

The Integrated Decision Model in Emergency Dispatch Management and It's Implications for Design

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Abstract

This paper reports on a review of a number of well-known naturalistic decision making, NDM, models (Zsombok & Klein, 1997). Key features of these models were identified and were found to represent different views of the same naturalistic decision making process. These models were integrated into a single model called the Integrated Decision Model. To validate the model, a study of emergency dispatch co-ordinators was conducted to determine the 'goodness of fit' of the model in a naturalistic domain. A Critical Decision Method-based study (Kleinman & Calderwood, 1989) was used to collect evidence in the emergency dispatch management process to support the proposal of the Integrated Decision Model.

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