



EMD COMPLIANCE POLICY

APPROVED:

EMS Medical Director

EMS Administrator

It is the policy of San Mateo County Public Safety Communications to comply with the Medical Priority Dispatch System (MPDS) protocols, as well as San Mateo County EMS Agency policy and Public Safety Communications policy and procedure with regards to Emergency Medical Dispatch (EMD).

To serve the citizens of San Mateo County and our Fire and EMS customers with a high degree of consistent quality and accuracy to ensure patient and field safety. To achieve and retain EMD Accreditation from the National Academy of Emergency Dispatch (NAED), and ensure that all EMD certified employees shall maintain the average compliance scores as required by the organization.

1. COMPLIANCE

1.1 It is necessary for each individual EMD to achieve the following average EMD compliance scores in order to meet the standard of Public Safety Communications, and NAED Dispatch Center of Excellence accreditation requirements:

- 1.1.1 * 95% Case Entry
- 1.1.2 * 95% Chief Complaint Selection
- 1.1.3 * 90% Key Questions
- 1.1.4 * 90% Post Dispatch Instructions
- 1.1.5 * 95% Pre-Arrival Instructions
- 1.1.6 * 90% Final Dispatch Code Determination
- 1.1.7 * 90% Total Compliance Score

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- 1.2 All EMD Certified employees must hold a current 24 month certification. This is achieved through attendance and successful completion of;
 - 1.2.1 -MPDS 24 hour EMD course
 - 1.2.2 -Public Safety Communications EMS/EMD Academy
 - 1.2.3 -CPR Certification (current)
 - 1.2.4 -Successful OJT completion

- 1.3 All EMD certified employees must recertify every two years: This is achieved through completion of:
 - 1.3.1 -24 hours of Continuing Dispatch Education (approved by the NAED)
 - 1.3.2 -CPR Recertification
 - 1.3.3 -Recertification Test issued by NAED, with passing score. If an employee does not pass the certification exam, they will be provided with supportive training based on feedback received from NAED regarding areas of poor performance. They will then be allowed to take the re-test in writing or by telephone.

- 1.4 Monthly requirements listed below will be effective as of January 7, 2002:
 - 1.4.1 - Within two months of becoming newly certified EMD's, all dispatchers shall achieve a 80% total compliance rate. Any dispatcher not achieving a 80% total compliance rate as listed above shall receive additional training sessions.

 - 1.4.2 - Within three months of becoming newly certified EMD's, all dispatchers shall achieve a 90% total compliance rate. Any dispatcher not achieving a 90% compliance rates listed above shall receive additional training sessions.

 - 1.4.3 - Within four months of becoming newly certified EMD's, all dispatchers shall maintain the NAED compliance rates detailed above. Any dispatcher not maintaining these compliance rates in any one month shall receive one or more of the following: intervention, action plan, remedial plan, as determined by the Communications Center Supervisor, the EMS Program Manager.
 - 1.4.3.1 Intervention: QAU/employee session(s) designed to identify barriers to expected compliance rates, and discussion of solutions/ideas. Employee participation and involvement is required in this intervention process.
 - 1.4.3.2 A formal education/training plan developed to address a particular concept which is preventing 90% or better compliance.

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- 1.4.3.3 Remediation Plan: A formal education/training plan developed to address multiple concepts which are preventing 90% or better compliance.

2. DISCIPLINE VS. QUALITY ASSURANCE

This policy does not exclude the need for discipline/corrective action when considering individual cases of gross negligence and/or improper behavior, or cases of persistent failure to apply the MPDS protocols, PSCD Policy and Procedures, EMS Agency Policy and Procedures or PSCD Employee Performance Standards.

This policy does not exclude the need for discipline/corrective action if there is persistent failure to utilize intervention, action plans or remedial plans, if received to improve performance issues.

Discipline/corrective action options shall be at the discretion of the EMS Agency Program Manager and the Shift Supervisor.

- 2.1 All quality assurance reviews shall be handled by the Quality Assurance Unit. The goal of the QAU is to provide education and feedback to individual EMD's through on-going review of EMD performance. The goal is to provide consistent feedback on performance for every EMD dispatcher.
- 2.2 When non-compliance becomes a disciplinary issue versus quality assurance issue, the Shift Supervisor shall discuss this in conjunction with the EMS Program Manager. Non-compliance defined is 89% or below compliance rate.
- 2.3 All intervention, action plans and remedial training development shall be handled by the employees' shift supervisor or other management designee, and the EMS Program Manager.
- 2.4 All disciplinary cases shall be handled according to current corrective and disciplinary action policy and procedures via the chain of command for the individual concerned.

3. INDICATORS FOR REMEDIAL ACTION/INTERVENTION

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- 3.1 In the first six months after EMD certification, failure to achieve the required compliance levels as detailed in Section I above in two out of three months.
- 3.2 Following a six month period of certification as an EMD, failure to achieve the required compliance levels as detailed in Section I above in any given month.

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