

Experiences and Learnings from Mutual Dispatch at Fire Departments

Resuscitation Academy II
October 29, 2018

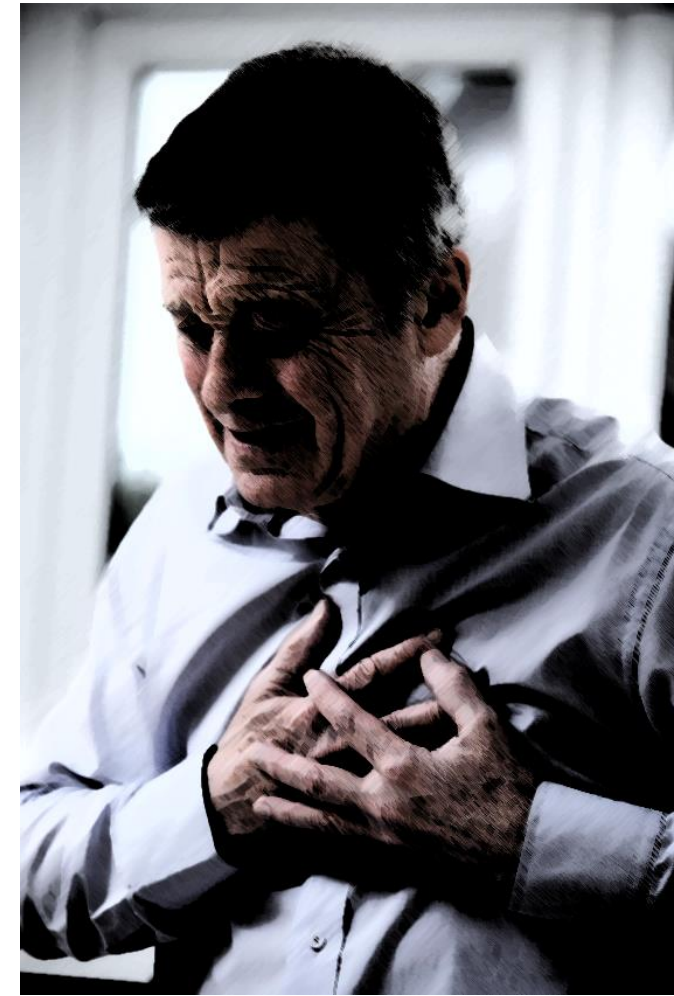
■ ■ Background for First Responder Capacity

Start up:

- Project initiated in mid-Q2 2017 with the aim of establishing a First Responder Capacity to counter cardiac arrest.

Our purpose:

- Optimal use of resources and competences between FRS and EMS to provide quick and effective help and treatment to the citizens of the Metropolitan area.



In the Copenhagen Metropolitan area there are approximately **700 cardiac arrests** per year

(source the Emergency Medical Services)





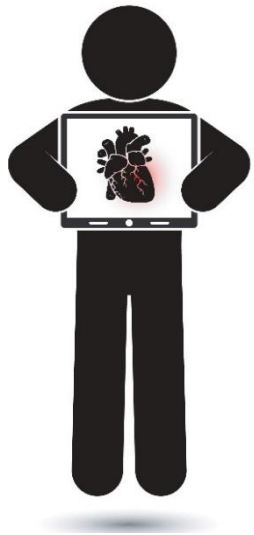
Starting points for us to join

- We want to support efforts to reducing the number of deaths following cardiac arrests.
- We want to support daily cooperation between the FRS and EMS in order to improve cooperation in crisis situations.





Starting points for us to join



- Our firefighters have the necessary skills to provide basic first aid treatment.
- All of our firefighters have completed additional special First Responder training during the fall of 2017.
- We consider the ability to handle mass casualty as an important FRS capacity as well.

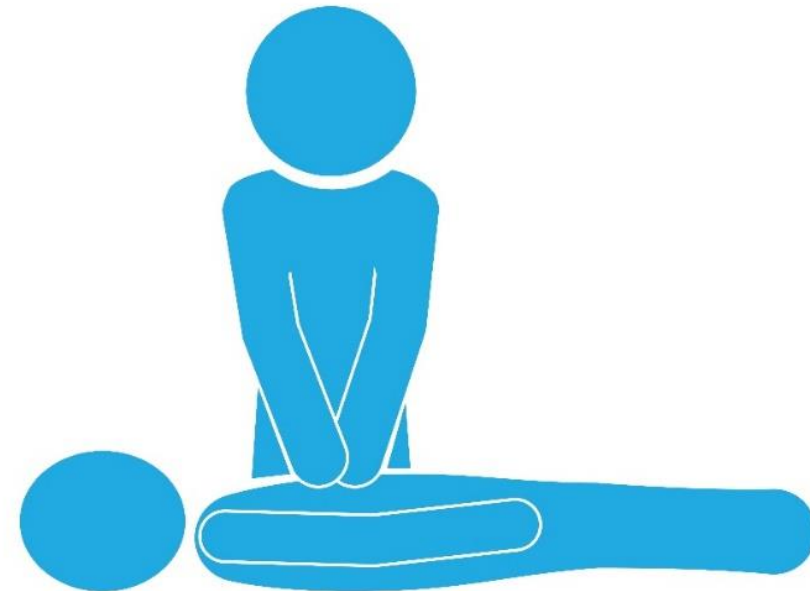
■ ■ Starting points for us to join ...

- The First Responder Capacity supports our firefighters' First Responder skills in addition to the overall basic training.
- Many of our firefighters already have emergency medical skills and experience from the ambulance service, either from previous employment or through our 8/4 rotation scheme.
- Has defibrillators, first aid equipment and further emergency handling equipment on all operational vehicles.



■ ■ Principles and solutions
for implementing the
First Responder capacity

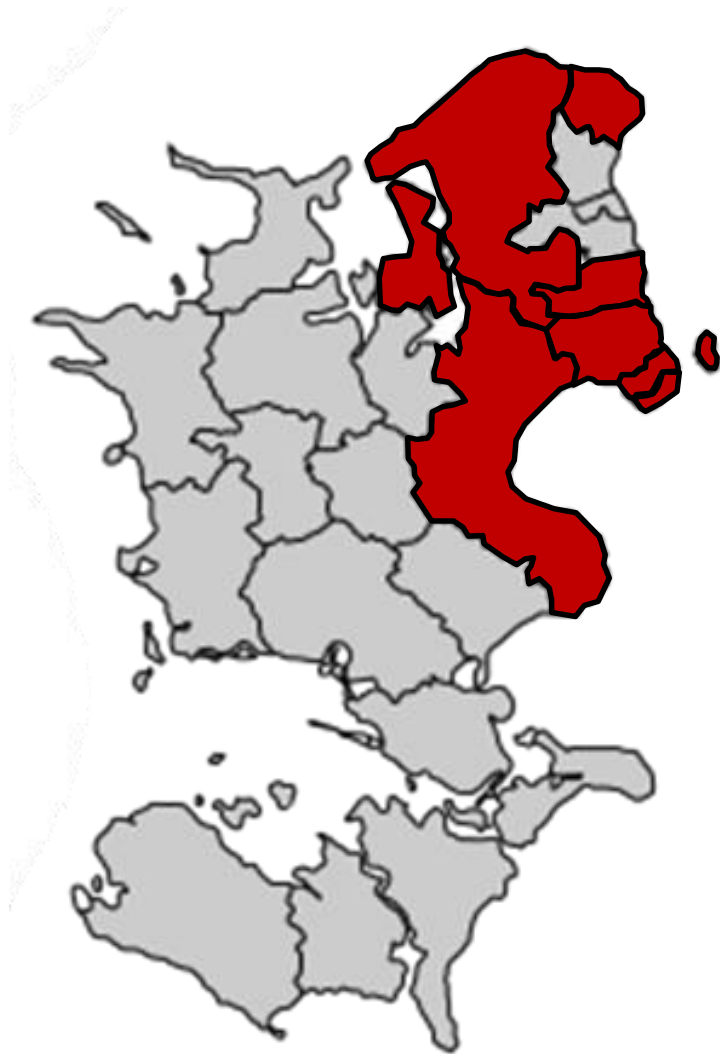
June 6, 2018





The primary task for the FRS Joint Dispatch Center are to manage all FRS operations and support the command structure.

- FRS Joint Dispatch Center dispatches our First Responders for cardiac arrests - upon Request by the EMS Dispatch Center for the Metropolitan area.



The Fire and Rescue Services Joint Dispatch Center

- Frederiksborg Brand og Redning
- Helsingør Brandvæsen
- Beredskab Øst
- Østsjællandss Beredskab
- Tårnby Brandvæsen
- Hovedstadens Beredskab



- Covers approx. 1.9 mill. inhabitants = 33% of the population in DK
- Dispatches more than 40% of all FRS turnouts in DK
- 36 Fire Stations



The First Responder Capacity includes the Greater Copenhagen Fire Department, Fire Brigade East (Beredskab Øst), and Tårnby Fire Brigade

- Together we cover 14 municipalities, also known as the Copenhagen Metropolitan area
- 1,23 mio. Inhabitants (approx. 22 % of the population in DK)

The three Copenhagen Metropolitan area **FRS** have a total of **14 stations** manned 24/7 365 days a year.

and **62 defibrillators** on operational vehicles operating in First Responder Capacity.

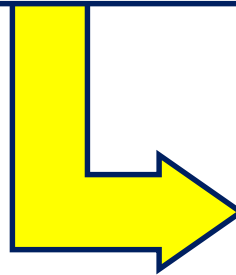
In addition, all firefighters are **trained in providing life-saving first aid**.



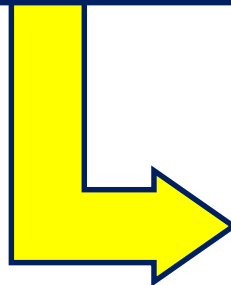
In order to facilitate the **fastest possible response** to an incident, the request for First Responder support between the two involved dispatch centers is automated



Emergency Medical Dispatch Center suspects a cardiac arrest is in progress, and a request is automatically sent to GCFD's dispatch center.



If, GPS signals of the emergency vehicles determine that a fire department unit has a better ETA than the assigned ambulance, GCFD's dispatch center is notified to assign the vehicle to the incident.

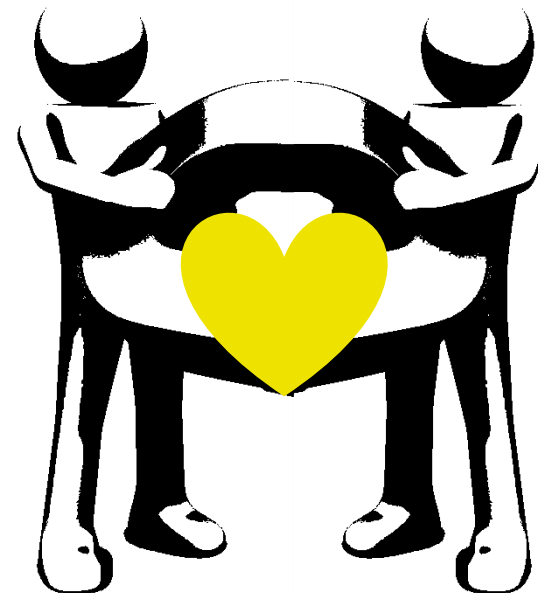


The request to determine if a First Responder unit can respond faster than the assigned ambulance is handled within 1-2 seconds.

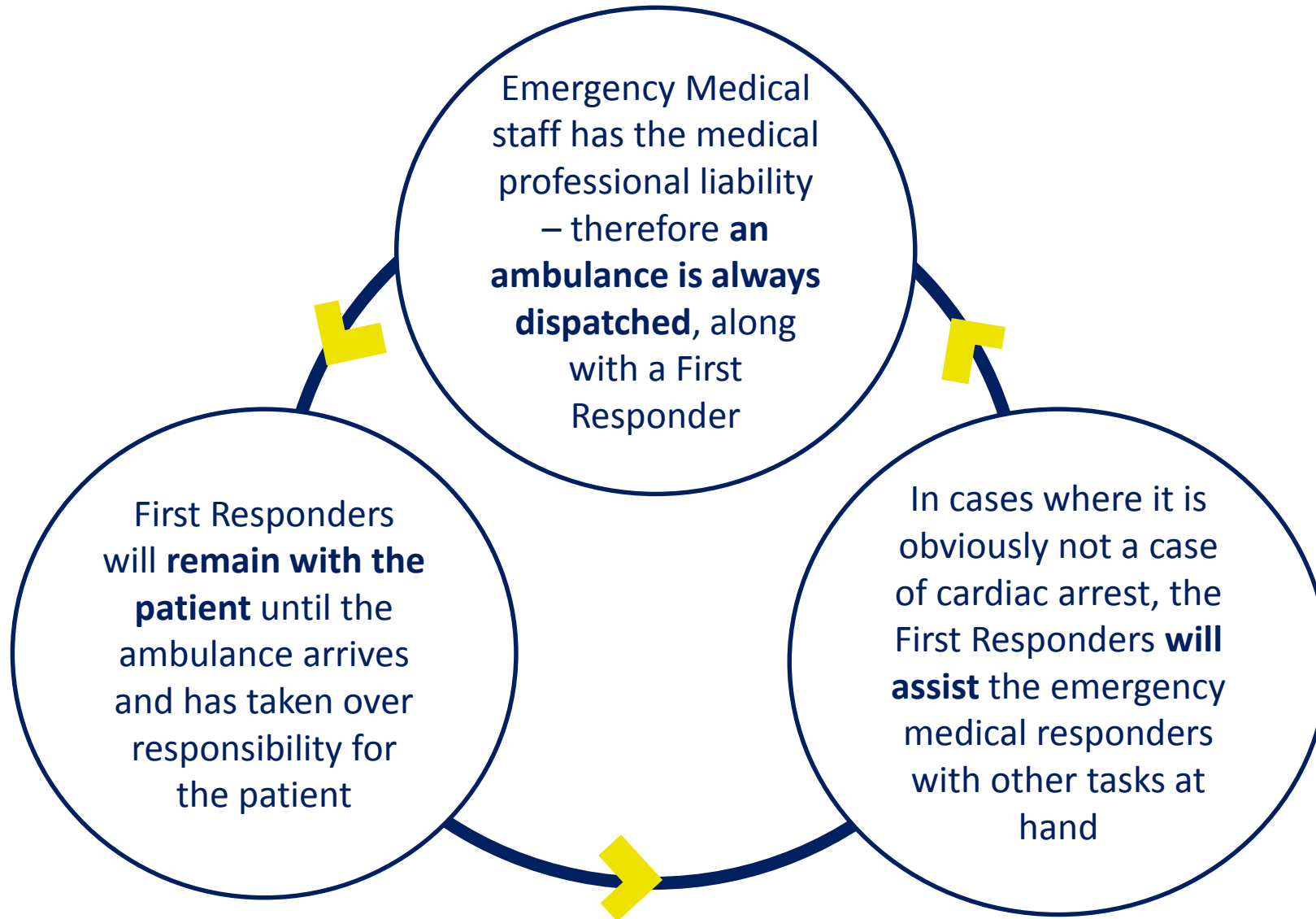


In accordance with the aim of reducing the number of deaths following cardiac arrests, certain **restrictions were implemented**

- First Responders are only dispatched if the automated dispatch system determines **a faster response time** for the First Responders (than the assigned ambulance).
- In order for a First Responder unit to have operational status, a minimum of **two persons** must be operating the vehicle.



Our citizens should experience an **improved service**:



The Fire Brigade East/Beredskab Øst and Tårnby Fire Brigade/Tårnby Brandvæsen from the Metropolitan area have joined the First Responder Capacity.

Agreement was signed and in effect June 6, 2018.

- All Fire Brigades are individually responsible for training of own personnel in accordance with guidelines provided by the Emergency Medical Services.
- Both Fire Brigades are already dispatched by FRS Joint Dispatch Center and the same technical solution applies for all First Responders dispatched by FRS Joint Dispatch Center.
- A one year trial period for the First Responder Capacity was agreed with a formal evaluation to follow in order to measure the effect of the capacity.



Preliminary Experiences

- Positive feedback from our firefighters. Professionally it makes sense for them to act as First Responders.
- By the 25th October 2018, the Greater Copenhagen Fire Department Dispatch Center has dispatched First Responders on 25 of the total 59 incidents (43%).
- On single occasion, an ambulance arrived first on scene even though a First Responder was dispatched.
- On single occasion, it was apparent on arrival that the cases did not involve a cardiac arrest. If this was the case, the First Responders stayed on and assisted the ambulance staff.
- The First Responder Capacity is still in its initial stage, and ongoing adjustments are made.
- It is currently under consideration to make adjustments per January 1, 2019, so that a First Responder is dispatched regardless of ETA (within a yet to be decided margin).



First Responder calls between June 7-October 25



**Calls accepted and
First Responder
dispatched**

25

17 arrived within scheduled ETA

8 exceeded scheduled ETA (due to
traffic congestions)



**Calls rejected and
Ambulance dispatched,
since they would be first
to arrive**

34



First Responder - Story of success

On October 8, the crew at Glostrup Fire Station was dispatched as First Responders to a private home in the metropolitan area.

On the spot they performed lifesaving CPR and the person suffering from cardiac arrest came back to life -before the ambulance arrived.

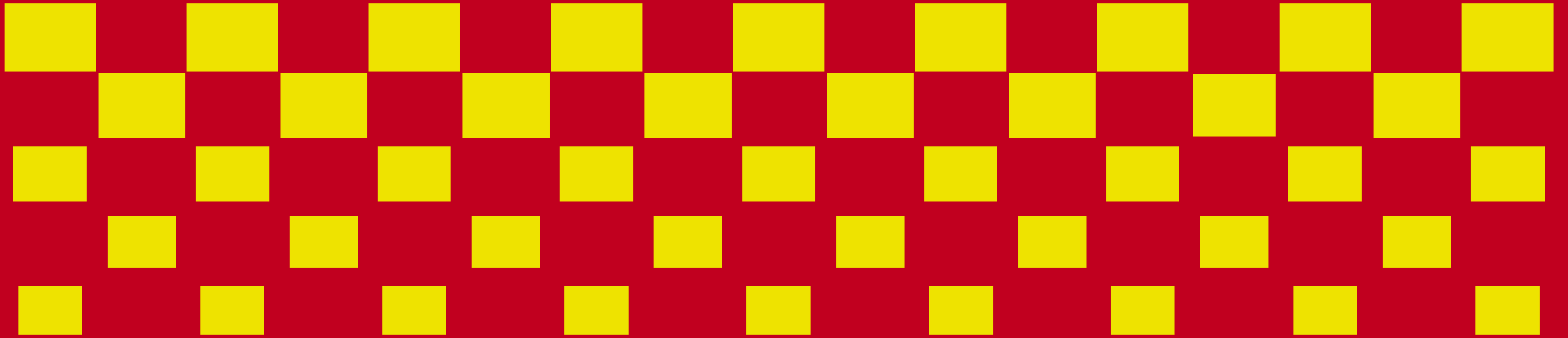
They were happy to surrender the patient to the ambulance crew



Working together as a team

- We save lives • The most essential part of community response

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Questions ?