



**TRINITY
HEALTH**

TO: Minot City Council

RE: ProQA Software

Date: August 11, 2020

I am writing to express my support for upgrading the Priority Dispatch system with the ProQA software. With ProQA, the information would be on the Dispatchers computer and would guide them through the steps to provide an accurate and efficient dispatch of Emergency Medical Resources to the medical emergency. This software also records data for follow up quality review and education.

This software would be a great upgrade for Central Dispatch, but more specifically would ease the job for the Dispatchers.

Sincerely,

Greg L. Anderson

Director, Community Ambulance/First Call

Trinity Health
701-852-2251
305 11th Avenue SW, Minot, ND 58701
trinityhealth.org



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Aug 12, 2020

To whom it may concern,

Community Ambulance Service depends heavily on Minot Central Dispatch in the following ways:

1. They provide the addresses to which we respond and the nature of what we are responding too.
2. They direct us as to what level of care the patient needs, Advanced or Basic. This allows us to send the appropriate level of care rather than tying up our Advanced rigs on calls that only needs Basic level care.
3. They provide a response code to determines the need of using lights and sirens to respond. Using lights and sirens to respond to calls is dangerous and there are many accidents throughout the country involving emergency response vehicles operating with light and sirens. Properly coding the response allows everyone to respond appropriately, and avoid accidents in our area.
4. They give us patient information as to what the patient needs or what has happened.

At present the dispatcher deciphers the information and attempts to determine what is wrong and then follows a pathway thru a card flipchart which is a cumbersome process. If they choose an incorrect starting point they can dispatch an incorrect type of response. By having a more advanced system to work with they will not only be able to dispatch faster but with more accuracy.

They would continue to give pre-arrival instructions to bystanders or family which often is life-saving to the patient but be able to do so more efficiently.

Priority Dispatch is an essential part of the emergency response system in Minot, we need to update the system to maintain a prompt, accurate, safe and efficient response when called upon.

Taking the guess work out of the process would be beneficial to all especially the patient.

Sincerely,

Marcy Kuhnenn
Clinical Analyst, Community Ambulance Service