

Forward to the Past:  
*Re-Visiting the Concept of  
Nurse Screening at Dispatch*

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Shown at [Funny-games.biz](http://Funny-games.biz)

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# Over Use of EMS

- Houston 2006:
  - 39.62% of Calls result in Non-Transport
  - 60.38% resulted in Transports
- Of those Transports:
  - 60.92% BLS Care
  - 39.08% ALS Care
  - 1.44% Critical Care



# Over-Request of EMS?

- Houston 2006
  - 232,286 requests for Emerg. Med. Service
    - A-level = ~39.37%
    - B-level = ~17.15%
    - C-level = ~39.32%
    - D-level = ~04.19%
  - 133,985 patients transported
  - 1927 Critical Care events
    - ~0.84%

# Over-Use of EMS

- A-Level Calls
  - 1.43% received ALS Care
  - 0.032% received Critical Care
- B-Level Calls
  - 28.18% received ALS Care
  - 0.149% received Critical Care
- C-Level Calls
  - 38.61% received ALS Care
  - 0.51% received Critical Care
- D-Level Calls
  - 47.08% received ALS Care
  - 14.21% received Critical Care
  - *(71.3% of all Crit Care)*







# “The Right Resource to The Right Patient The First Time”

- Can We Identify the Lowest Risk Calls?
- What is the “Right Resource”?
  - Medic Ambulance?
  - Ambulance?
  - “Aid Car”?
  - Taxi
  - ...*or a REFERRAL?!*

# Emergency Types

- Abdominal Pain A-Level
  - Low Rate of ALS Care (Undertriage) <1%
  - Low Rate of Critical Care Undertriage 0%
- Sick Person A-Level
  - Low Rate of ALS Care = 1.6%
  - Low Rate of CCUT = 0.07%




# Retrospective Analysis of Prospectively Collected Data

- One month “Abdominal Pain” & “Sick Person”
- No positive predictors

# Care Provided

- 551 calls:
- 58 No patient contact
- 43 refused transport
- 350 BLS transport – no treatment
- 82 BLS care and transport
- 8 received ALS care \*
- 0 received Critical Care
- ***\* Not Clinically Relevant nor Time Sensitive***



A stethoscope and a magnifying glass are visible on the left side of the slide, set against a dark blue background. The stethoscope is positioned vertically, and the magnifying glass is placed over the lower portion of the text.

# Telephone Nurse Triage (TNT)

- Standard 9-1-1 Call Screening
- Lowest Priority Calls
- Trained Experienced RN's
- Call Taking Floor
- Established, Validated Protocol
- *Integration with 18 Houston Area Health Care Providers using Same Protocol*

# T-N-T Referral NOT Indicated

- Call comes from HPD or other law enforcement officer/agency
- Call comes from staff at a medical/health care facility (hospital, nursing home, medical clinic, etc.)
- Caller is a patient at a medical/health care facility, or is tired of waiting to be seen at an emergency room and requests transport to another ER.
- Call comes from City Hall, other governmental offices
- Call comes from a school
- Call from Fire Station
- Call from Airport
- Call for Mutual Aid
- Call made by 2nd/3rd party for patient who does not have a phone.

# Anticipations:

- Slow Start
- Controversy



# CONTROVERSY IS GOOD



# Eat A Live Frog EVERY DAY





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