



Office of Emergency Management (OEM)

Milwaukee County

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Number: 15-03
Date: July 15, 2015
From: M. Riccardo Colella, DO, MPH, FACEP
Section: Director of Medical Services
To: MCEMS Providers
Subject: Recent Changes in MFD 911 Dispatching
Purpose: INFORMATIONAL

On June 23, 2014, The City of Milwaukee implemented a new Emergency Medical Dispatcher software package called ProQA™ based on the Medical Priority Dispatch System™ (MPDS). ProQA™ guides the dispatcher through the process of collecting vital caller information and automatically determines the appropriate dispatch determinant (level of response) based on logic rules built through standardized, evidence-based expert medical knowledge. In addition, pre-arrival information may be provided until the dispatched units arrive on scene. Other jurisdictions within MCEMS use this MPDS platform.

The City of Milwaukee purchased and intended to implement this program several years ago but was hampered by technology incompatibilities; new CAD updates allowed them to move this long awaited software package forward allowing better service to those calling 911.

During this implementation period, the City of Milwaukee and partnering shared services will likely experience an increased ALS call volume much like other systems experienced across the United States. Integral to the MPDS process, several oversight committees are established to ensure balanced, appropriate utilization and level of response. It is important that you also know that MFD and MCEMS leadership will be performing a 30, 60 and 90 day review of 911 activities to ensure alignment of community needs with system response and will make any necessary adjustments.

I realize the impact and demands on you that will result with this new ProQA™ software migration by the City of Milwaukee in light of a particularly violent summer. I appreciate your support and understanding through this transition period as we strive to continually meet the needs of those we serve. As always, your input and suggestions are always welcome.