

QA  
GUIDE

AQUA

Priority  
Dispatch



 **FPDS**<sup>®</sup>

**FIRE PRIORITY DISPATCH SYSTEM™**

# **FPDS**

**Fire Priority Dispatch System**

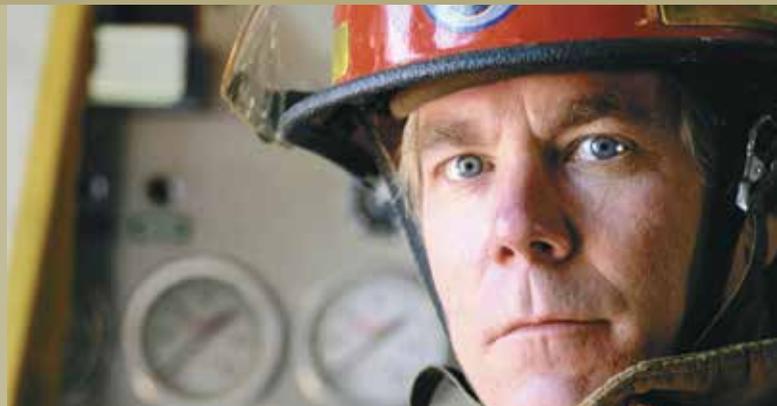
# GET THE RIGHT INFORMATION

AT THE RIGHT TIME TO THE RIGHT PEOPLE EVERY CALL

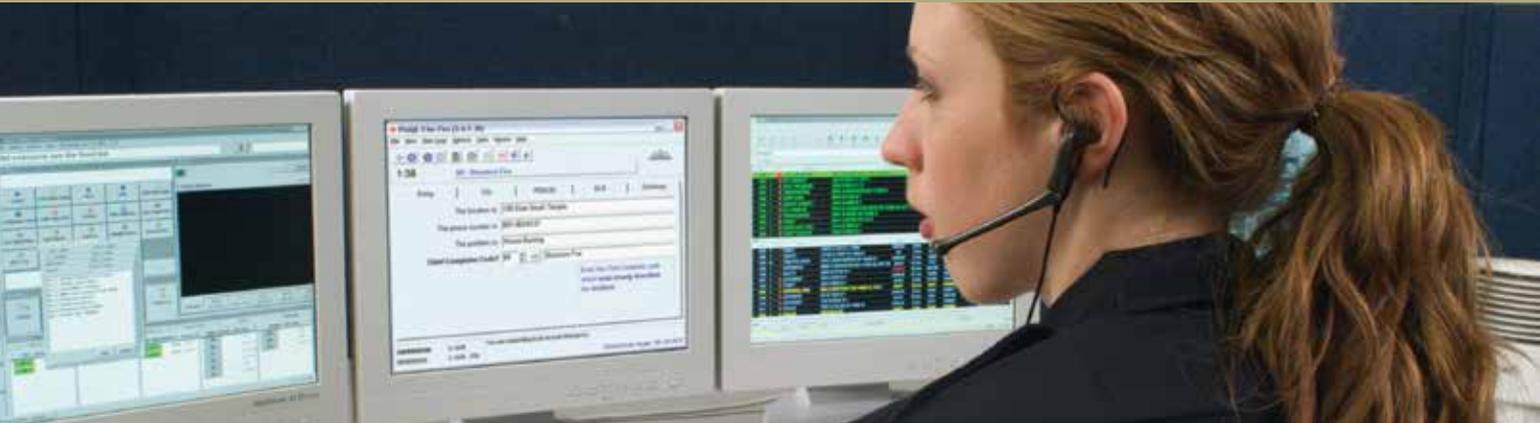


**“Information is the reduction of uncertainty.”**

ProQA<sup>®</sup> Paramount Dispatch Software—reducing uncertainty since 1987.



**“I’m in a burning building. Please help me, I’m going to die!”** This woman lay trapped in her office building but was able to provide the dispatcher the necessary information to effect her rescue. Unfortunately, the responders arrived too late. Her family sued the city, citing the dispatcher’s failure to provide her with the necessary information and instructions to protect herself from serious injury and death. The city responded simply: No pre-arrival instructions exist for someone trapped in a burning building ... until now. Cases like this one and millions of others are why the FPDS is the most widely used and respected calltaking protocol worldwide. Shouldn’t you be using it?



### Features of the Fire Priority Dispatch System include:

- **Use of a Case Entry system:** The FPDS Protocol provides a standardized method for answering each call. Event location and callback numbers are verified and the appropriate Chief Complaint is selected.
- **Identification and ordering of Key Questions:** The protocol identifies and prompts the dispatcher to ask the right questions for each Chief Complaint. The questions and information are logically ordered with scene safety first, followed by other essential information.
- **Logic-based selection of Response Determinants:** Recommendations for response codes are driven by on-scene event information provided by the caller. The response codes ensure that calls are triaged according to designated agency-defined response policy.
- **Provides Pre-Arrival Instructions for life-threatening situations:** Based on the information provided by the caller, the protocol helps calltakers recognize specific, life-threatening situations such as HAZMAT, sinking vehicle, trapped in a fire, and others that can benefit from a Zero-Minute Response. In these incidents, the protocol prompts the calltaker to give easy-to-follow, step-by-step Pre-Arrival Instructions to the caller to support life until field responders arrive.
- **Provides Post-Dispatch Instructions for callers and calltakers:** These important instructions help the calltaker direct the caller to improve scene safety and the effectiveness of the overall response, while providing direction to the calltaker in sending notification to additional agencies.



**“The FPDS,  
with its intensive training courses,  
allows us to send  
the appropriate response  
to every call.”**

**– Battalion Chief Kriss Garcia**  
SALT LAKE CITY FIRE DEPARTMENT

## TRAINING

### **EFD Certification Course**

Provides 24 hours of the best fire dispatch training on the planet. Students will receive background information related to calltaking and dispatch functions including in-depth, hands-on practice with the International Academies of Emergency Dispatch® (IAED™) protocol in preparation for immediate on-line use. This training is applicable for dispatch personnel, supervisors, and communication center managers.

### **EFD-Q™ Certification Course**

This 16-hour course highlights the essential principles of case review for FPDS calls. This training is applicable for supervisors and communication center managers and essential for all quality improvement personnel. This certification, when combined with AQUA® Evolution quality improvement software, can dramatically cut the time spent on case review. On-location software training is available, providing the intensive hands-on experience needed for quick results.

### **EFD Leadership Training**

A one-day seminar that provides managers and supervisors with the concepts, theory, and best practices they need to make important decisions about improving and maintaining the vital processes of their respective communication centers.

## **BENEFITS OF THE FPDS INCLUDE:**

**ESTABLISHMENT OF A UNIFIED STANDARD** helps ensure that each caller receives comparable levels of service regardless of the Chief Fire Complaint or the calltaker's experience. A unified standard also facilitates quality improvement procedures because each dispatcher's performance is objectively evaluated.

**SAFE PRIORITIZATION OF RESPONSES** enables agencies to triage responses according to the seriousness of the incident and local needs. This process maximizes resource utility while minimizing the potential for emergency fire vehicle collisions and resource depletion.

**CERTIFICATION OF EMERGENCY FIRE DISPATCHERS (EFDs)** builds confidence in the community and efficiency in the communication center. Appropriate training always provides the highest level of return when using the FPDS.

**QUALITY IMPROVEMENT PROCEDURES** measure individual performance against a defined standard. QI ensures a high standard of service for every call regardless of any variable in the calltaker's experience.

**REDUCTION OF LIABILITY** results when agencies work from a recognized standard of best practices, prioritize responses, certify calltakers, and maintain a robust QI program. All of this is available through the use of FPDS, which provides the most complete package in liability protection for fire dispatch.

**ACCREDITED CENTER OF EXCELLENCE** recognition is achieved by maintaining the highest level of excellence at the dispatch and communication center operations levels. This accreditation by the International Academies of Emergency Dispatch is only given to the very best communication centers and ensures their communities that they are receiving the best possible emergency services.



## SOFTWARE

**ProQA Paramount Dispatch Software** integrates the power of the IAED protocols with today's critical computer technologies. It helps emergency dispatchers move smoothly through Case Entry and Key Questioning, assisting calltakers in quickly determining the appropriate response code for each case and clearly displaying the response configuration specifically assigned to the code by their local agency authorities. ProQA Paramount then guides calltakers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.

**AQUA Evolution Quality Improvement Software** automates the entire emergency dispatch case review process for your quality improvement (QI) staff. Everything from data entry, compliance scoring, record keeping, reporting, and more can be done quickly and accurately. AQUA Evolution helps you quantify that the emergency calltakers in your agency are providing quality service in compliance with all standards established by the International Academies of Emergency Dispatch. Pinpoint specific training needs and liability risks and document your continuous improvement efforts. In today's world, public safety agencies simply must have a defensible quality improvement program to help protect them from liability lawsuits. AQUA Evolution is a powerful tool that helps you meet this need with minimal commitments of time and personnel.

**Software Training** offered by Priority Dispatch Corp.™ provides an excellent hands-on experience with ProQA Paramount and AQUA Evolution software. This course is designed for both communication center managers and emergency dispatchers.

**The Extended Service Plan (ESP)** is a must for all ProQA Paramount and AQUA Evolution users who want to stay at the forefront of the protocol system. An extended 12 months of access to technical support is included. ESP guarantees free updates to your current version and discounts on future versions of software.

**Technical Support** is available in a variety of options allowing you maximum flexibility. We provide outstanding advanced technical support for all of our software products. The friendly and knowledgeable technical support staff can be reached via phone and email. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help you every step of the way.

[technical.support@prioritydispatch.net](mailto:technical.support@prioritydispatch.net)

[www.prioritydispatch.net/support](http://www.prioritydispatch.net/support)

1-800-363-9127 or 801-363-9127

## CARDSETS

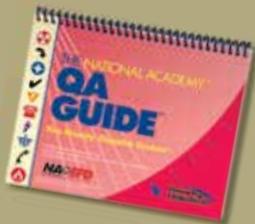
The cardset delivers the FPDS in a durable 18" x 10" flip file format with individual protective card pockets. Cardsets allow dispatchers to quickly move through Case Entry and Key Questioning. Determinants clearly display the response configuration specifically assigned to the code by local agency authorities. Additional Information and Pre-Arrival and Post-Dispatch Instruction cards are clearly linked and easy to access, as well as important case completion and DLS information.



## QUALITY IMPROVEMENT

**AQUA Evolution Quality Improvement Software** automates the entire emergency dispatch case review process, assisting with everything from data entry, compliance scoring, record keeping, reporting, and more. It provides a defendable QI program that pinpoints and documents QI needs and areas for improvement.

**The EFD-Q Course** is the first comprehensive QI training course designed specifically for EFD centers. This in-depth, hands-on training course is designed to help you establish an effective QI process using your in-house experts to do a professional review of your center's emergency dispatch cases.



**The QA Guide™** is a spiral-bound 7 1/2" x 5 3/4" full-color flip book that provides communication supervisors, managers, and QI officers easy access to the protocols. Essential for case review and dispatch performance evaluation, it is the perfect companion for AQUA Evolution QI software.

**The Case Evaluation Pad** provides the form QI officers use for consistent case review when evaluating emergency dispatcher performance. The completed Case Evaluation form becomes the official Case Evaluation Record. Written to correlate with the Fire Protocol, this 8 1/2" x 11" notepad has 50 sheets and an easy-tear spine.



## SUPPORT PRODUCTS



**The Field Responder Guide™** provides a response code interpretation reference for field use on-line during responses and for completing incident reports. This spiral-bound 5" x 3" flip book has a waterproof, tearproof cover and convenient incident tabs.

**The Case Entry Pad** provides a convenient format for taking case notes during training or on-line dispatching. Written in protocol format, this 5 1/2" by 8 1/2" notepad has 100 sheets and an easy-tear spine.



**Continuing Dispatch Education CDs** provide interactive multimedia lessons focused on the protocol Chief Complaints. These lessons are great training tools and each one counts as two hours of Continuing Dispatch Education credit for recertification.

[WWW.PRIORITYDISPATCH.NET](http://WWW.PRIORITYDISPATCH.NET)



FOR ADDITIONAL INFORMATION PLEASE VISIT OUR WEBSITE.



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