

CENTRAL EMERGENCY DISPATCH COMMISSION
TRUMBULL TOWN HALL
LONG HILL CONFERENCE ROOM
MONDAY, MAY 16, 2011
5:30 P.M.

MINUTES

Members present: Kevin Mulligan, Chairman; Glenn Byrnes, Deputy Chief of Police; Barbara Crandall, Director TEMS; Michael DeVecchio, Director of Operations TEMS; Brian Casey, Clerk of the Works; Douglas Doyle, CEDC Commission Member/Nichols Fire District Member; John Slezak, CEDC Commission Member; Alex Rauso, Fire Marshal's Office and Dave Bogen, CEDC Commission Member/LH Fire and District Representative.

Others present: Vi Watson, Commission Chairman of Trumbull EMS and Dan Nelson, Chief of Staff.

Meeting was called to order by Kevin Mulligan at 5:35 p.m.

Brian Casey read the minutes from the previous meeting of March 21, 2011.

MOTION MADE by Alex Rauso and seconded by Michael DeVecchio to accept the minutes as read. Motion carried unanimously.

3. No Public Comment.
4. Special committees reports.

Brian Casey stated that the Kimball Survey by the State of CT is reviewing all PSAP's and reporting to OSET in an effort to create statewide regional PSAP's.

Dave Bogen entered the meeting at 5:42 p.m.

Dan Nelson entered the meeting at 5:42 p.m.

5. No new correspondence.

6.0 Unfinished business

6.1 Compliance request from TRDC:

- Kevin Mulligan stated that the following correspondences were received:
 - TRDC minutes from the February 21, 2011 meeting and statistics for 2011 through February. See attached.
 - TRDC minutes from the March 21, 2011 meeting and statistics for 2011 through March. See attached.

6.2 EMD Q & A

Barbara Crandall met with Ron and John Butz. John stated that he did not go to the Q & A Course, however, Ron Butz did attend and is now a certified dispatcher.

Barbara Crandall submitted a Medical Dispatch Case Evaluation Record form which needs to be completed by TRDC for a 3% random selection of calls for the Q & A report. See attached.

Discussion continued.

Barbara Crandall stated that she will take the medical cards to the Medical Director for sign-off.

Kevin Mulligan stated that he will contact Wayne Szymt to request the following on monthly basis:

1. How many peer to peer evaluations have been completed.
2. Number of investigations.
3. Has re-training been provided for evaluations with issues.

Brian Casey stated that he would like to see the May report for the June 2011 meeting.

Dan Nelson stated that Kevin should "cc" Ed Walsh and Steve Bellos.

6.3 No new information on formal complaints and/or compliments.

6.4 No new information on the status of delineation of duties.

6.5 No new information regarding timeline for the PSAP consolidation project milestones.

7.0 New Business:

Kevin Mulligan asked Dan Nelson if there is financial funding for a combined regional dispatch center and if there are personnel available to do an analytical study.

Dan Nelson stated that OSET funding still exists, earmarks eliminated by Congress, State of CT still has some money available and this project could be added to the 5 year capital plan.

Dan Nelson stated that the CEDC would need to provide by December 2011 the following:

- o Feasibility study
- o Architectural designs
- o Radio study
- o LOCIP funding
- o Staffing
- o Budget

Brian Casey stated that he will contact Brian Humes regarding the Space Needs Assessment Study.

Kevin Mulligan asked Dan Nelson if there are any town resources to assemble a report. Dan Nelson stated that he would contact Anastazzi for possible assistance.

Dan Nelson stated that an RFP would need to be created through the Purchasing Department.

Kevin Mulligan asked Dan Nelson if he could contact Anastazzi to develop a scope for the next meeting to produce and RFP.

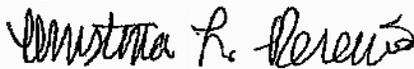
Discussion continued.

Kevin Mulligan will be inviting all 3 Fire Chiefs to the next meeting of the CEDC.

MOTION MADE to adjourn by Alex Rauso and seconded by Barbara Crandall. Motion carried unanimously.

Meeting adjourned at 7:11 p.m.

Respectfully submitted by,



Christina L. Pereiro
Clerk



TRUMBULL
REGIONAL DISPATCH
CENTER, Inc.
4 Daniels Farm Rd.
Suite 340
Trumbull, CT 06611

RETURN RECEIPT
REQUESTED

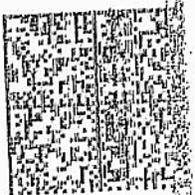
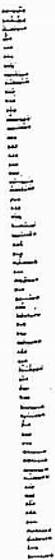
CERTIFIED MAIL



7009 2250 0003 8267 4193

Mr. Kevin Mulligan
10 Oxen Hill Road
Trumbull, CT 06611

06611+2541



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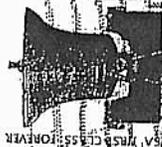
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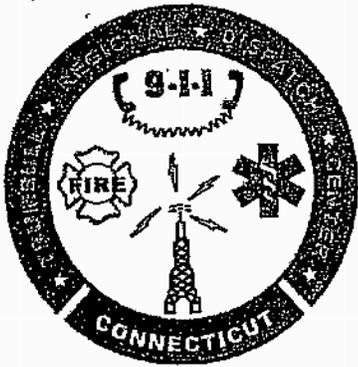
06/05/2011

Mailed From 06611

US POSTAGE



RETURN RECEIPT
REQUESTED



TRUMBULL REGIONAL DISPATCH CENTER, INC.
4 Daniels Farm Road
Suite 340
Trumbull, CT 06611
(203) 459-0159 • Fax: (203) 261-1901

March 22, 2011

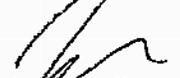
Mr. Kevin Mulligan
10 Oxen Hill Road
Trumbull, CT 06611

Kevin,

Enclosed please find a copy of the approved minutes for the TRDC meeting held on February 21, 2011 and the statistics for 2011 through February.

Call me if you should have any questions.

Sincerely,


John R. Butz
Director

Dist: m file
TRDC board

TRUMBULL REGIONAL DISPATCH CENTER
BOARD OF DIRECTORS MEETING
February 21, 2011

Attending: John Butz
Ron Butz
Paul Ruskay
Doug Bogen
Wayne Szmyt

Absent: Chet Bond

SECRETARY REPORT:

- Doug made a motion to accept the January minutes as edited, seconded by Wayne. Approved.

TREASURER'S REPORT:

- John passed out all current bank statements for the TRDC board to review and sign.
- Wayne made a motion that each month all bank statements will be reviewed and sign by at least 3 board members, seconded by Doug. Approved.
- John had board members sign off on Ameriprise reimbursement and a reimbursement for John which he put on his personal credit card.
- John has had the ADP account switched over to the new ACH account beginning on week ending 02/12/11.
- John spoke with Mike Rolleri regarding how he would like transactions on the accounts. Mike requested have all monies deposited into the main checking account and make necessary transfers from that account to the others.
- John reported on the history of the CD. It is up for renewal on 04/21/11. John will research other options.
- On 2/7/11 John made a payment to Staples, which TRDC still has not been reimbursed for by Keith.
- John has received the 4th payment from Nichols.
- Doug made a motion to accept the January treasurer's report, seconded by Paul. Approved.
- Doug made a motion to accept and pay the January bills seconded by Paul. Approved.

OLD BUSINESS:

- Worker comp audit has been sent in and processed. TRDC is owed a \$581.00 credit. John called Merit Insurance and requested a refund check.
- John has met with PayChex and PayZone, with no response from ADP.
- John reported that we would have to upgrade our current payroll package to be able report TRDC's contribution toward employee health coverage.

- Wayne discussed the letter sent to Keith from Steve Bellis for outstanding issues. To date no response has been received, Wayne will discuss next steps with Steve which will include the last bill.
- John was able to send an employee to an EMD QA class. We now have a Quality Assurance staff person and John is in receipt of all certifications.
- P148 and P152 are continuing their training and are close to being signed off.

NEW BUSINESS

- December minutes and 2010 yearly stats were sent to Kevin Mulligan via return receipt mail.
- John is working with Pat McCarty on closing Trumbull Center's pager account. Doug will talk with Tim Farrelly regarding Long Hill's.
- John would like to do some minor renovations to the dispatch center. He would like to replace the ceiling tiles in the dispatch center, paint and replace the window ac unit. The current ac unit was purchased in 2005 and needs replacement. John will utilize our past contractor.
- John hired P153 and P154 and is currently training them.
- P139 has started a new job in a full time capacity. He will continue his employment with TRDC.
- John sent out intent to renew Firehouse software contract.
- John after discussions with Mike Rolleri is keeping Keith on our insurance policy for the policy period.
- John passed out monthly stats.
- We received a bill from the town from AT&T for \$420. After investigation, John found out that it was for a 911 repair but the actual bill went to the Town of Trumbull instead of TRDC. The bill was covered under our contract with AT&T.
- John is working on holding a CPR re-certification class.
- John has sent out an email saying we are no online with Hife Channel 1 and Fire Channel 2.
- John discussed a recent review of a structure fire in town.
- John reported information from AFLAC as a new vendor for the flex program, a minimum of 3 participants are needed.
- John will submit to the three commissions for approval of an expenditure from line 402.
- John reported the results of the ESF 2 meeting last week.

Wayne motioned to adjourn the meeting at 21:25, seconded by Paul.
 Next meeting will be held on March 21st at Nichols station 1.



TRUMBULL REGIONAL DISPATCH CENTER, INC.
4 Daniels Farm Road
Suite 340
Trumbull, CT 06611
(203) 459-0159 • Fax: (203) 261-1901

May 3, 2011

Mr. Kevin Mulligan
10 Oxen Hill Road
Trumbull, CT 06611

Kevin,

Enclosed please find a copy of the approved minutes for the TRDC meeting held on March 21, 2011 and the statistics for 2011 through March.

Call me if you should have any questions.

Sincerely,


John R. Butz
Director

Dist: m file
TRDC board

TRUMBULL REGIONAL DISPATCH CENTER
BOARD OF DIRECTORS MEETING
March 21, 2011

Attending: John Butz
Ron Butz
Paul Ruskay
Doug Bogen
Wayne Szmyt
Chet Bond

SECRETARY REPORT:

- Doug made a motion to accept the February minutes, seconded by Paul.
Approved.

TREASURER'S REPORT:

- John reported that there are still 4 outstanding checks from old checking account, once they clear he will wait 30 days, and then transfer funds from old account into the new checking account.
- John has received all quarterly payments from each of the 3 Districts.
- Doug made a motion to accept the February treasurer's report, seconded by Paul.
Approved.
- Ron made a motion to accept and pay the February bills seconded by Chet.
Approved.

OLD BUSINESS:

- John reported Keith has taken care of the Staples issue.
- Nothing to report on payroll audit.
- John received a new return address stamp from Staples, which he didn't order but will use at TRDC.
- P148 and P152 are working shifts and doing well.
- John hasn't heard back from Pat McCarty regarding closing the pager account.
- Nothing to report on the work at the center.
- Nothing to report on CPR class, waiting for our instructor to be re-certified.
- John sent the request to the 3 District Commissions for line 402 expenditures.

NEW BUSINESS

- John sent the February meeting minutes and stats to Kevin Mulligan via return receipt mail.
- John passed out monthly stats.
- John received the new contribution rate for unemployment.
- Wayne reported that Barbara Crandall sent out an email requesting a meeting with John and Ron (QA person). She would like to know how the QA process works. John stated that he did not see that e-mail prior to leaving work today. He will check for it.
- Wayne gave an update of the CEDC meeting which was held this evening at 17:30.

Wayne motioned to adjourn the meeting at 20:05, seconded by Paul.
Next meeting will be held on April 18th at Trumbull Center station I



Medical Dispatch Case Evaluation Record

Case #: _____ Date: _____ Time: _____ How obtained: 911 / E911 / Other

Dispatcher(s): _____ Dispatcher ID: _____

Complaint description: _____ Shift: _____

Caller is: The patient (1st party) With patient (2nd party) Remote from patient (3rd party) Referring agency (4th party)

CASE ENTRY

	Yes	Obvious	No		Yes	Obvious	No	Insig
1. Address question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Address verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Callback number question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callback number verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3a. Complaint description question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3b. Caller party question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3c. Patient count question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3d. Choking question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Age question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4a. Age subquestion asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
5. Consciousness question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Breathing question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6a. Breathing subquestion asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Gender of patient asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Number of freelance questions asked: _____				
<input type="checkbox"/> Check if questions were asked out of order (of those asked)				** ECCS: Beginning _____ End _____				

CHIEF COMPLAINT SELECTION

Chief Complaint Protocol selected: _____ Correct Incorrect Should have selected: _____

KEY QUESTIONS

KQ asked?	Yes	Obvious	No	N/A	Insig	Asked incorrectly?	KQ asked?	Yes	Obvious	No	N/A	Insig	Asked incorrectly?
KQ _____	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>										
KQ _____	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>										
KQ _____	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>										
KQ _____	<input type="checkbox"/>	Category _____	All	Partial	None	Deduction							
KQ _____	<input type="checkbox"/>	Essential Info asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
KQ _____	<input type="checkbox"/>	Essential Info asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								
KQ _____	<input type="checkbox"/>	Number of freelance questions asked: _____											
<input type="checkbox"/> Check if questions were asked out of order (of those asked)							** ECCS: Beginning _____ End _____						

DISPATCH LIFE SUPPORT INSTRUCTIONS (Pre-Arrival & Post-Dispatch Instructions)

	Yes	No	N/A		Yes	No	N/A
Appropriate to give Pre-Arrival Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate to give Post-Dispatch Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Possible to give Pre-Arrival Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Possible to give Post-Dispatch Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(If yes) Were PAIs/PDIs given?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(If yes) Were PDIs given?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(If yes) Were they given correctly? (C, M, D, J, A) _____				(If yes) Were they given correctly? (C, M, D, J, A) _____			
[C]orrect [M]inor Mo[D]erate Ma[J]or [A]bsolute				** ECCS: Beginning _____ End _____			

FINAL CODING

Determinant Code selected: _____ Determinant Code as reviewed: _____

TOTAL COMPLIANCE SCORE

Case Entry	_____
Chief Complaint Selection	+ _____
Key Questions	+ _____
Dispatch Life Support Instructions	+ _____
Final Coding	+ _____
Subtotal	= _____ ÷ 5 = TOTAL COMPLIANCE SCORE =

**CUSTOMER SERVICE SCORE

COMMENTS

	N/A	Minor	Incorrect	Score
1. Displayed service attitude	-0	-3	-10	_____
2. Used correct volume/tone	-0	-3	-10	_____
3. Displayed compassion	-0	-3	-10	_____
4. Avoided gaps	-0	-3	-10	_____
5. Explained actions	-0	-3	-10	_____
6. Provided reassurance	-0	-3	-10	_____
7. Created expectations	-0		-10	_____
8. Used prohibited behavior	-0		-100	_____
9. Used calming techniques	N/A	No		_____
Case Entry	-0		-20	_____
Key Questions	-0		-20	_____
DLS Instructions	-0		-20	_____

If additional space is needed, attach a second sheet of paper.

Review date: _____ Reviewer: _____

Manager/supervisor: _____

Calltaker: _____

TOTAL CUSTOMER SERVICE SCORE =

SCORING CALCULATIONS

CASE ENTRY 100 points possible

- 25 points off if the address question was not asked
- 25 points off if the address was not verified
- 25 points off if the callback number question was not asked
- 25 points off if the callback number was not verified
- 33 points off if the age question was not asked
- 33 points off if the consciousness question was not asked
- 33 points off if the breathing question was not asked
- 20 points off if the age subquestion was not asked when appropriate
- 20 points off if the breathing subquestion was not asked when appropriate
- 20 points off for each question asked incorrectly
- 20 points off for each freelance question asked
- 10 points off if the questions were asked out of order (of questions that were asked)
- 10 points off if gender was not asked (if not obvious)

CHIEF COMPLAINT 100 points possible

- 33 points off if the complaint description question was not asked
- 20 points off if the complaint description question was asked incorrectly
- 10 points off for each appropriate subquestion (caller party, patient count, and choking) that was not asked
- 5 points off for each appropriate subquestion (caller party, patient count, and choking) that was asked incorrectly
- 67 points off if the calltaker chose an incorrect Chief Complaint Protocol

KEY QUESTIONS 100 points possible

- Note: The value of each question is 100 points divided by the number of applicable questions.
- Full value of the question off if the question was not asked at all
- Half value of the question off if the question was asked incorrectly
- 10 points off if the questions were not asked in order (of questions that were asked)
- 20 points off for each freelance question asked
- 10 points off if some, but not all, required Essential Information was asked
- 20 points off if no required Essential Information was asked

DLS INSTRUCTIONS 100 points possible

- Note: If PAIs are possible and appropriate, score PAIs and PDIs as a single DLS Instructions score and use the PAI section to score compliance. If PAIs are not possible, score only PDIs in the PDI section.
- 100 points off for ABSOLUTE deviation
- 50 points off for MAJOR deviation
- 25 points off for MODERATE deviation
- 10 points off for MINOR deviation
- (See EMD-Q Scoring Standards for a complete description of DLS scoring calculations.)

FINAL CODING 100 points possible

- 100 points off if the calltaker should have shunted to another Chief Complaint Protocol, but did not
- 60 points off if the Determinant Level was incorrect
- 20 points off if the Determinant Descriptor was incorrect (the Chief Complaint and Determinant Level were both correct)
- 20 points off if a suffix was incorrect or was absent when appropriate

TOTAL COMPLIANCE SCORE

- Total possible compliance score is 100%.
- Add the points of all five scoring categories. Divide the sum by 5 to determine the Total Compliance Score.

CUSTOMER SERVICE 100 points possible

- For Customer Service Standards 1-7
- 10 points off if not applied
- For Customer Service Standards 1-6
- 3 points off if applied with minor discrepancy
- For Customer Service Standard 8
- 100 points off for use of any prohibited behavior
- For Customer Service Standard 9 (Calming Techniques)
- Case Entry 20 points off if not used and ECCS > 1
- Key Questions 20 points off if not used and ECCS > 1
- DLS Instructions 20 points off if not used and ECCS > 1