





## EMERGENCY MEDICAL DISPATCH QUALITY (IMPROVEMENT) ASSURANCE

APPROVED:         
EMS Medical Director      EMS Administrator

SMCPSC      American Medical Response

### 1. PURPOSE

- 1.1 To establish and define the Quality (Improvement) Assurance aspect of Emergency Medical Dispatch.

### 2. MONITORING

- 2.1 All calls handled by an EMD will be recorded and maintained on tape for a minimum of 100 days.

- 2.1.1 It will be the responsibility of the PSC to assure the quality of the tapes and of the recordings.

- 2.2. Dispatch times will be recorded on all calls and maintained in the EMS-CAD database. Times will be reviewed monthly or as needed and will include the following:

- 2.2.1 Call received
  - 2.2.2 Unit dispatched
  - 2.2.3 Unit inservice
  - 2.2.4 Unit arrival on scene
  - 2.2.5 Unit enroute to hospital
  - 2.2.6 Arrival at hospital
  - 2.2.7 Returned to service
    - 2.2.7.1 limited
    - 2.2.7.2 post assignment

- 2.2.8 Canceled, if applicable

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- 2.3. The Duty dispatch supervisor must be a certified EMD and be available for consultation at all times.
  - 2.4. There shall be a quality assurance coordinator who is a Physician, Registered Nurse, or EMT-P that has been approved by the EMS agency to fulfill that role.
3. SPECIFIC CALL REVIEW
- 3.1. Ten percent (10%) of all calls will be reviewed utilizing the "EMD Call Review 3 part Form"
    - 3.1.1. The White copy of each completed form shall be kept by the reviewer for a Continuing Medical Dispatcher Education (CMDE) record.
    - 3.1.2. The Yellow and pink copies of each completed form shall be sent to the QA staff for review and then returned to PSC to be filed.
  - 3.2. Calls reviewed will include those from all shifts and all dispatchers.
  - 3.3. The following reviews are mandatory:
    - 3.3.1. Review requested by any EMS personnel
    - 3.3.2. Sequence card is used
    - 3.3.3. Priority Three dispatch that returns Priority One to the hospital
    - 3.3.4. Level of dispatch is upgraded after dispatch
    - 3.3.5. MCI, HazMat, or disaster plans are utilized
    - 3.3.6. Call related to complaint received
  - 3.4. Random subject audit as determined by EMS Agency and Quality Assurance Coordinator.
  - 3.5. A current list of Incident Numbers of those calls reviewed will be maintained.

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