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Throw Away The Radio

Tucson Fire Department.2015
Acknowledgement

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QUESTIONS

Are MDs and RNs “on the radio” a threat or a menace to EMS?

Can we stop them before they kill again?
Many Eagles Presentations

❖ When to start/stop a resuscitation
❖ Intoxicated/drug influenced patient “refusal”
❖ Answer: “We tell them (EMTs; PMs) to call it in”
❖ Can one instead handle such problems without radio telemetries?
Physician On-line Medical Direction

- Very few jurisdictions can afford multiple full or part-time medical directors.
- Telemetry defaults to on duty emergency physicians
- Some (not all) problems:
  - Adds yet another distraction to often chaotic ED
  - Inter-physician differences in instructions radioed to EMS units in the field
Tucson Telemetry 1980’s

- Transporting Units radio to destination base hospitals
- Orders received from on duty physician
- Regional Standing Orders-not well-known to practicing EM MDs of the time
- EMS units based at each hospital
Medical Direction Authority

- Not attached to a hospital
- Preferable for EMS jurisdiction with multiple competing hospitals (now freestanding EDs).
- Allows standardization of approach to illness and injuries
Administrative Guidelines

❖ Reduce the need for radio communications
❖ Guidelines-not protocols or algorithms
❖ TFD EMS expected to use education, experience and full scope of practice
❖ Deviations (not “violations”) from guidelines require a rationale
**Patient Decision Capacity**

### Cognitive Screen

Patient must score 5/6. Missed question can only be day of month.

<table>
<thead>
<tr>
<th>6-Item Cognitive Screen</th>
<th>Incorrect</th>
<th>Correct</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm going to ask that you remember 3 words and I'll ask you some additional questions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After I say all 3 words, please repeat them out loud, remember them, because I will ask you to repeat them again.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat these words: APPLE, TABLE, PENNY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did Patient repeat all 3 words? YES NO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year?</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Month?</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Day?</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3 objects?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apple</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Table</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Penny</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
Triage of the Impaired Person (Serial Inebriate)

- Talking and Walking ➔ Law enforcement / POV
- Talking not Walking ➔ BLS transport
- Not Talking or Walking ➔ ALS transport
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- However continued confusion of “need to know” with “nice to know”
- New electronic patient care record often did not reach hospital before patient arrived
- A standard medical dataset relayed through dispatchers failed due to lack of sufficient medical training possessed by dispatchers
- A clear, standard notification from field to hospital needed for incoming patients
Collaboration Arizona Department of Health Services and Tucson Fire Department based on “EMResource”

- Web based emergency resources communication tool
- Provides real-time hospital “ED Divert” status
- Queries hospitals for their ability to receive patients
- Queries hospitals for their available resource during emergencies and MCIs
  - Notification system during an MCI which alerts:
2015 TFD eTelemetry

- Required Fields
- 2015 AG’s embedded
- Free text within the Chief Complaint field
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- Confirmation that the submitted form has been sent!
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- eTelemetry once sent, is protected
- There is a 3 minute hospital screen refresh
- A crew less than 5 minutes out can send a voice relay via Tucson MEDS Control to ensure the ED staff is prepared for the patient.
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This is the eTelemetry form that appears on the screen if the ED intermediary opens it. The option to print is also available from this screen.
2 Options

1. **Review the Form** This allows the ED intermediary the ability to open the form and allow printing of the form

2. **Print Form**. This feature allows for immediate printing of the form without ever having to open it

Whatever choice is utilized, the ED can see at all times what is being transported to their ED
To open up any recently sent eTelemetry forms within the past 24 hours select Review.
QA/QI can be completed by both the Fire/EMS departments and the ED’s
• An immediate record on type of call, who transported, age, gender, chief complaint, as well if the patient was unstable or stable, if an EKG or if the patient was immobilized is available.

• Alerts such as STEMI’s, Strokes, CPAP, Cardiac Arrests, Behavioral, Bariatric >350 lbs, and Septic patients can be gathered quickly
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• During the process of bringing a hospital online, Tucson MEDS Control provided a redundancy net, by calling for 1 week to remind the ED that an electronic transmission was sent.

• Most hospitals asked within 2-3 days into the go-live week, to quit providing the back-up reminder calls.
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- Tucson is the 1st City (I think) in the United States wherein all Emergency Departments receive prehospital text notification via eTelemetries

  - 2013 = 16,332 eTelemetries were sent to receiving ED’s

  - 2014 = 30,486 eTelemetries were sent to receiving ED’s

- From May 2013 through January 2015, Tucson Fire field personnel and surrounding Fire departments have sent 67,607 electronic telemetries to receiving Tucson EDs.
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“The most important thing in communication is hearing what isn’t said”
—Peter Drucker
FIN