



*The Pre-Hospital Healthcare Team  
for  
Saginaw and Tuscola Counties*

**Office of the Medical Director**

Noel Wagner, MD  
1000 Houghton Ave  
Saginaw, MI 48602  
(989) 583-7940  
Fax (989) 583-7941  
[www.SaginawValleyEMS.org](http://www.SaginawValleyEMS.org)

January 24, 2011

MEMORANDUM #2011-1 FOR ALL NON-TRANSPORTING BLS/MFR AGENCIES

FROM: Office of the Medical Director  
Saginaw Valley Medical Control Authority (SVMCA)  
1000 Houghton Ave.  
Saginaw, MI 48602

SUBJECT: Response Options for Non-transporting BLS/MFR Agencies

Recently, some of the First-Response agencies within the SVMCA expressed a need to limit their number of activations for medical calls. In today's environment where budgets are declining and staffing is limited for many; it has become extremely important to ensure that limited resources are available to those who are in the greatest need or, for some, lose the ability to respond to medical calls altogether.

For the past year, three SVMCA MFR departments have participated in a pilot "focused" response program where activations were limited through two methods; initial call-type received by Saginaw County Central Dispatch and by caller interrogation using the Medical Priority Dispatch System® (MPDS®). In this pilot program, the departments were able to effectively reduce the number of medical activations, thus preserving limited resources. However, through the process, it was found that technology limitations required a large amount of human interaction between two busy centers, and the time needed to interrogate callers using the MPDS® process delayed activation to calls later found to need first-response.

Consequently, the "focused" response has now been amended to only use the initial call-type received by Saginaw Central Dispatch as the determinant for dispatching first-response. The MPDS will no longer be used to activate departments that are utilizing the focused response. Although this method will be less selective, it will reduce the amount of time it takes for activation of first-response. Choking, unresponsive, and unknown call-types have been added to the "auto-launch" criteria which will hopefully add to the sensitivity of the system.

At this time, the SVMCA would like to ask all first-response agencies to declare whether they would like to respond to ALL medical calls or use the new "focused" response criteria to determine whether they should respond. These "options" for dispatch are spelled out on the attachment provided with this memo. The target for implementation of the new "focused" response is March 1<sup>st</sup>, 2011. First-response departments should contact the SVMCA if they are interested in participating in the new system before the implementation date. Those who do not contact the SVMCA will continue to be sent to all requests for medical assistance. Any agency needing clarification regarding the two issues should contact the Office of the Medical Director at your earliest convenience.

A handwritten signature in black ink, appearing to read 'Eric Snidersich', is positioned above the typed name.

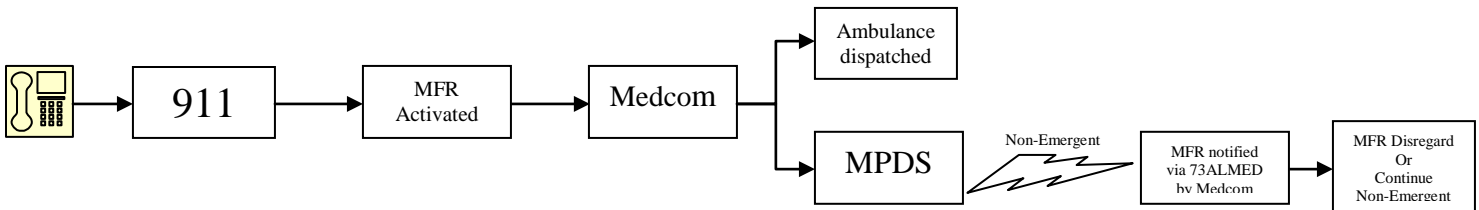
Eric Snidersich, BS EMT-P  
EMS Manager, SVMCA

Attachment:  
MFR Response Options



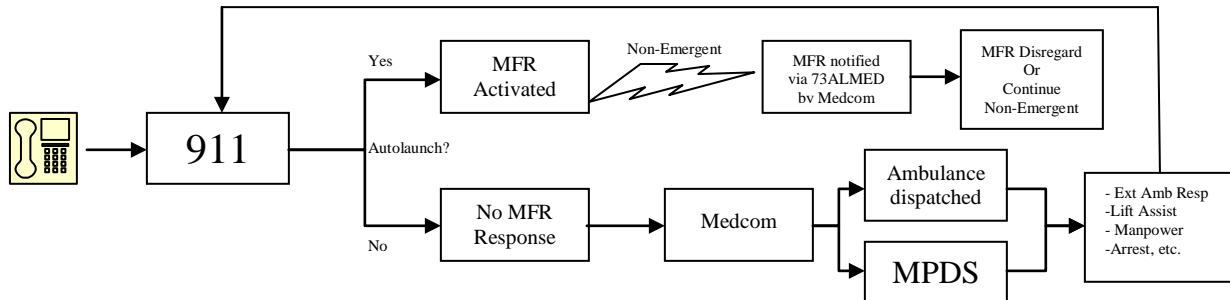
### Option #1 - Respond to All Requests

- Saginaw County 911 dispatches rescue agency emergently regardless of initial complaint or call-type while transferring caller to MMR Medcom for Medical Priority Dispatch Determinant and ambulance dispatch.



### Option #2 - Focused Response

- Saginaw County 911 dispatches rescue agency emergently only when the initial complaint/call-type meets Auto-launch criteria (below) while transferring caller to MMR Medcom for Medical Priority Dispatch Determinant and ambulance dispatch.
  - Breathing Problems
  - Carbon Monoxide/Inhalation/HazMat
  - Cardiac Arrest
  - Chest Pain
  - Choking
  - Drowning
  - Electrocution
  - Heart Problems
  - Inaccessible Incidents/Entrapments
  - Stabbing/Shooting
  - Traffic Incidents
  - Unconscious
  - Unknowns
- For calls not meeting Auto-launch criteria; rescue will not be sent unless special circumstances *such as*
  - Extended response of ambulance
  - Lift assists
  - Manpower requests
  - Deteriorating patient condition or impending arrest
- For requests of rescue; Medcom will contact Saginaw County 911.



### Cancellation/Downgrades (both option #1 or 2)

- For either responding model, initial response will be emergent.
- Medical Priority Dispatch System will be used to determine response priority.
- Medcom will notify rescue when a call is non-emergent via 73ALMED. Rescue at that time may:
  - Cancel or –
  - Continue to the call non-emergent