



New Hampshire 911

How can I help you?

State of New Hampshire
Department of Safety
Bureau of Emergency
Communications
e911



Introduction

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Disclaimer

It is understood that the material in this presentation is intended for general information only and should not be used in relation to any specific application without independent examination and verification of its applicability and suitability by professionally qualified personnel. Those making use thereof or relying thereon assume all risk and liability arising from such use or reliance.

I am employed by the State of New Hampshire



Purpose

It is the authors hope to create understanding and build working relationships.

Thank you to the NHHCA for the invitation



Utilizing 911



The History of 911 in New Hampshire

The Bureau started answering 911 calls in 1995, prior to that well.....



A picture of the system

Only statewide 911 program that rings at a central answering point!*

*That provides emergency medical dispatch



A picture of the system

500,000
911 calls per year
Police/Fire/Medical
or
57 calls per hour.



A picture of the system

110,000 medical calls processed via EMD in 2018



The Medical Call

The NH BEC e911 system uses the
Medical Priority Dispatch System (MPDS)
from the IAED



The Medical Call

Callers are interrogated using one of 34 different protocols which are chosen based on the complaint.



The Medical Call

The logic of the MPDS program generates a response level which is given to EMS and provides care instructions for the caller.



Medical Professionals

When the system was created it did not take into consideration medical professionals in a healthcare setting calling 911.



Medical Professionals

Changes were made to the MPDS to address this gap.



Medical Professionals

Callers from medical facilities are processed based on the type of facility.



The Skilled Nursing Facility and Nursing Home

Have a dedicated protocol which
was used almost 3000 times in 2018



The Skilled Nursing Facility and Nursing Home

Some unique considerations



Protocol Understandings

No matter who the caller is or where the caller is calling from there is information we must get.



Location

The telecommunicators are taught this is the single most important piece of information they get .



Phone Number

The other piece of information we must get



The Assessment

Ok, tell me exactly what happened?



The Assessment

“Are they awake?”

“Are they breathing?”



The Assessment

“Are you with the patient now?”



The Dispatch

How EMS is notified



Post Dispatch

Final Instructions



Complaints about 911



Outreach



Questions?



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