

Subject: Administration - Provider  
Emergency Medical Dispatch Center Provider Designation

Associated Policies: 2201

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- I. Authority and Reference (incorporated herein by references)
  - A. Division 2.5 of Health and Safety Code
  - B. North Coast EMS Policies and Procedures
  - C. California EMS Authority's EMS Systems Standards and Guidelines
  - D. California EMS Authority Emergency Medical Services Dispatch Program Guidelines
- II. Purpose  
To establish standardized criteria for the designation of Emergency Medical Dispatch (EMD) Provider agencies.
- III. Level of Emergency Medical Dispatching: Full Time Provider – a designated EMD Provider shall provide EMD coverage 24 hours, 365 days per year. Sufficient number of affiliated dispatchers must currently be Priority Dispatch certified and immediately available to provide continuous EMD service to 9-1-1 callers. Centers receiving full time designation by North Coast EMS can advertise their accomplishment.
- IV. Types of Designation – EMD Provider designation applies only to local agencies who have been approved after completing the application process described in Policy #2201.
- V. Continuous Quality Improvement (CQI) Program Policy
  - A. Designated EMD Providers shall develop and submit an EMD CQI Policy or Plan for approval by North Coast EMS that establishes, implements, and maintains a continuous quality improvement (CQI) program that evaluates ongoing EMD performance.
  - B. The EMD CQI Plan shall address structural, resource, and/or protocol deficiencies as well as measure compliance to Priority Dispatch EMD Protocol standards through ongoing random case review for each emergency medical dispatcher.
  - C. The CQI Plan shall ensure that:
    1. Monitoring of the quality of medical instruction is given to callers including ongoing random case review for each emergency medical dispatcher and observing telephone care rendered by emergency medical dispatchers for compliance with Priority Dispatch EMD standards.
    2. Random or incident specific case reviews are conducted to identify calls/practices that demonstrate excellence in dispatch performance and/or identify practices that do not conform to current Priority Medical EMD practices or procedures so that appropriate training can be initiated that help ensure compliance.
    3. EMD reports and /or other records of patient care are reviewed by a currently trained EMD user to compare performance against medical standards of practice.

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4. A process exists to recommend training, policies, and procedures for continuous quality improvement.
  5. Strategic planning and the development of broader policy and position statements are performed.
  6. Continuous Dispatch Education needs are identified.
  7. The critical components of the EMD case review process listed in Section E below are followed.
  8. The EMD Provider is solely responsible for its own risk management and use of the EMD Priority Dispatch System.
- D. The CQI Plan shall contain at least the following components:
1. Confidentiality commitment for medical and personnel records.
  2. Operational policies and procedures (see Section VI).
  3. Verification of current training and certification using the Priority Dispatch EMD program of all EMD dispatchers with re-certification every two years. The EMD Provider shall notify North Coast EMS of all additions or deletions to the list of EMD certified dispatcher within thirty (30) days of the change.
  4. Agency liaison appointed as contact to North Coast EMS.
  5. Case Review procedure whereby the agency manager or designee periodically reviews a designated percentage of all EMD cases
  6. System for forwarding to North Coast EMS background on cases that require medical review, cases involving complaint and cases where current EMD practices and procedures were not followed or used.
  7. Quality Improvement system for reporting and investigating events or circumstances to North Coast EMS. Reports may be related to equipment, process, or non-compliance with current EMD practices and procedures and may be initiated by employee/peer reports, allied agencies, identified during case review process, or by public complaint.
  8. Remediation program for problem investigation and resolution compatible with North Coast EMS policy #2104 and addendum.
- E. EMD case review is the basis for all aspects of continuous quality improvement to maintain a high level of service and to provide a means for continuously checking the system. Consistency and accuracy are essential elements of EMD case review.
1. Critical components of the EMD case review process:
    - a) Each CQI program shall have a case reviewer(s) who is:
      - (i) A currently licensed or certified physician, registered nurse, physician assistant, EMT-P, AEMT, or EMT-I, who has at least two years of practical experience within the last five years in pre-hospital emergency medical services with a basic knowledge of emergency medical dispatch, and who has received specialized training in the case review process, OR
      - (ii) An emergency medical dispatcher with at least two years of

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practical experience within the last five years, and who has received specialized training in the case review process.

- b) The case reviewer shall measure individual emergency medical dispatcher performance in an objective, consistent manner, adhering to a standardized scoring procedure.
- c) The regular and timely review of a pre-determined number of EMD calls shall be utilized to ensure that the emergency medical dispatcher is following protocols when providing medical instructions.
- d) Routine and timely feedback shall be provided to the EMD to allow for improvement in their performance.
- e) The case reviewer shall provide a compliance-to-protocol report at least annually to the North Coast EMS Medical Director to ensure that the EMD Provider Agency is complying with Priority Dispatch minimum protocol compliance standards, and North Coast EMS policies and procedures.

#### VI. Policies and Procedures

- A. The EMD Provider Agency shall establish policies and procedures through its continuous quality improvement program, consistent with the Priority Dispatch scope of practice that includes, but is not limited to:
  - 1. Ensuring the EMD call answering point maintains direct access to the calling party,
  - 2. Providing systematized caller interview questions,
  - 3. Providing systematized post-dispatch and pre-arrival instructions,
  - 4. Establishing protocols that determine vehicle response code and configuration based on the North Coast EMS approved Response Determinants Matrix.
  - 5. Utilizing the Priority Dispatch call classification coding system, for quality assurance and statistical analysis,
  - 6. Establishing a written description of the communications system configuration for the service area including telephone and radio service resources, and
  - 7. Establishing a record-keeping system, including report forms or a computer data management system to permit evaluation of patient care records to ensure emergency medical dispatcher compliance with the Priority Dispatch, timeliness of interview questions and dispatch, and with North Coast EMS EMD policies.

#### VII. North Coast EMS Medical Direction and Oversight

- A. The Regional Medical Director shall provide medical oversight for all medical aspects of the EMD program.

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- B. The Regional Medical Director shall be responsible for approval of the Priority Dispatch Program and:
- C. Approval of medical aspects of the emergency medical dispatcher orientation and performance evaluations,
- D. Evaluation of the medical care, post-dispatch, pre-arrival instructions, cases and other documentation submitted by EMD Providers,
- F. Approval of the Response Determinants Matrix and specific pre-arrival cards that require local approval. The Medical Director reserves the right to approve only those local protocols that are congruent with the established EMS system.
- G. Review of EMD Providers CQI Plan, policies, and procedures.
- F. Participation in the local EMS system CQI process.

#### VIII. Records Management

##### A. Course Completion Records:

- 1. The EMD Provider shall maintain a copy of the basic EMD training program course completion records in the individual emergency medical dispatcher's training file.
- 2. The EMD provider shall maintain a record of "in- house" EMD CDE topics, methodologies, date, time, location, and the number of CDE hours completed for each session of CDE in the individual emergency medical dispatcher's training file.
- 3. The EMD Provider shall maintain a copy of EMD CDE program course completion records from Priority Dispatch in the individual emergency medical dispatcher's training file.
- 4. The EMD Provider shall submit a list of all affiliated and currently certified EMD dispatchers to North Coast EMS and report additions or deletions within 30 days of any change.

##### B. CQI Case Review Records:

- 1. Each EMD Provider shall retain compliance-to-protocol reports and dispatch records as required by law.

Approved By		Revision
EMS Director	<b>Larry Karsteadt</b> (Signature on File at EMS Agency)	
EMS Medical Director	<b>Matthew Karp, MD</b> (Signature on File at EMS Agency)	<b>2/14/2021</b>