



El Paso-Teller County 9-1-1 Dispatch Review Committee (DRC)

Wednesday May 28, 2014

Present:

Luchia Tingley (FPD)
Connie Chavez (911)
Michelle Hess (911)
Lisa Mitchell (CSPD)
Meridith Jensen (911)

Jeff Craig (FTC)
Meg Powell (EPSO)
Troy Pring (911)
Diann Pritchard (CCPD)
Jennifer Keener (WPPD)

Absent:

Jerome Black (PAFB)
Amy Duarte (AMR)

Cindy Link (TCSO)

A. Call To Order

- a. **Called to order at 10:05**

B. Approval of January 22, 2014 Minutes

- a. **Motion to approve by Jeff, 2nd Luchia**

C. Introductions - YES

D. Old Business

- a. Current employee list
 - i. **Please send us a current employee list and don't forget to let us know as people leave.**

E. New Business

- a. PFC's for EMD-Q Performance Standards (Jeff Craig)
 - i. **Insignificant vs. minor errors. Agreed insignificant errors will not be considered in performance evaluations for any protocol discipline. Michelle will write associated SOP and PFC to distribute.**
 - ii. **DLS Links – reword to Stable (Disconnect), Unstable (Stay on the line), and Not Alert (Stay on the line). Michelle will write PFC and distribute**
- b. Senate Bill 14-162 and impact on DRC (Michelle)
 - i. **Discussed bill and possible impacts on DRC. Recommended more discussion on PFC's in the meetings (this will become more important with the release of V.13). Also requested agencies provide Authority with their policy on training, remediation, and corrective action when**



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out of compliance with protocol. This bill will also provide Quality Management personnel with confidentiality protection.

- c. DLS Links and the Aspirin Diagnostic (Connie)
 - i. **The ASA Diagnostic link is not considered a DLS Link. When the EMD provides ASA to a patient when they shouldn't, this should be marked as a Level 1 Diagnostic used incorrectly. When the EMD does not provide ASA when appropriate, and dictated by the protocol, it should be marked as a Level 1 Diagnostic not used.**
- d. SOP updates and Annual Review (Michelle)
 - i. **All Authority protocol SOP's were distributed. There were changes to many based on performance standards vs. scoring standards. There were several with no modifications. Request made to review all and return feedback to Michelle no later than Monday, June 16.**
- e. Customer Service Standard 7 (Connie)
 - i. **There's been a trend of call takers advising the callers the responders are "right around the corner" or providing the caller with responder location based on AVL data. This is a violation of Customer Service Standard 7 (Don't create uncontrollable expectations). Education will be given to call takers to try to curb this trend. Effective August 1st, deductions will be taken for not meeting this standard.**

F. Other Business

- i. **None**

Meeting Adjourned 1027. Motion by Diann, 2nd by Jeff.

NEXT MEETING: Wednesday, September 24, 2014