

Monterey County EMS System Policy



Policy Number: 2230
Effective Date: 7/1/2023
Review Date: 6/30/2036

EMERGENCY MEDICAL DISPATCHER EDUCATION AND QUALITY IMPROVEMENT (QI) PROGRAM

I. PURPOSE

To establish the minimum requirements and standards for initial orientation, Continued Dispatch Education (CDE), and the Quality Improvement (QI) Program of a designated EMS Communications Center. Such a program will be designed to promote and ensure the high- quality performance of the Medical Priority Dispatch System (MPDS) and promote a culture of excellence in performance.

II. POLICY

A designated EMS Communications Center shall:

- A. Implement and maintain an active initial orientation, Continued Dispatch Education (CDE), and a Quality Improvement (QI) Program.
- B. Actively participate in Monterey County system-wide QI activities and drills.
- C. Have all initial orientation, CDE, and QI Programs approved by the EMS Agency.

III. PROCEDURE

- A. A designated EMS Communications Center shall submit a written initial orientation, CDE, and QI Plan including course curriculum and final exams to the EMS Agency for approval.
- B. Each initial orientation, CDE, and QI Plan shall be consistent with International Academies of Emergency Dispatch (IAED) recommendations and standards and shall contain the following:
 1. Name and credentials of the CDE and QI Program Coordinator, who shall be qualified by education and experience in methods, materials, and evaluation of instruction. The Program Coordinator shall be responsible for the following:
 - a. Administration of all training and education including CDE and QI Programs
 - b. Signing all training and course completion records
 - c. Assuring that all training, CDE and QI activities are compliant with EMS Agency polices.
 2. CDE and QI program overview, goals, and objectives to include the structure and function of the following:
 - a. Dispatch Review Committee (DRC)


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- b. Dispatch Steering Committee (DSC)
 - c. Quality Improvement Unit (QIU)
 3. Description of how QI is integrated into the day-to-day operations.
 4. Description of the collection, reporting and analyzation of data and feedback processes.
 5. Description of internal QI committee participation, responsibilities, and structure.
 6. Description of Medical Director responsibilities and involvement.
- C. EMD/MPDS QI shall also be represented and integrated into equivalent County Prehospital QI committees.
- D. The EMS Agency shall review all plans submitted and notify the applicant within 14 (fourteen) days of receipt of any required missing information.
- E. The EMS Agency shall notify the applicant in writing within thirty (30) days of receipt of a complete plan on an approval or rejection decision.

IV. REFERENCES

- A. California State EMS System Guidelines
- B. Division 2.5, California Health and Safety Code.

END OF POLICY


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