

Title	Date
Discipline/Version	CDE Credit Hours

I verify that I read and am familiar with the contents of this document.

- PDF Attached
- YouTube Link:
- Other:

Please return this to your agency's training coordinator for CDE credit. If you have any questions, please contact us at 911training@elpasoteller911.org

X _____

Signature

Date

X _____

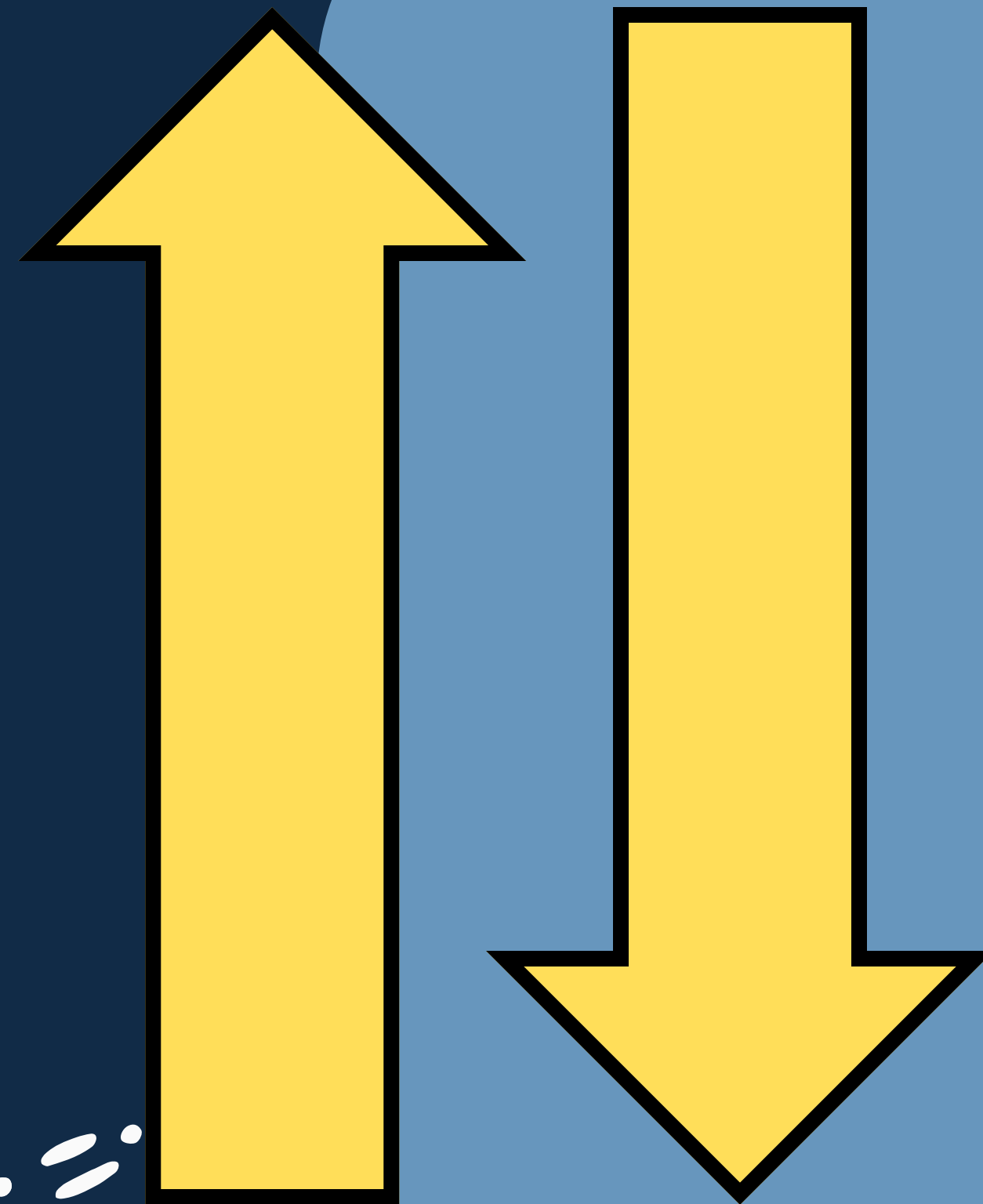
Printed Name

X _____

Agency

When seconds matter

Reconfigure vs New Info



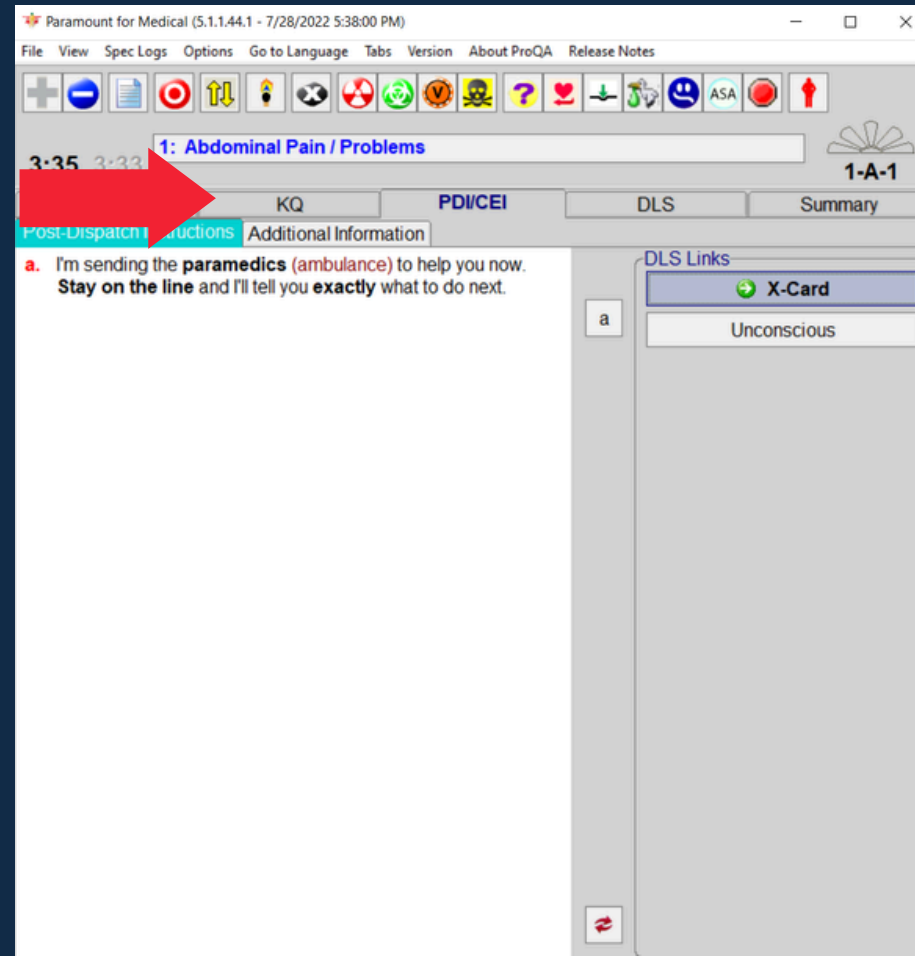
New and updated information

When we are given information that the patients condition has suddenly changed or the caller gets better answers to key questions while still processing the call, it is our responsibility to go back and update the information to update the determinant code.

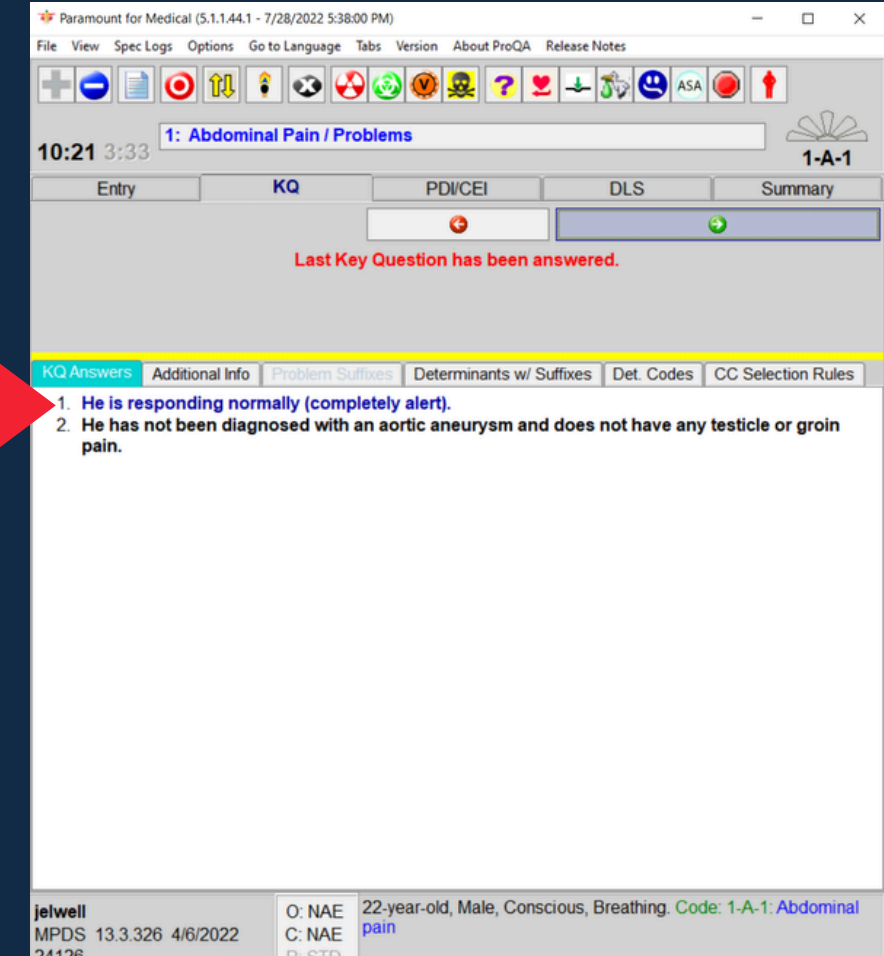
How to do this

- A. Click your KQ tab.
- B. Select the KQ.
- C. Change the answer.
- D. Update determinant code

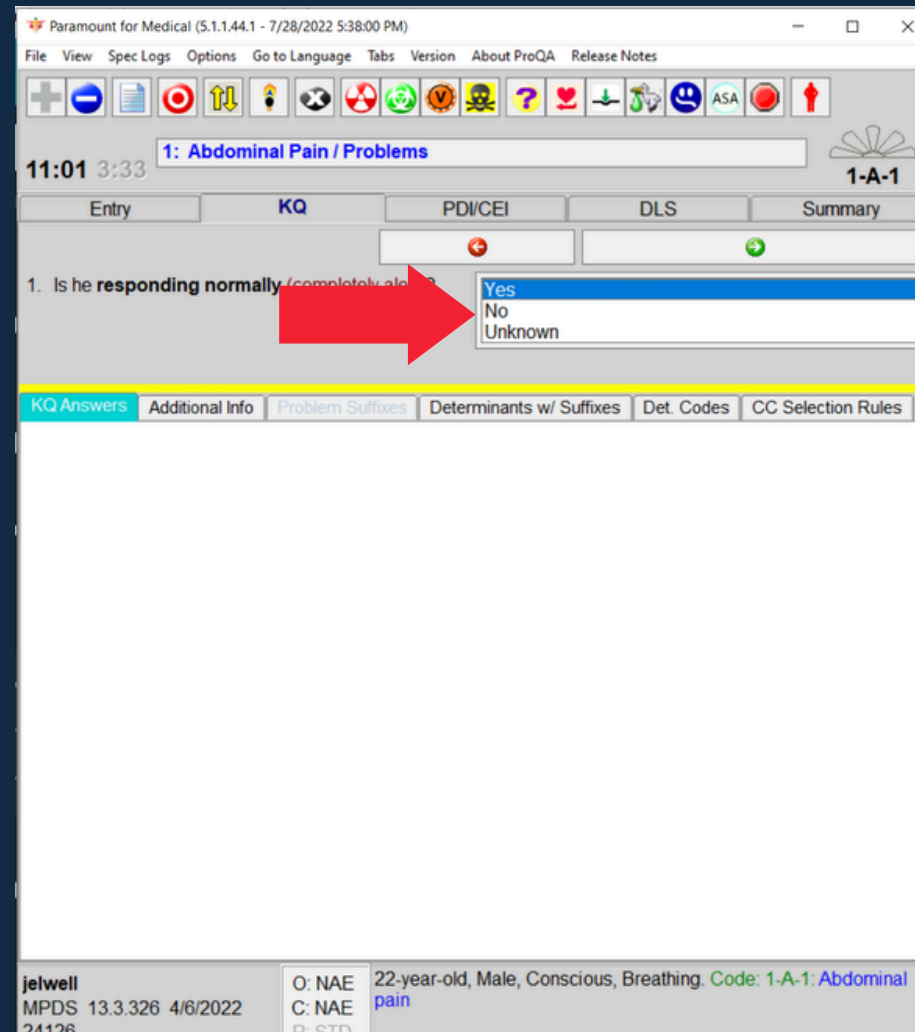
A.



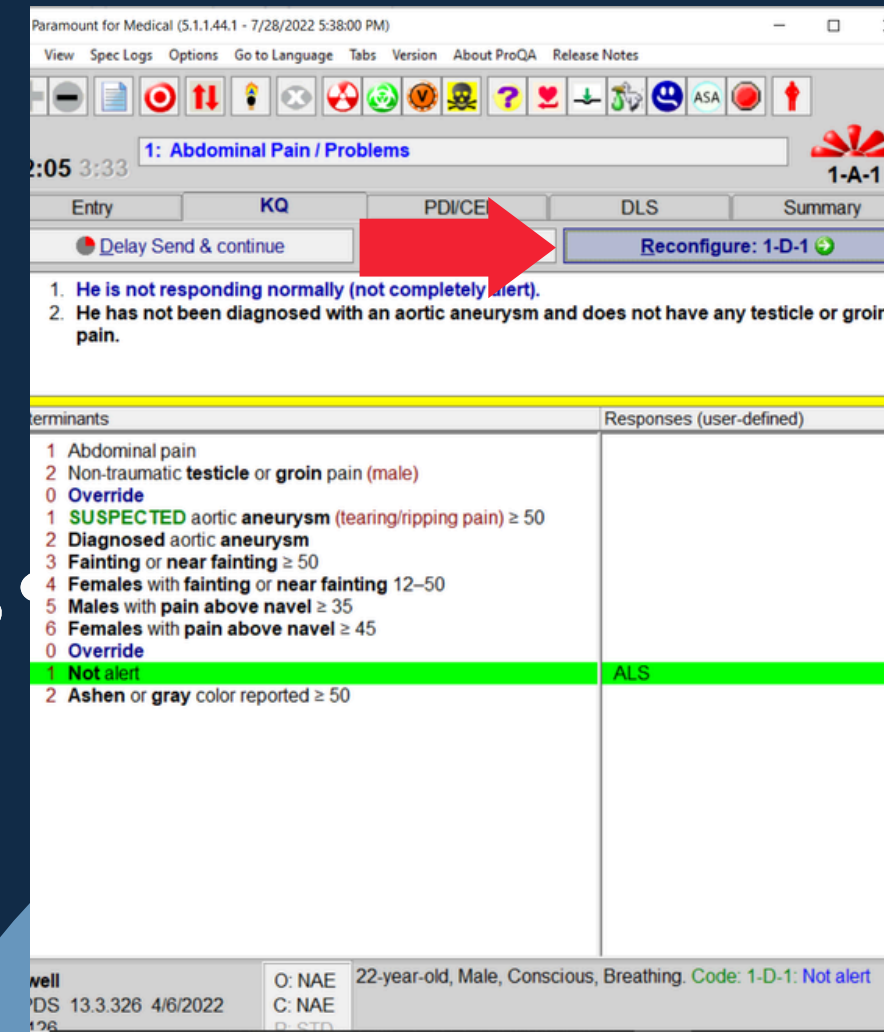
B.



C.



D.



Reconfigure response is a tool located in the toolbar of ProQA. Before a determinant code is reached, it is greyed out so we cannot use it. Once we have given the software enough information to determine a response, it lights up yellow giving us the opportunity to change the response.

Paramount for Medical (5.1.1.44.1 - 7/28/2022 5:38:00 PM)

File View Spec Logs Options Go to Language Tabs Version About ProQA Release Notes

26: Person (Specific Diagnosis)

Entry PDI/CEI DLS Summary

1. Is he responsive and completely alert?

Yes
No
Unknown
Combative
Confused
Dazed
Delirious
Disoriented
Incoherent
Lethargic
Non-/unresponsive
Not acting normal
Not acting right
Not aware
Not thinking right
Not with it
Out of it
Semi-conscious
Slurred speech
Won't respond

ALTERED LEVEL OF CONSCIOUSNESS
Sick persons present in many clinical states. The identifier code (26-C-1) should be used when the code is offered by the caller:

- Combative
- Confused
- Dazed
- Delirious
- Disoriented
- Incoherent
- Lethargic
- Non-/unresponsive
- Not acting normal
- Not acting right
- Not aware
- Not thinking right

All other not fully awake states should be considered

Paramount for Medical (5.1.1.44.1 - 7/28/2022 5:38:00 PM)

File View Spec Logs Options Go to Language Tabs Version About ProQA Release Notes

26: Person (Specific Diagnosis)

3:20 :15 26-A-2

Entry PDI/CEI DLS Summary

Post-Dispatch Information

a. I'm (provide assistance) to help you now. Stay on the line and I'll tell you exactly what to do next.

b. (Patient must be instructed) Remind him to do what his doctor has instructed in these situations.

Critical EMD Instructions

- * (Suspected heart attack) See the **HEART ATTACK Symptoms** list on Protocol 10.
- * (Suspected stroke) See the **STROKE Symptoms** list on Protocol 28.

DLS Links

- X-Card
- Unconscious

When to use

This tool can be especially helpful after a send point when no new determinant driving information is available, but circumstances clearly indicate that a higher response is appropriate. If the call has been completed, it is not necessary to continue modifying the final determinant code during PDIs (though the option remains available if truly needed). In many cases, updating CAD and notifying responders is sufficient.





Example

The caller reports that they are going to need a new oxygen tank because theirs has just run out. While they do not have difficulty breathing right now resulting in a lower determinant code, they express that they will struggle to breathe quickly without oxygen. We may choose to upgrade the response.



Example

The patient is having an allergic reaction. No difficulty breathing or swallowing reported, but they have a history of severe reactions. The response time is going to be significantly extended due to their location. We might want to upgrade the response knowing the situation has a history of escalating quickly and it will be a delayed response.

REMINDER

Paramount for Medical (5.1.1.44.1 - 7/28/2022 5:38:00 PM)

File View Spec Logs Options Go to Language Tabs Version About ProQA Release Notes

1: Abdominal Pain / Problems

Entry KQ PDI/CEI DLS Summary

Shift: 1-A-1

KQ Answers

1. He is responding normally (completely alert).
2. He has not been diagnosed with an aortic aneurysm and does not have any testicle or groin pain.

Determinants	Responses (user-defined)
A 1 Abdominal pain	ALS
2 Non-traumatic testicle or groin pain (male)	
C 0 Override	ALS
1 SUSPECTED aortic aneurysm (tearing/ripping pain) ≥ 50	
2 Diagnosed aortic aneurysm	
3 Fainting or near fainting ≥ 50	
4 Females with fainting or near fainting 12-50	
5 Males with pain above navel ≥ 35	
6 Females with pain above navel ≥ 45	
D 0 Override	ALS
1 Not alert	
2 Ashen or gray color reported ≥ 50	

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O: NAE 22-year-old, Male, Conscious, Breathing. Code: 1-A-1: Abdominal pain
C: NAE
P: STD

You can only upgrade a response. You can never downgrade a response using the reconfigure button.



Welcome to the El Paso-Teller County 9-1-1 Authority

Want more CDEs?

Questions?

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