



City of Grand Island

Tuesday, September 28, 2021

Council Session

Item G-12

**#2021-245 - Approving the Purchase of Priority Dispatch ProQA
Emergency Medical Dispatch Software Module**

Staff Contact: Jon Rosenlund

Council Agenda Memo

From: Jon Rosenlund, Emergency Manager Director
Meeting: September 28, 2021
Subject: Approval of EMD ProQA Purchase
Presenter(s): Jon Rosenlund, Emergency Manager Director

Background

Our 911 Dispatchers currently provide Emergency Medical Dispatch (EMD) services using the Priority Dispatch protocols. Using these protocols, EMD-certified dispatchers are trained to properly and quickly determine the nature and severity of an emergency medical call, select the appropriate agency resources to respond, and provide pre-arrival instructions. The Grand Island Emergency Center currently uses a paper set of protocol cards to accomplish task. Administration recommends the purchase and installation of a software tool that will interface with the Spillman Computer Aided Software (CAD) to increase automation, accuracy, and efficiency in receiving and dispatching emergency medical calls.

Discussion

The Grand Island Emergency Center provides Emergency Medical Dispatch services using the Priority Dispatch protocols. Using these protocols, EMD-certified staff are trained to properly and quickly determine the nature and severity of an emergency medical call, select the appropriate agency resources to respond, and provide pre-arrival instructions.

Currently, the EMD dispatchers utilize a paper card set of protocols that guide them in their decision-making process to determine the call nature and severity which will determine the resources that are dispatched to the scene. After dispatching resources, the 911 dispatcher can also provide pre-arrival instructions to the callers until help arrives on scene. These pre-arrival instructions include life saving techniques such as CPR, rescue breathing, and even delivering a baby over the phone. Using EMD protocols and pre-arrival instructions allows an emergency response to occur immediately through the instructions given by the dispatcher to render aid on scene. This decreases the time between the incident onset and provision of emergency care, increasing the level and speed of care to emergency medical calls.

The Grand Island Fire Department is in the process of installing and implementing an automatic dispatching tool (Phoenix) which will advise the Fire Department of the call nature and address of a call using an automated system within the Spillman Computer Aided Dispatch (CAD) software used by the 911 Dispatchers. Priority Dispatch provides a software version of their EMD protocols called ProQA that will provide the dispatchers a more structured and explicit set of questions, procedures, and pre-arrival instructions. This software tool will also integrate directly with the Spillman CAD system to import information such as the call nature and severity, as well as imitiation the automatic Phoenix radio notification tool. The ProQA tool will lend to greater consistency in call interrogation and decrease the chances for human error in emergency medical incidents.

The ProQA tool will be provided as a software module upgrade to Spillman CAD and installed with the cooperation of technicians from Spillman to ensure its proper installation and effectiveness.

Payment for this software upgrade is made through a combination of the 215 Landline and 216 Wireless E911 Funds.

Alternatives

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

Recommendation

City Administration recommends that the Council approve the contract for Priority Dispatch ProQA for \$79,914.00.

Sample Motion

Move to approve

110 Regent Street, Suite 500
 Salt Lake City, UT 84111
 USA
www.prioritydispatch.net
 Prepared By: Shawn Johnson
 Phone: (800) 363-9127
 Direct: (801) 746-5841
 Email: shawn.johnson@prioritydispatch.net

Agency: Grand Island Emergency Center
 Agency ID#: 1498
 Quote #: Q-58090
 Date: 9/15/2021
 Offer Valid Through: 11/30/2021
 Payment Terms: Net 30
 Currency: USD

Bill To:
 Grand Island Emergency Center
 Stephanie Gosda
 PO BOX 1968
 Grand Island, Nebraska 68802-1968
 United States

Ship To:
 Grand Island Emergency Center
 Stephanie Gosda
 100 E 1st St
 Grand Island, Nebraska 68801-6023
 United States

Product	Qty	Amount
ProQA Medical Software Licenses Automated calltaking software	4	USD 16,000.00
AQUA Case Review Software for EMD Quality Assurance (case review) software base engine and discipline module	1	USD 1,750.00
XLerator Client Server Suite Client server software application suite	1	USD 2,500.00
MPDS Mobile App Field Responder Guide Smartphone-based field reference guide for responders	40	USD 400.00
Advanced SEND Cards for MPDS - Box of 100 Individual S.E.N.D. cards	1	USD 50.00
ED-Q Training and Certification for EMD Materials, tuition and certification (2 days, 16 hours)	2	USD 1,100.00
Remote Software Installation/Update - M Software installation or update completed remotely by Priority Dispatch	1	USD 500.00
Remote ProQA Software Training - M Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	25	USD 3,725.00
Remote AQUA Software Training - M Per person cost for six hours of AQUA software training completed in a virtual, instructor-led environment	2	USD 398.00
Remote System Administration Training Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment	2	USD 398.00
Remote ProQA & AQUA Reports Training Per person cost for four hours of training for administrators, managers and supervisors on the configuration and customization options in ProQA and AQUA, completed in a virtual, instructor-led environment	2	USD 298.00
College of Emergency Dispatch Annual Subscription Online access to the College of Emergency Dispatch for 12 months	25	USD 2,225.00

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Product	Qty	Amount
Implementation Support Package for EMD Implementation support and quality management program development	1	USD 30,000.00
One-Time Quality Performance Review Setup Fee (SL)	1	USD 1,500.00
Equip QA for EMD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management	1	USD 11,700.00
IAED Accreditation Application Fee EMD IAED fee for accreditation	1	USD 2,250.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	4	USD 5,120.00
Purchase Year 1 TOTAL:		USD 79,914.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	4	USD 5,120.00
ESP Year 2 TOTAL:		USD 5,120.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	4	USD 5,120.00
ESP Year 3 TOTAL:		USD 5,120.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	4	USD 5,376.00
ESP Year 4 TOTAL:		USD 5,376.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	4	USD 5,376.00
ESP Year 5 TOTAL:		USD 5,376.00

Subtotal	USD 79,914.00
Estimated Tax	
Total	USD 79,914.00

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Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>

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MEMORANDUM OF SOLE SOURCE

EMERGENCY MEDICAL DISPATCH SYSTEMS

05 May 2021

Priority Dispatch Corp. is the only all-purpose and comprehensive EMD systems provider company in the world. This includes the following exclusive areas within Emergency Medical Dispatch:

- 1) Only provider of Expert System EMD calltaking software
- 2) Only provider of fully two-way CAD integrated EMD software system
- 3) Only provider of Automated Quality Assurance EMD Case Review software
- 4) Only provider of 24 hour/7day technical support service for EMD-related software
- 5) Only contracted provider of the International Academies of Emergency Dispatch's evidenced based protocols that meets or exceeds International Standards
- 6) Only contracted provider of the International Academy of EMD's unified protocol (Medical Priority Dispatch System) version 13.3
- 7) Only contracted provider of Priority Dispatch System cardset trays (springless design for MPDS cards on-line dispatching) , and Priority Dispatch System protocol tablets
- 8) Only contracted provider of the International Academy of EMD's unified protocol (Medical Priority Dispatch System) version 13.3 OMEGA
- 9) Only contracted provider of the IAEMD's Principles of Emergency Medical Dispatch, 6th Edition
- 10) Only provider of Comprehensive Implementation of MPDS Consulting Services (IAEMD Accreditation Eligibility services)
- 11) Only contracted EMD Instructor Training organization through IAEMD
- 12) Only contracted EMD-Q Training organization through IAEMD
- 13) Only contracted Quality Performance Review (QPR) comprehensive quality assurance program
- 14) Only contracted EMD International EMD Leadership Certification Seminar Training organization through IAEMD
- 15) Only MPDS web-based continuing education (CDE) program provider
- 16) Only contracted provider of IAEMD standards and versions update materials
- 17) Only provider of automated EMD Dispatch Diagnostics (Agonal Breathing Detector Dx, Pulse Check Dx, CPR Compressions Monitor and Metronome, Childbirth Contractions Timer Dx, Stroke Diagnostic Tool Dx, Aspirin Diagnostic and Instruction Tool, Meningitis Diagnostic Tool)
- 18) Only provider of Academy Analytics™ powered by FirstWatch®

Priority Dispatch takes pride in being the sole source for the majority of EMD-related systems and services and is generally acknowledged as both the inventor of the science and the leader in the field of EMD.

If any further information is required, please contact me directly.

Sincerely,

Jeff J. Clawson, M.D.
CEO & Medical Director
Director, Division of Research & Standards

Cc: Office of the President, Vice President, Legal & HR, Vice President, Sales & Marketing, Vice President, Protocol, Translation, Curriculum & Instructional Design, Director of Comprehensive Client Implementations

RESOLUTION 2021-245

WHEREAS, the City of Grand Island, Nebraska, operates an emergency 911 call center through interlocal agreement with Hall County; and

WHEREAS, the Grand Island Emergency Center utilizes Emergency Medical Dispatching protocol cards provided by Priority Dispatch for medical emergencies; and

WHEREAS, implementation of an automated Fire & EMS Dispatching system require updates to the Computer Aided Dispatch (CAD) tool for seamless integration of call natures; and

WHEREAS, Priority Dispatch also provides an associated EMD protocol software called ProQA to integrate with the CAD and Dispatching system which will improve the speed and accuracy of medical emergencies for \$79,914.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that:

1. The Mayor is hereby authorized and directed to approve this contract with Priority Dispatch for ProQA EMD software in the amount of \$79,914.00 on behalf of the City of Grand Island and the Grand Island Emergency Center.

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Adopted by the City Council of the City of Grand Island, Nebraska, September 28, 2021.

Roger G. Steele, Mayor

Attest:

RaNae Edwards, City Clerk

Approved as to Form	☐ _____
September 24, 2021	☐ City Attorney