

Emergency Services Collaboration - Improving Quality and Safety

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The International
Technology Enabled Care
Conference 2019

15th-16th Oct 2019
The ICC, Birmingham





Conference App

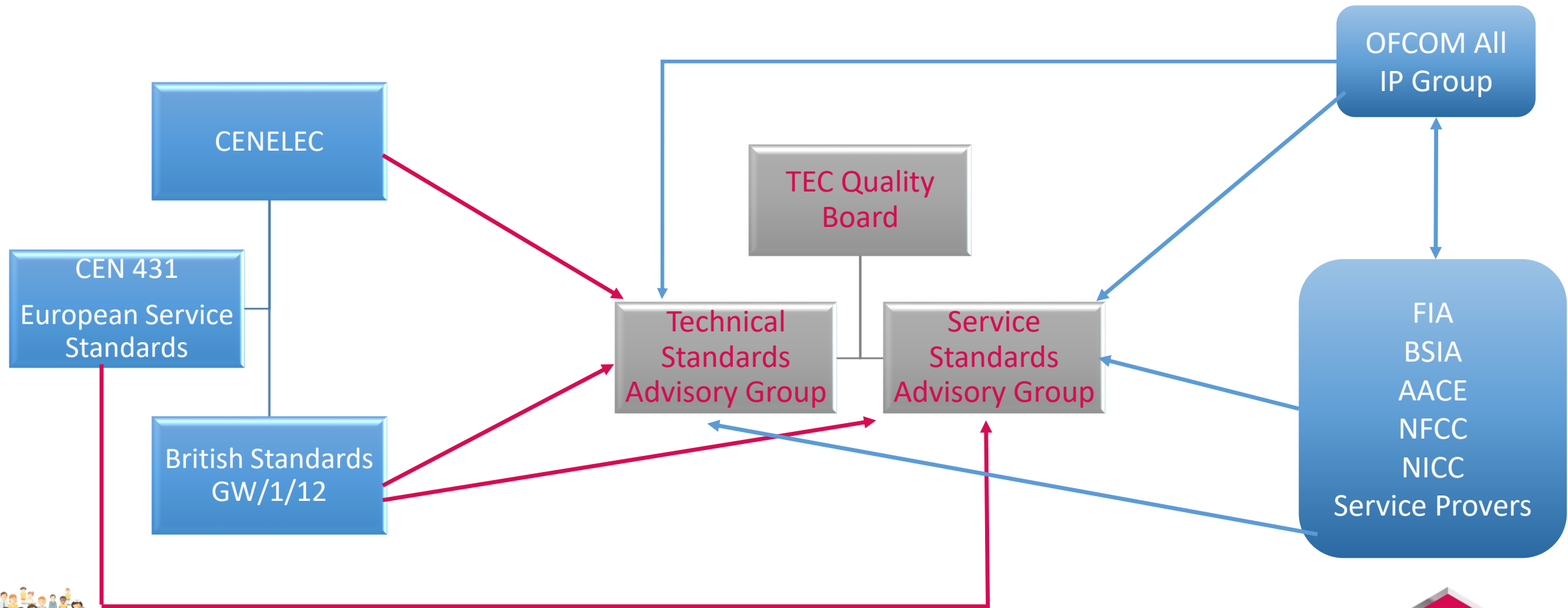
ITEC2019



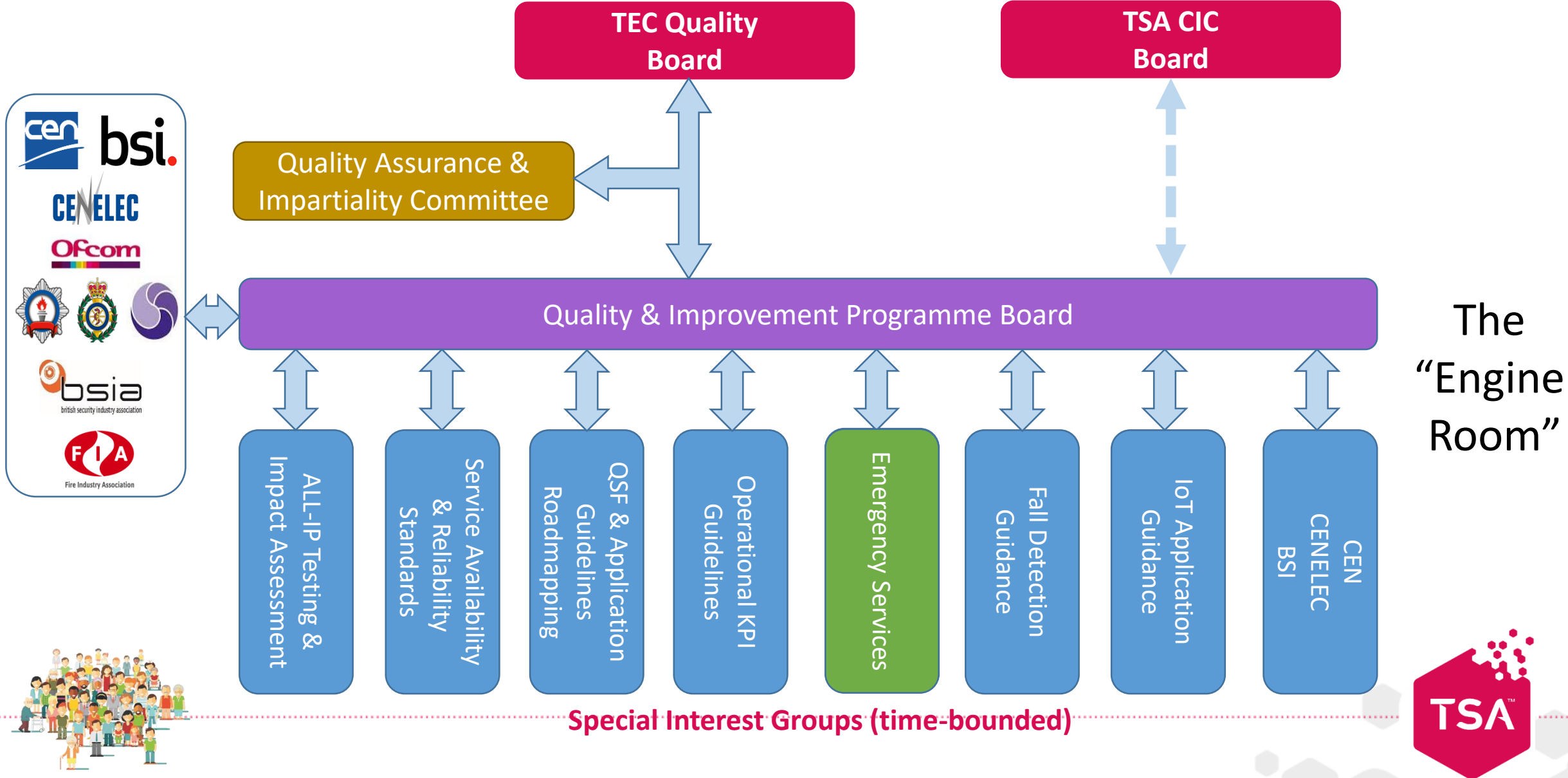
Background



Former Advisory Group Structure



Advisory Group and Governance - Proposed Structure



Why do we need this?

- Right first time approach
- Reduction of unwanted emergency call-outs and un-necessary conveyance
 - 4% calls passed to Ambulance Service where no responder in place
 - 0.08% of calls passed to Ambulance Services where responder is in place
- Regulation 28 Coroners Reports
 - TEC services mentioned in relation to fire deaths and injuries
 - Volante case
- Improving two-way communication between services



Conference App

You can ask questions, or make comments as we go along using the conference app:

- As call monitoring providers what would you like to see in this tool?
- What are the Measures of Excellence?
- Would you like to be involved in the creation / development?
- What are the challenges in rolling this tool out effectively?
- How do we embed the tool?
- Are you able to share best practice examples?

iOS: <https://apps.apple.com/us/app/itec2019/id1482885119?ls=1>

Android: https://play.google.com/store/apps/details?id=com.ITEC2019&hl=en_GB



Fire Triage





NFCC

National Fire
Chiefs Council

Objectives

- Design a Triage Support Tool which can be utilised by TSA members to enhance the quality of emergency call handing processes and outcomes
- Work collaboratively with TSA members, TEC Quality, Ambulance Services and Fire and Rescue Services
- Design a suite of supporting guidance information and best practice to support successful adoption
- Launch the draft tools at the TSA Annual Conference in October 2019 to members for consultation
- Consult with members for feedback and optimise proposals (as appropriate)
- Incorporate the tool and principles into the Quality Standards Framework
- Define quality measures to establish the effectiveness of the tool and outcome realisation
- Develop training support tools to enable members to embed the principles within their services
- Principles will incorporate sector best practice

Principles

TEC Monitoring Services are not Fire specialists

The role of a TEC Monitoring service is to conduct an initial assessment and coordinate an appropriate response in time of need

The guidance in BS8591 to take precedence at all times

If the call handler is in any doubt of the severity / criticality of the situation emergency services must be contacted

Data sharing and consent must be compliant with General Data Protection Regulation (GDPR)

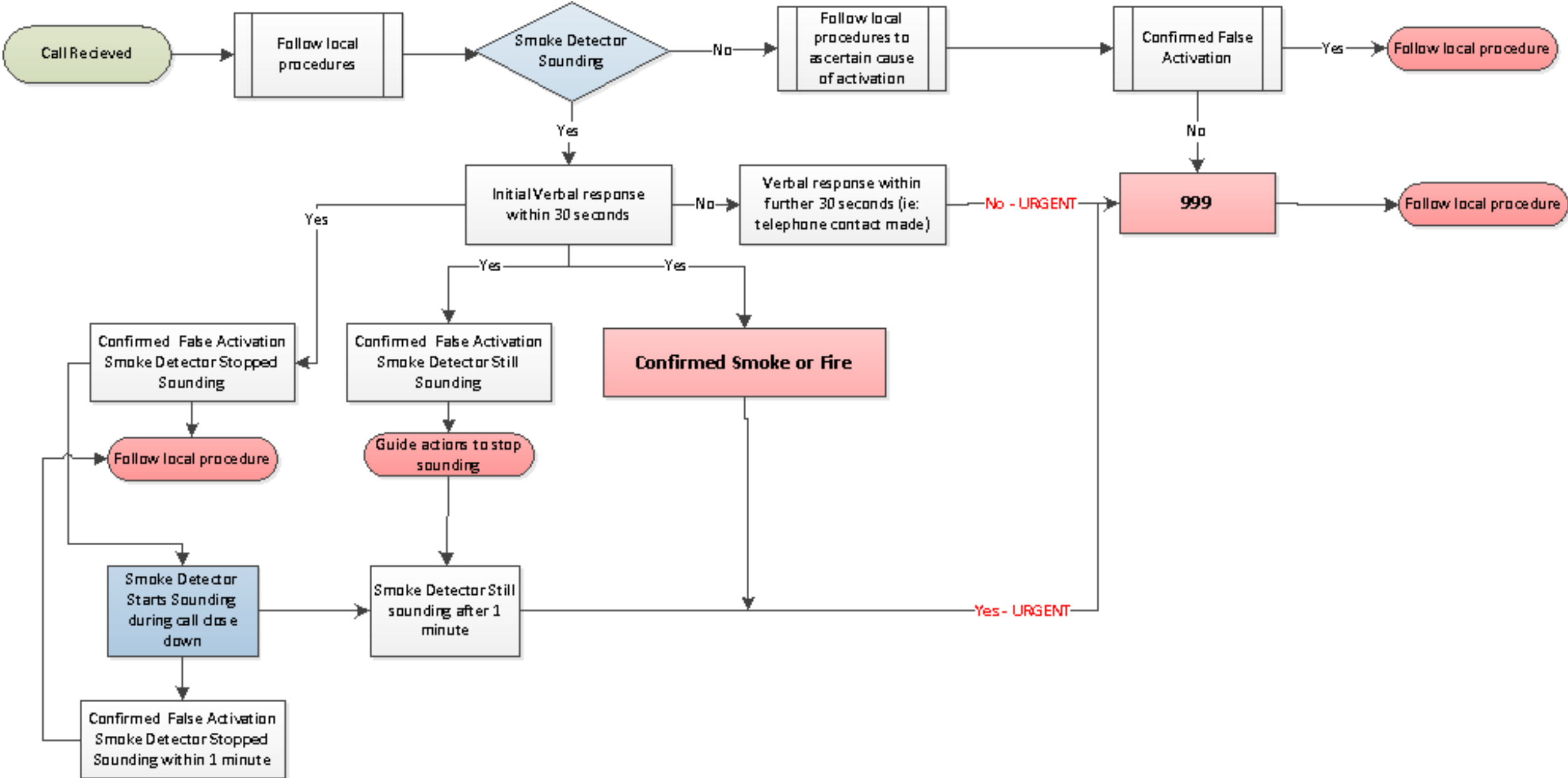
Good practices must be in place within each service to ensure data held is up to date and correct

The process must be linked to the QSF with best practice and minimum criteria for auditing

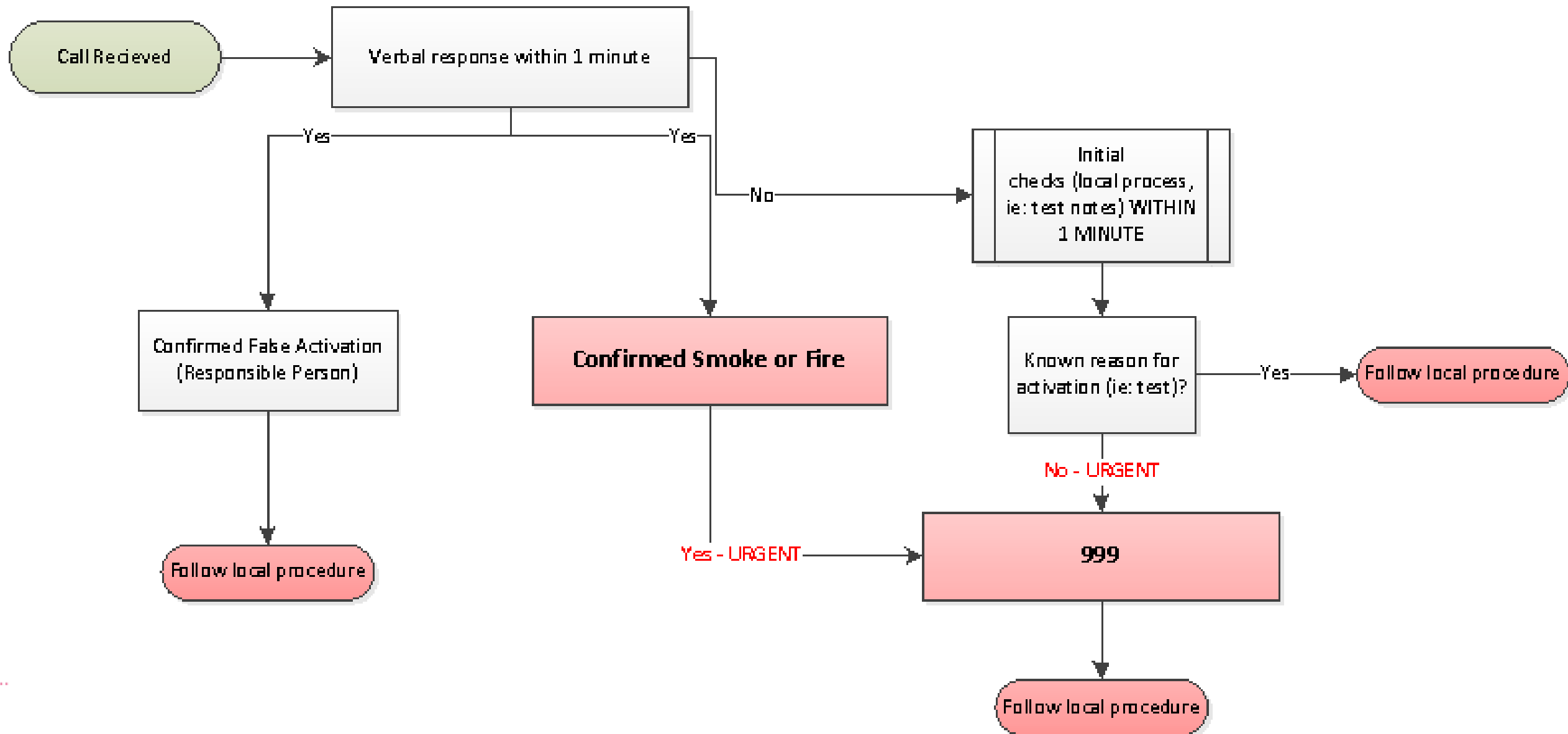




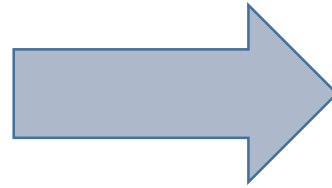
Smoke Detector Call – Residential Property



Fire Panel Activation– Residential Property



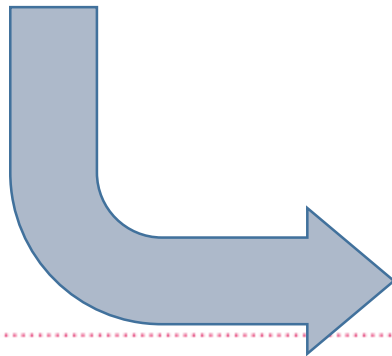
What Next



Build a comprehensive tool to roll out nationally

What are the measures of excellence

How do we ensure that the triage tool is at the very core of each centre's call handling



Ambulance Triage Toolkit



Ambulance Control Team Leader to Appello Team Leader



Principles

TEC Monitoring Services are not medical triage specialists

Toolkits must be simple to understand, utilise and embed to ensure they are effective

TEC monitoring centres are not CQC registered and cannot provide CQC regulated activity

If the call handler is in any doubt of the severity / criticality of the situation emergency services must be contacted

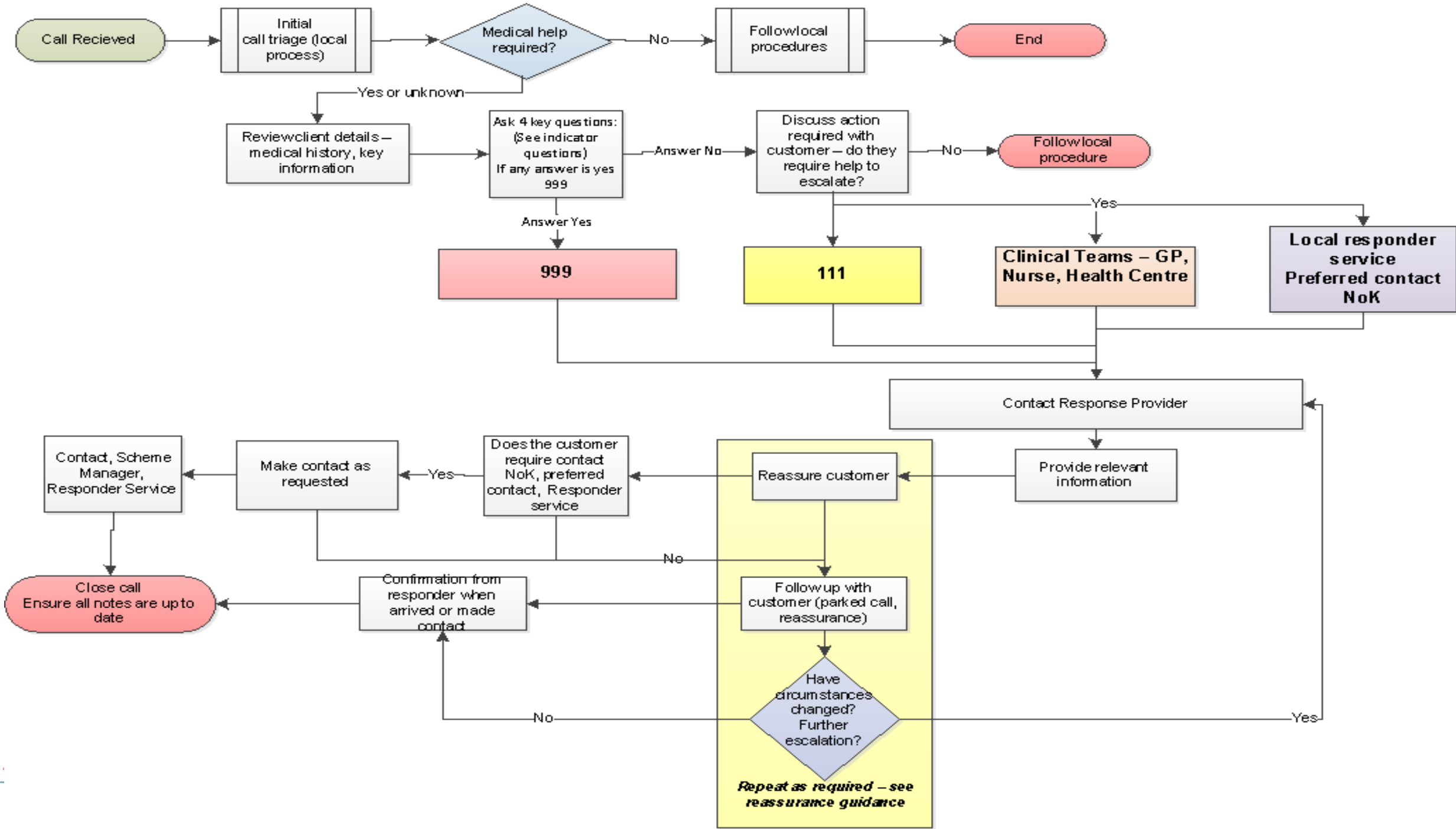
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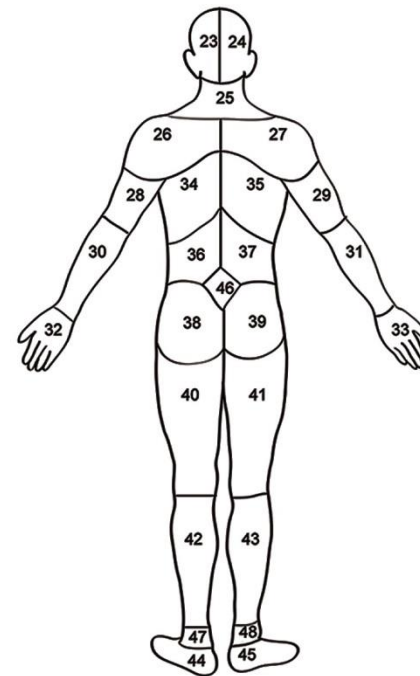
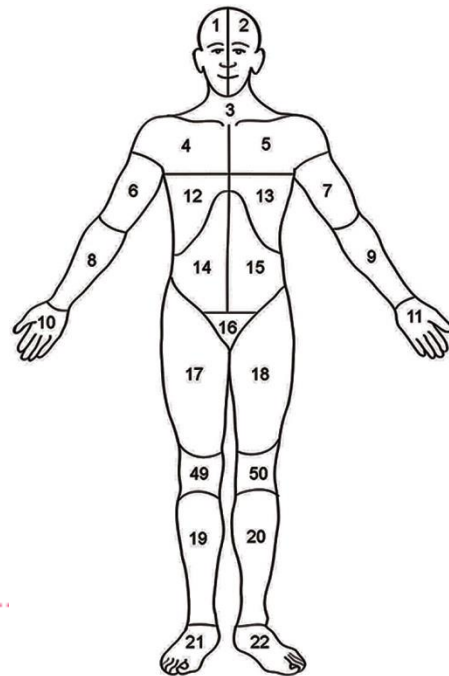
Escalation Indicators

Is the person breathing and conscious?

Have they been bleeding any red blood heavily in the last 2 hours?

Is the persons breathing abnormal for them?

Can you tell me exactly what has happened?



Call to Action



- Do you want to join the working group?
- Please feedback thoughts – the good, bad and ugly!!
- What are our Measures of Excellence
- Best Practice Examples



Questions

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Answers

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TEC
Quality

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Next Steps

- Consult and finalise development of the Triage Tools
- Sign off with NFCC and AACE
- Trial with selected TEC, Ambulance and Fire Services
- Review results
- Impartiality Committee sign-off
- Implement within QSF





Final Questions?

