

## Q3 2021 Total Response Protocol and Procedure Content Change List

The following is a comprehensive list of changes that were made to the Total Response software database. While some changes are behind the scenes or “under the hood” in nature, a majority of changes were made as a result of direct feedback from you, our users. We are thankful to have such a dedicated group of users contributing to the improvement of Total Response.

### Procedure Updates

#### New Tourniquet Procedure

- Many of you have asked for it, and now we’ve built it!
- With direction and guidance of our Medical Director Dr. Patrick Lanzetta.
- Like any other procedure you can launch it manually from the Procedure search feature, or you can assign it as a Hotkey.

#### Updated Naloxone Procedure

- The procedure has been updated to reflect additional delivery methods of Naloxone:
  - Narcan Nasal Atomizer
  - Narcan Nasal Spray
  - EVZIO Auto Injector

#### Updated Aspirin Advisory Procedure

- The defunct verbiage “baby aspirin” has been replaced with “low dose” in all areas where “baby aspirin” was used.
- Wording in the first two Primary Questions has been changed to improve the delivery of the question to a caller.

#### Updated Epi-Pen Procedure

- The procedure has been updated to reflect changes in the physical appearance of epi-pens (adult and child)

#### Updated Active Shooter Procedure

- You made us aware of a typo.
  - Corrected the spelling of "whoes" to "whose" in the Advisory Statement for the Procedure.
- There was general consensus among users that you would like to see the Questions and Answers from our Active Shooter procedure carry over to your CAD by default.
  - We have made this change to the procedure

- The reverse of this change can be made on an agency-by-agency basis. If you would prefer to opt out of this new default setting let us know.
- Modified wording to various elements and Advisory Statements to align with current DHS and FBI Active Shooter guidelines.

#### **Updated Choking (Adult) Procedure**

- The advisory statement from the element Heimlich 4 was removed as it was duplicated wording of the element that is next in the sequence of steps.
  - Same for Chest Thrust 3
  - Same for Abdo thrust 4
- At the direction of our medical director Dr. Lanzetta we modified the wording of the Heimlich 7 and Abdo Thrust 4 elements to “Is he/she breathing?”.
  - Formerly they also asked “did anything pop out?”.

#### **Updated Choking (Child) Procedure**

- The advisory statement from the element Heimlich 4 was removed as it was duplicated wording of the element that is next in the sequence of steps.
  - Same for Abdo Thrust 4
- At the direction of our Dr. Lanzetta we modified the wording of the Heimlich 7 element to “Is he/she breathing?”.
  - Formerly it also asked “did anything pop out?”.

#### **Updated Choking (Infant) Procedure**

- You made us aware of a Typo.
  - Corrected the spelling of "breath" to "breathe" in the Infant Back Blows 4 element.
- The advisory statement from the element Back Blows 3 was removed as it was duplicated wording of the element that is next in the sequence of steps.
- At the direction of Dr. Lanzetta we modified the wording of the Infant Back Blows 4 element to “Is the baby breathing?”.
  - Formerly it also asked “if anything came out”.
- The ‘Yes’ answer in the Infant Chest Thrust 5 element was capitalized to ‘YES’ as it is a link to a CPR procedure.
- At the direction of Dr. Lanzetta the wording in the Chest Thrust 6 element was modified for clarity.

#### **Updated CPR (Adult) Procedure**

- The Rescue Breaths and Signs of Circulation answer details in the Chest Compression 6 element were changed to lower case as they are not links to procedures.
- The ‘Yes’ answer in the Signs of Circulation element was changed to ‘YES’ as it is a link to a procedure.

### Updated CPR (Child) Procedure

- You made us aware of a typo.
  - Removed an “s” at the end of “hand” on the Chest Compression 3 element.

### Updated Vehicle Description Procedure

- You requested a new element asking about license plate state. (We wondered why we hadn’t thought of this ourselves, especially those of us who are former telecommunicators)
  - You will now see a new element asking “What state is the plate registered in?”
- There was a space within the answer details of “mini van” and “motor cycle” on the Vehicle Type element.
  - That needed to be changed, and we changed it. Answer details now read as “minivan” and “motorcycle”.

## System Wide Changes

- Based on widespread user feedback (meaning you didn’t like it) we have removed all instances of the “Acknowledge” button that was required to be selected at certain points of various procedures.
  - You will no longer be stopped and required to select the acknowledge button that appeared in the Alert window, but the Advisory Statements will still be present.

## Protocol Updates

### Abdominal Pain

- Fixed two (2) Incident Type triggers in the Chest Pain element on Primary Questions
  - You will no longer see an incorrect type code invoked when using PowerPhone’s default incident types.
- Removed a duplicate word from the Look Out element on CC
  - You will no longer be annoyed by seeing a duplicated word

### Alarm Sounding

- Removed an un-needed branch from Suspicious Activity element on Primary Questions
  - This is something you would not have noticed, but it bothered us.
- Modified a trigger branch for the Suspicious Activity element on Primary Questions
  - Another change you will not notice in the front end

**Allergies-Stings**

- A new element called Medicine Taken was added to the PAI module.
- The Treatment element was changed from a free text to a single select with several answer options.
- Wording on the Medication element was modified due to the previous element changes.

**Animal Bites-Attacks**

- Corrected the spelling of “salia’s” to “saliva’s” in the Advisory Statement for the protocol
  - You no longer have to figure out what “salia” is
- Added a link to Secondary Questions when choosing “Small Laceration”
  - You will now be automatically sent to Secondary Questions when that answer is selected

**Back Pain**

- Your feedback was that the Breathing element/answer details on Primary Questions should match the Breathing element/answer details on Vital Signs. We agree!
  - Both elements are now identical and selected answers will carry over
- Fixed an Incident Type trigger on the Chest Pain element on Primary Questions
  - If you had not changed the trigger to an agency specific incident type, it will now send the correct default incident type

**Bleeding-Lacerations**

- You requested that the Hemorrhage element be given an answer option of “Other”.
  - That answer detail has been added.

**Burglary**

- Your feedback was that a default answer was appearing in the When element on Primary Questions without selecting an answer. The default mechanism has been removed.
  - You will no longer see a default answer selected on the When element.
- Your feedback was that the duplicated law enforcement related questions that were appearing on both Primary Questions and Secondary Questions did not need to be. We agree and have removed them from Secondary Questions.
  - You will no longer see the Location or When elements on Secondary Questions

**Carbon Monoxide-Inhalation**

- Your feedback indicated you wanted the Vital Signs module on this protocol to have the multiple instances feature. This change has been made. (if you’d like to see this done to other protocols at your agency, please let us know)
  - You can now record Vital Signs for multiple people

### **Chest Injury**

- Fixed two (2) Incident Type triggers in the What Happened element on Primary Questions.
  - If you have not changed the trigger to an agency specific incident type, it will now send the correct default incident type.

### **Chest Pain**

- You wanted the ability to select more than one answer on the Medications element on Primary Questions
  - The element has been changed to multi-select and you can now choose multiple answers. (remember you have to tab off of a multi-select even if you're on mouse navigation)
- You asked for a new answer detail for the Medications element of Unknown
  - Unknown has been added as an answer detail, which makes sense considering how many medications are out there...
- You let us know we had another duplicated word of "has has" on the Medical History element on Secondary Questions.
  - You will no longer see "has has"

### **Childbirth-Obstetrics**

- Your feedback indicated you wanted the Vital Signs module on this protocol to have the multiple instances feature. This change has been made.
  - You can now record Vital Signs for multiple people, especially if the mom has the baby in which case hopefully you get a stork pin!

### **Chimney Fire**

- Fixed one Incident Type trigger in the Breathing element on Vital Signs
  - You will no longer see an incorrect type code invoked when using PowerPhone's default incident types.

### **Burns**

- Fixed one Incident Type trigger in the Breathing element on Vital Signs
  - You will no longer see an incorrect type code invoked when using PowerPhone's default incident types.

### **Choking**

- The No answers in both Breathing elements on Vital Signs and Primary Questions have been changed to NO as they are links to the Choking procedures
  - You will see that the No answers are now NO to align with the fact that any capitalized answer is a link to a procedure.

### **Confined Space Rescue**

- Corrected a typo
  - Changed “hazardous” to hazards” in the Hazards element on Secondary Questions.

### **Convulsions-Seizures**

- Under the hood change made to two (2) answer details that improve navigation related to previously selected answers.

### **Diabetic Problems**

- You requested that an answer option of “Unknown” be added to the Insulin Today element.
  - That answer detail has been added
- The module link trigger to the MonitorABCs procedure was fixed to the correct navigation.
- You let us know there was confusion over the Sugar element on PAIs.
  - You will now see a preceding statement about how the PAI only applies to those with low blood sugar.

### **Electrical Hazard**

- You let us know that the Injury element on Primary Questions was incorrectly configured as a multi-select
  - This has been corrected and is now a single select element
- The module link off of the Injury element on PAIs was not functioning
  - When you select Electrocutation PAI answer detail you’ll actually go where you’re supposed to go.

### **Electrocution**

- An under the hood change where an existing Advisory Statement was added to the ‘Yes’ answer on the Electrical Contact element on Primary Questions.
  - You will now see the same advisory statement when selecting Yes as any other answer.

### **Headache**

- A bridge was added to the Yes answer on the Numbness element on Primary Questions.
  - You will now have the option of being bridged to Stroke-CVA if you choose Yes.

### **Heart Problems**

- Added a NOT BREATHING answer branch and Advisory Statement that directs the call-taker to obtain an age and navigate to the appropriate CPR procedure.
  - This branch and Advisory Statement are already in place in other protocols.

### **Larceny-Theft**

- Corrected a navigation error where users were being brought to the wrong element after choosing an answer on the Weapons Description element on Secondary Questions.
  - Now you will be brought to the correct element.

### **Lock Out-Lock in**

- You let us know that the Injury element on Primary Questions was incorrectly configured as a multi-select
  - This has been corrected and is now a single select element
- Corrected a navigation error where users were being brought to the wrong element after choosing an answer on the Animal Location element on Secondary Questions.
  - Now you'll be brought to the correct element. (anyone hear an echo?)

### **Motor Vehicle Accident**

- Another under the hood change. We added dispatch recommendation triggers to three (3) answer details that did not have them. They align with the other already existing answer details.
  - This only affects users who have not customized their triggers
- This one is a bit more complicated; there was a matching element on Primary Questions and Secondary Questions that resulted in the answer being carried over. But the elements were worded very differently and asking for different sets of information.
  - The element constant has been changed so that the answer no longer carries over
    - A constant is the name or title of any given element.

### **Prowler**

- You let us know that the No answer on the Burglary element on Primary Questions did not navigate to the next element.
  - Fixed!

### **Sick Person**

- Several under the hood changes made to activity triggers on the Alert and Breathing elements

### **Stab-Gunshot Incident**

- Navigation was added to the Threats element answer details to go to Suspect Location

### **Stab-Gunshot Injury**

- A module link to Vital Signs was added to the answer detail of Chest on the Injury element

### Stroke-CVA

- At the Direction of Dr Lanzetta, a new answer detail of Facial Drooping has been added to the Symptoms element on Primary Questions.

### Structure Fire

- Feedback from you indicated that having separate 1<sup>st</sup> and 2<sup>nd</sup> party PAIs on this protocol were not user friendly. Because the protocol defaults to 2<sup>nd</sup> party and if you launched the protocol quickly than you didn't have easy access to the 1<sup>st</sup> party PAIs. After conducting an internal review, it was decided to combine the two sets of PAIs.
  - You will now see 1<sup>st</sup> and 2<sup>nd</sup> party PAIs on a single PAI module when launching the Structure Fire protocol. You simply choose the caller party in the first element and Total Response will guide you down the proper sequence of PAIs.

### Traumatic Injuries

- You made us aware that the answer detail of No on the Breathing element on Primary Questions had no triggers for creating a dispatch recommendation.
  - This was corrected to match No on the Breathing element on Vital Signs.
- You made a request that additional wording should be added to the Bleeding element on Primary Questions.
  - Text added > "If the victim has a penetrating object, DO NOT try to remove it!"

### Unconscious-Fainting

- You made us aware that several answer options on the Multiple episode element on Primary Questions were not moving you to Secondary Questions.
  - All relevant answer details will now link you to Secondary Questions

### Vehicle Fire

- You supplied several vehicle type element answer suggestions, here is what we did for you:
  - Removed the answer detail 'Coach'
  - Removed the answer detail 'Station Wagon'
  - Added the answer detail 'Farming Vehicle'

*We can help you change answer details at any time, as well as other customizations. You do not need to wait for a database update or new software version release.*