

### **Statement of Work: Implementation of the Medical & Fire Priority Dispatch System (MPDS/FPDS)**

#### ***Introduction***

The purpose of this Statement of Work (SOW) is to provide an overview of the proper steps that will be taken to ensure the successful implementation of, and ongoing support of the Medical & Fire Priority Dispatch System (MPDS/FPDS). This plan will also assist your agency in meeting all the standards necessary for accreditation by the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence (ACE). To accomplish this, Priority Dispatch Corp. (PDC) will assist in implementing a self-sustaining quality improvement and risk management system that will ensure a continuous, safe and effective emergency dispatch operation both now and in the future. PDC Consultants will guide you and assist with the implementation of the standards and processes that are noted in this document.

The SOW that follows describes each phase of the MPDS/ FPDS implementation as it pertains to content, time requirements and fee schedules.

#### ***Initial Assessment (Implementation Pre-Planning – Conference Call)***

The initial step in the implementation process will be a conference call involving the communications center director and any other senior management team members deemed appropriate by the director, the involved PDC Regional Account Manager, and the PDC Consultant detailed to be the Project Manager for the implementation. The purpose of the conference call will be an initial introduction of all involved parties and to set a start date for the implementation.

The next step, through the use of our Consulting Questionnaire and Consulting Evaluation processes, PDC Project Managers will obtain information about the communications center, key management officials and positions, the current emergency dispatch methodology, services provided, unit allocation and configuration, response times, management practices, quality improvement/assurance and risk management programs as they relate to the emergency dispatch function.

Other information obtained will include local and regional issues of concern, as well as demographic and statistical data. Information will be gathered primarily through the use of survey documents where possible. These documents should be completed and returned to the PDC Project Manager for review. PDC's assessment focus is directed towards training needs and quality improvement/assurance issues, the communication center dispatch policies, practices and procedures, and a comprehensive systems approach to emergency services dispatch evaluation. PDC may elect to perform an on-site visit to gather or help facilitate the gathering of information.

### ***Phase 1 – Organization Set-up and Quality Improvement Unit (QIU) Activities***

- **Management/Stakeholder Meeting**  
PDC staff will conduct a Leadership/Implementation Course for the Center senior managers. This course is designed to be an orientation to the EMD/EFD process as it relates to national standards, management oversight responsibility, quality management processes, and the implementation process.
- **Establish Committee Representation**  
PDC will directly assist your agency in establishing the membership of required oversight committees, to include the Dispatch Steering Committee, the Dispatch Review Committee (DRC) and the Quality Improvement Unit (QIU).
- **Combined Steering and Medical & Fire Dispatch Review Committee (M/FDRC) Mtg.**  
PDC staff will provide guidance and support in the creation and first meeting of the Steering Committee and M/FDRC. PDC will provide generic policies and procedures for review and revision to aid in administration of the Steering Committee, M/FDRC and QIU, as well as the appropriate use of the MPDS/FPDS. During this meeting, the PDC staff will also review the strategic goals and objectives of your organization in order to assist you in meeting your targets as they pertain to the Communications Center and the organization.
- **Technical Evaluation**  
PDC Software Support staff will conduct an initial IT consult and Technical Evaluation. System/administrators, IT staff and in-house CAD staff must be present for this consult and evaluation. Administrative logon authority for all computers and networks will be required.

### ***Phase 2 – Training and Certification***

- **Project Manager Training**  
PDC personnel will listen to the needs of and advise on the project management of the implementation. Formal project management support is available throughout the implementation process.
- **Certification and Software Training**  
PDC will liaise with the agency to ensure a satisfactory timetable of training, at a suitable venue. Certification training will require a projector for the instructor and a classroom suitable for the number of designated trainees. IAED certified instructors will provide training and certification courses to all call takers, dispatchers and supervisors. ED-Q instructors will provide certification training to all QA/QI personnel.

A PDC software specialist will train all dispatch personnel on the use of the Medical & Fire ProQA software as well as ED-Q personnel in the use of AQUA case review software. Software training will require a projector as well as a training computer for each trainee in attendance. PDC will conduct an agreed upon number of training sessions over a suitable number of days.

- **System Administration Training**

A PDC System Implementation Specialist will conduct a 4-hour, hands-on training session where participants will learn how to proficiently navigate through the administrative features of the ProQA software. System Administrators, IT staff, in-house CAD staff and center management will learn how to maximize the use of the ProQA Paramount Administrative Utility, which includes CAD configurations, response configurations, special definitions, description essentials, exporting data and profiles.

- **National Q Case Review Service (90/90)**

A National Q representative will contact your agency prior to the go-live to provide a detailed overview of the process. This representative will work with the QIU lead to determine the National Q logistics, QA process and overall services that will be provided. During this meeting, local QIU members and the National Q representative will determine the overall timelines and processes.

- **Field Orientation and Distribution of Field Responder Guides (in appropriate markets)**

PDC staff will provide a brief (30 minute) tutorial on the principles of the MPDS/FPDS and its impact on operations to field personnel. In addition, field personnel and administration will be provided with a description of supporting documentation and adjuncts (Field Responder Guide) that clarify the use of the protocol from a field and management perspective.

- **SEND Orientation (in appropriate markets)**

PDC will provide an orientation to the SEND card which will be issued to field personnel and to their dispatch staff. The cards are required by field personnel to provide a minimum amount of information to ensure an appropriate Medical and/or Fire response. Field personnel will be provided with a brief tutorial CD.

- **Public Education**

PDC staff will assist in the development of a public education program to ensure that the implementation of the program is perceived as an enhancement to the system rather than an effort to ration or deny service. PDC staff will be available for media activities.

### ***Phase 3 – Software Installation and Configuration***

- **ProQA, AQUA and XLerator Software**

A PDC Software Specialist will conduct onsite installation and configuration of the appropriate software while working with local IT personnel to train in the ongoing use and maintenance of ProQA, AQUA and XLerator Software.

After the ProQA software has been installed and the CAD interface has been verified and tested, all communication center personnel with responsibility for processing calls should be given ample opportunity to process test calls with the PDS system in conjunction with the fully functioning CAD interface. These test calls should be processed in a test environment.

- **CAD Response Code Table Development**

The PDC Project Manager will assist your agency's management and IT staff with the development and configuration of CAD tables to record the PDC alphanumeric determinant codes. This will require a prior review by your agency management and the affected services agencies of all PDS codes and existing CAD codes.

### ***Phase 4 – System Start-up/Go-Live***

- **Pre-Go-Live DRC/QIU Meeting**

Personnel detailed to the DRC and the QIU Committees should conduct a pre-go-live meeting approximately two weeks prior to the scheduled go-live date. The PDC Project Manager will attend this meeting either on-site or via teleconference.

- **Initiate use of the Priority Dispatch System**

On the selected go-live date and time, your agency should start using the system to process 9-1-1 calls. Dispatch/calltaking staff will be expected to use it to interrogate callers, assign codes, relay information to responders, and give instructions to callers. No calls should be excluded for any reason at this time. The PDC Project Manager, a PDC IT specialist and/or any required discipline specific consultants may be on-site for the go-live to provide support, guidance and IT troubleshooting if needed. PDC staff time on-site will be driven by the size of the implementation.

### ***Phase 5 – Ongoing Quality Improvement***

- **Ongoing Case Review**

The QIU will schedule its activities to commence full case review and feedback on the number of calls required by the IAED accreditation standards. In order to meet accreditation standards, the QIU must review a statistically significant number of cases proportionate to the total number of 9-1-1 calls received at the communication center.

- **QA Review of Agency Calls**  
PDC personnel will audit and review a predetermined number of calls per month. Additional calls may need to be reviewed by Agency as per IAED guidelines.
- **Review and Calibrate QA System Data**  
PDC personnel will review QA reports and data to determine what revisions or adjustments may need to be made.
- **Developmental Support of CDE Program**  
PDC staff will review quality assurance data to assist communications staff in identifying possible performance issues to aid in the development of CDE topics. PDC will provide examples and curriculum outlines.
- **Ongoing Master Case Review of the QIU Case Reviewers and Recommendations for Performance Improvement**  
PDC staff will provide regular reviews of QIU case reviewer performance to ensure compliance scoring and reporting is consistent with IAED accreditation requirements.

### ***Phase 6 – Post Go-Live Follow-Up***

- **30, 60 and 90-Day Follow-Up**  
PDC Project Manager will conduct a series of follow-up visits and teleconferences with the QIU and members of the DRC to assess the progress and effectiveness of both the QIU program and the overall system implementation. PDC Project Manager will review ProQA, AQUA and CAD data to assess system performance issues and benchmarks.
- **Response Configuration Modification Support**  
PDC staff will assist the system and center management in making changes to response configurations after compliance to protocol has reached appropriate levels.
- **System Impact Evaluation**  
Once changes to response configurations and modes have been implemented for two months, PDC staff, working with management and the communication staff, will provide an interim assessment regarding the impact of these changes on system performance. Further adjustments will be made as necessary.
- **Supplemental Visit (1-day increment)**  
In the event 90% compliance has not been reached at the 90-day post on-line date, PDC will conduct a visit to troubleshoot and assist in the development of an

appropriate action plan. Within an agreed upon amount of time following this visit, a supplemental visit will occur to verify that the 90% compliance has been met and the organization is on target for accreditation.

### ***Phase 7 – Accreditation***

- **Master Review of Case Review Processes Prior to Accreditation**

PDC staff will provide ongoing “master case review” of QIU reviewed cases prior to accreditation. Your communications staff will be responsible for randomly selecting and submitting compliance data on three percent of the calls received and processed by the communications center.

- **Accreditation Submission Support**

PDC will provide assistance to your communications staff in the preparation and submission of their accreditation application and attending documentation.

### ***Phase 8 – Ongoing Support***

- **IT, Consulting and or CDE Onsite Days**

PDC will provide ongoing days onsite (number of days to be determined) annually for any applicable protocol refresher, software, consulting and/or continuing education requirements as per the client to maintain high MPDS/FPDS protocol performance and compliance.

## ATTACHMENT 4