

NG 9-1-1 and EMS





NG 9-1-1: What we understand

- **Multi-media input**
- **Technology driven**
- **9-1-1: not just one place, but instead a node in a network/system**
- **Better information improves safety**



NG 9-1-1: What we understand

- **NG initiative and platform creates opportunity for standardization**
- **Multiple models are possible (even more than currently, as information flows improve)**



NG 9-1-1: What we understand

- **Transmission / dissemination of information is better; greater potential**
- **Open / portable**



EMS Issues / Challenges

- **Limited understanding other responders' roles/priorities, in general and at specific incidents**
- **Oversight/jurisdiction of 9-1-1 center**
 - **Limited understanding of EMS**
 - **No Emergency Medical Dispatch (EMD)**



EMS Issues / Challenges

- **Inappropriate consumption of resources**
 - No patient
 - No patient needs
- **Public expectation**
 - Lack of understanding



EMS Issues / Challenges

- **Lack of call information from PSAP**
 - Dispatch center
 - Provider
 - Emergency Department (ED)
- **Resource [limited] allocation**
 - Often mismatched



EMS Issues / Challenges

- **Lack of real-time awareness of hospital facility capabilities/capacity**
 - Acknowledge political/attitude issues
- **Data availability for evaluation and research**



EMS Issues / Challenges

- **Tradition; ‘cause that’s the way we do it**
- **Often low experienced, low education personnel make complex decisions**
- **Lack of supporting research for much of what we do**



EMS Issues / Challenges

- Adequate staffing, including PSAPs and dispatch
 - Expertise / training
 - Experience
 - Manpower / #
 - Volunteers in the field
 - Funding
 - Ability to manage what we have, much less more?



EMS Issues / Challenges

- **Incomplete / inaccurate, not up-to-date factual information about patients and their needs**
- **Keeping information straight**
 - **Assigned to correct patient**



Opportunities via NG 9-1-1

- **Information sharing – breaking silos**
 - **More incident information to all responders about others' issues**
 - **Education for all responders as NG 9-1-1 is developed**



Opportunities via NG 9-1-1

- **Cost-sharing / resource sharing**
 - **Decrease territory issues via service mandate / funding**
 - **(may require public education, changing standard / expectations)**



Opportunities via NG 9-1-1

- **Collect and provide more/more accurate information**
 - **Multimedia**
 - **Possibility of caller-responder communication**
- **Video instructions to caller**



Opportunities via NG 9-1-1

- **Opportunity to engage the public**
- **Additional linkages to other-than-typical responders**
 - **Social work**
 - **Health department**
 - **Public transportation**



Opportunities via NG 9-1-1

- **Make the information flow: get it and disseminate it**
 - **All about the situation / sense of the scene**
 - **Vehicle telematics; multimedia**
 - **Responders and EDs**
- **X-jurisdictional / discipline information sharing**



Opportunities via NG 9-1-1

- **Improve up-flow capabilities (e.g., from EDs to the field)**
- **Deliberate design/architecture to support evaluation and research**
 - **Linkages**
 - **Data elements / searchable features**
 - **More than an afterthought**



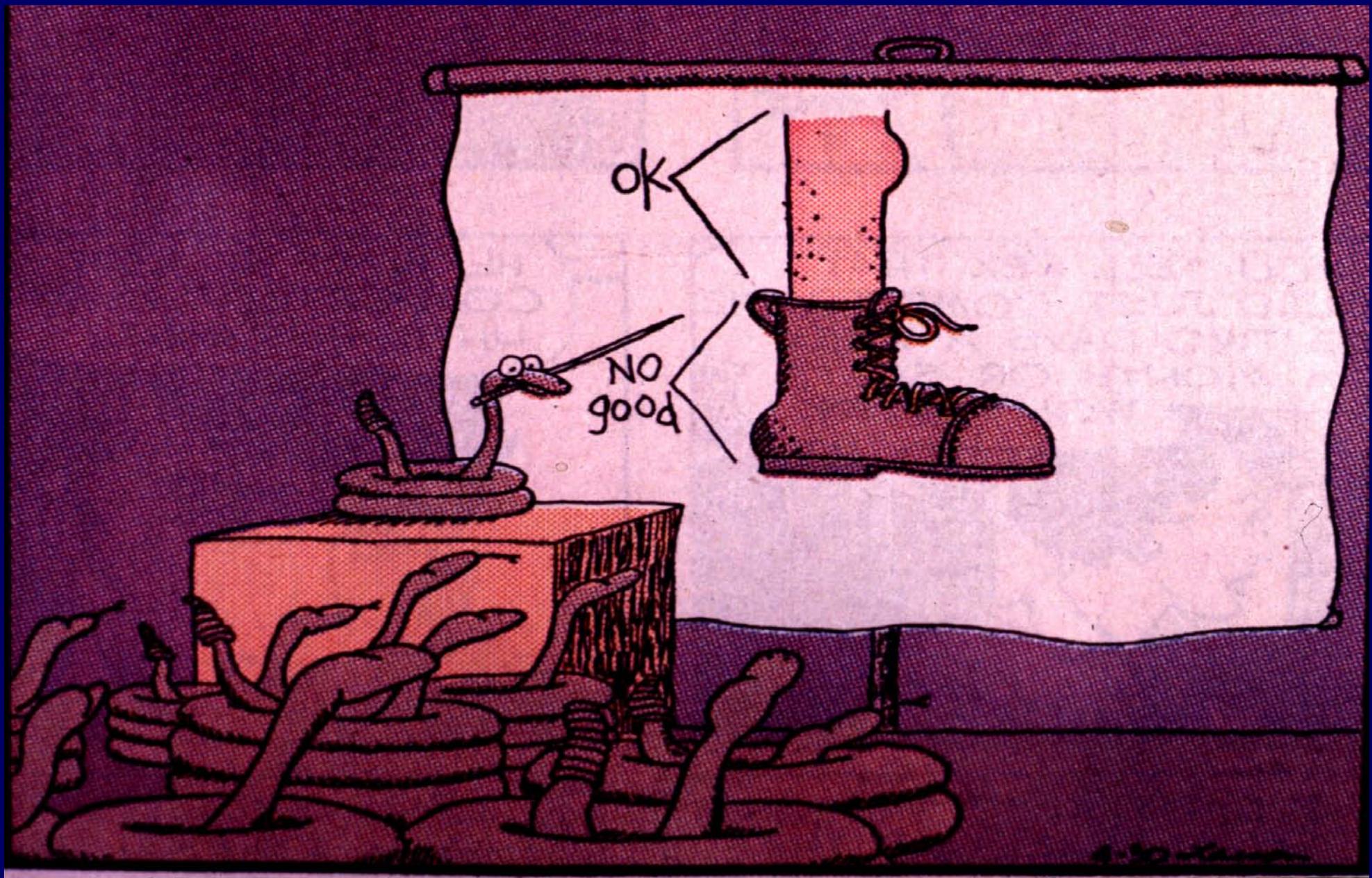
Opportunities via NG 9-1-1

- **Ability to transform data to information**
 - **Educational tools**
 - **Evaluation**
 - **Feedback**
 - **New changes to system**



Opportunities via NG 9-1-1

- **Proactive transmission of decision support tools to the field**
- **Ability to receive patient-specific information from storage devices**
 - **Phone**
 - **Smart card**





What can we do?

- **White hat issue: we're in.**
- **Policy / position statements**
- **Communiqué to members**
- **Assist with education**
- **Remind developers of EMS diversity
(reality check)**



Consensus

- **On the concept: we have it.**
- **On the specifics:**
 - **Need champions**
 - **Need uniform talking points**



Making a Difference

- **Seamless transfer/sharing of information**
 - **What's the situation?**
 - **Who else is going?**
 - **Who else can?**
 - **Stable platform**
 - **All the way to the ED**



Making a Difference

- **Multimedia input, specifically text**
 - Social networking “compliant”
- **Vehicle telematics**
 - Meaningful / predictive information

WHAT'S THAT
NUMBER FOR
911 AGAIN?

