

	COUNTY OF SACRAMENTO EMERGENCY MEDICAL SERVICES AGENCY	Document #	2501.03
	<u>PROGRAM DOCUMENT:</u> Emergency Medical Dispatch Priority Reference System (EMD PRS)	Initial Date:	06/24/16
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 Signature on File
 EMS Medical Director

 Signature on File
 EMS Administrator

Purpose:

- A. To establish minimum standards and requirements for entities that provides Emergency Medical Dispatch (EMD) services in the County of Sacramento.

Authority:

- A. California Health and Safety Code, Division 2.5
- B. California Code of Regulations, Title 22, Division 9
- C. Emergency Medical Services Authority, Dispatch Program Guidelines, March 2003, EMSA#132

Policy:

Emergency Medical Dispatch Priority Reference System (EMD PRS):

- A. Sacramento County Emergency Medical Service Agency (SCEMSA) requires that any dispatch entity that accepts calls for emergency medical assistance from the public and/or medical personnel, shall use an approved EMD PRS.
- B. SCEMSA shall identify one or more EMD PRS approved for use by entities.
 - 1. Any EMD PRS used by the entries shall be approved by SCEMSA;
 - 2. Each entity shall utilize the most current version of the SCEMSA approved EMD PRS;
 - 3. The EMD PRS shall not be amended in any manner without first obtaining prior written authorization from SCEMSA, the EMD Medical Director, and if applicable, the EMD PRS vendor; and
 - 4. The EMD PRS shall be used on every request for medical assistance.

EMD Entity Requirements: Each entity shall meet the requirements as outlined in this policy to be an approved EMD Entity by the SCEMSA.

- A. Certification:
 - 1. A business, organization, or government entity may not represent itself as an EMD entity unless the business, organization or government entity is certified by the SCEMSA as an emergency medical dispatch agency.
 - 2. Each certified entity shall provide SCEMSA with:
 - An annual notification of the EMD PRS chosen for utilization in the coming twelve (12) months;

- A certification that the EMD PRS has not and will not be amended except in accordance with the requirements set forth as outlined in EMD PRS B.3 above.
- B. Record Keeping:
1. Each Entity shall establish a record-keeping system that may consist of report forms or a computer based data management system.
 2. Each entity shall keep records of satisfaction for review by the SCEMSA for a period of not less than two (2) years and one (1) day for:
 - Audits
 - Certification
 - Continuing education
 3. The data base or record keeping system must, at a minimum, be capable of storing compliance scores for each EMD performance area as follows:
 - Address
 - Phone number
 - Consciousness
 - Breathing verification
 - Chief Complaint/Incident Type selection
 - Systematized interrogation questions
 - Post-dispatch instructions
 - Pre-arrival instructions
 - Dispatch code selection
 - Customer Service score
 - Overall or aggregate performance score
 4. All EMD entities must retain audio files as mandated by the Health Insurance Portability and Accountability ACT (HIPAA) Federal Statute.
 5. Each entity that dispatches calls for medical assistance shall employ an EMD Medical Director.
 6. Each entity that dispatches calls for medical assistance shall employ EMD Certified Dispatchers.
 7. Each entity shall establish a continuous QA and QI program.

EMD Medical Director Requirements:

- A. The EMD Medical Director shall be:
 1. A license Physician in California
 2. Board Certified or eligible in Emergency Medicine or a physician with > 5 years' experience in prehospital healthcare.
 3. Possess Knowledge of EMS Systems in California and the local jurisdiction.
- B. The EMD Medical Director is responsible for the following:
 1. Review, approve, and oversee the following:
 - EMD PRS
 - EMD Training Program
 - Quality Assurance/Improvement Program
 - Continuing Dispatch Education Program

4. Evaluate the medical care, post-dispatch and pre-arrival instructions rendered by EMD personnel.
5. Participate in EMD Oversight Committee(s).
7. Participation in SCEMSA QIP process.

EMD Dispatcher Requirements:

- A. Certification: A Dispatcher is eligible for EMD certification if they satisfy the following conditions:
 1. 18 years of age or older;
 2. Possess a high school diploma or general education equivalent;
 3. Possess a current, basic Healthcare Provider Cardiac Life Support card issued by the American Heart Association or American Red Cross (or equivalent to the standards of) for adult and pediatric cardiopulmonary resuscitation; and
 4. Successful completion of an EMD PRS-approved course of training.
 5. The certificate should contain the following information:
 - The name of the individual certified;
 - The certification or license number assigned by the EMD PRS;
 - The effective date of certification;
 - The date of expiration; and
 - A statement that the individual named on the certificate has fulfilled the requirements for certification and is EMD certified to use the specific EMD PRS for which the individual was trained.
 6. The effective date of the initial certification shall be the day the requirements were fulfilled.
 7. The certification shall be valid for two (2) years from the last day of the month in which it was issued.
- B. Recertification: All EMD Dispatchers shall maintain an active certification by the EMD PRS and recertify every two (2) years.
 1. Complete and submit an EMD recertification application;
 2. Complete a total of 24 hours of Continuing Dispatch Education (CDE) during the two (2) year recertification period; and
 3. Submit proof of having successfully recertified as an EMD through an EMD PRS approved organization.
- C. Continuing Dispatch Education (CDE): All EMD CDE activities or courses shall meet the standard established by the EMD PRS.
 1. Each entity shall maintain CDE records for the current recertification period of each EMD. EMD not currently employed by an EMD entity must maintain their own records.
 2. SCEMSA may monitor entity compliance with CDE standards.

Quality Assurance (QA), Quality Improvement (QI) Management Program Requirements:

- A. The QA/QI Management Program shall be approved by the:
 1. EMD Medical Director
 2. SCEMSA Medical Director

B. The QA/QI management program is required to:

1. Provide:
 - Written Approval from the EMD Medical Director and SCEMSA Medical Director.
 - Documentation of the QA case review process shall be available to SCEMSA upon request.
2. Establish an EMD oversight committee(s) that meet at minimum quarterly.
3. Entities shall have a representative participate in SCEMSA Quality Improvement Program and it's subgroups.
4. All EMD Dispatchers shall receive feedback regarding performance at least once each year.
 - The minimum EMD Dispatcher performance scoring standard shall be set at a minimum of 90%, except for the customer service standard which is a minimum of 95%.
5. Conduct quarterly audits based on the chart below:

Annual EMD PRS Volume	Number of Audits
Above 500,000	1%
43,3333 – 499,999	1% - 3%
1,300 – 43,332	1300 cases, 25 cases/week
Less than 1,300	100%
All entities shall conduct a 100% audit on all EMD Calls requiring pre-arrival instructions for CPR, Childbirth, and Choking	

6. Document audit results and review with EMD Oversight Committee.
7. Evaluate the effectiveness and timeliness of interrogation questions and dispatch functions.
8. Conduct routine random audits on each dispatcher.
9. Document in writing and certify to the SCEMSA the results of the audits conducted as set forth below:
 - Certifying should include individual EMD scores, plus the cumulative entity score.
 - QA/QI and EMD performance scores shall be submitted to SCEMSA as requested.
 - Each entity shall establish an EMD oversight committee(s) that meets quarterly.
 - Any findings of the EMD oversight committee(s) that functionally fall under the EMS "Medical Procedures and Studies Act" (or equivalent) are not subject to discovery.
10. The EMD QA/QI Management Program shall work collaboratively with SCEMSA in providing data used for EMS system analysis as requested.
11. Comply with the SCEMSA QIP requirements.