



UNDERSTANDING CASCADE EVENT



Why answering questions correctly
is critical.



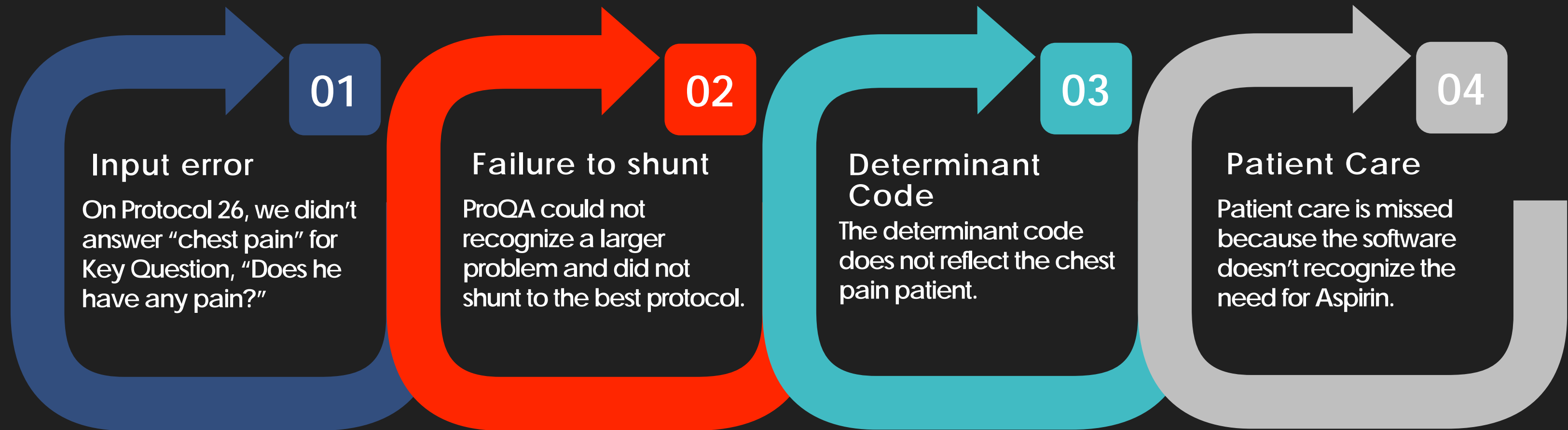


CASCADE EVENT



“Calltakers may make an input error that causes more protocol irregularities downstream from that point, and these are referred to as a Cascade Event.”

Lets see an example



YOU'RE RESPONSIBLE



ProQA Medical (5.1.1.33 - 2/7/2020 10:43:08 AM)

Spec Logs Options Go to Language Tabs Version About ProQA

26: Sick Person (Specific Diagnosis)

Entry KQ PDI/CEI DLS Summ

Send: 26-A-8

He is completely alert (responding appropriately).
He is breathing normally.
He is not bleeding (or vomiting blood).
He has other pain: Skipped by user
His primary problem is non-OMEGA-level pain as previously answered.

Ants	Responses (user-defined)
hemorrhoids/Piles	
hepatitis	
hiccup	
ching	
lervous	
bject stuck (nose, ear, vagina, rectum, penis)	
bject swallowed (without choking or difficulty breathing, can talk)	
ainful urination	
enis problems/pain	
ash/Skin disorder (without difficulty breathing or swallowing)	
exually transmitted disease (STD)	
ore throat (without difficulty breathing or swallowing)	
oothache (without jaw pain)	
ound infected (focal or surface)	
verride	
lo priority symptoms (complaint conditions 2-12 not identified)	
lood pressure abnormality (asymptomatic)	
izziness/Vertigo	
ever/Chills	
eneral weakness	
ausea	
w onset of immobility	
ain (non-OMEGA-level)	ALS

ProQA Medical (5.1.1.33 - 2/7/2020 10:43:08 AM)

Spec Logs Options Go to Language Tabs Version About ProQA

10: Chest Pain / Chest Discomfort (Non-Traumatic)

Entry KQ PDI/CEI DLS Summ

Send: 10-A-1

He is completely alert (responding appropriately).
He is breathing normally.
He is not changing color.
He is not clammy.
He has not had a heart attack or angina (heart pains) before.
He did not take any drugs (medications) in the past 12hrs.

Ants	Responses (user-defined)
Breathing normally < 35	ALS
Override	ALS
Abnormal breathing	
Cocaine	
Breathing normally ≥ 35	
Override	ALS
Not alert	
DIFFICULTY SPEAKING BETWEEN BREATHS	
CHANGING COLOR	
Clammy or cold sweats	
Heart attack or angina history	

Double check the determinant code and make sure it is accurate.

If not, we are responsible for making sure the information we input was correct.

NEW/UPDATED INFORMATION

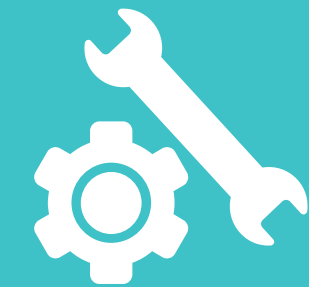


If the caller has already provided an answer... "Yes, he is breathing normally." But then changes it later in protocol, "Actually, his breathing is kind of labored."



UPDATE THE ANSWER

NEW/UPDATED INFO



UPDATE THE ANSWER



Then we must go back and update the answer to that Key Question so we get the best response possible.

Please DON'T FORGET



The long lists!


The screenshot shows a medical software window titled "26: Sick Person (Specific Diagnosis)". It features a menu bar with "Spec Logs", "Options", "Go to Language", "Tabs", "Version", and "About ProQA". Below the menu bar is a toolbar with various icons. The main content area is divided into sections. The top section is titled "26: Sick Person (Specific Diagnosis)" and contains a list of symptoms. The middle section is titled "PRIORITY Complaints (ALPHA-level)" and contains a list of symptoms. The bottom section is titled "DETERMINANT LEVEL OF CONSCIOUSNESS" and contains a list of symptoms. A dropdown menu is open, showing a list of symptoms: "2) Blood pressure abnormality (asymptomatic)", "3) Dizziness/Vertigo", "4) Fever/Chills", "5) General weakness", "6) Nausea", "7) New onset of immobility", "8) Other non-OMEGA-level pain as previously", "9) Transportation only", "10) Unwell/ill", "11) Vomiting", "12) Coronavirus illness (suspected)", and "No".


Pause and look through these lists! It will often change the determinant code.

WANT MORE CDES???



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 **EL PASO - TELLER COUNTY**
9-1-1 AUTHORITY
Colorado

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The purpose of the Continuing Dispatch Education (CDE) program is to provide dispatchers and call takers with current and updated protocol information. Continuing Dispatch Education is necessary to obtain certification by the International Academies of Emergency Dispatch which is required to utilize the Medical Priority Dispatch System, Fire Priority Dispatch System and Police Priority Dispatch System. Continuing Dispatch Education can be in the form of literature, videos, quizzes, training and more.

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ANY QUESTIONS?



911TRAINING@ELPASOTELLER911.ORG