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6th COVID-19 Webinar

A National Conversation: Part 2

We're taking a virtual role call today for those on the WebEx.
Please use the "Chat" window on the right to enter your:
Name, Agency Name, and # of people joining from your location.
Please send chat messages to "All Panelists"

In association with

**FIRST
WATCH**

Helping the Helpers

Please mute your phone

- All attendees are automatically muted by WebEx, but **we recommend muting your phone on your end**, as sometimes we unmute everyone on the WebEx side to anyone who wants to speak, and if you have background noise it will limit everyone's ability to share.

Thank You!



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Facilitator:



Kyle Sereda

Chief

Moose Jaw & District EMS

ksereda@moosejawems.ca

In association with



Paramedic Chiefs of Canada COVID-19 “Coronavirus” International Teleconference



Cisco WebEx Training Center - How to ask a question using the WebEx system

File Edit Share View Audio Participant Session Breakout Help

Quick Start Session Info Questions

01: Questions/Comr

Click the hand icon to virtually “raise” your hand and ask a question.

Questions/Comments?

You can also use the chat box to send your questions to any of the groups provided in the dropdown list.

Participants

Speaking:

Panelist: 1

Katelyn Gilligan (Host, me)

Attendee: 0

Chat

Send to: Host, Presenter & Panelists

Select a p: Host, Presenter, Host & Presenter, Host, Presenter & Panelists

Send

Full Screen 96% View

Cisco WebEx Session No. 801 291 332

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Agenda:

- ▶ Purpose & Rules of Engagement
- ▶ COVID-19 Situation Update
- ▶ National Conversation
- ▶ Cross-Canada Quick Check-in
- ▶ Q&A (as time allows)



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Purpose of these gatherings:

- Update on COVID-19 situation
- Receive FirstWatch SitRep on COVID-19 surveillance activity
- Share solutions regarding specific challenges posed by COVID-19
- Listen to guest speakers on select issues



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Rules of Engagement

- ▶ Session will conclude after 60 minutes
- ▶ Session materials can be sent to eid@ParamedicChiefs.ca for posting on Paramedic Chiefs of Canada website
- ▶ Please keep your comments brief

COVID-19 Situation Update



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Pam Farber, RN, EMT-P

Public Health Advisor

FirstWatch

pfarber@firstwatch.net

Things You Really Need to Know



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A series of COVID-19 articles will be posted on the PCC #6 Webinar & FirstWatch Health Intelligence Page sites on some items you need to know to **stay safe, sane, and ready to respond**. It's topics include:

1. **Staying Informed – Putting It All Together**
2. **Staying Healthy - Mind & Body**
3. **Staying in Charge – Fact/Fiction → Future**



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FirstWatch SitRep:

Todd Stout



- All working remote
- Volume down for many agencies

Cell: 858-395-1728
tstout@firstwatch.net

Sign up for information and
notifications at

www.firstwatch.net/hi

COVID-19 Monitoring



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Surveillance in place

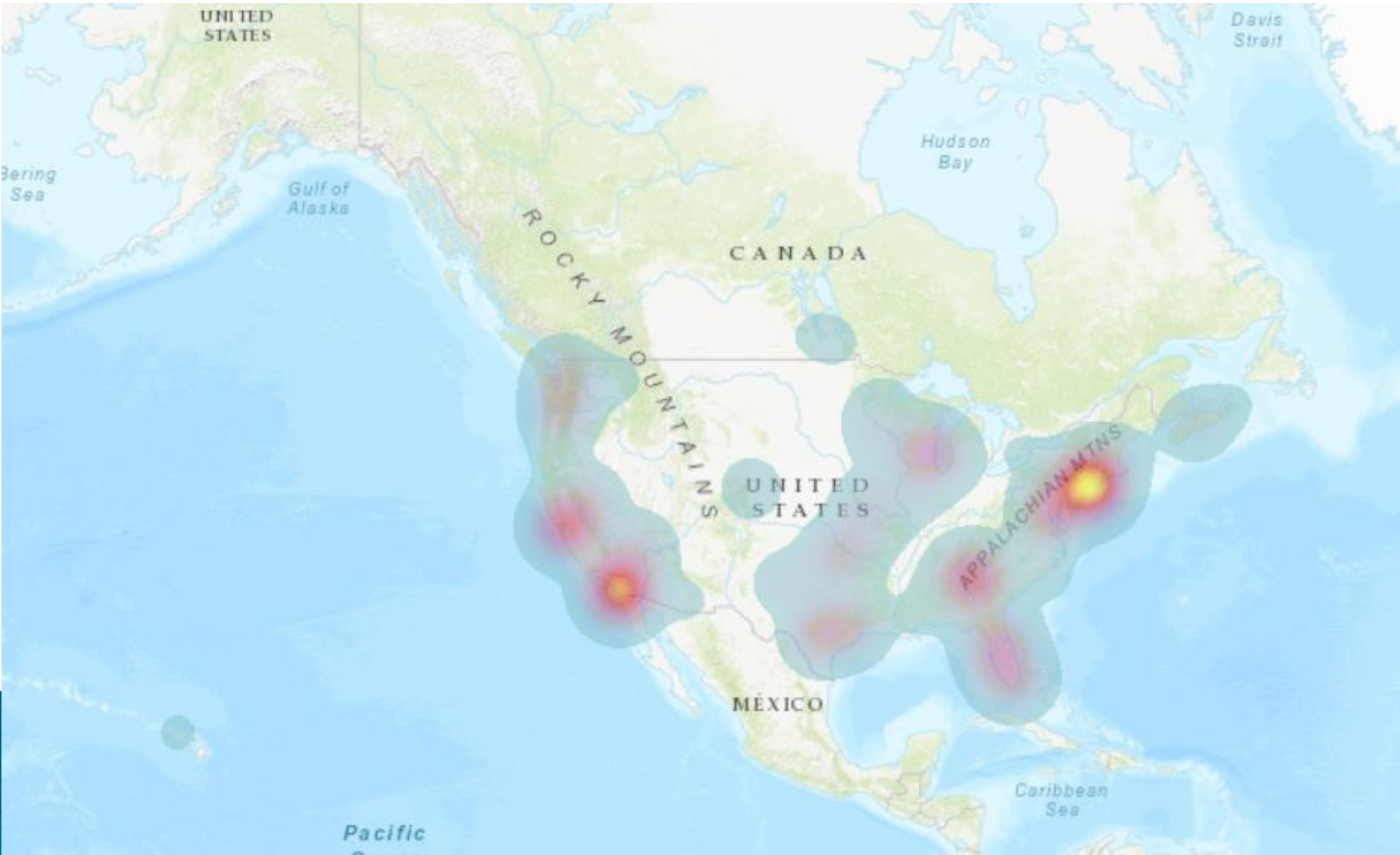
- 140+ triggers for symptoms & keywords
- 30 in progress
- Using CAD, ProQA, ePCR data
- 70% customized for local needs

COVID-19 Surveillance



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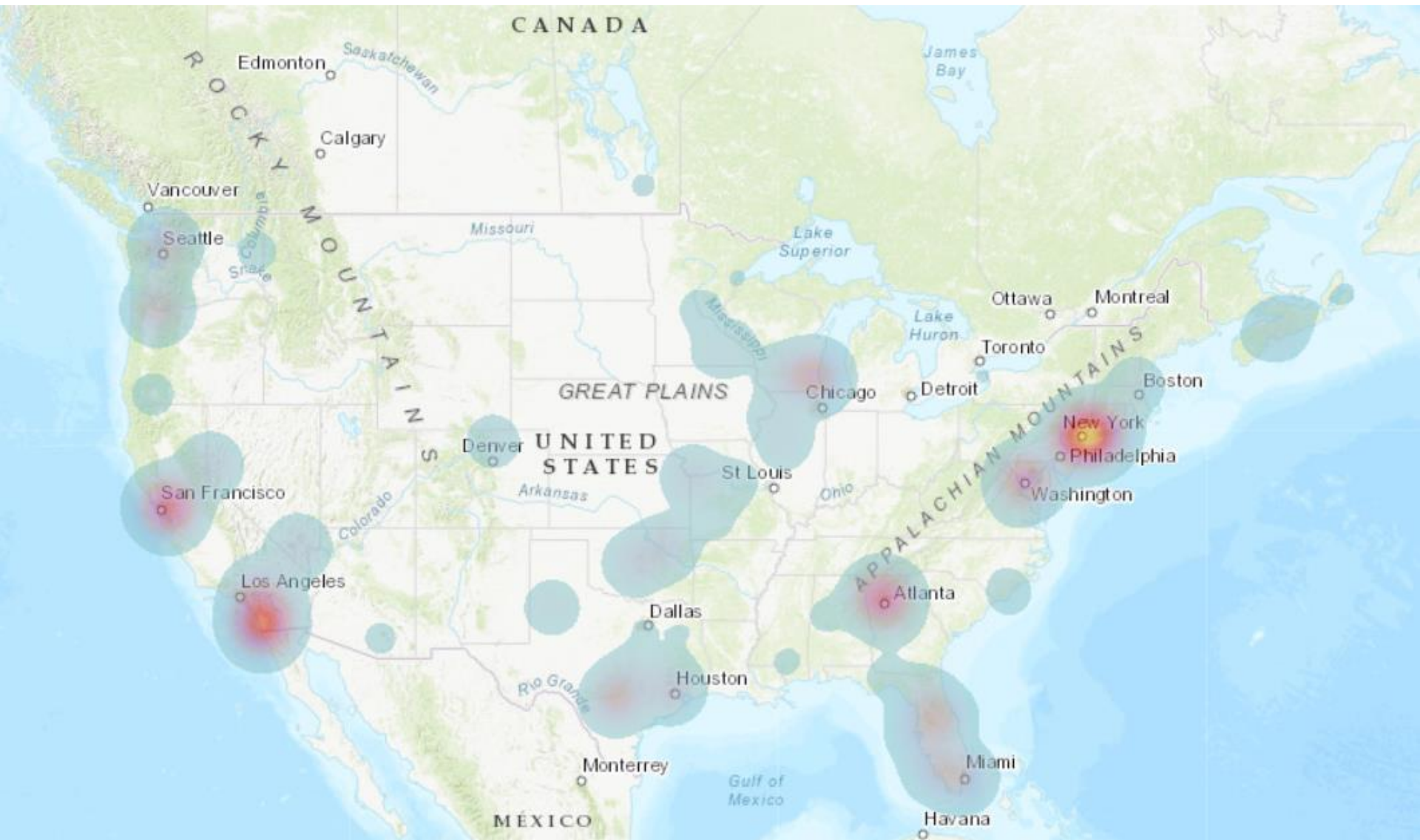


COVID-19 Surveillance



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No significant increase



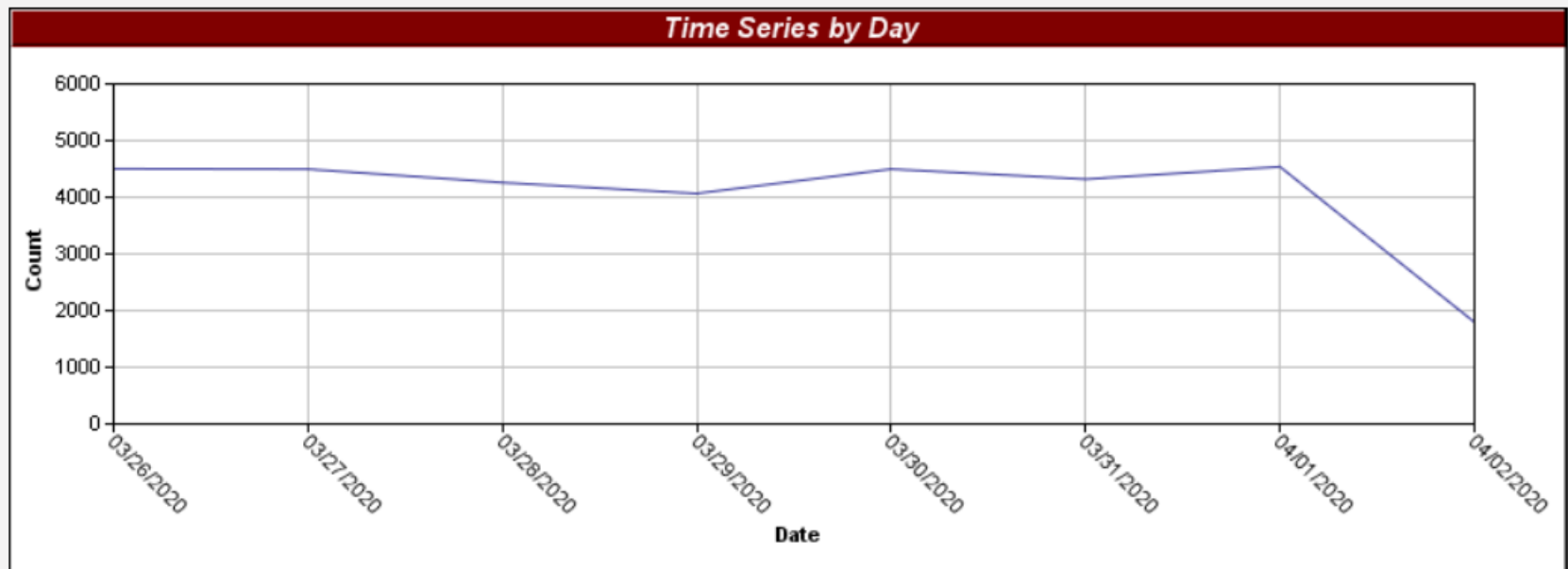
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- ▶ Since last week's PCC COVID-19 webinar

FirstWatch Covid-19 Combo Time Series

Graphs represent in queue, active or completed calls between the hours of 3/26/2020 11:30:00 AM and 4/2/2020 11:59:59 PM



Academy Analytics EIDS Page Available



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EIDS DATA

FROM: 03/25/2020 TO: 03/26/2020 GO! INSTALLATIONS FILTERS

- DASHBOARD
- SUMMARY
- TELECOMMUNICATOR
- PROTOCOL SUMMARY
- SPECIALTY PROTOCOLS
- EIDS DATA**
- SETTINGS
- FEATURE REQUEST
- COLLAPSE MENU
- SIGN OUT

EIDS Affirmative Calls

Case #	Telecommunicat or	Dispatched As	Problem	Question	Comment
H6148168	211150	26C02	FEVER, COUGH, CAN HARDLY WALK	contact with someone with flu-like illness (if so, when?)	IN JAIL LAST WEEK
H1148144	21059	06C01	DIFF BREATHING	contact with someone with flu-like illness (if so, when?)	YES

EIDS Negative Answers (Greater Than 15 seconds)

Case #	Telecommunicat or	Dispatched As	Problem
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EIDS Negative Answers (Less Than 15 seconds)

Case #	Telecommunicat or	Dispatched As	Problem	Time EIDS Open	Time EIDS Closed
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IAED
International Academies of Emergency Dispatch

Academy Analytics P36 Page Available



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SPECIALTY PROTOCOLS

FROM: 04/01/2020 TO: 04/02/2020 GO! INSTALLATIONS FILTERS

- DASHBOARD
- SUMMARY
- TELECOMMUNICATOR
- PROTOCOL SUMMARY
- SPECIALTY PROTOCOLS**
- EIDS DATA
- SETTINGS
- FEATURE REQUEST
- COLLAPSE MENU
- SIGN OUT

Protocols

Cardiac or Respiratory Arrest/...
EMS

Pandemic/Epidemic/Outbrea...
EMS



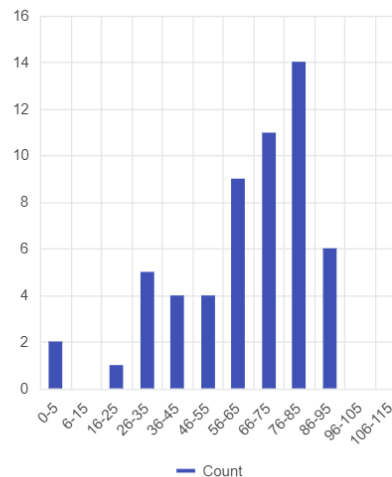
Pandemic/Epidemic/Outbreak
(Surveillance or Triage)

EMS

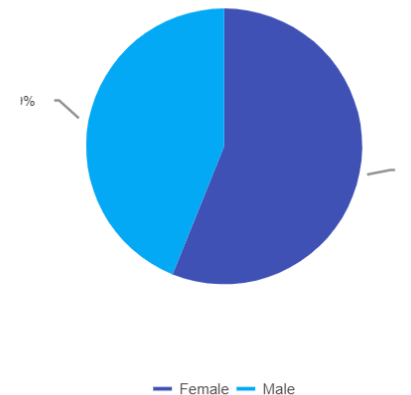
Number of Cases

57

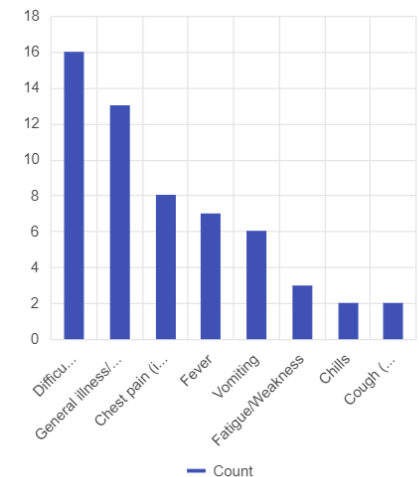
Breakdown by Age



Gender



Top 10 Complaints



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- ▶ PDF for centers that don't use ProQA software
- ▶ https://cdn.emergencydispatch.org/iaed/pdf/NAE-Protocol-36-Flu-v13_3.pdf

36 PANDEMIC / EPIDEMIC / OUTBREAK (SURVEILLANCE OR TRIAGE)	
KEY QUESTIONS 1. What is the most prominent complaint? (Difficulty breathing) a. Does s/he have difficulty speaking between breaths? (No) Describe to me what her/his breathing is like. b. (INEFFECTIVE or DSBB) Did s/he have any flu-like symptoms prior to this? Yes & INEFFECTIVE _____ Yes & DSBB _____ No _____ (Chest pain ≥ 35) a. Has s/he ever had a heart attack or angina (heart pains)? Yes _____ 2. Is s/he completely alert (responding appropriately)? 3. (Not 1st party) Is s/he changing color? a. (Yes) Describe the color change. 4. Is s/he having chills or sweats? Yes & chest pain/discomfort ≥ 35 _____ 5. (Not COVID-19) Is s/he vomiting? Yes & chest pain/discomfort ≥ 35 _____ 6. Does s/he have a new cough that recently started? 7. Does s/he have a sore throat? 8. Does s/he have muscle or body aches? 9. Does s/he have a fever (hot to touch in room temperature)? 10. Does s/he have a runny or stuffy nose? 11. (Not COVID-19) Does s/he have diarrhea? * see Rule 2 12. Does s/he have fatigue or weakness? 13. (Not COVID-19) Does s/he have a headache? a. (Yes & no other flu-like symptoms) Was there a sudden onset of severe pain? Yes _____	KEY QUESTIONS (continued) 14. Does s/he have any HIGH RISK conditions? No flu-like symptoms in KQ 4-13 _____ CC POST-DISPATCH INSTRUCTIONS a. (If regular dispatch) I'm sending the paramedics (ambulance) to help you now. Stay on the line and I'll tell you exactly what to do next. b. (If reduced/limited dispatch) I'm arranging care for you now. An ambulance (or Care Van) will come to check you when they are available. This might take (several hours). c. (No EMS response/Home quarantine instructions) Due to the extent of the epidemic, your condition requires that you remain at home and avoid close contact with others. A healthcare professional/specialist will (contact you soon to) give you further instructions. (Connect to a specialist if available.) d. (No EMS response and alternative treatment site available) Since the hospitals are currently full and only accepting critically ill patients, I'm going to give you the address/location of the nearest treatment center. (Follow local instructions.) Do you have transportation to get there? (If no, follow local instructions.) e. (Patient medication requested and Alert) Remind her/him to do what her/his doctor has instructed for these situations. f. (≥ 1 + DELTA) If there is a defibrillator (AED) available, send someone to get it now in case we need it later. DLS * Link to X-1 unless: INEFFECTIVE BREATHING and Unconscious — ABC-1

Taigman's webinar



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- ▶ **How to take care of yourself and your family during this crisis**
 - **Lexipol Webinar: EMS1, Fire Rescue1, Police1**
 - **Lots of new content**
 - How stress during emergencies such as the coronavirus outbreak impacts our bodies at a cellular, psychological and emotional level
 - Strategies you can start to use instantly to lower your stress and build resilience during the coronavirus crisis
 - Practical ways public safety leaders can help decrease stress for their personnel on the frontlines of this epidemic
 - **Link to register to view recording will be posted later today at www.firstwatch.net/hi**

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Thank You!

National Conversation Facilitator:



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Darren Sandbeck, M.A, ACP, CHE
Senior Provincial Director
& Chief Paramedic

Alberta Health Services Emergency
Medical Services

Darren.Sandbeck@albertahealthservices.ca



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COVID-19

A National EMS Conversation

► Objectives

- Identify common issues
- Offer/brainstorm solutions/suggestions
- Create a network for dialogue/information sharing
- Develop a Leadership support network
- Be brief, Be bright, Be gone – make initial connection here – take longer conversations off line.



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COVID-19

A National EMS Conversation

▶ Agenda

- Provincial Reports (Quick Snappers – 60 secs timed)
 - Name, Organization, Province
 - Two biggest challenges
 - Two biggest successes
- Themed Discussions from Provincial Reports plus
 - PPE/Supply Chain issues
 - Staffing – sick leave/isolation



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Next COVID-19 Webinar

A National Conversation: Part 3

Thursday, April 9 at 10:30am PT (1:30pm ET)

[Sign up for information and notifications @ www.firstwatch.net/hi](http://www.firstwatch.net/hi)

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Q&A and Thank You

eid@ParamedicChiefs.ca

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Darren Sandbeck – Darren.Sandbeck@albertahealthservices.ca

Todd Stout – tstout@firstwatch.net

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