

Technology for Operational Centre of Hradec Kralove Region Medical Rescue Service

Branch: Integrated Rescue Corps

Customer: www.zzskhk.cz

Country: Czech Republic

Project target: Modernization and integration of technologies to save lives

Solution: KONOS Dispatcher Platform

Result: Integrating state-of-the-art technologies using the KONOS dispatching platform leads to reduced driving time for patients, rescuers allow more time to spend with the wounded person, and simplifies the lengthy patient's dossier filing. By displaying all available rescue cars on the region map and their statuses (empty / with the patient), the dispatcher can send the nearest ambulance to the patient.

CUSTOMER: MEDICAL RESCUE SERVICE OF HRADEC KRÁLOVÉ REGION

Medical Rescue Service of Hradec Králové region (ZZS KHK) is a contributory organization established by the Region, which was established as the first regional MRS in the Czech Republic as at 1 January, 2004. The main mission of the ZZS KHK is to provide prehospital emergency care to patients at the scene of their accident, sudden illness, during their transport and subsequent transfer to the most appropriate medical facility.



PROBLEM DESCRIPTION

The solution of the modern dispatch centre responds to today's possibilities of using new technologies and to increasing comfort and saving time in the health rescue service. The Hradec Králové Emergency Service received a subsidy of approximately CZK 40 million for its new Operations Centre. ZZS KHK needed to build a modern operating centre in its new building, equip ambulances with the necessary technologies and reduce the rescue bureaucracy to a minimum, while at the same time ensuring greater control over human factor failure. All this had to be accomplished within four months, when the full operation had to start.

SOLUTION

The result of TTC Marconi's integration project is a comfortable service for medical rescue service dispatchers, both in information support and in communications. The dispatcher communicates from one interface through which all available resources are at hand, and has integrated information systems available.

In the new control centre there is also a central screen in addition to the modern dispatcher communication interface, which makes it possible to monitor the complete operational situation - a region map, real-time positions of ambulances, along with dynamic information about the occupancy of the car (for example, whether the car is an acute case or just a patient-free ride). The complex system includes tablets in all ambulances. The rescuer sends on-line reports on the current status of the patient to the hospital during the transfer and the hospital is ready for takeover.

Operator workstations were installed in dispatchers' tables and each workstation consisted of three devices - a virtualized desktop, an audio unit of the dispatcher terminal and an IP phone. Users have only a keyboard, a mouse, and several LCD monitors, one of which is touchsensitive. The main voice control terminal consists of a touchscreen with a graphical interface, an audio unit and its voice-controlled components - a handset with a key, a microphone and a headset. The terminal has full IP functionality, with the ability to create conferences, call queues, and speed dialing, and so on. IT technology helps reduce the required „minutes“ to a minimum. From November 2015, the center serves rescuers and all ambulances in the Hradec Králové Region. More than 250 calls are received daily, with half of them making real emergency call-outs.

„We are pleased to have successfully implemented this project, which makes work easier at saving lives, and from the professional point of view also strengthens our position as an integrator of systems for the protection of the population.“

Jan Sláma, Project Manager
TTC MARCONI

„Thanks to technology integration by TTC MARCONI, we are now able to automatically locate callers, track the location of rescuers online, or use a multi-touch tablet for paperless communication with the hospital, and this technology link helps us reduce the required minutes to a minimum“

Vladimír Švába, KZOS Main Operator

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