

Adding Missing Key Questions After a ProQA Import

If the ProQA Calltaker fails to ask/answer all Key Question in ProQA, then the Import into AQUA will be missing those unanswered questions as well. Because the questions are not there, it makes it difficult for the QA to properly score the call. The following document was put together to provide a solution to this issue for the QA Staff.

Note below this is how the case should look had the calltaker completed all of the Key Questions for the 67 – Outside Fire Card:

EFD - 0005000002 View / Filter By...

Case Evaluation Basics
Case Entry [EQ]

Key Questions

'Shunt to' protocol Key Question Language Switch: North American English Go

Legend: 1) Correct - 2) Insignificant - 3) Incorrect - 4) No - 5) Obvious - 6) N/A

Protc	Text	1	2	3	4	5	6	Answer	Correct
67	Are you safe and out of danger?	●	○	○	○	○	○	The caller is safe an	✓
67	Has the fire been extinguished?	●	○	○	○	○	○	The fire has not bee	✓
67	Does this incident involve any hazardous materials?	●	○	○	○	○	○	This incident does n	✓
67	Is the fire spreading?	●	○	○	○	○	○	The fire is not sprea	✓
67	(Appropriate) What size of area is involved?	●	○	○	○	○	○	It is not known what	✓
67	Is anyone injured?	●	○	○	○	○	○	It is not known if any	✓

In the example below, the ProQA Calltaker closed the call before finishing all of the Key Questions:

EFD - 0005000001 View / Filter By...

Case Evaluation Basics
Case Entry [EQ]

Key Questions

'Shunt to' protocol Key Question Language Switch: North American English Go

Legend: 1) Correct - 2) Insignificant - 3) Incorrect - 4) No - 5) Obvious - 6) N/A

Protc	Text	1	2	3	4	5	6	Answer	Correct
67	Case Entry ECHO	●	○	○	○	○	○	A person on fire is o	✓
67	Are you safe and out of danger?	●	○	○	○	○	○	The caller is safe an	✓
67	Has the fire been extinguished?	●	○	○	○	○	○	The fire has not bee	✓

To correct this, and add in the appropriate Key Questions, so the call can be scored properly, Type in the appropriate Protocol in the “Shunt to protocol” field as shown below (in this case the number is 67).

EFD - 0005000001 View / Filter By...

Case Evaluation Basics
Case Entry [EQ]

Key Questions

'Shunt to' protocol Key Question Language Switch: North American English Go

Legend: 1) Correct - 2) Insignificant - 3) Incorrect - 4) No - 5) Obvious - 6) N/A

Protc	Text	1	2	3	4	5	6	Answer	Correct
67	Case Entry ECHO	●	○	○	○	○	○	A person on fire is o	✓
67	Are you safe and out of danger?	●	○	○	○	○	○	The caller is safe an	✓
67	Has the fire been extinguished?	●	○	○	○	○	○	The fire has not bee	✓

Click the “Shunt to’ Protocol” button, and all of the Key Questions for that Protocol will be added to the end of your list:

Legend: 1) Correct - 2) Insignificant - 3) Incorrect - 4) No - 5) Obvious - 6) N/A

Protc	Text	1	2	3	4	5	6	Answer	Correct
67	Are you safe and out of danger?	●	○	○	○	○	○	The caller is safe an	✓
67	Has the fire been extinguished?	●	○	○	○	○	○	The fire has not bee	✓
67	Tell me exactly what is burning.	●	○	○	○	○	○		✓
67	Has the fire been extinguished?	●	○	○	○	○	○		✓
67	Is the fire threatening anything?	●	○	○	○	○	○		✓
67	Does this incident involve any hazardous materials?	●	○	○	○	○	○		✓

Now go in and delete the questions that are duplicated by highlighting the question, and pressing the Delete key on the Keyboard (Note: The delete option on the menu above will not be activated, you will need to use the Delete key on the keyboard). After hitting delete on each duplicated Key Question, Click OK to “Delete Record?”

Legend: 1) Correct - 2) Insignificant - 3) Incorrect - 4) No - 5) Obvious - 6) N/A

Protc	Text	1	2	3	4	5	6	Answer	Correct
67	Case Entry ECHO	●	○	○	○	○	○	A person on fire is or	✓
67	Are you safe and out of danger?	●	○	○	○	○	○	The caller is safe an	✓
67	Has the fire been extinguished?	●	○	○	○	○	○	The fire has not bee	✓
67	Tell me exactly what is burning.	●	○	○	○	○	○		✓
67	Has the fire been extinguished?	●	○	○	○	○	○		✓
67	Is the fire threatening anything?	●	○	○	○	○	○		✓

Confirm Delete record?
 If appropriate, shunted correctly?
 If no, correct Chief Complaint Protocol
 OK Cancel

After deleting only the duplicate records, continue grading the call as normal.