City of Minot

TO: Mayor Shaun Sipma

Members of the City Council

FROM: PSAP Manager Margaret Haugan

DATE: 8/24/2020

SUBJECT: **PRO-QA CALL-TAKING SOFTWARE FOR MEDICAL EMERGENCIES**

(**Project # PD 0197**)

I. RECOMMENDED ACTION

1. Recommend approval of the Application of a grant submitted to St. Joseph's Community Health Foundation if chosen to receiving funding, Minot Central Dispatch would move forward and purchase the ProQA system. Training would be set up for all dispatchers and Administrators, at which time the use of the licenses and software would go into effect
2. Recommend the use of the grant for the purchase of the ProQA Call-taking Software for Emergency Communication Center
3. Recommend authorization of the Chief of Police or his designee to sign agreement

II. DEPARTMENT CONTACT PERSONS

Margaret Haugan, PSAP Manager	857-9816
John Klug, Chief	857-9800
Jason Sundbakken, Captain	857-4716

III. DESCRIPTION

A. Background

ProQA Call-taking Software for Emergency Communication Center is a system which will guide emergency dispatchers seamlessly through the process for gathering essential information and dispatching the correct resources, while recording each keystroke the dispatcher enters. The data gathered will also help all First Responders understand what is happening in the center as well as continuously improve the level of service being provided to our community.

With the use of the ProQA system, information is gathered quickly with no extra questions or delays. Less typing is required by the dispatcher and less time used to flip through card sets and decipher what the patient is needing.

B. Proposed Project

By implementing the ProQA software into Minot Central Dispatch, the gaps we are currently facing would be filled and we would continuously have update information for all medical procedures. At this time the card sets do not get updated and will transitioned out within the next year or so.

Dispatchers would have the information in which they are needing at their fingertips and would not have to decipher the information they are given and then turn to a card set to make sure they are giving out accurate and life-saving information. The system would take the guesswork out of the process and would be beneficial to all, especially the patient.

C. Consultant Selection

Minot Central Dispatch has been looking at transitioning to the ProQA software for a few years. ProQA is a highly recommended software and we are currently using the Priority Dispatch card set system for all medical calls. We would not be changing the service in which we use; we would be upgrading to a better, more reliable software system.

IV.   IMPACT:

A. Strategic Impact:

Minot Central Dispatch strives to enhance the safety of every person in Ward County through effective and professional communication as emergency and non-emergency calls for service are received, processed and resolved. With ProQA, we will be able to meet our mission to ensure better pre-arrival emergency care to the patient prior to First Responders arriving on scene in a timelier manner.

ProQA will be a transition from the card sets currently used for medical dispatch to an improved and more reliable system. The card sets will not be any use to anyone in the near future and by upgrading at this time, we will not be struggling to find a system at the last minute. ProQA is a software system in use in several other areas, it is continuously updating its material and keeping all Emergency Centers up-to-date with the most current information.

B. Service/Delivery Impact:

The ProQA Call-taking Software will aid the dispatchers in selecting the appropriate medical instructions and techniques as well as creating the ability to better our quality and review process. By using a well-managed protocol system, ProQA, the communication center will benefit from an established standard of service, prioritized responses, quality improvement procedures, certification, and reduced exposure to liability.

C. Fiscal Impact:

 Project Costs
ProQA Software, licensing, & training $65,695.00

Project Funding
Grant through St. Joseph's Community Health Foundation
- Any funding not received through the grant, will be brought through the Ward County 911 Association to see if they will assist in funding

- If no funding received through the grant, will enter into the 2022 Budget for consideration.

V.   ALTERNATIVES

Alt 1.   The Council could approve the grant application and if chosen to receiving funding, Minot Central Dispatch would move forward and purchase the ProQA system. Training would be set up for all dispatchers and Administrators, at which time the use of the licenses and software would go into effect.

Alt 2.   The City council could deny the approval of the grant; at which time Minot Central Dispatch would continue to use the Priority Dispatch card sets for all Emergency medical calls (9-1-1); and Minot Central Dispatch would then push to get the ProQA system approved for the 2022 budget.

VI.   TIME CONSTRAINTS

Council's approval of the recommendation will allow Minot Central Dispatch the ability to either claim the grant or have to turn the grant down; should Minot Central Dispatch be chosen as a recipient.

VII.   LIST OF ATTACHMENTS

A. Grant Application
B. Letters of Support
C. ProQA Quote