

Background:

There have been inquiries as to the process for PCR's generated by the CAD interface for Multi-Unit Responses. The criteria was reviewed and vetted prior to creation, in some cases it was reconfigured to ensure the FRALS agencies did not have a PCR generated that was not based on a practical method. The application is not the same as RMS where the units are contained within the record on a direct database connected user interface, the design is completely different and should not be compared. The interface configuration was based on a balance of state and local requirements and best practices for ease of use to document EMS responses, crew accountability and what was realistically practical. For the responses where care was not provided the rules were set to only require the basic response demographics (which 99% of the data is imported from the CAD) and takes on average 30 seconds or less to complete those PCR's with a current crew setup correctly.

A recent study was done for a large agency as to the workload impact; on average there were less approx. 1.5 incidents per 24 hour shift that required a PCR to be completed for Multi-Unit responses at a station where it was a common response type. (Truck and Rescue Apparatus)

Question:

- Why is there a PCR generated for every unit that arrives on scene of a Multi-Unit Response?

Answer:

- The PCR's are generated for each **unit** based on the following criteria:
 - A medical related response type (Accidents and Medicals)
 - The Unit arrives "at scene" for FRALS Non Transport Agencies (On Scene Time Stamp)
 - The Unit goes "En-route" to incident for FRALS Transport Agencies (En-route Scene Time Stamp)
 - Title 22 and County FRALS Contract Requirements for Response Records to EMS Incidents
- In the case of Multi-Unit responses to a single incident the system does not look at that as a single response with multiple units, but as a single unit response that happens to have multiple units responding. Most incidents have a minimum of 2 units for a simple medical (Engine and Ambulance).
 - Types of Incidents beyond the routine response matrix: (sample)
 - Vehicle accident (may vary by location type and agency)
 - MCI's – Active shooter, Medical with multiple patients (chemical releases), etc...
 - For those Multi-Unit Responses there are multiple scenarios possible as to the reason a PCR is generated for every unit.
 - There is no practical way to determine who will actually make patient contact or provide patient care based on the following scenarios: (there are countless others possible)

Scenario 1

- First in unit arrives and initiates IC (No PCR)
- Second in provides patient care (PCR)
- Third due handles a refusal of service log (PCR – Brief)
- Ambulance arrives and transports a patient (PCR Full)

Based on this scenario if the first due unit were the only one to have a PCR created and populated to their Pending PCR box they would be required to complete a PCR based on the following level of service: "Manpower Only" or "Cancelled / Not Applicable". The other units would then have to create a manual PCR and enter all incident demographics manually.

Scenario 2

- First in handles patient care
- Second due is extrication or fire suppression activities if required
- Third Due provides care at scene but scene is spread out over large area
- Fourth Due initiates refusal of Service log

Based on this scenario if only the first due unit were to have a PCR created and populated to the Pending PCR box for that unit they would complete a PCR based on “Clinical Care Provided” level of service. The other units would again have to create a manual PCR and enter all incident demographics manually.

Minimums: (NOT USING RMS INTERFACE)

- CAD Demographics / Data
- Primary Role of Unit
- Level of Service – Manpower / Cancel (Is defaulted to Clinical Care)

- Minimum requirements for manpower or cancellation level of service without CAD Data: (manually created PCR)

Failed Close Call Rules		
	Status	Description
	Required	Pick-Up Address City Is Required - 10-0540
	Required	Pick-Up Address Line 1 Is Required - 10-0530
	Required	Available/Inservice Time Is Required - 10-0380
	Required	En Route Time Is Required - 10-0370
	Required	Dispatch Time Is Required - 10-0360
	Required	Nature Of Call/Dispatched Complaint Is Required - 10-0240
	Required	Response Priority Is Required - 10-0220
	Required	Primary Role Of Unit Required 10-0030
	Required	Incident Number 1 (Run Number) is Required and Needs to Match RMS Inc. Number - m
	Required	Run/Case Number Is Required - 10-0000