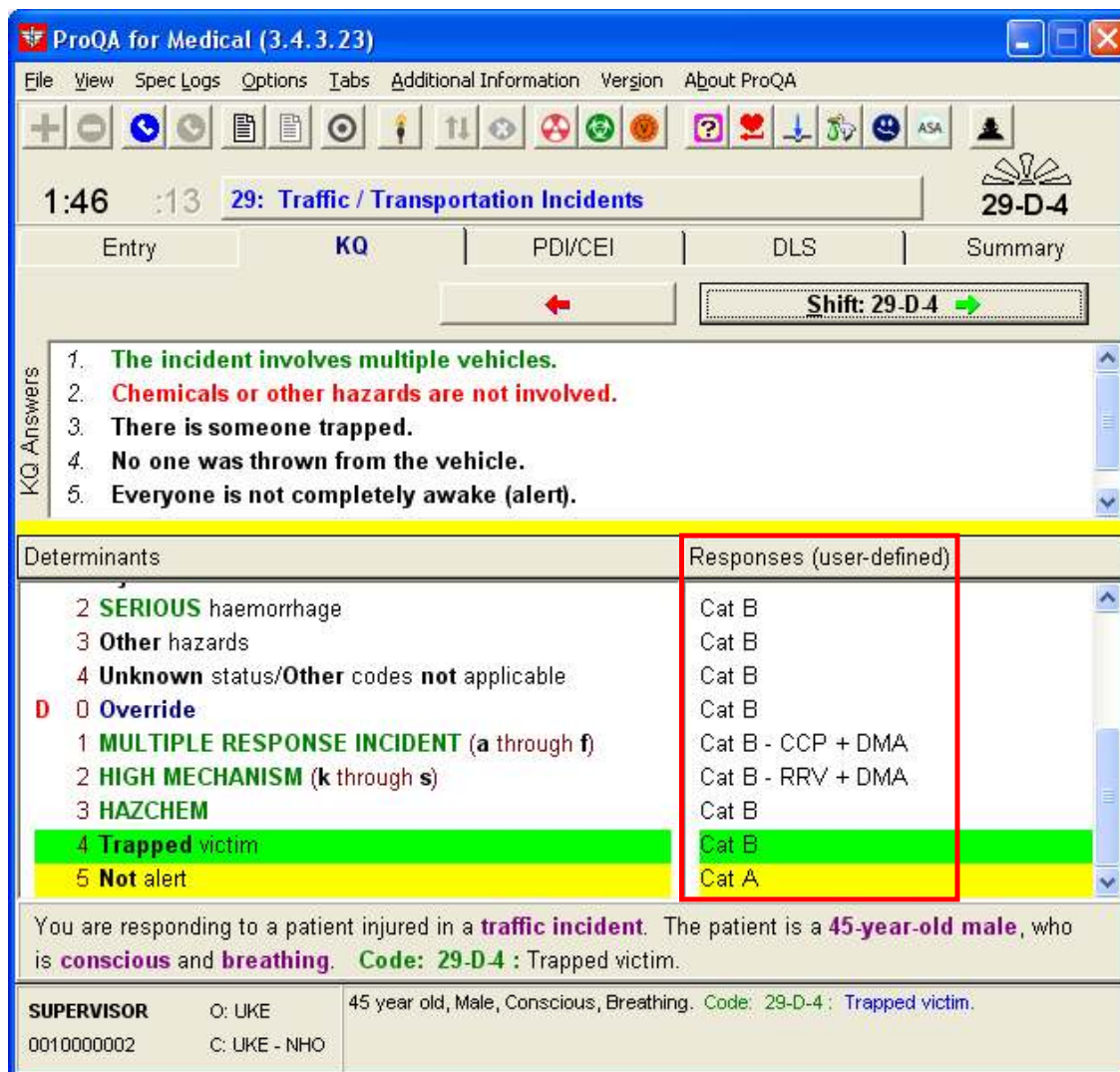


## ProQA and the critical “shift” function

The unified call taking process of the MPDS allows informed decisions to be made about resource allocation. These decisions are made within the users’ agency; not by the MPDS or ProQA. ProQA offers the “Response Configuration Utility,” used to enter the locally defined response configuration assigned to each MPDS dispatch code. Each agency can pre-populate the ProQA software with their responses, categories or targets:



The screenshot shows the ProQA for Medical (3.4.3.23) interface. The top menu includes File, View, Spec Logs, Options, Tabs, Additional Information, Version, and About ProQA. The main display area shows a time of 1:46 and a dispatch code of 29-D-4 for Traffic / Transportation Incidents. A 'Shift: 29-D-4' button is visible. Below this, a list of 'KQ Answers' is shown:

1. **The incident involves multiple vehicles.**
2. **Chemicals or other hazards are not involved.**
3. **There is someone trapped.**
4. **No one was thrown from the vehicle.**
5. **Everyone is not completely awake (alert).**

The interface is divided into two main sections: Determinants and Responses (user-defined). The Determinants section lists various codes and their corresponding responses:

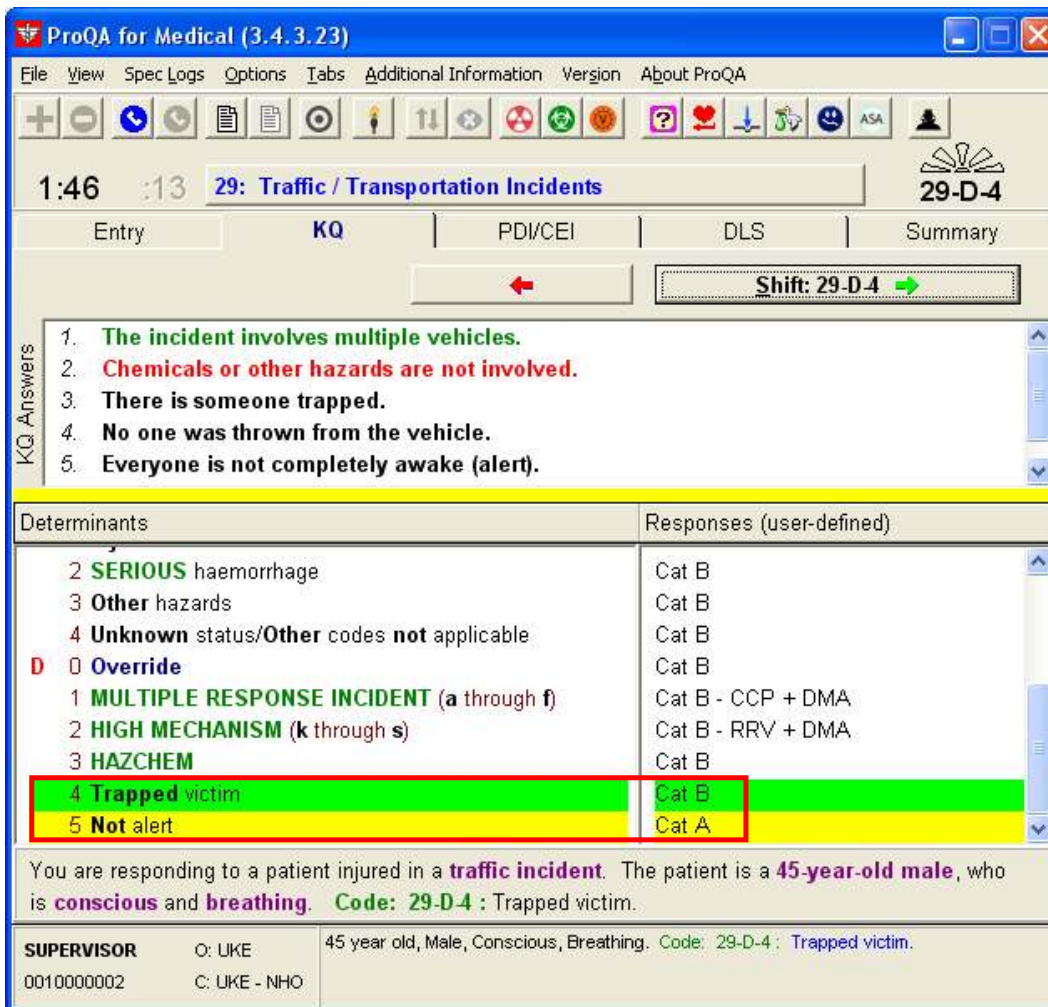
Determinants	Responses (user-defined)
2 <b>SERIOUS</b> haemorrhage	Cat B
3 <b>Other</b> hazards	Cat B
4 <b>Unknown</b> status/ <b>Other</b> codes <b>not</b> applicable	Cat B
<b>D</b> 0 <b>Override</b>	Cat B
1 <b>MULTIPLE RESPONSE INCIDENT</b> (a through f)	Cat B - CCP + DMA
2 <b>HIGH MECHANISM</b> (k through s)	Cat B - RRV + DMA
3 <b>HAZCHEM</b>	Cat B
4 <b>Trapped</b> victim	Cat B
5 <b>Not</b> alert	Cat A

Below the table, a summary text reads: "You are responding to a patient injured in a **traffic incident**. The patient is a **45-year-old male**, who is **conscious** and **breathing**. Code: 29-D-4 : Trapped victim."

The bottom section shows supervisor information:

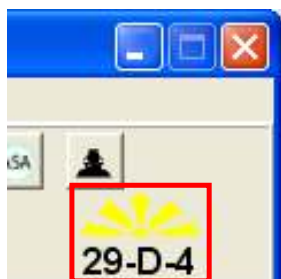
<b>SUPERVISOR</b>	O: LUKE	45 year old, Male, Conscious, Breathing. Code: 29-D-4 : Trapped victim.
0010000002	C: LUKE - NHO	

The MPDS gathers all the relevant information and then determines the correct level of Determinant Code. If more than one code applies within that level the MPDS will offer a “shift”. This is a critical function of the software, allowing the EMD to choose the most **appropriate** determinant descriptor:



The “shift” function has been available in the software since version 2 (over 15 years). In the above example, the EMD can choose between a 29D04 or 29D05 as the patient has experienced all three. Shifting should not be confused with “overriding” where the EMD can choose to assign a **higher level** of response than ProQA makes available.

The Shift is so important, that if the additional code becomes available after the initial send, the flasher above the code in the upper right of the software will change to the color yellow and start flashing, alerting the EMD that there are additional codes to be evaluated:



Further information on the “shift” function can be found in the ProQA user guide - [http://www.prioritydispatch.net/support/pdf/ProQA\\_User\\_Guide.pdf](http://www.prioritydispatch.net/support/pdf/ProQA_User_Guide.pdf) and by contacting the UK office on 0808 2344896 or by email: [enquiries@prioritydispatch.co.uk](mailto:enquiries@prioritydispatch.co.uk)



ProQA Response Configuration (3.4.2.9)

File View Chief Complaint Options

SUPERVISOR

Default responses

- Abdominal Pain / Problems (1)
- Allergies (Reactions) / Envenomations (Stings, Bites) (2)
- Animal Bites / Attacks (3)
- Assault / Sexual Assault (4)
- Back Pain (Non-Traumatic or Non-Recent Trauma) (5)
- Breathing Problems (6)
- Burns (Scalds) / Explosion (7)
- Carbon Monoxide / Inhalation / HAZCHEM (8)
- Cardiac or Respiratory Arrest / Death (9)
- Chest Pain (Non-Traumatic) (10)
- Choking (11)
- Convulsions / Fitting (12)
- Diabetic Problems (13)
- Drowning (Near) / Diving / SCUBA Accident (14)
- Electrocution / Lightning (15)
- Eye Problems / Injuries (16)**
- Falls (17)
- Headache (18)
- Heart Problems / A.I.C.D. (19)
- Heat / Cold Exposure (20)
- Haemorrhage / Lacerations (21)
- Inaccessible Incident / Other Entrapments (Non-Vehicle) (22)
- Overdose / Poisoning (Ingestion) (23)
- Pregnancy / Childbirth / Miscarriage (24)
- Psychiatric / Abnormal Behaviour / Suicide Attempt (25)
- Sick Person (Specific Diagnosis) (26)
- Stab / Gunshot / Penetrating Trauma (27)
- Stroke (CVA) (28)
- Traffic / Transportation Accidents (29)
- Traumatic Injuries (Specific) (30)
- Unconscious / Fainting (Near) (31)
- Unknown Problem (Collapse -- 3rd Party) (32)
- Transfer / Interfacility / Palliative Care (33)
- ACN (Automatic Crash Notification) (34)
- Health Care Professional Admission (35)
- Pandemic Flu (Officially Announced) (36)

Determinants	Condition codes	Responses	CAD codes
O 1	16O01	Ambulance,EMD	16O01
2	16O02	Helicopter,advanced EMD	16O02
A 0	16A00	Community responder	16A00
1	16A01	Ambulance Hot running	16A01
B 0	16B00	Ambulance normal running	16B00
1	16B01	Advanced EMD on Bike	16B01
D 0	16D00	Ambulance full Crew	16D00
1	16D01	Ambulance light Crew	16D01

4. This displays in ProQA on the Determinants/suffixes tab while going through call.

ProQA for Medical (3.4.3.11)

File View Spec Logs Options Tabs Additional Information Version About ProQA

16: Eye Problems / Injuries

Entry KQ PDI/CEI DLS Summary

1. Is he completely awake (alert)?

Caller Statement: eye problem

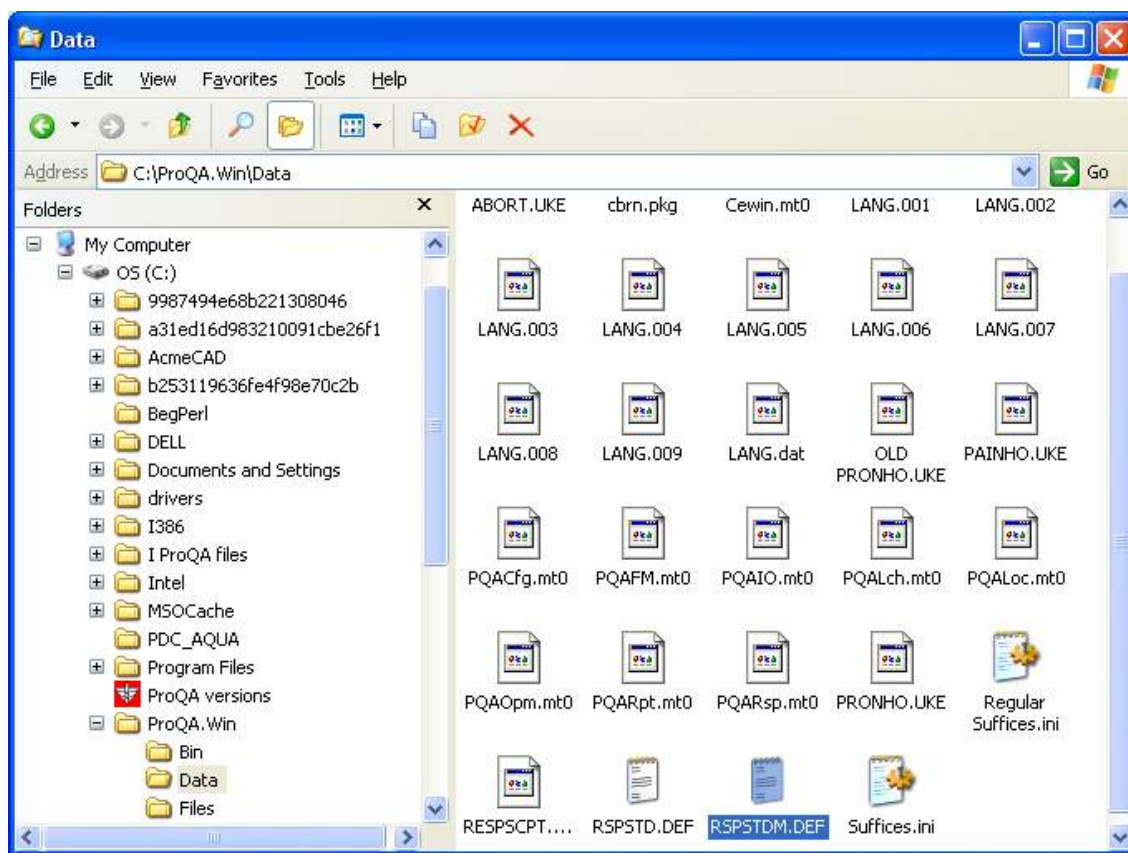
Yes  
No  
Unknown

Determinants	Responses (user-defined)
O 1 MINOR eye injuries	Ambulance,EMD
2 MEDICAL eye problems	Helicopter,advanced EMD
A 0 Override	Community responder
1 MODERATE eye injuries	Ambulance Hot running
B 0 Override	Ambulance normal running
1 SEVERE eye injuries	Advanced EMD on Bike
D 0 Override	Ambulance full Crew
1 Not alert	Ambulance light Crew

Question Answers Determinants/Suffixes Det. Codes Additional Information

SUPERVISOR O: UKE 45 year old, Male, Conscious, Breathing.  
0008000051 C: UKE - NHO test address, 555656565656

5. The Response code table is held on all machines that have ProQA loaded. To ensure all are up to date, upgrade and test one machine, then copy the response code file (RSPSTDM.DEF) to all the others. Check each machine to ensure the response codes have changed.



Further information on the Response Configuration Utility can be found on the ftp side and in the ProQA user guide - [http://www.prioritydispatch.net/support/pdf/ProQA\\_User\\_Guide.pdf](http://www.prioritydispatch.net/support/pdf/ProQA_User_Guide.pdf) and also by contacting the UK office on 0808 2344896 or by email: [enquiries@prioritydispatch.co.uk](mailto:enquiries@prioritydispatch.co.uk)