# Crook County 911 Launches New Emergency Medical Dispatch System

## System improves first responder efficiency and response times

**(PRINEVILLE, Ore)**— Crook County 911 is implementing a new emergency medical response system designed to improve response times and first responder efficiency. The Center provides communication service to the Prineville Police Department, the Crook County Sheriff's Office, Crook County Fire and Rescue, and the U.S. Forest Service.

Rebekah Burkhardt, 911 Communications Director, said the new dispatch software guides emergency dispatchers seamlessly through the process of gathering essential information, resulting in faster response times.

"The ProQA software gives us the ability to better determine what resources to send to medical emergencies with the right equipment," said Burkhardt.

ProQA integrates the National Academies of Emergency Dispatch protocols with computer technologies. The software enables dispatchers to consistently follow best-known standards of care, including providing potentially life-saving instructions. In addition, it guides emergency dispatchers seamlessly through the gathering of essential information and dispatching of resources.

"With the implementation of ProQA, our dispatchers have the opportunity to invest in and work with a proven system that enables efficient and effective information gathering from a member of our community needing help," said Dave Pickhardt, Crook County Fire and Rescue Deputy Chief. "This correct information gathering ultimately results in first responders responding with the details and information they need to support a safe and effective response."

Among the software program tools are those that can accurately identify a stroke, identify breathing patterns related to sudden cardiac arrest, function as a compression monitor so dispatchers can guide callers administering CPR, and quickly calculate the number of weeks in a pregnancy using a due date.

According to Burkhardt, using the Stroke Diagnostic Tool will allow dispatchers to evaluate and identify acute stroke patients more accurately. "Using the Stroke Diagnostic Tool has been shown to take only about 27 seconds and provides early and accurate stroke identification for responders," said Burkhardt.

"Every second counts in an emergency and the new dispatch system will assist dispatchers and first responders in providing the highest standard of care to the community," said Prineville Mayor Jason Beebe.

In 2020 there were approximately 3,820 Emergency Medical Service calls in Crook County.

The Center is funded by the city, county and fire district, and 911 state tax revenue.

The new system will be implemented the last week of June.

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**About the City of Prineville**

Located east of the Cascade mountains in Oregon's high desert, the City of Prineville is a resurgent rural community that has preserved its small-town, ranching roots and Western lifestyle while embracing smart growth in a business-friendly environment. With a population nearing 10,000 residents, the county seat of Crook County attracts a diversity of business and lifestyle interests, including tech giants Facebook and Apple, recreational enthusiasts, and a thriving agricultural industry. Incorporated in 1880, City of Prineville operates the oldest continuously running municipal short line railway in the U.S., as well as a public golf course, and airport. Prineville boasts numerous recreational assets, including the Ochoco National Forest and Crooked River, and remains a popular destination for anglers and hunters. For more information on City services and programs visit cityofprineville.com.

**About Crook County 911**
Crook County 911 contributes to the safety of the citizens and public safety partners by following industry best standards, policies and procedures. The Center provides communication service to the Prineville Police Department, the Crook County Sheriff's Office, Crook County Fire and Rescue, and the U.S. Forest Service. The Center is funded by the city, county and fire district, and 911 state tax revenue.

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