Fire Priority Dispatch System

Emergency Fire Dispatch Protocol
Field Responder Orientation
Benefits of a Fire Priority Dispatch System

- The EFD must collect incident information that allows proper incident classification
- The EFD must identify on scene hazards that could threaten the safety of callers, victims and responders
- The EFD must determine what resources are needed
- The EFD must identify conditions when Post Dispatch or Pre-Arrival Instructions are needed
Why Use EFD?

- Dispatchers are the first, First Responders
- Even though they are physically removed from the scene, they can still have an impact
- They use the information that they gather to prioritize, address scene safety concerns, initiate a response and provide Dispatch Life Support Instructions (DLS).
What are the Benefits of Using a Protocol?

- Compliance to the protocol nearly ensures a consistent standard of service

- Fire departments can have a prioritized response allowing them to more efficiently utilize resources

- The Protocols provide established quality improvement procedures

- Dispatchers are certified and accredited

- There is reduced exposure to liability
Every call begins with the Case Entry Protocol. This serves as the primary caller interrogation where essential information is gathered so that the incident can be correctly classified.
Case entry questions address these issues:

- Address of the emergency and callback number
- Selection of the Chief Complaint
- The caller’s location
- Caller Danger—Not Trapped
- ECHO determinant practice
Chief Complaint Protocol

The Case Entry question, “Okay, tell me exactly what happened?” helps the EFD to select the appropriate Chief Complaint.
Six Components of the Chief Complaint

- Key Questions
- Determinant Descriptors
- Post-Dispatch Instructions
- Critical EFD Information
- Dispatch Life-Support Links
- Additional Information
Dispatch Life Support Links (DLS) direct the EFD to instructions that are located on the Case Entry or Pre-Arrival Instruction Protocol and refer to situations that are likely to be encountered for a particular Chief Complaint.
Pre-Arrival Instructions are structured scripts that are designed for the EFD to be able to guide the caller through potential life-saving steps before responders arrive on the scene.
Case Exit Protocol:

<table>
<thead>
<tr>
<th>Routine Disconnect</th>
<th>Urgent Disconnect</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If it's safe to do so:</td>
<td></td>
</tr>
<tr>
<td>• Keep all bystanders away from the area.</td>
<td></td>
</tr>
<tr>
<td>• Assign someone to guide the emergency crews to the general area.</td>
<td></td>
</tr>
<tr>
<td>(Appropriate) Do not approach or enter any hazardous or dangerous areas.</td>
<td></td>
</tr>
<tr>
<td>(Always) I'm going to let you go now. Help is on the way. If anything worsens in any way, call us back immediately for further instructions.</td>
<td></td>
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<table>
<thead>
<tr>
<th>Stay on the Line</th>
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<tbody>
<tr>
<td>2. I'll stay on the line with you as long as I can.</td>
<td></td>
</tr>
<tr>
<td>If it's safe to do so:</td>
<td></td>
</tr>
<tr>
<td>• Keep all bystanders away from the area.</td>
<td></td>
</tr>
<tr>
<td>• Assign someone to guide the emergency crews to the general area.</td>
<td></td>
</tr>
<tr>
<td>(Appropriate) Do not approach or enter any hazardous or dangerous areas.</td>
<td></td>
</tr>
<tr>
<td>(Always) If anything worsens in any way, just let me know. Tell me when the firefighters get there.</td>
<td></td>
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<tr>
<td>3. I need to hang up now (to take another call). If it's safe to do so, keep all bystanders away from the area. Do not approach or enter any hazardous or dangerous areas. If anything worsens in any way, call us back immediately for further instructions.</td>
<td></td>
</tr>
</tbody>
</table>

The Case Exit Protocol gives the EFD an appropriate and consistent way to end each call as well as instructions for when it is necessary to keep the caller on the line.
Chief Complaint Classification

• There are 27 Chief Complaints that are numbered 50 through 77

• These 27 Chief Complaints are divided into four groupings:
  • Support
  • Rescue
  • Fire
  • Major
The Support Incidents are:

- 66 – Odor (Strange/Unknown)
- 60 – Gas Leak/Gas Odor (Natural and LP gases)
- 55 – Electrical Hazard
- 53 – Citizen Assist/Service Call
- 65 – Mutual Aid/Assist Outside Agency
- 74 – Suspicious Package/Explosives
- 76 – Bomb Threat
The Rescue Incidents are:

- 72 – Water Rescue
- 56 – Elevator/Escalator Rescue
- 58 – Extrication/Entrapped (Machinery/Vehicle)
- 62 – High Angle Rescue (Above or Below Grade)
- 54 – Confined Space/Structure Collapse
- 73 – Watercraft in Distress
- 77 – Motor Vehicle Collision
The Fire Incidents are:

- 68 – Smoke Investigation (Outside)
- 52 – Alarms
- 63 – Lightning Strike (Investigation)
- 67 – Outside Fire
- 71 – Vehicle Fire
- 64 – Marine Fire
The Major Incidents are:

- 51 – Aircraft Emergency
- 59 – Fuel Spill
- 61 – Hazmat
- 70 – Train and Rail Collision/Derailment
- 75 – Train and Rail Fire
- 57 – Explosion
- 69 – Structure Fire
In conclusion, Fire Priority Dispatch System:

- Provides accountability for everyone involved in an incident
- Allows agencies to make informed decisions on resource allocation
- Provides a consistent and predictable standard for fire dispatch
- Provides reliable tracking of agency specific data
- Ensures the correct dispatch for the specific incident circumstances