- Improve the quality of pre hospital care.
- Insure safety of responders.



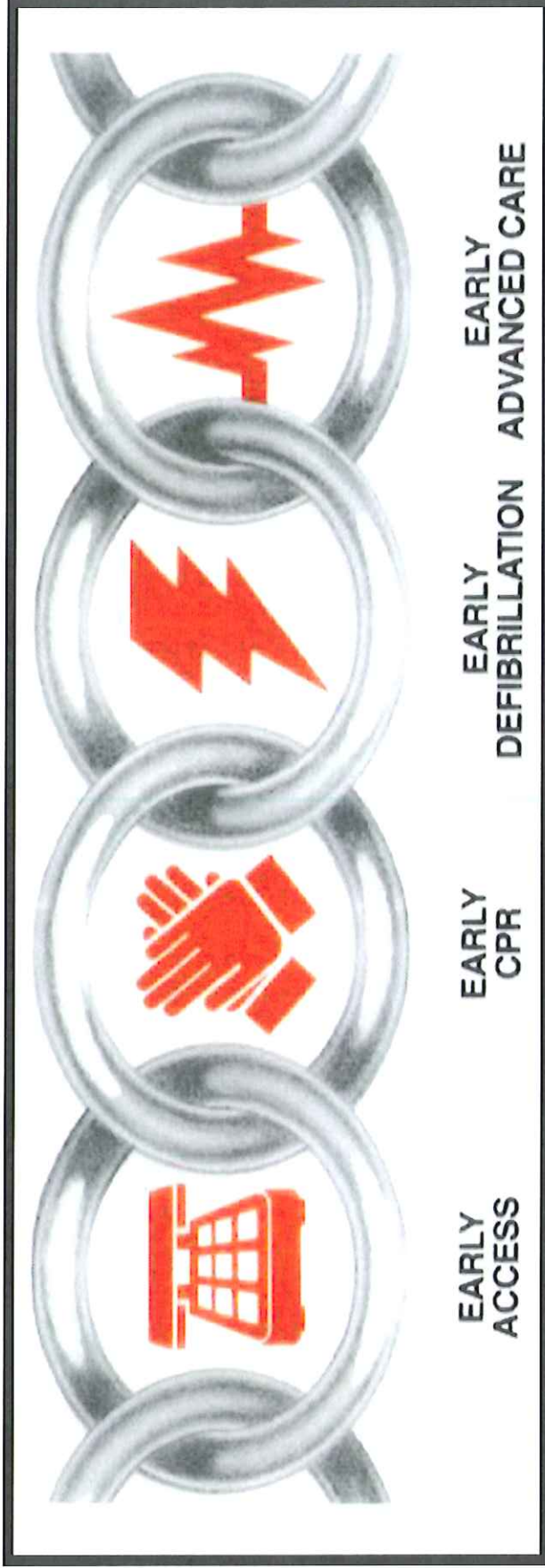
Activities



- American Heart Association Training Site
- Designation as a *“Heart Safe Community”*
- First Responder Training Upgrade
- Emergency Medical Dispatch Program
- Quality Improvement Oversight
- Computer Aided Dispatch System
- Paramedic Availability Improvement
- Sponsor Hospital Change



Cardiac Arrest Survival





Cardiac Arrest Survival

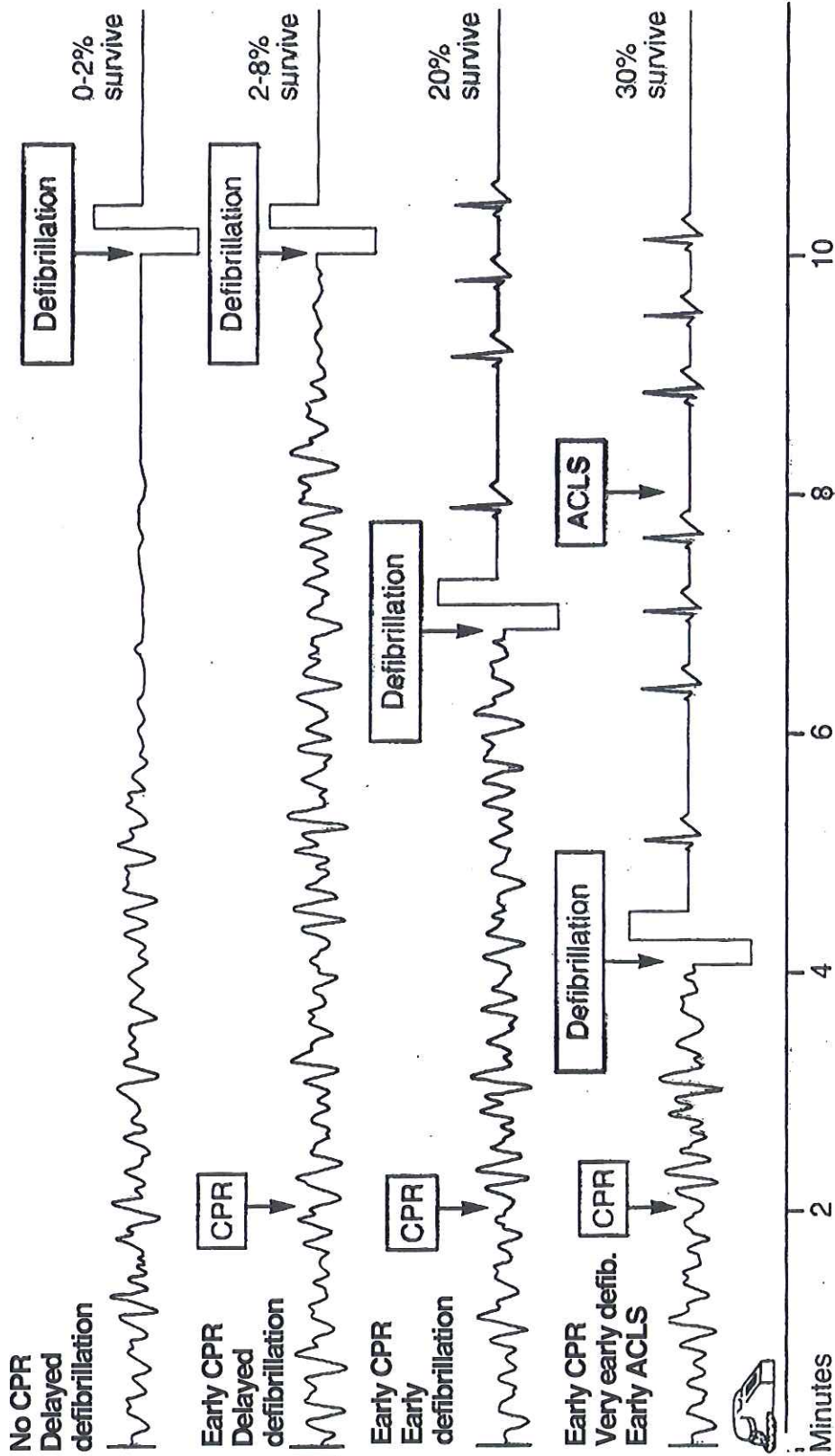


Fig 2. Survival rates are estimates of probability of survival to hospital discharge for patients with witnessed collapse and with ventricular fibrillation as initial rhythm. Estimates are based on a large number of published studies, which are collectively reviewed in References 21 and 22.

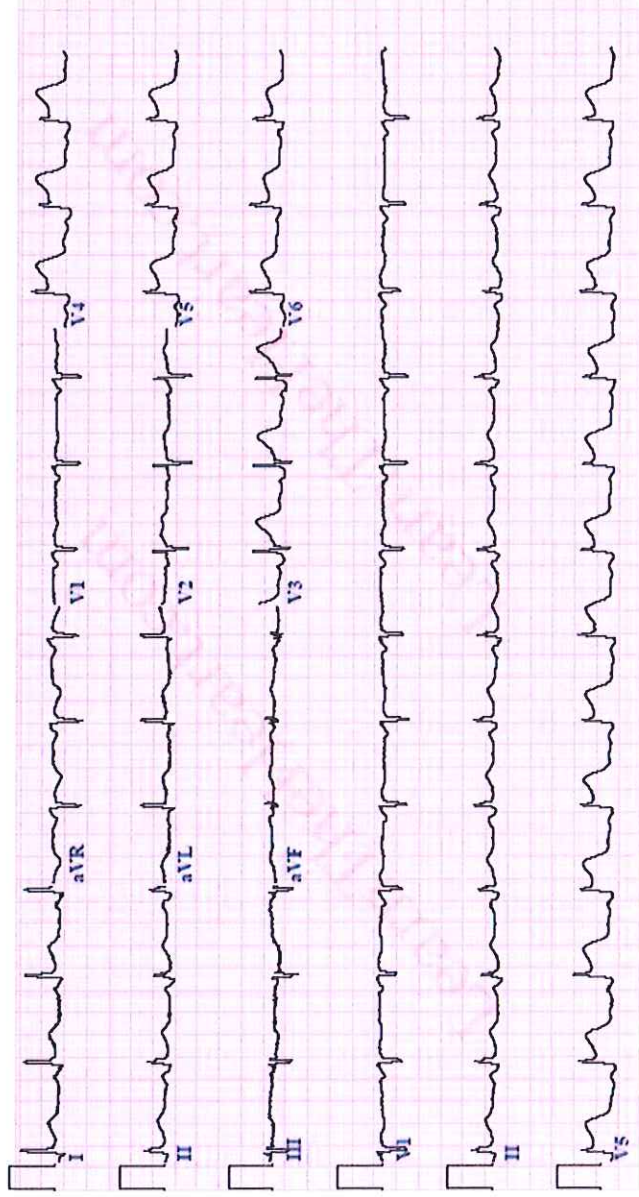


Time Life Priority



- **Cardiac Arrest**
- **Heart Attack**
- **Severe Allergic Reaction**
- **Stroke**
- **Airway Compromise**
- **Significant Trauma**

STEMI



NAME: UNKNOWN AGE: 65C HGT: 170CM CID: 1

ED 453 EDT: 11:25 10/04/2004 ORDER:



Symptom Onset To Balloon Inflation



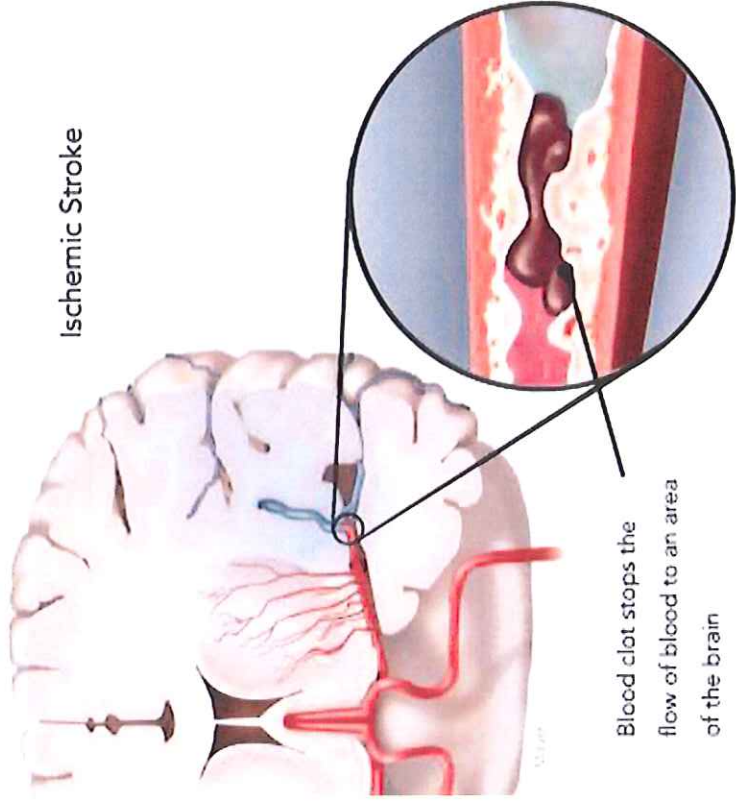


Airway Compromise

resulting from

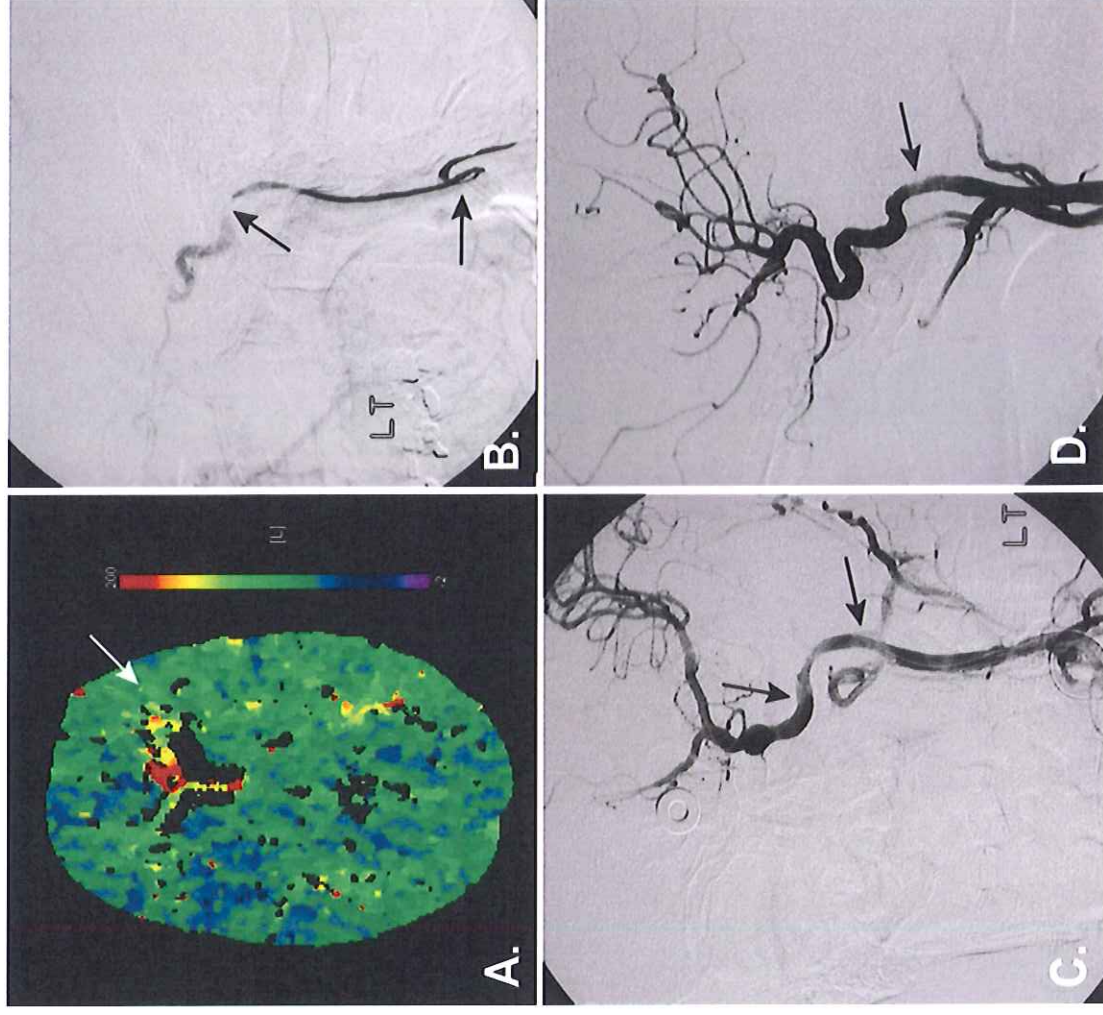
Anaphylactic Shock





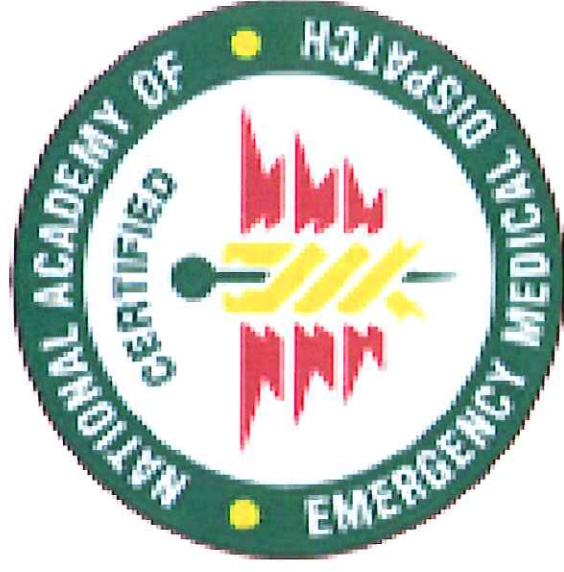
© Heart and Stroke Foundation of Canada

STROKE



**Symptom Onset
To
Medication
Administration**

EMERGENCY MEDICAL DISPATCH PROGRAM





State Regulations

No Later Than July 1, 2004

2011 Connecticut Code

Title 28 Civil Preparedness and Emergency Services

Chapter 518a Emergency Telecommunications

Sec. 28-25b. Public safety answering points. Automatic alarms or alerting devices. Private safety answering points. Report. **Emergency medical dispatch.**



State Regulations

No Later Than July 1, 2004

Title 28 – Chapter 518a – Section 28-25b

Mandated Program Elements:

- *Medical Interrogation*
- *Dispatch Prioritization*
- *Pre Arrival Instructions*
- *State Approved Protocol Implemented*
- *Continuing Education*
- *Physician Involvement*
- ***Quality Assurance Program***

DIPLOMA
NATIONAL ACADEMY of
EMERGENCY MEDICAL DISPATCH
of the UNITED STATES OF AMERICA

Upon recommendation of its Faculty and Fellows, the National Academy hereby attests that

John Smith


has completed its three-day certification course and is awarded the honored level of

Certified Advanced Emergency Medical Dispatcher

with all Rights and Responsibilities this, ____ day of _____,



President of the Academy



Chair, Medical Certification



Steven M. Cole
Chief, College of Fellows

Certification No. _____


Executive Director of the Academy



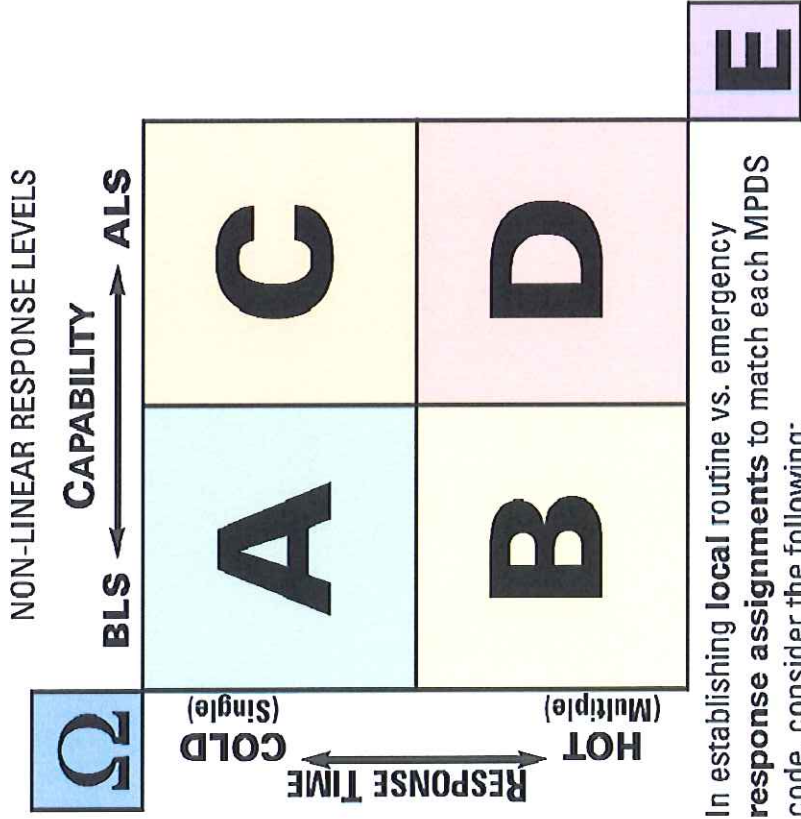
**Each of the OSPD ECC dispatchers is certified as
an *Emergency Medical Dispatcher*.**

**This certifies them in the use of the Advanced
Medical Priority Dispatch System.**



Quality Improvement

- Reduces Variation
- Ensures Compliance
- Measures Protocol's Effectiveness
- Standardizes Quality of Our Patient Care
- Validates Improved Resource Allocations
- Helps Ensure Scene Safety
- Reduces Risk of Litigation



In establishing local routine vs. emergency response assignments to match each MPDS code, consider the following:

1. Will time make a difference in the outcome?
2. How much time-leeway exists for that type of problem?
3. How much time can be saved driving in lights-and-siren mode?
4. When the patient gets to the hospital, will the time saved be significant compared with the time spent waiting for care such as X-rays, lab tests, etc.?

All actual response assignments and emergency modes are decided by local **Medical Control** and **EMS Administration**.

Matching Patient Need With Appropriate Resources

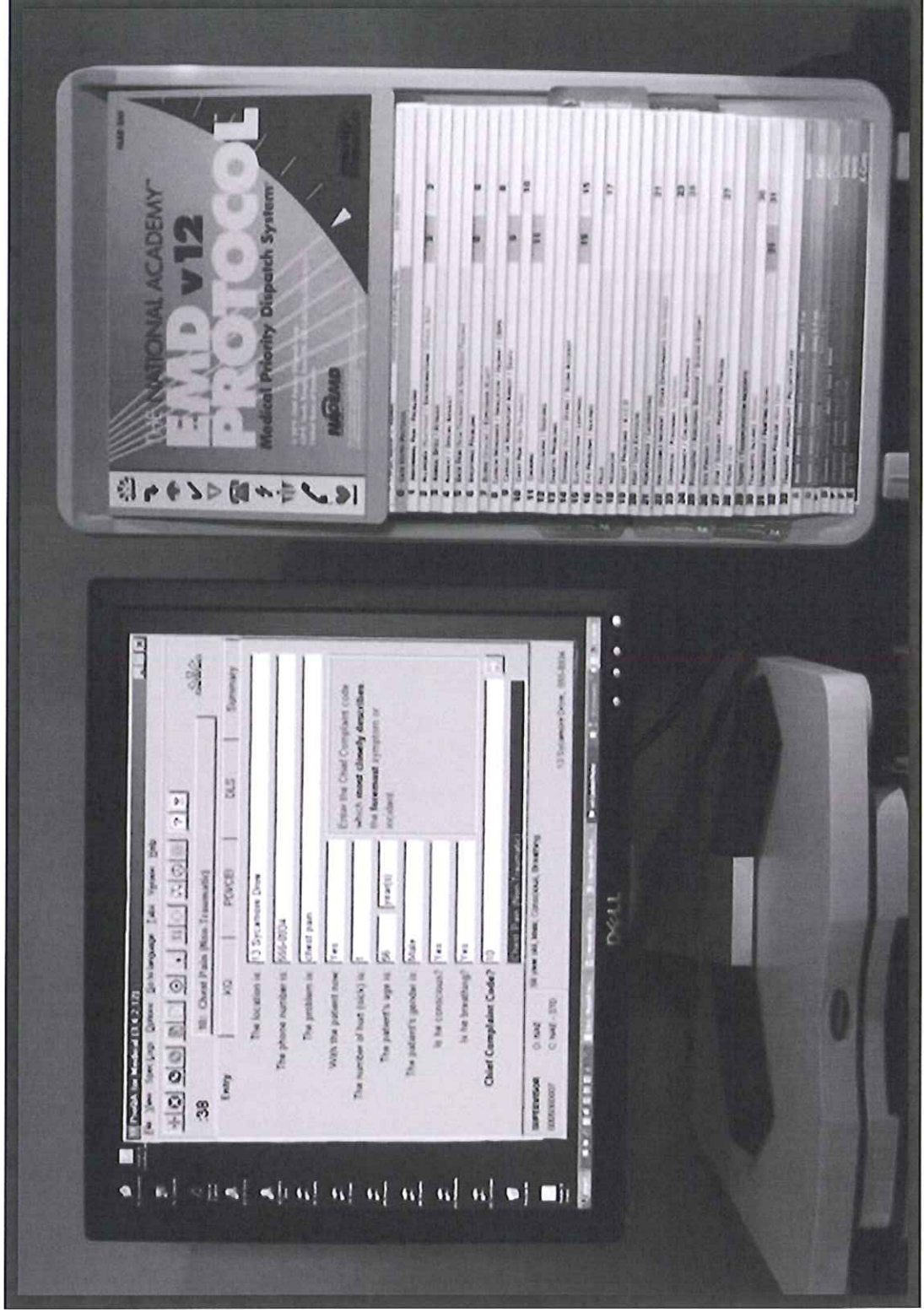




Protocol Components

- Case Entry
- Chief Complaint Selection
- Key Questions
- Post Dispatch Instructions
- Pre Arrival Instructions
- Final Code Determinant
- Customer Service

Protocol Demonstration



OSPD ECC Compliance



| <u>SCORES</u> | STANDARD | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 |
|---------------------------|----------|--------|--------|---------|--------|--------|---------|---------|--------|
| Case Entry | 95% | 85.17% | 96.4% | 95.65% | 99.57% | 99.53% | 99.56% | 98.72% | 98.64 |
| Key Questions | 90% | 93.32% | 93.4% | 93.80% | 97.17% | 96.98% | 98.64% | 97.31% | 98.55 |
| Chief Complaint Selection | 95% | 92.75% | 98.7% | 97.13% | 98.36% | 94.35% | 96.10% | 97.58% | 97.74 |
| Post Dispatch Instruction | 90% | 79.37% | 93.5% | 94.36% | 98.91% | 99.01% | 100.00% | 97.78% | 98.37 |
| Pre Arrival Instruction | 95% | 50.00% | | 100.00% | 66.67% | | 100.00% | 100.00% | |
| Final Code Selection | 90% | 91.59% | 95.4% | 92.53% | 92.13% | 92.31% | 94.95% | 96.87% | 96.33 |
| Overall Performance | 90% | 88.26% | 95.5% | 94.71% | 97.01% | 96.44% | 97.85% | 97.67% | 97.93 |

DETERMINANT DRIFT

| | | | | | | | | | |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Correct | 64 | 85 | 79 | 83 | 83 | 83 | 83 | 78 | 89 |
| Over Response | 8 | 3 | 7 | 8 | 5 | 1 | 1 | 1 | 4 |
| Under Response | 0 | 1 | 0 | 2 | 3 | 5 | 2 | 2 | 1 |
| Total Incorrect | 8 | 4 | 7 | 10 | 8 | 6 | 3 | 3 | 5 |
| Total Cases Reviewed | 72 | 89 | 86 | 93 | 91 | 89 | 81 | 81 | 94 |
| % Correct | 87.50% | 95.29% | 91.14% | 87.95% | 90.36% | 92.77% | 96.15% | 96.15% | 94.38% |

Optimal Resource Utilization Using Medical Priority Dispatch System Protocols

RESEARCH RESULT



Middlesex Hospital

Paramedic - 2011

When a paramedic is dispatched to a call.....

51.2% - ALS care and transport

24.6% - paramedic does not reach the patient

14.3% - ALS care not required* (BLS)

38.9%

Goals Of Study

Determine if *compliant* use of the Advanced Medical Priority Dispatch System (AMPDS) can improve the percentage of cases a paramedic is needed to provide ALS care and transport when dispatched resulting in improve efficiency and availability.

To identify system savings and resource efficiencies attributable to the consistent *compliant* use of the AMPDS.

June 1, 2011

- OSPD ECC Implements Software
- No paramedic for AMPDS levels “Alpha”, “Bravo” or determinant code 33-Charlie-5
- Start 100% case review using academy approved process by academy certified ED-Q / Paramedic.
- Change of sponsor hospital.
- Accreditation of OSPD ECC process begins.
- First meetings of stakeholder committees.
- Data gathering begins.

AMPDS Determinant Matrix

Protected by U.S. Patents 5,957,966; 5,989,187; 6,004,266; 6,010,451; 6,053,864; 6,076,065; 6,078,894

RESPONSE DETERMINANT METHODOLOGY

NON-LINEAR RESPONSE LEVELS

BLS ← CAPABILITY → ALS

| | | | |
|--------------------|---|---|---|
| Ω COLD (Single) | A | C | E |
| | B | D | |
| HOT (Multiple) | | | |

RESPONSE TIME

In establishing local routine vs. emergency response assignments to match each MPDS code, consider the following:

1. Will time make a difference in the outcome?
2. How much time-leeway exists for that type of problem?
3. How much time can be saved driving in lights-and-siren mode?
4. When the patient gets to the hospital, will the time saved be significant compared with the time spent waiting for care such as X-rays, lab tests, etc.?

All actual response assignments and emergency modes are decided by local **Medical Control** and **EMS Administration**.

Capability and Response Time

OSPD Determinant Matrix

Old Saybrook Custom Responses

| LEVELS # | DETERMINANT DESCRIPTORS | CODES | RESPONSES | MODES |
|----------|---|---|---|-------|
| D | 1 Unconscious | 13-D-1 | 2 Officers; Ambulance; Paramedic | |
| C | 1 Not alert 2 Abnormal behavior 3 Abnormal breathing | 13-C-1 13-C-2 13-C-3 | 2 Officers; Ambulance; Paramedic | |
| A | 1 Alert | 13-A-1 | 2 Officers; Ambulance | |

Ongoing Processes

- 100% case review with direct feedback; coaching/counseling and group continuing education.
- Key metrics analysis and review w/ academy research PhD.
- Sponsor hospital evaluation of all cases dispatched BLS that R1 or R2 requests a paramedic intercept when the AMPDS classified case as BLS.
- Stakeholder meetings (review and steering committees).
- Risk analysis.

6 Month Result

Middlesex County

51.2% - ALS care and transport

24.6% - canceled prior to reaching the patient

14.3% - ALS care not required* (BLS)

Town of Old Saybrook

71.1% - ALS care and transport

9% - canceled prior to reaching the patient

11.2% - ALS care not required* (BLS)

Conclusions

- 8% reduction in paramedic requests.
- 35 hours of paramedic availability returned to the system just from Town of Old Saybrook in 6 months.
- Results realized with **no patient impact**.
- Paramedic utilization improved to 71% - Middlesex County average is 51%.
- More aggressive assessment of AMPDS determinant codes could yield an even greater refinement and greater efficiencies in the system.

Opportunities

Extend model systematically to the rest of the county to maximize effectiveness of existing Middlesex Paramedic unit resources and improve availability.

Middletown 9-1-1 Adopting Old Saybrook Matrix Starting March 15th.

Identification of current ALS dispatch codes (Charlie level) that result in BLS downgrades / cancellation of paramedics for future BLS only dispatch.



What Is Next?

- Completion of EMD Accredited Center of Excellence Process
- OS/AHA Cardiac Arrest Survival Study
- Enhance Community Education Program
- Implementation of Police Dispatch Protocol with Quality Assurance
- CAD / Mobile Systems Implementation



Questions Discussion